STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **7**

to

Contract Number **071B4300149**

CONTRACTOR	
	ORACLE AMERICA INC
	500 Oracle Parkway
	Redwood Shores, CA 94065
	Russell Schomberger
	248-709-2882
	russell.schomberger@oracle.com
	CV0066538

STATE			
	Program Manager	Reid Sisson	MULTI
		517-241-1638	
		sissonr@Michigan.gov	
	Contract Administrator	Jordan Sherlock	DTMB
		517-243-5556	
		sherlockj@michigan.gov	

CONTRACT SUMMARY

ORACLE SOFTWARE, HARDWARE & RELATED SRVCS

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
August 29, 2014	August 28, 2019	3 - 1 Year	August 28, 2019

PAYMENT TERMS	DELIVERY TIMEFRAME
NET30	

ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
☐ P-Card	☐ PRC	☐ Other	☒ Yes	☐ No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
☒	12 months	☐		August 28, 2020

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
$100,000,000.00	$22,466,666.67	$122,466,666.67

DESCRIPTION

Effective 10/10/2019 the following amendment is incorporated into this contract per attached Amendment 3. This contract is also excersing 1 option year, and is increased by $22,466,666.67. The revised contract expiration date is 8/28/2020. The parties agree that the attached Amendment Three to Contract No. 071B4300149, a/k/a the Master Agreement, dated August 29, 2014 (Oracle reference number US-GMA-363006), between the State of Michigan and Oracle America, Inc. shall be considered executed by virtue of the party's signatures on this Modification to Contract Change Notice Number 7.

Please note that the Contract Administrator has been changed to Jordan Sherlock. All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Procurement approval.

AMENDMENT THREE
TO
MASTER AGREEMENT

This Amendment Three (this "**Amendment Three**") amends Contract No. 071B4300149, a/k/a the Master Agreement, dated August 29, 2014, together with all amendments and addenda thereto, (the "**Master Agreement**" or "**Agreement**", Oracle reference number US-GMA-363006) between the State of Michigan ("**State**", "**Customer**" or "**you**") and Oracle America, Inc. ("**Oracle**").

The parties agree to amend the Master Agreement as follows:

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

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

2. Delete Section 8.1 as amended by Amendment Two and replace it with the following:

   "**8.1 Term of the Agreement and Pricing, Discount, and/or Rate Terms**

   a. Term of the Agreement. Orders may be placed under this Agreement for five (5) years from the Effective Date of this Master Agreement. By mutual written amendment to this Master Agreement, the parties may extend the term of this Master Agreement for not more than three (3) additional one-year terms. All Products and Services as ordered under this Master Agreement shall be under Oracle's standard fees and policies in effect at the time of such order. For the avoidance of doubt, under this Amendment Three to the Master Agreement, the State is exercising the first renewal year by extending the Master Agreement for an additional one-year term. Upon the effective date of this Amendment Three, the parties shall have the option to extend the term of the Master Agreement for not more than two (2) additional one-year terms.

   b. Pricing, Discount, and/or Rate Terms. The pricing, discount, and/or rate terms as of the Effective Date of Amendment Three are as set forth in the following appendices, as applicable:

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

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

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

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

   (v) **Appendix I (Pricing and Discount Schedule for Oracle University Training).** Appendix I (Pricing and Discount Schedule for Oracle University Training) of the Master Agreement is hereby deleted and replaced with Appendix I (Pricing and Discount Schedule for Oracle University Training) attached hereto. The pricing and discounting terms

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

Notwithstanding the foregoing, the parties may negotiate larger discounts based on the nature and volume of sales at the time of the applicable order."

3. **Appendix B (Oracle Software Technical Support Policies).** Appendix B (Technical Support Policies) of the Master Agreement is hereby deleted and replaced with **Appendix B** (Technical Support Policies) attached hereto. The Oracle Software Technical Support Policies, dated April 5, 2019, attached hereto are for your convenience and for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the technical support policies at http://oracle.com/contracts.

4. **Appendix C (Oracle Processor Core Factor Table).** Appendix C (Oracle Processor Core Factor Table) of the Master Agreement is hereby deleted and replaced with **Appendix C** (Oracle Processor Core Factor Table) attached hereto. The Oracle Processor Core Factor Table, effective March 16, 2009, updated July 29, 2019, attached hereto is for your convenience and for reference purposes only and are subject to change at Oracle's discretion.

5. **Appendix D (License Definitions and Rules).** Appendix D (License Definitions and Rules) of the Master Agreement is hereby deleted and replaced with **Appendix D** (License Definitions and Rules) attached hereto. The Oracle License Definitions and Rules v030819 attached hereto are for your convenience and for reference purposes only and are subject to change at Oracle's discretion.

6. **Appendix J (Oracle Hardware and Systems Support Policies).** Appendix J (Oracle Hardware and Systems Support Policies) of the Master Agreement is hereby deleted and replaced with **Appendix J** (Oracle Hardware and Systems Support Policies) attached hereto. The Oracle Hardware and Systems Support Policies, dated April 5, 2019, are attached hereto for your convenience and for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the hardware and systems support policies at http://oracle.com/us/support/index.html.

7. **Exhibit One to Appendix K (Data Processing Agreement for Oracle Cloud Services).** Exhibit One to Appendix K (Data Processing Agreement for Oracle Cloud Services) of the Master Agreement is hereby deleted and replaced with **Exhibit One to Appendix K** (Data Processing Agreement for Oracle Cloud Services), dated June 26, 2019.For a period of one (1) year from the Effective Date of this Amendment Three, this Data Processing Agreement for Oracle Cloud Services (attached hereto) shall apply to all Cloud Services acquired pursuant to the terms set forth in Appendix K. This Exhibit One to Appendix K shall be amended annually to include Oracle's then current Data Processing Agreement for Oracle Cloud Services.

The parties agree that this Amendment Three shall be executed upon the signing of this Modification to Contract Change Notice Number 7 to Contract Number 071B4300149 (Oracle reference number US-GMA-363006), which incorporates and references this Amendment Three.

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

The Effective Date of this Amendment Three is August 29, 2019.

Appendix A
Pricing and Discount Schedule

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

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

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

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

   You may access the current version of the On-Prem Price Lists at: http://www.oracle.com/us/corporate/pricing/price-lists/index.html.

2. Pricing and Discounts.

   From the Effective Date of Amendment Three to the Master Agreement until August 31, 2020, You may acquire Products listed on the On-Prem Price Lists, provided such Products are available in production release when ordered, and provided You have continuously maintained technical support for your existing Program licenses, by paying Oracle the fees specified on the On-Prem Price Lists less the discount set forth below in section A.3 of this Appendix A, except as specified in section A.4 below. You may also acquire first-year Software Update License & Support ("**SULS**") for such Programs by paying Oracle the fees specified, less the discount set forth below, except as specified in section A.4 below.

3. Discount Schedule.

   From the Effective Date of Amendment Three to the Master Agreement until August 31, 2020, a discount of 44.45% shall apply to the fees listed on the then-current version of the On-Prem Price Lists at the time of the order for program licenses and first-year SULS acquired pursuant to the terms of this Master Agreement.

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

   a. any price lists listed in section B of this Appendix A;
   b. any third-party products included in any of the On-Prem Price Lists;
   c. any grandfathered Primavera products;
   d. any products priced in advance of availability or with controlled availability;
   e. any Cloud products on any On-Prem Price Lists.

B. Pricing for MySQL, Managed Cloud Services, Linux Support and Oracle VM Support, and RightNow Cloud Services

1. From the Effective Date of Amendment Three to the Master Agreement until August 31, 2020, You may acquire Products listed on the following price lists, provided such Products are available in production release when ordered:

   a. MySQL Global Price List(*)
   b. Oracle Managed Cloud Services Global Price List(*)
   c. Oracle Linux Support and Oracle VM Support Global Price List(*)
   d. Oracle RightNow (Service Cloud) Global Price List, dated March 1, 2019, attached hereto as Exhibit One to Appendix A

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

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

EXHIBIT ONE TO APPENDIX A
ORACLE RIGHTNOW (SERVICE CLOUD) GLOBAL PRICE LIST

Oracle Software Investment Guide

Oracle RightNow (Service Cloud) Pricing

March 1, 2019

Prices in USA (Dollar)

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Oracle RightNow Pricing

RightNow Subscription Services

Oracle RightNow Dynamic Agent Desktop Cloud Service: Seats

The entire organization must be using the same Oracle RightNow Desktop Cloud Service package. For example – the entire organization must be on the same desktop license package, either on a connected or named user model (not both), and on either a pooled or standard capacity model (not both). This applies to both the base desktop package and any add-ons.

Hosted Named Seat Months and Hosted Connected Seat Months are sold as a pool of seats for the Service Period defined on the order form. Hosted Named Users and Hosted Connected Users are sold as a maximum # of seats for each month of the service period.

Sessions are required in addition to the Desktop purchases if the customer wishes to consume any functionality delivered via the web, including: Web Self-Service, Chat, Guided Assistance for Consumers, Product Registration, Feedback and Outreach, Mobile, and Advanced Knowledgebase (Tier 2 Required) capabilities delivered through a web page.

If Sessions or Emails Sent are also purchased with the Oracle RightNow Desktop Cloud Service then minimums do not apply. If Sessions or Emails Sent are not purchased then there is a minimum purchase of 10 Hosted Named Users or 10 Hosted Connected Named Users or a minimum purchase of 100 Hosted Named Seat Months or 100 Hosted Connected Seat Months.

	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Standard Dynamic Agent Desktop Cloud Service	110	-	Hosted Named User	10	B88480
	275	-	Hosted Connected User	10	B88481
	-	110	Hosted Named Seat Month	100	B88482
	-	275	Hosted Connected Seat Month	100	B88483
Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service	140	-	Hosted Named User	10	B88484
	350	-	Hosted Connected User	10	B88485
	-	140	Hosted Named Seat Month	100	B88486
	-	350	Hosted Connected Seat Month	100	B88487
Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service	250	-	Hosted Named User	10	B88488
	450	-	Hosted Connected User	10	B88489
	-	250	Hosted Named Seat Month	100	B88490
	-	450	Hosted Connected Seat Month	100	B88491
Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service	90	-	Hosted Named User	10	B88492
	225	-	Hosted Connected User	10	B88493
	-	90	Hosted Named Seat Month	100	B88494
	-	225	Hosted Connected Seat Month	100	B88495
Oracle Standalone Cobrowse Dynamic Agent Desktop Cloud Service	50	-	Hosted Named User	10	B78652
	125	-	Hosted Connected User	10	B78653
	-	50	Hosted Named Seat Month	100	B78654
	-	125	Hosted Connected Seat Month	100	B78655

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Oracle RightNow Cloud Service: Knowledgebase Add-Ons

Knowledgebase Add-Ons can be added to a subset of the Oracle RightNow desktop seat purchases. Note that they may be already bundled, depending upon the package chosen.

	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service	30	-	Hosted Named User	10	B68542
	75	-	Hosted Connected User	10	B68541
	-	30	Hosted Named Seat Month	100	B68543
	-	75	Hosted Connected Seat Month	100	B68540
Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service	60	-	Hosted Named User	10	B82249
	150	-	Hosted Connected User	10	B82250
	-	60	Hosted Named Seat Month	100	B82251
	-	150	Hosted Connected Seat Month	100	B82252

Oracle RightNow Cloud Service: Desktop Seats Add-Ons

Desktop Seat Add-Ons can be added to a sub-set of the Oracle RightNow desktop seat purchase. For example, a customer can purchase 100 Enterprise Named Users and add on 20 Chat Named Users. They may be already bundled, depending upon the package chosen. Desktop Seat Add-Ons can be added to a sub-set of the entire desktop seat purchase.

	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Chat Cloud Service	40	-	Hosted Named User	-	B68258
	100	-	Hosted Connected User	-	B68259
	-	40	Hosted Named Seat Month	-	B68281
	-	100	Hosted Connected Seat Month	-	B68282
Oracle Cobrowse Cloud Service	30	-	Hosted Named User	-	B68246
	75	-	Hosted Connected User	-	B78656
	-	30	Hosted Named Seat Month	-	B68278
	-	75	Hosted Connected Seat Month	-	B78657
Oracle RightNow Video Chat Cloud Service	*Availavble only in North America. Pricing is found on the CGBU Cloud price list.*				~~B89053~~ ~~B89056~~
Oracle RightNow Virtual Assistant Cloud Service	40,000	Per Service Term	Each	-	B89079
Oracle RightNow Non-Contact Center User Cloud Service	25	-	Hosted Non-Contact Center Named User	-	B82255
	-	25	Hosted Non-Contact Center Named Seat Month	-	B82256
Oracle Service Monitoring for Connected Assets Cloud Service	50	-	Hosted Named User	125	B88214
	125	-	Hosted Connected User	125	B88215
	-	50	Hosted Named Seat Month	1,250	B88216
	-	125	Hosted Connected Seat Month	1,250	B88217
Oracle RightNow Contextual Workspaces Cloud Service	10	-	Hosted Named User	-	B68469
	25	-	Hosted Connected User	-	B68468
	-	10	Hosted Named Seat Month	-	B68470
	-	25	Hosted Connected Seat Month	-	B68467

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	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Guided Assistance Cloud Service	20	-	Hosted Named User	-	B68300
	50	-	Hosted Connected User	-	B68301
	-	20	Hosted Named Seat Month	-	B68283
	-	50	Hosted Connected Seat Month	-	B68284
Oracle RightNow Agent Scripting Cloud Service	30	-	Hosted Named User	-	B68302
	75	-	Hosted Connected User	-	B68303
	-	30	Hosted Named Seat Month	-	B68285
	-	75	Hosted Connected Seat Month	-	B68286
Oracle RightNow Desktop Workflow Cloud Service	40	-	Hosted Named User	-	B68304
	100	-	Hosted Connected User	-	B68305
	-	40	Hosted Named Seat Month	-	B68287
	-	100	Hosted Connected Seat Month	-	B68288
Oracle RightNow Experience Routing Cloud Service	10	-	Hosted Named User	10	B77355
	25	-	Hosted Connected User	10	B77356
	-	10	Hosted Named Seat Month	100	B77357
	-	25	Hosted Connected Seat Month	100	B77358

Oracle RightNow Web Cloud Service: Billable Sessions

RightNow Universal Core Tier 1 Billable Sessions allow consumers to access Web Self-Service, Chat, Guided Assistance (for Consumers), Virtual Assistant, Product Registration, Feedback and Outreach, Mobile, Comments on the KB and Community capabilities delivered through a web page, assuming the customer is licensed at the desktop level for these features. These sessions cannot be sold standalone.

RightNow Universal Advanced Knowledge Tier 2 Billable Sessions allow consumers to access RightNow Advanced Knowledgebase capabilities. These sessions cannot be sold standalone.

RightNow Universal Policy Automation Tier 3 Billable Sessions allow consumers to access Oracle Policy Automation Cloud Service. These sessions can be sold standalone.

An Organization purchases the anticipated number of sessions to be consumed in each tier. These are non-transferable/non-convertible. Consumption is based upon the customer's utilization of the Oracle RightNow applications. A session remains active across applications. For example: If within a 15 minute period, a customer starts in Web Self-Service, then chats with an agent, browses the community, then moves to OPA, then goes to the community, it is a single billable session. In this particular case, it will be classified as a Universal Policy Automation Tier 3 Session for billing purposes due to the high value the customer experienced using OPA. It does not matter where the session originated or ended. In this example, a session began in web self-service and ended in Community, however this is a Universal Policy Automation Tier 3 Session due to the fact that OPA was utilized during the billable session. The rule is to always default to the HIGHEST value.

There is a minimum purchase requirement of 25,000 sessions (quantity of 250) for Pooled Capacity (per service period) or 2,500 session (quantity of 25) for Monthly Capacity (per month) for UNIVERSAL POLICY AUTOMATION TIER 3 SESSIONS ONLY. There are no minimums for Universal Core Tier 1 and Universal Advanced Knowledge Tier 2 Sessions.

Oracle RightNow Web Cloud Service: Billable Sessions	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Universal Core Tier 1 Sessions Monthly	6.40	-	100 Sessions - Monthly Capacity	-	B72236
Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly	12	-	100 Sessions - Monthly Capacity	-	B82253
Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly	33	-	100 Sessions - Monthly Capacity	25	B72233
Oracle RightNow Universal Core Tier 1 Sessions Service Period Pool	-	6.40	100 Sessions - Pooled Capacity	-	B72237
Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool	-	12	100 Sessions - Pooled Capacity	-	B82254
Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool	-	33	100 Sessions - Pooled Capacity	250	B72234

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	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Emails Cloud Service: Emails Sent					
Emails Sent must be purchased for all outbound emails (either broadcast or transactional) sent through Oracle RightNow Outreach or Oracle RightNow Feedback. In addition to Emails Sent, Billable Sessions are required for - Outreach and Feedback functionality delivered through the web.					
Oracle RightNow Emails Sent Monthly	1.20	-	100 Emails Sent - Monthly Capacity	-	B68548
Oracle RightNow Emails Sent Service Period Pool	-	1.20	100 Emails Sent - Pooled Capacity	-	B68251
Oracle RightNow Connect Web Services Cloud Service					
Oracle RightNow Connect Web Services API Operations can be added to a contract if allocations provided with the Oracle RightNow Dynamic Agent Desktop Cloud Service do not suffice.					
Oracle RightNow Connect Web Services API Operations Monthly	25	-	250,000 Web Services API Operations - Monthly Capacity	-	B76483
Oracle RightNow Connect Web Services API Operations Service Period Pool	-	25	250,000 Web Services API Operations - Pooled Capacity	-	B76484
Oracle RightNow Cloud Service: Software Add-Ons					
Oracle RightNow Instance Cloud Service	833	-	Instance	-	B68550
Oracle RightNow Interface Cloud Service	500	-	Interface	-	B73899
Oracle Additional Test Environment for Oracle RightNow Cloud Service	2,500	-	Test Environment	-	B70790
Oracle RightNow Single Sign-On Cloud Service	375	-	Interface	-	B68558
Oracle RightNow Advanced Website Search Cloud Service	560	-	20,000 Documents Indexed	-	B85219

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Oracle RightNow Pricing
Policy Automation Subscription Services

The RightNow base parts are not required to purchase Policy Automation. Oracle Policy Automation may be purchased as standalone functionality, or in combination with Oracle RightNow.

Note that OPA Collaboration can be sold on a different license model from OPA Agents and the OPA Tier 3 sessions. *(e.g. Collaboration can be Seat Months, while the Agents are Hosted Named Users.)*

Hosted Named Seat Months and Hosted Connected Seat Months are sold as a pool of seats for the Service Period defined on the order form. Hosted Named Users and Hosted Connected Users are sold as a maximum # of seats for each month of the service period.

	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle Policy Automation: Base Parts					
Oracle Policy Automation Agent Cloud Service	80	-	Hosted Named User	10	B86965
	200	-	Hosted Connected User	10	B86966
	-	80	Hosted Named Seat Month	100	B86967
	-	200	Hosted Connected Seat Month	100	B86968
Oracle Policy Automation Enterprise Assessment API Cloud Service	9,500	-	1M Monthly Assessments	-	B88133
Oracle Policy Automation Embeddable Models Cloud Service	15,000	-	Hosted Embeddable Model	-	B89462
Oracle Policy Automation Mobile Cloud Service	25	-	Hosted Named User	10	B81060
	65	-	Hosted Connected User	10	B81061
	-	25	Hosted Named Seat Month	100	B81062
	-	65	Hosted Connected Seat Month	100	B81063
Oracle Policy Automation: Add-On Parts					
Oracle Policy Automation Collaboration Cloud Service	100	-	Hosted Named User	5	B78442
	250	-	Hosted Connected User	5	B78443
	-	100	Hosted Named Seat Month	50	B78444
	-	250	Hosted Connected Seat Month	50	B78445

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Oracle RightNow Pricing
Field Service Subscription Services

The Oracle Field Service Professional Cloud Service or the Oracle Field Service Enterprise Cloud Service is required as a base part for all purchases of Oracle Field Service Cloud Service.

Oracle Field Service Cloud Service may be purchased as standalone functionality, or in combination with Oracle RightNow Cloud Service.

The entire organization must choose either the Hosted Named User or the Hosted Named Seat Month Licensing Metric. The metric used must be consistent between the Base Parts and Add-On Parts.

Hosted Named Users are sold as a maximum number of seats for each month of the service period. Hosted Named Seat Months are sold as a pool of Monthly seats for the Service Period defined on the order form.

	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle Field Service Cloud Service: Base Parts					
Oracle Field Service Professional Cloud Service	100		Hosted Named User	50	B90333
		100	Hosted Named Seat Month	500	B90334
Oracle Field Service Enterprise Cloud Service	225		Hosted Named User	50	B90335
		225	Hosted Named Seat Month	500	B90336
Oracle Field Service Cloud Service: Add-On Parts					
Oracle Field Service Contingent Worker Cloud Service	5		Activity - Pooled Capacity	36,000	B90337
Oracle Additional Test Environment for Oracle Field Service Cloud Service	2,500	-	Test Environment	-	B79903
Oracle Field Service Standard Map Cloud Service with Google Maps	0.0000	-	Hosted Named User	50	B87739
		0.0000	Hosted Named Seat Month	500	B88504
Oracle Field Service Standard Map Cloud Service with Baidu Maps	0.0000	-	Hosted Named User	50	B88850
		0.0000	Hosted Named Seat Month	500	B88851

Oracle RightNow Pricing
Field Service Cloud On-Demand Consulting Services

Oracle Field Service Cloud On-Demand Consulting Services					
Oracle Field Service Cloud On-Demand Consulting Services - 3 month Service Period - 50 hours	14,250	One-Time	Each	-	B86610
Oracle Field Service Cloud On-Demand Consulting Services - 6 month Service Period - 100 hours	25,500	One-Time	Each	-	B86611
Oracle Field Service Cloud On-Demand Consulting Services - 12 month Service Period - 200 hours	45,500	One-Time	Each	-	B86612

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Oracle RightNow Pricing

Support and Hosting Services

Note that any offerings below that are priced based on "Net Subscription Fees" have discounting built in so do not discount them further.

	Price	Price Measure	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Cloud Service Cloud Offerings					
Oracle RightNow Cloud Platform Cloud Service	Included with Desktop	-	Not a part, do not order separately	-	N/A
Oracle RightNow Dedicated Database with Encryption Cloud Service	7,500	Monthly	Customer	-	B72235
Oracle RightNow PCI Certified Cloud Platform Cloud Service *(No Discounting)*	10% of Net Subscription Fees	Monthly	Customer	-	B69332
Oracle RightNow HIPAA Cloud Platform Cloud Service *(No Discounting)*	10% of Net Subscription Fees	Monthly	Customer	-	B85994
Oracle RightNow Cloud Platform for United States Government Cloud Service *(No Discounting)*	30% of Net Subscription Fees	Monthly	Customer	-	B69333
Oracle RightNow Cloud Platform for United Kingdom Government Cloud Service *(No Discounting)*	30% of Net Subscription Fees	Monthly	Customer	-	B74851
Oracle RightNow Cloud Platform for United States Department of Defense Cloud Service *(No Discounting)*	30% of Net Subscription Fees	Monthly	Customer	-	B73929
Oracle RightNow Cloud Service Support Offerings					
Oracle Cloud Priority Support for SaaS: Base Fee	1,250	Monthly	Each	-	B86669
Oracle Cloud Priority Support for SaaS *(No Discounting)*	10% of Net Subscription Fees	Monthly	Each	-	B86668
Oracle Solution Support Center for SaaS: Base Fee	10,000	Monthly	Each	-	B90813
Oracle Solution Support Center for SaaS *(No Discounting)*	12% of Net Subscription Fee	Annual	Each	-	B90626
Oracle Technical Account Management for PCI Certification Services - Percentage *(No Discounting)*	5% of Net Subscription Fees	Monthly	Customer	10,000	B76702
Oracle Technical Account Management for PCI Certification Services - Fixed Price Minimum	833.33	Monthly	Customer	-	B76703
Oracle RightNow Cloud Service Support Add-Ons					
Oracle RightNow Custom Domain SSL Application Hosting	140	Monthly	Certificate	-	B68310
Oracle Virtual Private Network for Oracle RightNow Cloud Service	500	Monthly	VPN Connection	-	B70797
Oracle Virtual Private Network for Oracle Field Service Cloud Service	500	Monthly	VPN Connection	2	B81064
Oracle RightNow Additional Mailbox	30	Monthly	Each	-	B68311
Additional 1 GB Peak File Storage	4.17	Monthly	Each	-	B68312
Additional 1 GB Peak Database Storage	33.33	Monthly	Each	-	B68313
Additional 5 GB Monthly Bandwidth	6.25	Monthly	Each	-	B68257
Oracle RightNow Dedicated Outbound IP Address	80	Monthly	External Interface	-	B68551
Oracle Marketing Cloud Customer Success Offerings					
Oracle Customer Success Management: Base Product	1,000	Monthly	Each	-	B90079
Oracle Customer Success Management Product *(No Discounting)*	5% of Net Subscription Fee	Monthly	Each	-	B90080
Oracle Enhanced Customer Success Management: Base Product	2,500	Monthly	Each	-	B90081
Oracle Enhanced Customer Success Management Product *(No Discounting)*	10% of Net Subscription Fee	Monthly	Each	-	B90082
Oracle Enterprise Customer Success Management: Base Product	12,500	Monthly	Each	-	B90011
Oracle Enterprise Customer Success Management Product *(No Discounting)*	15% of Net Subscription Fee	Monthly	Each	-	B90012

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Oracle RightNow Pricing
Consulting Services

	Price	Price Measure	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Service Cloud Implementation Services					
Base Package: Oracle RightNow Solution Implementation Service for Knowledge Management and Incident Management	20,000	One-Time	Each	-	B68944
Base Package: Oracle RightNow Solution Implementation Service for Standalone Cobrowse	3,000.35	One-Time	Each	-	B87639
Base Package: Oracle RightNow Solution Implementation Service for Knowledge Management and Standalone Chat	17,000	One-Time	Each	-	B68945
Base Package: Oracle RightNow Solution Implementation Service for Knowledge Management	14,000	One-Time	Each	-	B68946
Add-On's for Base Packages above:					
Add-On: Managing Multiple Interfaces (First additional interface)	4,750	One-Time	Each	-	B68947
Add-On: Managing Multiple Interfaces (each additional interface after 1st)	1,500	One-Time	Each	-	B68948
Add-On: Customer Portal (Standard Widgets) - Single Interface/Page Set	3,000	One-Time	Each	-	B68949
Add-On: Customer Portal Technical Coaching (Do-It-Yourself)	4,200	One-Time	Each	-	B68950
Add-On: Customer Portal Branding and Styling (Level 1)	4,500	One-Time	Each	-	B68951
Add-On: Customer Portal Branding and Styling (Level 2)	11,800	One-Time	Each	-	B68952
Add-On: Feedback/Closed Incident Survey (1st interface)	3,500	One-Time	Each	-	B68953
Add-On: Feedback/Closed Incident Survey (each additional interface)	1,700	One-Time	Each	-	B68954
Add-On: Chat (1st interface)	4,800	One-Time	Each	-	B68955
Add-On: Chat (each additional interface)	2,250	One-Time	Each	-	B68956
Add-On: Cloud Monitor (1st interface)	2,400	One-Time	Each	-	B68960
Add-On: Cloud Monitor (each additional interface)	1,500	One-Time	Each	-	B68961
Add-On: Dynamic Agent Workspaces/Workflow (1st interface)	3,600	One-Time	Each	-	B68962
Add-On: Dynamic Agent Workspaces/Workflow (each additional interface)	1,500	One-Time	Each	-	B68963
Add-On: Guided Assistance (1st interface)	3,600	One-Time	Each	-	B68964
Add-On: Guided Assistance (each additional interface)	1,500	One-Time	Each	-	B68965
Add-On: Agent Scripting (1st interface)	3,600	One-Time	Each	-	B68966
Add-On: Agent Scripting (each additional interface)	1,500	One-Time	Each	-	B68967
Add-On: Outbound (single interface)	7,000	One-Time	Each	-	B68970
Add-On: Sales (single interface)	7,000	One-Time	Each	-	B68971
Add-On: Using the Data Import Wizard	2,100	One-Time	Each	-	B68972
Add-On: Configuring Web Indexer	2,750	One-Time	Each	-	B68974
Add-On: Basic Screen Pop	2,800	One-Time	Each	-	B68975
Add-On: Technical Coaching-API	3,300	One-Time	Each	-	B68976
Add-On: Technical Coaching - Single Sign-On (SAML/PTA)	2,400	One-Time	Each	-	B68977
Add-On: RightNow Self-Service for Facebook Self- and Assisted-Service	2,400	One-Time	Each	-	B68978
Add-On: Knowledge Syndication	1,900	One-Time	Each	-	B68980
Oracle Virtual Private Network Setup Fee Cloud Service *(No Discounting)*	5,000	One-Time	Each	2	B70817
Oracle Engagement Engine Cloud Service Implementation Services					
Oracle Engagement Engine Cloud Service Set-Up Service	1,000	One-Time	Each	-	B72731
Oracle Engagement Engine Cloud Service Implementation (Small)	5,700	One-Time	Each	-	B73030
Oracle Engagement Engine Cloud Service Implementation (Medium)	11,300	One-Time	Each	-	B73031
Oracle Engagement Engine Cloud Service Implementation (Large)	19,600	One-Time	Each	-	B73032

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	Price	Price Measure	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Service Cloud Import/Export Services					
Oracle RightNow Data Export Service - One-Time	900	One-Time	Each	-	B68987
Oracle RightNow Service Cloud Business Services					
Oracle RightNow and Oracle Live Help Remote Product Coaching Service	2,000	One-Time	Up to 8 Hour Block	-	B68991
Oracle RightNow Knowledgebase Optimization Engagement Service - Option 1	3,000	One-Time	Each	-	B68992
Oracle RightNow Knowledgebase Optimization Engagement Service - Option 2	25,000	One-Time	Each	-	B68993
Oracle RightNow Analytics Optimization Engagement Service	10,000	One-Time	Each	-	B68994
Oracle RightNow General Optimization Engagement Onsite Service - Onsite	7,500	One-Time	Each	-	B68995
Oracle RightNow General Optimization Engagement Remote Service - Remote	7,500	One-Time	Each	-	B68996
Oracle RightNow Computer Telephony Integration Discovery Service	5,000	One-Time	Each	-	B68997
Oracle RightNow Customization Support					
Oracle RightNow Customization Support Services Pool	200	Per Year	Hour	50 hours/year	B74115
Oracle RightNow Service Cloud Managed Services					
Oracle RightNow Managed Services - Basic (20-99 hours)	165	Per Year	Hour	20 hours/year	B73313
Oracle RightNow Managed Services - Standard (100-399 hours)	150	Per Year	Hour	100 hours/year	B73312
Oracle RightNow Managed Services - Advanced (400-1199 hours)	140	Per Year	Hour	400 hours/year	B73311
Oracle RightNow Managed Services - Premium (1200 + hours)	135	Per Year	Hour	1200 hours/year	B73310
Oracle RightNow Service Cloud Education Services					
Oracle Learning Credits	1.00	One-Time	Learning Credit	-	D12734
Oracle RightNow Service Cloud Pre-Paid Services					
Oracle RightNow Universal Service Credits	200	One-Time	Each	-	B69019

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Definitions

1M Monthly Assessments: is defined as up to 1,000,000 assessments made using the Oracle Policy Automation Determinations Application Programming Interface (API), during each calendar month of the service period. Unused assessments do not rollover to subsequent months. One (1) assessment corresponds to the following:

1) An invocation of the Determinations API Assess Service Simple Object Access protocol (SOAP) Assess action
2) An invocation of the Determinations API Answer Service Simple Object Access Protocol (SOAP) GetAnswer action
3) Each individual case POSTed to the Determinations API Batch Assessment Representational State Transfer (REST) Service endpoint.

Note that an assessment is deemed to have occurred even if the provided data cannot be processed.

If a policy model has been constructed such that multiple independent assessments are processed together (for example unrelated customers or unrelated incidents), each independent assessment processed via the policy model will be counted separately for the purpose of Oracle Policy Automation Cloud Service.

Bandwidth: is defined as the amount of data transferred between your and Oracle's web servers.

8 Hour Block: is defined as a single block of time lasting up to 8 hours. This block may not be divided up into several smaller blocks. The block of time may be less then 8 hours, but not more then 8 hours.

Certificate: is defined as your previously purchased Secure Socket Layer Certificate from a vendor such as Comodo or VeriSign. The Oracle RightNow Custom Domain SSL Application Hosting offering creates the ability for RightNow to host your Comodo or VeriSign certificates on a custom domain in custom, wildcard or Subject Alternative Name configurations.

Community Instance: is defined as a platform containing all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by Oracle RightNow to host the Community.

Connection: is defined as a secure (encrypted) LAN to LAN link between your network and the RightNow hosting facility.

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

Database Storage: is defined as the total amount of disk usage you are using through dynamic data stored in database tables.

Documents Indexed: is defined as a document of any type that can be reached through a URI/URL. An example would be http://mydocdomain.com/docfolder.

100 Emails Sent: is defined as 100 emails sent for all outbound broadcast or transactional emails through Oracle RightNow Outreach Cloud Service or Oracle RightNow Feedback Cloud Service. There are a small amount of emails bundled into the Standalone Chat, Enterprise and Enterprise Contact Center Desktops.

With Monthly Capacity, you are purchasing transactions to be used within a single month. This is the quantity that is identified on the order form. A single unit can be used for one transaction per month for each service period in your subscription term. The price identified is a monthly price.

With Pooled Capacity, you are purchasing transactions to be used for the entire service period. This is the quantity that is identified on the order form. The price identified is the per unit price.

External Interface: is defined as a set of configuration files accessed via a unique URL, which is designed to give you an opportunity to permit others to view all or a discrete subset of a Database.

File Storage: is defined as the total amount of disk usage stored in the file attachment server (i.e. - file attachments, archived data).

Hosted Connected Seat Month: is defined as an individual authorized by you to access the hosted service simultaneously with other individuals during one service period month. The Hosted Connected Seat Months are pooled for the Service Period stated on the Order Form. You can consume as many units as you need for each month, but will need to buy more units to fill your pool if you run out of capacity before the Service Period End Date. This is monitored retroactively. At the end of each month, Oracle will look at the previous month's daily peak simultaneous user count, find the maximum number and decrement that amount from the total seat pool. If you go over your purchased capacity prior to purchasing more, you will owe Oracle for back-compliance. You can consume as many seats as you need for each month, but need to buy more seats to fill your pool if you run out of capacity before the service period end date.

Hosted Connected User: is defined as an individual authorized by you to access the hosted service simultaneously with other individuals at any given time. The capacity on the order form will be the number of users required for a single month. If at any time you use more than your purchased capacity, you are out of compliance and are responsible for back-compliance charges for the overage and will be asked to purchase additional seats to accommodate your increased usage. This is monitored retroactively. At the end of each month, Oracle will look at the previous calendar or service month's peak Hosted Connected User count, find the maximum number and count that as your consumption for the month.

Hosted Embeddable Model: Is defined as a named policy model that is enabled for distribution as a self-contained executable package that can be retrieved from Oracle Policy Automation Cloud Service. Subsequent versions of the same named policy model are considered to be the same embeddable model for compliance purposes.

Any policy model enabled for distribution in this way at any time during a month will count towards the total number of hosted embeddable models consumed during that month.
It is not permitted to combine policy models together for the primary purpose of reducing the monthly count of hosted embeddable models.

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Definitions

Hosted Non-Contact Center Named User: is defined as an individual authorized by you to access the Oracle Service Cloud regardless of whether the individual is actively accessing these services at any given time. This individual will be an employee of the organization that reports outside of the Contact Center team. The Contact Center team includes any individual reporting into a group responsible for the service channels the Oracle Service Cloud supports and/or any individual reporting into a group that supports administration, operations or monitoring of the Oracle Service Cloud site, including but not limited to: chat, email, phone, co-browse, social and customer communications around case management. The quantity of Hosted Non-Contact Center Named Users on the ordering document is the maximum number of Hosted Non-Contact Center Named Users. If at any time during the Service Period you use more than your purchased capacity of Hosted Non-Contact Center Named Users, then you are out of compliance and you must pay Oracle for back-compliance charges for the overage and purchase additional Hosted Non-Contact Center Named User seats to accommodate your increased usage. The peak number of Hosted Non-Contact Center Named Users at any given time during each month of the Service Period determines your compliance with this metric.

Hosted Non-Contact Center Named Seat Month: is defined as an individual who is authorized by you to access the Oracle Service Cloud during each month of the Service Period, regardless of whether the individual is actively accessing these service at any given time. This individual will be an employee of the organization that reports outside of the Contact Center team. The Contact Center team includes any individual reporting into a group responsible for the service channels the Oracle Service Cloud supports and/or any individual reporting into a group that supports administration, operations or monitoring of the Oracle Service Cloud site, including but not limited to: chat, email, phone, co-browse, social and customer communications around case management. For each month of the Service Period, the amount of Hosted Non-Contact Center Named Seat Months used is the peak number of individuals authorized by you to access the Oracle Service Cloud at any given time during such month. If at any time use of the Oracle Service Cloud exceeds the purchased quantity of Hosted Non-Contact Center Named Seat Months, then you are required to purchase and pay for additional Hosted Non-Contact Center Named Seat Months in accordance with the terms of your order, such that the amount of Hosted Non-Contact Center Named Seat Months used or to be used is equal to or less than the total purchased quantity.

Hosted Named Seat Month: is defined as an individual authorized by you to access the hosted service by enabling a unique staff account in Oracle RightNow's management and configuration, regardless of whether the individual is actively accessing the hosted service at any given time during one service period month. The Hosted Named Seat Months are pooled for the Service Period stated on the Order Form. You can consume as many units as you need for each month, but will need to buy more units to fill your pool if you run out of capacity before the Service Period End Date. This is monitored retroactively. At the end of each month, Oracle will look at the previous month's daily peak enabled staff account count, find the maximum number and decrement that amount from the total seat pool. If you go over your purchased capacity prior to purchasing more, you will owe Oracle for back-compliance.

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

For the purpose of Oracle RightNow Cloud Service, a unique staff account is enabled for each authorized individual in Oracle RightNow's management and configuration. The capacity on the order form will be the number of users required for a single month. If at any time you use more than your purchased capacity, you are out of compliance and are responsible for back-compliance charges for the overage and will be asked to purchase additional seats to accommodate your increased usage. This is monitored retroactively. At the end of each month, Oracle will look at the previous calendar or service period month's daily peak Hosted Named User count, find the maximum number and count that as your consumption for the month.

Instance: is defined as one database which includes the knowledge RightNow foundation (Database), management & administrative capabilities, business rules, process management and reporting.

Interface: is defined as a set of configuration files accessed via a unique URL, which is designed to give you an opportunity to permit certain users to view all or a discrete subset of your data, and may be either an Internal Interface or an External Interface. RightNow Interfaces enable Customer to provide an additional language or additional data segmentation for its employees, agents or the public.

External Interface: is defined as an external facing interface that may be accessed by Customer's customers and the public. External facing capabilities, if enabled, will cause Oracle RightNow Universal Sessions to be incurred.

Internal Interface: is defined as an Internal Interface that may **not** be accessed by Customer's customers or by the public.

Learning Credit: A Learning Credits account is a prepaid commitment or a deposit of funds from which the customer can acquire education products and services offered in the Oracle University online catalog posted at education.oracle.com. Learning Credits may only be used to acquire products and services at the list price in effect at the time the customer orders the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when the customer acquires the relevant product or service. The list price will be reduced by applying the Learning Credits discount specified at the time of the customer's Learning Credits purchase.

Notwithstanding anything to the contrary in the previous three sentences, Learning Credits may also be used to pay taxes, materials and/or expenses related to a customer's order; however, the discount specified in the customer's order will not be applied to such taxes, materials and/or expenses. Learning Credits are valid for a period of 12 months from the date the customer's order is accepted by Oracle, and the customer must acquire products and must use any acquired services prior to the end of such period. A customer may only use Learning Credits in the country in which they were acquired, may not use them as a payment method for additional Learning Credits, and may not use different Learning Credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning Credits are non-transferable and non-assignable. A customer may be required to execute standard Oracle ordering materials when using Learning Credits to order products or services.

Mailbox: is defined as functionality which allow emails to be brought into your Oracle RightNow site and be converted into an incident to be handled by your support agents or to send and feedback emails.

100 Sessions: is defined as 100 15-minute time periods of user activity within a Web Visit.

With Monthly Capacity, you are purchasing transactions to be used within a single month. This is the quantity that is identified on the order form. A single unit can be used for one transaction per month for each service period in your subscription term. The price identified is a monthly price.

With Pooled Capacity, you are purchasing transactions to be used for the entire service period. This is the quantity that is identified on the order form. The price identified is the per unit price.

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Definitions

Peak Total Storage: is defined as the total amount of disk usage you are using through any of the following:

- Dynamic data stored in the database tables
- File attachments
- Archived Incidents
- Oracle RightNow Cloud Service Product (Binaries, Programs, PHP Files, CPS Assets and Code)

Test Environment: is defined as a single test environment provided to Customer as part of the Cloud Services. A test environment is used for testing and validating changes prior to promotion to the production environment as well as for recreating events and duplicating issues occurring in the production environment for the purposes of troubleshooting and facilitating incident resolution.

Universal Service Credit: the purchase of Universal Service Credits ("USC") allows the Customer the flexibility, based on the rate specified in the applicable Order Form, to place pre-funded orders for ORACLE consulting or technical services (i.e., customization/ integration/data imports) in support of the Customer's RightNow Cloud Services implementation. At the time that Customer requires such services, Customer and Oracle/RightNow will agree to a documented scope of work and will reference the USC as form of payment. USCs may not be applied toward education services (i.e., workshops, onsite training). For US Public Sector customers, USCs are paid in arrears of service performance.

VPN Connection: is defined as each Oracle virtual private network connection installed between the Oracle data center and Customer.

250,000 Web Services API Operations: is defined as 250,000 operations to be used by the Connect Web Services Application Programming Interface (API). This corresponds to operations as defined in the Web Services Description Language (WSDL), and sent via a Simple Object Access Protocol (SOAP) request on the wire. These requests are metered at the server, where each SOAP request corresponds to one API Operation. When using batch, one or more metered Operations can be sent in a single SOAP request.

For the purposes of Monthly Capacity, you are purchasing transactions to be used within a single month as specified in Your Ordering Document. A single unit can be used for one transaction per month during the Services Period.

For the purposes of Pooled Capacity, you are purchasing transactions to be used for the entire Services Period as specified in Your Ordering Document.

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APPENDIX B
TECHNICAL SUPPORT POLICIES

The Oracle Software Technical Support Policies, dated April 5, 2019, are attached hereto for your convenience, for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the technical support policies at http://oracle.com/contracts.

Oracle Software Technical Support Policies

Effective Date: 05-April-2019

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1. Overview
2. Support Terms
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7. Tools Used to Perform Technical Support Services
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9. Severity Definitions
10. Hyperion and Agile Specific Support Terms
11. Contact Information

1. Overview

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

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

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

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

Except as otherwise specified in this section, product release and supported platforms information for all Oracle programs, other than Nimbula and MICROS Systems programs (US Cruise only), is available through Oracle’s web-based customer support systems as described in the Web-Based Customer Support Systems section below. Product release and supported platforms information for Nimbula programs will be provided to you in writing.

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

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

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

2. Support Terms

Technical Support Fees

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

Support Period

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

License Set

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

*As specified on Oracle’s price list.

**Programs that share the same source code are:

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

If you are an Oracle partner and provide first line support to an end user (e.g., Embedded Software License (“ESL”), Application Specific Full Use (“ASFU”), or any other Oracle authorized provision of first line support), a license set consists of all of the end user’s licenses of the program(s) embedded or included in the Application Package pursuant to the ESL Distribution Agreement, ASFU Distribution Agreement, or other distribution agreement between

you and Oracle. If the end user also has Full Use licenses supported directly by you, then those Full Use licenses must also be supported at the same level as the ASFU or ESL licenses.

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

Matching Service Levels

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

Reinstatement of Oracle Technical Support

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

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

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

Pricing following Reduction of Licenses or Support Level

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

Custom Application Bundles

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

Unsupported Programs

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

Technical Contacts

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

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

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

Program Updates

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

Right to Desupport

It may become necessary as a part of Oracle's product lifecycle to desupport certain program releases (including any embedded third-party programs for which support has been retired by the manufacturer or vendor of such programs for which, in Oracle’s good faith determination, it is no longer practicable for Oracle to support) and, therefore, Oracle reserves that right. However, program releases that are expressly identified within Oracle’s Lifetime Support policy will be governed by the terms of the Lifetime Support Policy. Desupport information is subject to change.

First and Second Line Support

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

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

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

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

Third Party Vendor-Specific Support Terms

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

Technical Support for Development, Demonstration and End User Licenses

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

3. Lifetime Support

Lifetime Support consists of the following service levels:

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

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

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

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

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

- For server technology programs view "Lifetime Support Policy: Coverage for Technology Products" (PDF)
- For fusion middleware programs view "Lifetime Support Policy: Coverage for Fusion Middleware" (PDF)
- For application programs view "Lifetime Support Policy: Coverage for Applications" (PDF)
- For retail application programs view "Lifetime Support Policy: Coverage for Retail Applications" (PDF)

- For Sun software and operating system products view "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF)
- For Oracle Linux program releases view "Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM" (PDF)
- For OFSS programs view "Lifetime Support Policy: Coverage for Oracle Financial Services Software"(PDF)

Exceptions - For customers with a current support contract running:

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

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

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

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

2. **Oracle Database 12*c* Release 1 (12.1):** The Extended Support fee has been waived for the period of August 2018 – July 2019. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.

   For customers running the E-Business Suite programs, the Extended Support fee has been waived through December 2020 for those Oracle database 12.1 licenses that are used for running the E-Business Suite programs.

3. **Oracle Database 11gR2:** For customers running the Oracle database 11.2.0.4 release on the HP OpenVMS on Itanium platform, the Extended Support fee has been waived for the period of January 2019 - December 2020. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.

   For customers running the E-Business Suite programs, the Extended Support fee has been waived through December 2020 for those Oracle database 11.2 licenses that are used for running the E-Business Suite programs.

4. **Oracle Database 10*g*R2:** For customers running Oracle Database 10*g*R2 on the IBM z/OS platform, after July 2013, Extended Support will continue to be available at Oracle's then-current Extended Support fees. Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

5. **PeopleSoft Enterprise Campus Solutions 9.0:** The Extended Support fee will be waived for the period of January 2016 – December 2019. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.

6. **JD Edwards EnterpriseOne 9.1 and JD Edwards World A9.3:** The Extended Support fee will be waived for the period of April 2017 – March 2020. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.

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

8. **Governance, Risk and Compliance Programs:** For Sustaining Support for the Governance, Risk and Compliance program releases specified below, Oracle will continue to provide Severity 1 fixes through May 2021.

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

9. **Clintrial Integration Solutions (CIS) 4.6.2.**: For Sustaining Support for the Clintrial Integration Solutions (CIS) 4.6.2 program release, Oracle will continue to provide Severity 1 fixes through March 2020.

4. Oracle Technical Support Levels

Software Update License & Support

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

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

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

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

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

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

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

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

Software Update License & Support for the qualifying Oracle Hospitality programs listed here: http://www.oracle.com/us/support/library/hospitality-programs-3840568.pdf ("Hospitality Programs") consists of:

- The Software Update License & Support described above
- First Line Support (Level 1)

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

Severity Level[1]	Response Time Goal	Update or Resolution
Severity 1	5 minutes	1 hour
Severity 2	2 hours	6 hours
Severity 3	8 hours	24 hours
Severity 4	24 hours	48 hours

For purposes of the above table, the following definitions apply:

- Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)
- Severity 2: Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total Loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for a given date or range of date, an error within the portal that is preventing the customer from doing any function within the MyMicros portal, or very slow page or image loading, inaccessible tools interface
- Severity 3: Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated

workstation/terminal failure, MyMicros unable to review one report within the portal password resets for Oracle Cloud Applications, or Icare loyalty program that is not functioning or has stopped working)

- Severity 4: Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems)

Extended Support

Extended Support may be available for certain Oracle program releases after Premier Support expires. When Extended Support is offered, it is generally available for three years following the expiration of Premier Support and only for the terminal patchset release of a program. In order to receive Extended Support, you must continue to pay the technical support fee for SULS/Premier Support and purchase Extended Support. Unless otherwise stated in this section, Extended Support for eligible program releases consists of the following:

- Program updates, fixes, security alerts, and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days per week
- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Extended Support does not include:

- Certification with new third party products/versions

Extended Support for Java SE - Extended Support for eligible Java SE program releases consists of:

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

Sustaining Support

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

- Program updates, fixes, security alerts, and critical patch updates created during Premier Support and Extended Support (if offered and only after the Extended Support period ends)
- Tax, legal, and regulatory updates (availability may vary by country and/or program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade scripts (availability may vary by program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week,

- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise
- Non-technical customer service during normal business hours

Sustaining Support does not include:

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

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

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

Sustaining Support for the Oracle Linux programs does not include:

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

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

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

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

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

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

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

Sustaining Support for the Nimbula program releases does not include:

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

Oracle Communications Network Software Premier & Sustaining Support

Oracle Communications Network Software Premier Support is available for the following program categories (collectively "Oracle Communications Network Premier Programs"): Diameter Signaling Router & Integrated Diameter Intelligence Hub - Network Function Editions; Common Signaling; Performance Intelligence Center Network Function Edition; Policy Management Network Function Edition; User Data Repository Network Function Edition; Perpetual license of Session Border Controller, Subscriber-Aware Load Balancer, Core Session Manager, Session Router, Mobile Security Gateway, Operations Monitor, Control Plane Monitor, Fraud Monitor, Application Orchestrator, and Evolved Communications Application Server; Net-Net Central applications; Elastic Charging Engine and Charging Traffic Monitor; Network Service Orchestration; Convergent Charging Controller; Recharge and Voucher Management; and Notification Gateway.

Oracle Communications Network Software Premier Support consists of:

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

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

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

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

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

- Program updates, fixes, security alerts, and critical patch updates, created during the Premier Support period
- Upgrade scripts (availability may vary by program) created during the Premier Support period

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

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

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

Oracle Communications Network Software Support & Sustaining Support

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

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

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

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

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

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

- Program updates, fixes, security alerts, and critical patch updates created during the Support period

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

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

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

5. Additional Support Services Available for Purchase

Incident Server Support Package

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

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

Incident Server Support consists of:

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

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

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

Oracle Java Development Tools Support

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

Oracle Java Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week

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

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

Oracle Developer Studio Tools Support

Oracle Developer Studio Tools Support is available for the Oracle Developer Studio program.

Oracle Developer Studio Tools Support consists of:

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

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

Oracle Application Development Framework Essentials Support

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

Oracle Application Development Framework Essentials Support consists of:

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

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

Java SE Support and Java SE Support for Independent Software Vendors

As of June 1, 2017, the Java SE Support and Java SE Support for Independent Software Vendors (“ISVs”) offerings are available for renewal only. These offerings are only in support of Java SE 7 program release.

Java SE Support and Java SE Support for ISVs consist of:

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

These offerings are available for the following period:

Availability
Through April 30, 2020

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

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

Oracle Java Embedded Development Support is available for Oracle Java SE Embedded or Oracle Java ME Embedded program releases per Standard Binary. Oracle Java Embedded Suite Development Support is available for the Oracle Java Embedded Suite.

Both Oracle Java Embedded Development Support and Oracle Java Embedded Suite Development Support consist of:

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

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

NoSQL Database Community Edition Support

NoSQL Database Community Edition Support is available for NoSQL Database Community Edition program releases.

NoSQL Database Community Edition Support consists of:

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

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

Service Request Packages

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

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

Oracle Priority Support

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

Oracle Priority Support Advantage

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

Oracle Priority Support Connected

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

Oracle Functional Help Desk for Oracle Retail and Hospitality

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

Oracle Hospitality Cruise Help Desk and Monitoring

If you acquire Oracle Hospitality Cruise Help Desk and Monitoring on your order, Oracle will provide Oracle Hospitality Cruise Help Desk and Monitoring as described here.

Oracle Software Enhancement Service for Oracle Entitlements Server 11gR2

If you acquire Oracle Software Enhancement Service for Oracle Entitlements Server 11gR2 ("OSES for OES") on your order, Oracle will provide OSES for OES as described here.

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

Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is available for Oracle E-Business Suite release 11.5.10.

If you acquire Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite on your order, Oracle will provide the following (formerly referred to as "Tier 1 Support"):

- Severity 1 fixes, security updates and United States Tax Form 1099 updates for the applicable tax year(s).

For the Oracle E-Business Suite 11.5.10 release, Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is currently available for a fee to customers currently supported with Software Update License & Support. Please see the Lifetime Support section above for additional information.

This service is available for the following period:

Availability
January 1, 2019 – December 31, 2019

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

The following restrictions and limitations apply:

- Oracle will not provide financials legislative updates for Oracle E-Business Suite 11.5.10 any sooner or with any greater scope than what is made available under a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12 or higher).
- Due to architectural or other changes between a subsequent release of Oracle E-Business Suite and Oracle E-Business Suite 11.5.10, Oracle may not provide all localized updates for Oracle E-Business Suite 11.5.10 that are made available in a subsequent release of Oracle E-Business Suite.
- The prerequisite for these services is based on the current minimum prerequisite level as described on My Oracle Support in E-Business Suite 11.5.10 Minimum Patch Level and Extended Support

Information Center (Doc ID 1199724.1) and Oracle E-Business Suite Error Correction Support Policy (Doc ID 11905034.1).

- Limitations of the services are described in E-Business Suite 11.5.10 Configurations with SSL/TLS Encryption (Doc ID 2193395.1).
- Details about the process for creating and releasing Security Updates is described on My Oracle Support in Additional Coverage Options for 11.5.10 E-Business Suite Sustaining Support (Doc ID 1596629.1).

In order to acquire Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10, your licensed Oracle E-Business Suite must be currently supported with Software Update License & Support.

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

Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is not available for all programs. Please contact your Oracle Sales Representative for program availability.

PeopleSoft Payroll Tax Updates

PeopleSoft Payroll Tax Updates is available for the PeopleSoft HCM (formerly HRMS) Payroll program releases specified in the Availability Matrix below.

North American Payroll Tax Updates for PeopleSoft
If you acquire North American Payroll Tax Updates for PeopleSoft on your order, Oracle will provide one calendar year of tax updates for the applicable PeopleSoft HCM Payroll for North America program release, including tax updates for that calendar year made available in January of the following calendar year. North American Payroll Tax Updates for PeopleSoft is only available in the following countries: United States, Canada and Puerto Rico.

United Kingdom Payroll Tax Updates for PeopleSoft
If you acquire United Kingdom Payroll Tax Updates for PeopleSoft on your order, Oracle will provide one United Kingdom tax year (April to April) of tax updates for the applicable PeopleSoft HCM Payroll for United Kingdom program release, including any applicable tax updates made available within 30 days following the end of the applicable tax year.

This service is available for the following periods:

PeopleSoft HCM Payroll Tax Update Program Release	North America Availability	United Kingdom Availability
HCM Release 8.8	January 1, 2017 – December 31, 2017 January 1, 2018 – December 31, 2018	N/A
HCM Release 8.9	January 1, 2017 – December 31, 2017	N/A
HCM Release 9.0	January 1, 2017 – December 31, 2017 January 1, 2018 – December 31, 2018 January 1, 2019- December 31, 2019	N/A
HCM Release 9.1	February 1, 2018 – December 31, 2018 January 1, 2019- December 31, 2019 January 1, 2020- December 31, 2020	February 1, 2018- April 5, 2019 April 6, 2019 – April 5, 2020

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

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

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

Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM is available for the PeopleSoft Human Capital Management (HCM) and Financials and Supply Chain Management (FSCM) releases identified in the Availability Matrix below ("PeopleSoft Enterprise Applications").

If you acquire Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM on your order, Oracle will provide one calendar year of Severity 1 fixes and United States Tax Form 1099 updates.

This service is available for the following periods:

PeopleSoft HCM and FSCM Program Release	Availability	Availability
9.0	January 1, 2019 – December 31, 2019	-
9.1	February 1, 2018 – December 31, 2019	January 1, 2020 – December 31, 2020

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

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

Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0

Severity 1 Fixes and Legislative Updates for Campus Solutions is available only for Oracle PeopleSoft Campus Solutions release 9.0.

If you acquire Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0 on your order, Oracle will provide one calendar year of the following:

- Fixes and/or workarounds for Severity 1 bug fixes
- United States regulatory and legislative updates provided solely at Oracle's discretion for functional areas including, but not limited, to the following:
    - Financial Aid
    - For SEVIS – Student and Exchange Visitor Information System, changes in batch processing for Student (F/M) and Exchange Visitor (J) visas
    - Form 1098-T update(s) for the applicable tax year(s)
    - Veteran's Benefit Reporting
- United Kingdom regulatory and legislative updates, provided solely at Oracle's discretion, for Higher Education Statistics Agency (HESA) Data Futures program for the applicable reporting years
- For other countries, country-specific regulatory and legislative updates, provided solely at Oracle's discretion, for the applicable reporting years
- Security updates for issues that pose a potential Severity 1 business risk, provided solely at Oracle's discretion

This service is available for the following release and period:

PeopleSoft Campus Solutions Program Release	Availability
9.0	January 1, 2020 – December 31, 2020

In order to acquire Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0, your licensed Oracle Campus Solution program must be currently supported with Software Update License & Support and must be, at a minimum, on PeopleTools 8.56 Codeline and Bundle 55. Severity 1 Fixes and Legislative Updates for PeopleSoft Campus Solutions 9.0 will be delivered through My Oracle Support.

If you renew Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne

Payroll Tax Updates for Oracle JD Edwards is available for Oracle JD Edwards EnterpriseOne program releases specified in the Availability Matrix below.

If you acquire North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne on your order, Oracle will provide one calendar year of United States and/or Canadian payroll tax updates for the applicable Oracle JD Edwards Enterprise One program release for North America. Payroll Tax Updates for Oracle JD Edwards EnterpriseOne is only available for the following North American countries: United States and Canada. North American payroll tax updates for Puerto Rico is not included.

This service is available for the following period:

JD Edwards EnterpriseOne Program Release	Availability
9.0	December 1, 2018 - December 31, 2019

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

If you renew North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne

Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne is available for Oracle JD Edwards EnterpriseOne program releases specified in the Availability Matrix below.

If you acquire Severity 1 Fixes and Tax Form Updates for JD Edwards EnterpriseOne on your order, Oracle will provide one calendar year of:

- Fixes and/or workarounds for Severity 1 service requests
- United States Tax Form 1099 update(s) for the applicable tax year(s)
- Canadian Tax Form T5018 update(s) for the applicable tax year(s)
- Security updates will be provided solely at Oracle's discretion for issues that potentially pose a Severity 1 business risk

This service is available for the following period:

JD Edwards EnterpriseOne Program Release	Availability
9.0	December 1, 2018 - December 31, 2019

In order to acquire Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne, your licensed Oracle JD Edwards EnterpriseOne applications must be currently supported with Software Update License & Support. You must run a release of JDE Tools that does not fall under Sustaining Support, and maintain all pertinent security updates associated with your release of JDE Tools. Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne will be delivered through My Oracle Support.

If you renew Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

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

Oracle Market-Driven Support for Oracle Database 10g Release 2 is available for the Oracle Database Enterprise Edition Release 10.2.0.5.

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

1. Oracle Market-Driven Support for Oracle Database 10g Release 2 will be limited to Severity 1 fixes and critical patch update(s) ("CPU").
2. A database upgrade planning workshop ("Workshop") that includes:
   a. One remote presentation for up to four hours, not to exceed 30 attendees to provide advice and guidance on the creation of your upgrade plan from Oracle Database Enterprise Edition Release 10.2.0.5 to an Oracle Database Enterprise Edition Release that is covered by Software Update License & Support; and
   b. After the conclusion of the Workshop, Oracle will provide telephone support (Monday through Friday, 9:00am to 5:00pm local time, excluding local holidays) to respond to questions and offer guidance regarding your upgrade plan for up to the number of hours identified in your order.
3. Access to Oracle's Unlimited Learning Subscription ("ULS") for up to five Named Users for customers with contracts that started before August 1, 2018. The ULS includes Training On Demand, Learning Streams and Cloud Learning Subscription access. More information on ULS can be found at http://education.oracle.com/us/terms/termspolicies030115.html

The service is available for the following periods:

Availability	
August 1, 2017[1] – July 31, 2018	August 1, 2018[2] – July 31, 2019

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

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

Oracle Market-Driven Support for Oracle Database 10g Release 2 services are not renewable or available after July 31, 2019. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Market-Driven Support for Oracle Database 10g Release 2 services are not subject to the Reinstatement policies stated above.

[1]Effective August 1, 2017, the following platforms will no longer be eligible for support under Oracle Market-Driven Support for Oracle Database 10g Release 2:

a. Microsoft Windows (32 bit); and
b. Microsoft Windows (64 bit)

[2]Effective August 1, 2018 and after, Oracle Market-Driven Support for Oracle Database 10g Release 2 will be subject to the following restrictions and limitations:

a. CPUs will no longer be provided on a regular schedule, and the release of any CPU is solely at Oracle's discretion;
b. HP Itanium and IBM z/OS platforms will no longer be eligible for this service; and
c. Oracle will use commercially reasonable efforts to provide fixes or workarounds for Severity 1 service requests.

Oracle Linux Support Services

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

Oracle VM Support Services

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

6. Web-Based Customer Support Systems

My Oracle Support

My Oracle Support is Oracle's customer support web site for software support. Access to My Oracle Support is governed by the Oracle Support Portal Terms of Use posted on the My Oracle Support web site. The Oracle Support Portal Terms of Use are subject to change at Oracle's discretion. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle programs are not currently supported under My Oracle Support: Phase Forward (i.e., InForm, InForm CRF Submit, Central Designer, Central Coding, Clinical Development Center, Clintrial, Empirica (Gateway, Inspections, Signal, Study, Topics, Trace), and LabPas), Nimbula and MS CRM (for MICROS Systems).

For web-based customer support for the Phase Forward programs listed above, please refer to the Health Sciences License Support page.

Oracle Unbreakable Linux Network

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

7. Tools Used to Perform Technical Support Services

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

proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

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

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

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

8. Global Customer Support Security Practices

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

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/support/policies.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at:
https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

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

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

9. Severity Definitions

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

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

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

Reasonable efforts will be made to respond to Severity 1 service requests within one hour. For response efforts associated with Oracle Communications Network Software Premier Support and Oracle Communications Network Software Support & Sustaining Support, please see the Oracle Communications Network Premier & Sustaining Support and Oracle Communications Network Software Support & Sustaining Support sections above.

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported programs (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

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

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

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

10. Hyperion and Agile Specific Support Terms

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

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

FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY, AND ORACLE'S ENTIRE LIABILITY, SHALL BE THE REPERFORMANCE OF THE DEFICIENT TECHNICAL SUPPORT SERVICES, OR IF ORACLE CANNOT SUBSTANTIALLY CORRECT A BREACH IN A COMMERCIALLY REASONABLE

MANNER, YOU MAY END THE RELEVANT TECHNICAL SUPPORT SERVICES AND RECOVER THE FEES PAID TO ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES.
TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

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

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

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

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

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

11. Contact Information

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

APPENDIX C
ORACLE PROCESSOR CORE FACTOR TABLE

The Oracle Processor Core Factor Table, effective March 16, 2009, updated July 29, 2019, attached hereto for your convenience, for reference purposes only and is subject to change at Oracle's discretion. You may access the current version of the Oracle Processor Core Factor Table at http://www.oracle.com/us/corporate/contracts/processor-core-factor-table-070634.pdf.

ORACLE

Oracle Processor Core Factor Table

Effective Date: March 16, 2009
Updated: July 29, 2019

Vendor and Processor	Core Processor Licensing Factor
Sun and Fujitsu UltraSPARC T1 processor (1.0 or 1.2 GHz) **Only named servers including:** Sun Fire T1000 Server, SPARC Enterprise T1000 Server*, with 6 or 8-core 1.0 GHz UltraSPARC T1 processor Sun Fire T2000 Server, SPARC Enterprise T2000 Server*, with 4, 6, or 8-core 1.0 GHz, or 8 core 1.2 GHz UltraSPARC T1 processor	0.25
Sun Netra T2000, 1.0 or 1.2 GHz UltraSPARC T1 processor	0.25
SPARC T3 processor	0.25
Sun and Fujitsu UltraSPARC T1 1.4 GHz **Only named servers including:** Sun Fire T2000 Server and SPARC Enterprise T2000 Server*, with 8-core, 1.4 GHz UltraSPARC T1 processor	0.5
Sun T6300, 1.4 GHz UltraSPARC T1 processor	0.5
AMD EPYC™ 7XX1 and AMD Opteron™ Models 13XX, 23XX, 24XX, 32XX, 41XX, 42XX, 43XX, 61XX, 62XX, 63XX, 83XX, 84XX or earlier Multicore chips	0.5
Intel® Xeon® Platinum 92XX, Intel® Xeon® Platinum 82XX, Intel® Xeon® Platinum 81XX, Intel® Xeon® Gold 62XX, Intel® Xeon® Gold 61XX, Intel® Xeon® Gold 52XX, Intel® Xeon® Gold 51XX, Intel® Xeon® Silver 42XX, Intel® Xeon® Silver 41XX, Intel® Xeon® Bronze 32XX, Intel® Xeon® Bronze 31XX, Intel Xeon Series 56XX, Series 65XX, Series 75XX, Series E7-28XX, E7-28XX v2, Series E7-48XX, E7-48XX v2, E7-48XX v3, E7-48XX v4, Series E7-88XX, E7-88XX v2, E7-88XX v3, E7-88XX v4, Series E5-24XX, E5-24XX v2, E5-24XX v3, Series E5-26XX, E5-26XX v2, E5-26XX v3, E5–26XX v4, Series E5-46XX, E5-46XX v2, E5-46XX v3, E5-46XX v4, E3-15XX v5, E3-15XX v6, Series E3-12XX, E3-12XX v2, E3-12XX v3, E3-12XX v4, E3–12XX v5, E3-12XX v6, E5-14XX v3, E5-14XX v2,, E5-16XX v4, E5-16XX v3, E5-16XX v2, and E5-16XX or earlier Multicore chips	0.5
Intel Itanium Series 93XX or earlier Multicore chips *(For servers purchased prior to Dec 1st, 2010)*	0.5
Intel or AMD Desktop, Laptop/Notebook, or Netbook Multicore chips	0.5
Sun UltraSPARC T2+	0.5
SPARC64 VII+	0.5
SPARC64 X, SPARC64 X+, SPARC64 XII	0.5
SPARC T4 processor	0.5
SPARC T5	0.5
SPARC M5, SPARC M6, SPARC M7, SPARC M8	0.5
SPARC S7	0.5
Sun and Fujitsu SPARC64 VI, VII	0.75
Sun UltraSPARC IV, IV+, or earlier Multicore chips	0.75
Sun UltraSPARC T2	0.75
HP PA-RISC	0.75
IBM POWER5+ or earlier Multicore chips	0.75
All Single Core Chips	1.0
Intel Itanium Series 93XX *(For servers purchased on or after Dec 1st, 2010)*	1.0
Intel Itanium Series 95XX	1.0
IBM POWER6	1.0
IBM POWER7, IBM POWER7+	1.0
IBM POWER8, POWER9	1.0
IBM Z (z14, z13, z(EC)12, z196, z11, z10 and earlier)	1.0
All Other Multicore chips	1.0

* SPARC Enterprise T1000 and SPARC Enterprise T2000 Servers may be sold and branded by Oracle, Sun Microsystems, Fujitsu or Fujitsu Siemens.

Please see Statement of Change on the next page

Important Notes

Running Oracle Licenses in the Oracle Cloud

When installing and deploying perpetual or term licenses in the Oracle Cloud, for example, installing and running Oracle SOA Suite for Oracle Middleware licenses on Oracle Java Cloud Service (see list of certified programs in the Oracle Cloud documentation), you must have a sufficient number of licenses to cover your use in the Oracle Cloud.

For this purpose, the following ratios of Processor licenses to Oracle Cloud usage applies: every one (1) Processor license covers use of the program on two (2) OCPUs. For deploying Named User Plus (NUP) licenses in the Oracle Cloud, you must always have a sufficient number of NUP licenses to cover your use of the program in the Cloud. This means you must have the greater of: a) the actual number of users, or b) the minimum number of NUP licenses per Processor. For programs with a license minimum of 25 NUP per Processor, you must have a minimum of 25 NUP licenses for every two (2) OCPUs, and for programs with a license minimum of 10 NUP per Processor, you must have a minimum of 10 NUP licenses for every two (2) OCPUs.

For the purposes of deploying your licenses on Oracle Ravello, every one (1) Processor license covers the use of the program on 4vCPUs (equivalent to two (2) Ravello R1 or R2 compute units). For the purposes of deploying Standard Edition, Standard Edition One or Standard Edition 2 in the program name, each socket is considered equivalent to 4 vCPUs. For deploying Named User Plus (NUP) licenses on Oracle Ravello, you must always have a sufficient number of NUP licenses to cover your use of the program in the Cloud. This means you must have the greater of: a) the actual number of users, or b) the minimum number of NUP licenses per Processor. For programs with a license minimum of 25 NUP per Processor, you must have a minimum of 25 NUP licenses for every four (4) vCPUs, and for programs with a license minimum of 10 NUP per Processor, you must have a minimum of 10 NUP licenses for every four (4) vCPUs.

When licensing Oracle programs with Standard Edition One, Standard Edition 2 or Standard Edition in the product name (with the exception of WebCenter Enterprise Capture Standard Edition, Java SE Support, Java SE Advanced, and Java SE Suite), where a processor license is counted equivalent to an occupied socket, every one (1) Processor license covers the use of the program on four (4) OCPUs. Regarding NUP minimums for Standard Edition 2, which has license minimum of 10 NUP per Server, you must have the greater of: a) the actual number of users of the program or b) a minimum of 10 NUP licenses for every eight (8) OCPUs. If the instance is less than eight (8) OCPUs, the minimum is still 10 NUP.

Statement of Change:

On 09/01/2009, clarified that the "AMD Third Generation Opteron or earlier Multicore chips" are "AMD Opteron Models 13XX, 23XX, 24XX, 83XX, 84XX or earlier Multicore chips"

On 09/24/2009, changed the Core Processor Licensing Factor for Sun UltraSPARC T2+ from 0.75 to 0.50

On 02/16/2010, added new Intel Itanium chip 93XX to 0.5 core factor category. Also added IBM POWER7 chip to core factor 1 category

On 04/08/2010, added new Intel Xeon chips (Nehalem EX, Series 75XX and Westmere EP, Series 56XX) and new AMD Opteron chip (Series 61XX) with a core factor of 0.5

On 07/19/2010, added Intel Xeon chip (Nehalem EX, Series 65XX) and AMD Operton chip (Series 41XX) with a core factor of 0.5

On 10/05/2010, added SPARC T3 chip with a core factor of 0.25

On 12/01/2010, changed the Core Processor Licensing Factor for Intel Itanium Series 93XX from 0.5 to 1.0. Also added notes in parenthesis to the affected rows in the table above

On 12/02/2010, added SPARC64 VII+ chip with a core factor of 0.5

On 06/03/2011, added Intel Xeon Series E7-28XX, Series E7-48XX, and Series E7-88XX chips with a core factor of 0.5

On 09/06/2011, added SPARC T4 chip with a core factor of 0.5

On 12/08/2011, added AMD Opteron Chip Models: 32XX, 42XX, and 62XX with a core factor of 0.5

On 04/16/2012, added Intel Xeon Series E5-26XX, Series E5-16XX, and Series E3-12XX chips with a core factor of 0.5

On 07/19/2012, added Intel Xeon Series E5-24XX, and Series E5-46XX chips with a core factor of 0.5

On 11/7/2012, added IBM Power7+ chip with a core factor of 1.0

On 12/14/2012, added Intel Itanium chip 95XX to 1.0 core factor category

On 01/16/2013, added SPARC64 X chip with a core factor of 0.5

On 01/16/2013, added AMD Opteron Chip Models: 43XX, and 63XX with a core factor of 0.5

On 03/26/2013, added SPARC T5 and SPARC M5 Chip Models with a core factor of 0.5

On 09/25/2013, added SPARC M6 Chip Models with a core factor of 0.5

On 04/08/2014, added SPARC64 X+ chip with a core factor of 0.5

On 04/08/2014, added Intel Xeon Series E7-88XX v2, E7-48XX v2, E7-28XX v2, E5-46XX v2, and E5-26XX v2 chips with a core factor of 0.5

On 6/2/2014, added IBM Power8 chip with a core factor of 1.0

On 11/05/2014, added Intel Xeon Series E5-26XX v3, E5-24XX v2, E5-16XX v3 and E5-16XX v2 chips with a core factor of 0.5

On 4/30/2015, added the "Important Notes" section below

On 6/04/2015, added Intel Xeon Series E7-88XX v3 and E7-48XX v3 chips with a core factor of 0.5

On 10/14/2015, added Intel Xeon Series E5-24XX v3, E5-46XX v3, E3-15XX v5, E3-12XX v2, E3-12XX v3, E3-12XX v4, E5-14XX v3, and E5-14XX v2 chips with a core factor of 0.5

On 10/27/2015, added SPARC M7 Chip Model with a core factor of 0.5

On 5/2/2016, added Intel Xeon Series E5–26XX v4 and E3–12XX v5 chips with a core factor of 0.5

On 7/5/2016, added SPARC S7 Chip Model with a core factor of 0.5

On 8/1/2016, added Intel Xeon Series E7-48XX v4, E7-88XX v4, E5-46XX v4, and E5-16XX v4 chips with a core factor of 0.5

On 10/3/2016, revised the Important Notes section to include reference for Ravello and added socket to OCPU mapping for programs with Standard Edition One, Standard Edition 2 or Standard Edition in the product name

On 10/18/2016, revised the socket to OCPU mapping for programs with Standard Edition One, Standard Edition 2 or Standard Edition in the product name, from 1 socket = 2 OCPUs to 1 Socket = 4 OCPUs

On 4/13/2017, added SPARC64 XII chip model with a core factor of 0.5. Also, added mapping for vCPU to Socket for deployment in Ravello of programs with Standard Edition One, Standard Edition 2 or Standard Edition in the product name

On 8/28/2017, added Intel® Xeon® Platinum 81XX, Intel® Xeon® Gold 61XX, Intel® Xeon® Gold 51XX, Intel® Xeon® Silver 41XX, Intel® Xeon® Bronze 31XX chips with a core factor of 0.5

On 9/18/2017, added SPARC M8 Chip Model with a core factor of 0.5

On 2/7/2018, added AMD Chip Model EPYC™ 7XX1 with a core factor of 0.5. Also, added the Oracle Database Standard Edition 2 NUP minimums language for deployment of Oracle Cloud

On 9/4/2018, updated IBM Chip Models for Z series (added: z14, z13, z(EC)12, z196, and z11) with a core factor of 1. Also, added IBM's Power9 chip with a core factor of 1. Added Intel chips - E3-12XX V6 & E3-15XX V6 - with a core factor of 0.5

On 7/29/2019, added Intel Chip Models: Intel® Xeon® Platinum 92XX, Intel® Xeon® Platinum 82XX, Intel® Xeon® Gold 62XX, Intel® Xeon Gold 52XX, Intel® Xeon® Silver 42XX, Intel® Xeon® Bronze 32XX - with a core factor of 0.5

APPENDIX D
LICENSE DEFINITIONS AND RULES

The Oracle License Definitions and Rules, v030819 attached hereto are for your convenience, for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the license definitions and rules at http://oracle.com/contracts.

Oracle License Definitions and Rules Booklet

March 8, 2019

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Definitions and License Metrics

Account: is defined as a financial institution's customer account that is opened, maintained and stored in the Program. An account includes but is not limited to current accounts, savings accounts, nostro/ vostro accounts, deposit accounts and loan accounts. All dormant accounts shall be considered to be accounts, as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be accounts for the purposes of licensing requirements. The value of these Program licenses is determined by the amount of Accounts. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Accounts as of the effective date of Your order. If at any time the amount of Accounts exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Accounts is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Accounts. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Accounts as of such date.

For the purposes of the Oracle FLEXCUBE Online Trading Account Program, Account is defined as the securities trading account of a financial institution's customer.

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

10K API Calls: is defined as ten thousand Application Program Interface (API) Calls or notifications recorded by the licensed application Program during a 12 month period.

1M API Calls: is defined as a maximum of one million Application Programming Interface (API) calls or notifications recorded by the licensed application Program during a 12 month period.

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

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

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

Application User: is defined as an individual authorized by You to use the applicable licensed application Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time. If You license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, You are required to maintain licenses for the equivalent number of Application Users licensed and You are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for Your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the Programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle Fusion Sourcing, Oracle iSupplier Portal, Oracle Fusion Supplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing, PeopleSoft Supplier Contract Management and JD Edwards Supplier Self Service

Programs, use by Your external suppliers is included with Your application user licenses. For the purposes of the Oracle Financial Services Operational Risk Solution Program, employees who are just contributing information to the Program via the applicable user interface shall not be counted as application users.

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

$B in Assets Under Management: is defined as one billion U.S. Dollars (or the equivalent amount in the applicable local currency) of the total value of assets You manage and administer for yourself and that You manage and administer on behalf of Your customers, as disclosed in Your annual report and/or regulatory filings.

Bank Account: is defined as a financial institution's customer account that is opened, maintained and stored in the Program. A bank account includes but is not limited to current accounts, savings accounts, nostro/vostro accounts, deposit accounts and loan accounts. All dormant accounts shall be considered to be bank accounts as long as they are in the production database of the application Program. Closed accounts shall not be considered to be bank accounts for the purposes of licensing requirements. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Bank Accounts as of the effective date of Your order. If at any time the amount of Bank Accounts exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Bank Accounts is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Bank Accounts. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Bank Accounts as of such date.

For the purposes of the following Programs: Oracle Banking Limits and Collateral Management, Oracle Banking Advanced Limits and Collateral Management, Oracle Banking Relationship Pricing, Oracle Banking Advanced Relationship Pricing, Oracle Banking Originations, Oracle Banking Advanced Originations and Oracle Banking Collections, Bank Account is defined as every account of the financial institution's customers that is processed by the Oracle application Program, irrespective of whether an account is opened, maintained or stored in the Oracle application Program.

Bank Account Application: is defined as a request submitted by a financial institution's customer to apply for an asset or a liability product in the hosted Program during a 12 month period. An application includes, but is not limited to, current account products, savings account products, overdraft protection products, term deposit products, nostro/vostro products, loan products, safe deposit products, insurance products, and card products. If a number of products are bundled in a single request, each product would be counted as an application.

For the purposes of the Oracle Banking Digital Experience Originations Program and the Oracle Banking Digital Experience Personal Loans Originations Program, a Bank Account Application is defined as a request submitted by a financial institution's customer to apply for an asset or a liability product through all of the licensed access points of the applicable application program during a 12 month period. An application includes, but is not limited to, current accounts products or savings account products, overdraft protection products, term deposit products, nostro/vostro products, loan products, safe deposit products, insurance products, and card products. If a number of products are bundled in a single request, each product would be counted as a Bank Account Application. An access point includes, but it is not limited to, a smart TV, a wearable device, a kiosk, an ATM, a contact center, and a branch.

Bank Deposit Account: is defined as an account that is opened, maintained, and stored in the Program. A Bank Deposit Account includes but is not limited to current accounts, savings accounts, nostro/ vostro accounts, internal accounts, investment accounts, retirement accounts, virtual accounts, time deposit accounts, certificate of deposit accounts, and term deposit accounts. All dormant accounts shall be considered to be Bank Deposit Accounts as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be Bank Deposits Accounts for the purposes of licensing requirements.

Card: is defined as one EAGLE system card.

Card (STC Card, IPLIM Card, HIPR2 Card, SM Card): is defined as one EAGLE system card.

Case: is defined as a standard safety record identified by a Case ID number which contains data elements related to the safety of a medicinal product. If the total number of Cases created in the Oracle Argus Program in a 12-month period exceeds the number purchased, then additional Cases must be purchased.

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

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

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

Cluster: is defined as a minimum of two Global Communication Multimedia Policy Engine Servers at a primary site in active and/or standby mode or the same configuration in geographic redundancy mode with a third server at a secondary site.

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

$M in Collaterals or Limits Under Management: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in total value of Collateral under Management or Limits under Management that are managed by the Program. When using the Program to manage both Collateral and Limits Under Management, the greater of either Collateral or Limits Under Management must be used to determine the licenses required.

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

Compliance Regulatory Report: is defined as a single pre-configured template that is generated by the Oracle Program and that meets the requirements of a specific country regulator and/or jurisdiction for filling reports on suspicious activity. You are responsible for filing the compliance regulatory report with the specific country regulator and/or jurisdiction.

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

100 Concurrent Calls: is defined as one hundred simultaneous active end to end calls that the operations monitor sees, no matter the number of underlying devices. For example, the same concurrent call may be monitored on two or more sessions, one on each side of a back to back user agent.

500 Concurrent Calls: is defined as five hundred simultaneous active end to end calls that the operations monitor sees, no matter the number of underlying devices. For example, the same concurrent call may be monitored on two or more sessions, one on each side of a back to back user agent.

1K Concurrent Calls: is defined as one thousand simultaneous active end to end calls that the operations monitor sees, no matter the number of underlying devices. For example, the same concurrent call may be monitored on two or more sessions, one on each side of a back to back user agent.

Concurrent Call: is defined as the number of simultaneous active end to end calls that the operations monitor sees, no matter the number of underlying devices. For example, the same concurrent call may be monitored on two or more sessions, one on each side of a back to back user agent.

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

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

25 Concurrent Sessions: is defined as a maximum of 25 established virtual connections (with or without media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software at any one time.

For the purposes of the Transcoding coder/decoder programs, only concurrent sessions with media anchoring (encoded with specified codec and utilizing the transrating, transcoding, or other media processing feature requiring media decoding) are counted.

50 Concurrent Sessions: is defined as a maximum of 50 established virtual connections (with or without media anchoring) (a) between two endpoints represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software at any one time.

For the purposes of the following Programs: Oracle Communications Session Border Controller - SRTP and Oracle Communications Unified Session Manager - SRTP, each call leg utilizing media anchoring and negotiating Secure Real-Time Transport Protocol is counted as a concurrent session.

For the purposes of the following Programs: Oracle Communications Session Border Controller - MSRP B2BUA and Oracle Communications Unified Session Manager - MSRP B2BUA, only concurrent sessions with media anchoring and negotiating Message Session Relay Protocol are counted.

500 Concurrent Sessions: is defined as a maximum of 500 established virtual connections (with or without media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software at any one time.

For the purposes of the following Programs: Oracle Communications Session Border Controller - SRTP and Oracle Communications Unified Session Manager - SRTP, only concurrent sessions with media anchoring and negotiating Secure Real-Time Transport Protocol are counted.

For the purposes of the following Programs: Oracle Communications Session Border Controller - MSRP B2BUA and Oracle Communications Unified Session Manager - MSRP B2BUA, only concurrent sessions with media anchoring and negotiating Message Session Relay Protocol are counted.

1K in Concurrent Sessions: is defined as one thousand concurrent sessions of a specified application or service at any one time.

Concurrent Session: is defined as the aggregate number of established virtual connections (a) between two endpoints that are represented by subscriber devices or network switching equipment and (b) which are traversing the licensed software at any one time.

For the purposes of the following Programs: Oracle Communications WebRTC Session Controller and Oracle Communications Application Session Controller, all concurrent sessions (with or without media anchoring) with the exception of SIP Registrations are counted.

For the purposes of the Oracle Communications Converged Application Server, Service Controller Program, only concurrent sessions towards the network are counted.

For the purposes of the Transcoding coder/decoder Programs, only concurrent sessions with media anchoring (encoded with specified codec and utilizing the transrating, transcoding, or other media processing feature requiring media decoding) are counted.

For the purposes of the following Programs: Oracle Communications Session Border Controller - SRTP and Oracle Communications Unified Session Manager - SRTP, only sessions with media anchoring and negotiating Secure Real-Time Transport Protocol are counted.

For the purposes of the following Programs: Oracle Communications Session Border Controller - MSRP B2BUA and Oracle Communications Unified Session Manager - MSRP B2BUA, only sessions with media anchoring and negotiating Message Session Relay Protocol are counted.

1K in Concurrent Subscribers: is defined as one thousand unique concurrent subscribers with access to a specified application or service at any one time.

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

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

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

IK in Connections: is defined as one thousand pairs of end points (e.g., ports, connectors, locations, devices) connected together via a pipe, trail or connection. Each connection may contain other connections such as circuits and, services, in which case each instance is counted. Different versions of the same connection are counted as one connection.

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

Connector Pack: is defined as a collection of connectors as specified in the Program Documentation for the applicable Connector Pack. There is no limitation on the number of physical servers on which any of the connectors in the pack may be copied, installed and used.

$M in Assets Under Management: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) of total value of assets You, manage and administer for yourself and on behalf of Your customers as disclosed in Your annual report and/or regulatory filings.

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

Country: is defined as a nation for which risk management and financial crime compliance related regulatory reports are generated using the Program.

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

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

100 in Customer Count: is defined as the total number of Your and Your affiliate's individual customers. If You supply multiple services to one person or entity, that person or entity will count as a single customer. If a person or entity receives utility services at multiple locations (e.g., a chain store, an apartment building or a municipality), each such location shall count as a single customer.

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

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

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

Customer Device: is defined as a device (physical or logical) (a) that is a functional independent component (e.g., cable/DSL modem, set top box, home gateway, SIM/USIM card, mobile handset, VoIP telephone, ATA, Customer-Edge router, PC, or access point) dedicated to a specific customer, subscriber, or user and (b) that is managed by the Program.

Customer ID: is defined as a unique customer identification number associated with an individual customer who has an account that is opened, maintained and stored in the Program.

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

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

500K DB Entries: is defined as five hundred thousand database (DB) entries in the international number portability database.

$M of Delinquent Accounts Managed: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in total value of delinquent accounts managed by the Program.

Developer User / Developer/ Developer Seat: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the

Programs at any given time. With respect to Developer Users only, such users may create, modify, view and interact with the Programs and documentation.

100K Devices: is defined as one hundred thousand network elements being modeled, discovered or managed by the application.

Device: is defined as a network element being modeled, discovered or managed by the application.

For the Oracle Communications Network Integrity Programs, devices are discovered directly from the Network Element itself or through a Network/Element Management System (NMS/EMS) or through Oracle Communications Network Discovery or through third party discovery applications or from a repository of data (such as Inventory, Asset Management or other systems). When a single device is being reconciled between two systems it shall be counted only once.

For the Oracle Communications Unified Inventory Management Program, devices are functionally independent components. For example: physical shelves, chassis or units, logical devices, servers. elements, etc. Logical or physical separation denotes different devices.

For the Oracle Communications Session Element Manager Program, the Oracle Communications Session Route Manager Program, the Oracle Communications Session Report Manager Program, and the Oracle Communications Application Orchestrator Program, a device can be physical or virtual and is considered managed or orchestrated when one or more of the fault, configuration, auditing, performance, security, and lifecycle functions are in use.

For the Oracle Communications Network Service Orchestration Program and the Oracle Communications ASAP Program, a device can be physical or virtual and is considered managed or orchestrated when one or more of the network service configuration, monitoring and lifecycle functions are in use involving the device.

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

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

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

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

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

time.

5K Endpoints: is defined as five thousand individual user devices identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint.

20K Endpoints: is defined as twenty thousand individual user devices identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint.

Endpoint: is defined as an individual user device identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint.

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

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

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

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

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

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

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

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

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

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

Field Resource: is defined as dispatchers using the program, as well as engineers, technicians, representatives or other persons scheduled by the programs.

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

Financial Inclusion Account: is defined as a financial institution's customer account that is opened, maintained and stored in the Program. An account includes but is not limited to current accounts, savings accounts, nostro / vostro accounts, deposit accounts and loan accounts. All dormant accounts shall be considered to be accounts, as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be accounts for the purposes of licensing requirements.

Financial Services Subscriber: is defined as an individual who is authorized by You to access the online portal or mobile application of the applicable application program regardless of whether the individual is actively accessing the Programs at any given time. Financial Services Subscribers shall be counted for each single Instance of the Program.

For the purposes of the Oracle Documaker Mobile Program, a Financial Services Subscriber is defined as an individual who is registered to receive mobile documents in lieu of or in addition to printed documents.

For the purposes of the Oracle Banking Digital Experience Base Program, a Financial Services Subscriber is defined as an individual who is registered to access the applicable application program through its two licensed access points (online or mobile) regardless of whether the individual is actively accessing the Program at any given time.

For the purposes of the Oracle Banking Digital Experience Programs, a Financial Services Subscriber is defined as an individual who is registered to access the applicable application programs through all of the licensed access points, regardless of whether the individual is actively accessing the Programs at any given time. An access point includes, but it is not limited to, a smart TV, a wearable device, a kiosk, an ATM, a contact center, and a branch.

For the purposes of the Oracle Banking Digital Experience One Additional Access Point Program and the Oracle Banking Digital Experience Unlimited Access Points Program, an access point is defined as each access point that is configured, managed and tracked in the application program by the financial institution. An access point includes, but it is not limited to, a smart TV, a wearable device, a kiosk, an ATM, a contact center, and a branch.

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

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

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

100 Gigabytes (GB): is defined as one hundred gigabytes (GB) of hard disk drive space.

Gigabyte: is defined as one billion bytes of data archived and purged by the Program.

For the purposes of the Oracle Banking Payments SWIFTNet FileAct Program, a Gigabyte is defined as one gigabyte of payment files data exchanged over SWIFTNet over a 12 month period.

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

Global Title Translations per Translation Type: is defined as the number of SS7 Global Title Translation records per SS7 Translation Type.

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

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

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

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

1000 Healthcare Records: is defined as one thousand patient records stored by the Oracle Program for Your healthcare (healthcare provider, health plan, government or research) setting. For the purposes of this definition, the term “setting” means the population for which You provide healthcare services. For example, for a licensor that is a county department of health services, it would be the population provided with healthcare services by the department, and for a licensor that is a healthcare research facility, it would be the patients associated with the healthcare research facility. You must be licensed for the total amount of patient records stored by the Oracle Program for Your healthcare setting.

Healthcare Record: is defined as the total number of unique person (physical person) database records stored in the Oracle Program.

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

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

Hospitality Suite: is defined as an entertainment space that typically includes, but is not limited to, a kitchenette, restroom, table and seats within an arena, stadium, concert venue or other venue that is managed by the Program.

1K in Individual Subscribers: is defined as one thousand individuals who are authorized by You to use one or more of Your services for which the Program is used. For example, an individual subscriber may be tracked as a customer record/account in the licensed Program or other related subscriber databases such as an ordering system, billing system, etc. An individual subscriber is counted once, regardless of the number of services used.

Individual Subscriber: is defined as an individual who is authorized by You to use one or more of Your services for which the Program is used. For example, an individual subscriber may be tracked as a customer record/account in the licensed Program or other related subscriber databases such as an ordering system, billing system, etc. An individual subscriber is counted once, regardless of the number of services used. Individual Subscriber for the Billing and Revenue Management Servers and extensions with application specific usage are defined as follows:

Oracle Communications Billing and Revenue Management Server for Real-time Rating Program: Defined as an individual subscriber who purchases one or more services from You that utilizes real-time rating capabilities of the Program.

Oracle Communications Billing and Revenue Management for Convergent Rating Program: Defined as an individual subscriber that purchases one or more services from You that utilizes real-time and/or batch rating capabilities of the Program.

Oracle Communications Billing and Revenue Management Server for Billing Program: Defined as an individual subscriber that purchases one or more services from You that utilizes billing capabilities of the Program.

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

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

For the purposes of the Oracle Banking API Infrastructure Program, Instance is defined as the environments (production and non-production) used to run the Oracle Banking API Program.

1K Insurable Entities: is defined as one thousand insurable entities that are listed members and/or an objects that are managed by the Oracle Program. A listed member is an individual insured, annuitant and/or member in one of Your product offerings per quote, application, certificate or policy. An object is the item and/or property (such as building, motor vehicle) insured within a policy.

1K Insurance Plan Members: is defined as one thousand individual active Insurance Plan Members. An Insurance Plan Member is active if he/she is currently covered by any of your health or group insurance plan product offerings that are processed through the Oracle program. Individuals who are active members of multiple health or group insurance plan product offerings processed through the Oracle program shall only be deemed to be a single Insurance Plan Member. Use of the Oracle program to process health or group insurance plan product offerings for former members (i.e., "inactive" members who are not currently covered by, but who are tracked by and/or have records in, one of your health plan product offerings) is included with your 1K Insurance Plan Members licenses. For the purposes of this definition, the group insurance plan product offerings exclude any of your property and casualty business product offerings.

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

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

Investment Account: is defined as a financial institution's investor account that is opened, maintained, and stored in the Program. All dormant investor accounts shall be considered to be investment accounts as long as they are in the production database of the applicable Program. Closed investor accounts shall not be considered to be investment accounts for the purposes of licensing requirements.

1K Invoice Line: is defined as one thousand invoice line items processed by the Program during a 12 month period. You may not exceed the licensed number of 1K Invoice Lines during any 12 month period unless You acquire additional 1K Invoice Line licenses from Oracle.

IPsec Tunnel: is defined as one Internet Protocol Security (IPsec) tunnel termination that is represented by one Security Association (SA). The maximum number of IPsec tunnels that are simultaneously terminated on the licensed software at any one time must be licensed.

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

Oracle Java SE Subscription and Oracle Java SE Desktop Subscription: are defined as the right to use the specified Oracle Java SE Subscription Program(s) in accordance with the applicable metric and to receive Oracle Software Update License & Support (limited to the specified Oracle Java SE Subscription Program(s)), for the term specified on the ordering document. Your right to use the specified Oracle Java SE Subscription Program(s) for Your internal business operations includes using the Oracle Java SE Subscription Program(s) to run Your Java applications as a cloud service, subject to the terms of the Master Agreement. For the avoidance of doubt, You shall not make the Oracle Java SE Subscription Program(s) themselves available as a cloud service. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Software Update License & Support is provided under the Oracle Software technical support policies in effect at the time the services are provided. At the end of the specified subscription term, You may renew Your subscription, if available, at the then current fees for the applicable subscription. If You choose not to renew Your subscription, Your right to use the specified Oracle Java SE Subscription Program(s) will terminate and You must de-install the specified Oracle Java SE Subscription Program(s).

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

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

and non-assignable. You may be required to execute standard Oracle ordering materials when using learning credits to order products or services.

Liquidity Account: is defined as an account that is opened, maintained, stored or processed in the Program. A liquidity account includes but is not limited to the following accounts: current accounts, savings accounts, nostro/vostro accounts, deposit accounts, internal accounts, virtual accounts and loan accounts. All dormant accounts shall be considered to be liquidity accounts as long as those dormant accounts are in the production database of the applicable Program. Closed accounts shall not be considered to be liquidity accounts for the purposes of licensing requirements. If an account is opened or maintained or stored or processed in multiple hierarchies of liquidity accounts in the applicable Program, then that account must be counted as a separate liquidity account for each hierarchy within the applicable Program in which the account is opened or maintained or stored or processed.

Link: is defined as one SS7 signaling link.

12M LNP Entries: is defined as twelve million Local Number Portability (LNP) database entries in the Local Number Portability database.

Loan Account: is defined as a customer loan account or loan application created, tracked or processed by, or residing within, the Oracle Daybreak Programs. A customer of Yours may have multiple loan accounts or loan applications, each one of which is to be counted for the purposes of determining the total number of loan accounts and loan applications.

For the purposes of the Daybreak Consumer Loans Servicing and Collection Program, Loan Account is defined as the number of Loan Accounts identified with a status of ACTIVE at the beginning of each calendar month.

For purposes of the Daybreak Consumer Loans Origination Program, Loan Account is defined as the number of customer loan applications created in the Oracle Daybreak Programs in a calendar month.

For the purposes of the Oracle Banking Retail and SME Loan Servicing Program and the Oracle Banking Retail and SME Line of Credit Servicing Program, Loan Account is defined as a customer loan account or a line of credit account that is opened, maintained and stored in the Program. All charged-off accounts shall be considered to be Loan Accounts as long as they are in the production database of the application Program.

8 Low Speed SS7 Signaling Links: is defined as eight 56 kbps SS7 signaling links.

12M LSMS Records: is defined as twelve million Local Service Management System (LSMS) records that are interfacing with the Local Number Portability database.

$M in Loan Book Size: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in loan books that are managed in the licensed Program. The total value of all loan books that are managed in the licensed Program must be counted for the purposes of determining the number of licenses required.

For the purposes of the Oracle Banking Corporate Lending Syndicated Loans Program, $M in Loan Book Size is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in syndicated loans that are managed in the licensed Program and the total value of all syndicated loans that are managed in the licensed Program must be counted for the purposes of determining the number of licenses required.

For the purposes of the Oracle Banking Enterprise Recovery Program, $M in Loan Book Size is defined as one million U.S. Dollars (or equivalent amount in the applicable local currency) of debts that have been charged as full loss and are no longer receivable that are managed in the licensed Program.

$M in Managed Assets: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) of the following total: (1) Book value of investment in capital leases, direct financing leases and other

finance leases, including residuals, whether owned or managed for others, active on the Program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the Program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the Program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the Program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the Program, then sold within the previous 12 months.

Managed Device: is defined as a Device managed via an Oracle Communications Configuration Management application Program.

1K in Managed Resources: is defined as one thousand entities (account, IP address, RADIUS user profile, ENUM E.164 phone numbers, subscriber endpoint, managed street address and individual telephone number) managed by the Program.

For the Oracle Communications Logical Device Account Management Program, a managed resource is an account which is a unique identifier such as telephone number, email address, etc.

For Oracle Communications Internet Name and Address Management, a managed resource is an IP address managed by the Oracle Communications Internet Name and Address Management Program.

For the Oracle Communications Telephone Number Management Program, a managed resource is a single managed telephone number.

Managed Resource:

For the purposes of the Oracle Communications IP Management Program, a Managed Resource is defined as an entity (Account, IP Address, ENUM E.164 Phone Numbers, Subscriber Endpoint, Managed Street Address, Individual Telephone Number and Media Stream) managed by the Program.

For the purposes of the Oracle Communications Media Stream Management Program, a Managed Resource is defined as a video, audio or other media content (a) that is delivered over a cable, mobile, satellite, or Internet infrastructure and (b) that is managed by the Program.

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

Market: is defined as one instance of a state, province or portion thereof that constitutes a discrete region separately from other such regions for purposes of deregulated electricity, gas or water sales.

Megabits per Second: is defined as the average number of bits, characters, or blocks per second passing between equipment in a data transmission system during peak usage.

1K Messages per Second: is defined as up to one thousand messages that are each composed of an envelope that contains information required to accomplish transmission, delivery, and contents to the recipient. The total number of sent or received messages over a 15 minute interval during peak usage divided by 900 seconds must be counted.

10K Messages: is defined as ten thousand messages exchanged over a 12 month period.

For the purposes of the Oracle Banking Payments SWIFT MT FIN Messaging Program, the number of messages shall include messages in both or either of the following message flows: (a) receiving a message from the Program,

sending the message to SWIFT, receiving acknowledgement from SWIFT for the message sent and sending the acknowledgement back to the Program and/or (b) receiving a message from SWIFT and sending the message to the Program.

For the purposes of the Oracle Banking Payments SWIFT MT FIN Messaging Program, the number of messages shall be equal to the number of FIN messages generated and/or received from SWIFT.

For the purposes of the Oracle Banking Payments for SWIFT GPI Messaging Program, the number of messages shall be equal to the number of SWIFT GPI messages generated and/or received from SWIFT.

For the purposes of the Oracle Banking Payments SWIFTNet FIN Connectivity Program, the number of messages shall be equal to the number of FIN messages exchanged.

For the purposes of the Oracle Banking Payments for US ACH Payments Messaging Program, the number of messages shall be equal to the number of US ACH payment messages bulked and/or de-bulked for files that are sent and/or received from the US ACH payment network.

For the purposes of the Oracle Banking Payments for US Fedwire Payments Messaging Program, the number of messages shall be equal to the number of US Fedwire payment messages that are sent and/or received from the US Fedwire payment network.

For the purposes of the Oracle Banking Payments SEPA Credit Transfer Messaging Program, the number of messages shall be equal to the number of SEPA credit transfer messages bulked and/or de-bulked for files that are sent and/or received from a SEPA network.

For the purposes of the Oracle Banking Payments SEPA Direct Debit Messaging Program, the number of messages shall be equal to the number of SEPA direct debit messages bulked and/or de-bulked for files sent and/or received from a SEPA network.

For the purposes of the Oracle Banking Payments SEPA Instant Credit Transfer Messaging Program, the number of messages shall be equal to the number of incoming messages received and/or outgoing messages generated by the Oracle Banking Payments SEPA Instant Credit Transfer Messaging Program. This includes, but is not limited to, payment messages, recall requests, payment status reports, recall response, payment return, inquiry and response messages and statement messages.

For the purposes of the Oracle Banking Payments SEPA Instant Credit Transfer Connectivity Program, the number of messages shall be equal to the number of messages received from and/or transmitted to the European Banking Authority. This includes, but is not limited to payment messages, recall requests, payment status reports, recall response, payment return, inquiry and response messages and statement messages.

For the purposes of the Oracle Banking Payments India Payments SFMS Connectivity Program, the number of messages shall be equal to the number of messages received from and/or transmitted to India NEFT and India RTGS Payment Systems.

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

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

Merchant: is defined as a financial institution's partner company providing online payment services to its customers via a web based portal.

Message per Second (MPS): is defined as the maximum rate of messages that are each composed of an envelope which contains information required to accomplish transmission and delivery of message contents to the recipient. You must count all messages whether received or transmitted, averaged over a 30-second interval during the highest period of peak usage.

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

Molecular Report: is defined as an analysis report created using partial or full workflow in the Oracle Program. If the total number of Molecular Reports created in the Oracle Program in a 12-month period exceeds the number purchased, then additional Molecular Reports must be purchased.

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

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

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

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

Named Developer: is defined as an individual who is authorized by you to use the programs which are installed on a multiple servers, regardless of whether the individual is actively using the programs at any time. A Named developer may create, modify, view and interact with the programs and documentation.

Named User Plus: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the Programs, if such devices can access the Programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the Programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

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

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

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

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

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

For the purposes of the following Program: Oracle GoldenGate for Big Data, only the users of the source Oracle or non Oracle database(s) or NoSQLrepositories from which You capture data must be counted for the purpose of determining the number of licenses required. For any messaging systems from which you capture data, every queue/topic is counted as a user. For multiple source databases, NoSQL repositories, or messaging systems, all users for all sources must be counted.

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

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

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

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

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

For the purposes of the following Program: Java SE Desktop Subscription, the term "server" refers to a desktop computer.

1K Network Access Sessions: is defined as one thousand concurrent associations between (1) a user endpoint or device and (2) an IP network identified by one IPv4 and/or one IPv6 address managed by a single configuration management platform (CMP) node; the associations must be measured based upon the average of peak simultaneous associations over a 5 minute interval during the busiest hour of a day.

Network: is defined as the logical set of signaling nodes grouped by an operator to process a specific type of signaling messages.

For the purposes of the Oracle Communications Policy Management Program, a Network is defined as all components that are managed by a single set of element management instances, known as the Configuration Management Platform (CMP) or the Configuration Management service in the case of Policy Control Function (PCF).

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

Network-Wide 20K Endpoints: is defined as up to twenty thousand individual user devices, with each user device being identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint. You must count the maximum number of 20K endpoints measured at least every 15 minutes during peak usage registered with any licensed Programs within a single network administrative domain.

Network-Wide 20K Concurrent Endpoints: is defined as up to twenty thousand individual user devices, with each user device being identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint. You must count the maximum number of 20K concurrent endpoints measured at least every 15 minutes during peak usage registered with any licensed Program within a single network administrative domain.

Network-Wide Concurrent Endpoint: is defined as an individual user device identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint. You must count the maximum number of concurrent endpoints measured at least every 15 minutes during peak usage across any licensed Program within a single network administrative domain.

5K Network-Wide Concurrent Sessions: is defined as a maximum of five thousand concurrent stateful diameter message exchanges (sessions) between two or more end points. You must count the maximum number of concurrent sessions across all signaling nodes that are managed by a single network Operations, Alarms and Measurements (OAM) node over a 5 minute interval during peak usage.

Network-Wide Concurrent Session: is defined as an established virtual connection (with or without media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing any licensed Programs within the network at any one time. For example, if a single virtual connection traverses more than one SBC, then each virtual connection must be counted as a Network-Wide Concurrent Session for each SBC that it traverses. You must count the maximum number of concurrent sessions

measured at least every 15 minutes during peak usage across any licensed Program within a single network administrative domain.

For the purposes of the Oracle Communications Session Border Controller – SRTP Program, each call leg utilizing media anchoring and negotiating Secure Real-Time Transport Protocol must be counted as a Network-Wide Concurrent Session.

For the purposes of the Oracle Communications Session Border Controller - MSRP B2BUA Program, each concurrent session with media anchoring and negotiating Message Session Relay Protocol must be counted as a Network-Wide Concurrent Session.

Network-Wide Concurrent Tunnel: is defined as one connection where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol). You must count the maximum number of concurrent tunnels measured at least every 15 minutes during peak usage terminated by any licensed Programs within a single network administrative domain.

100 Network-Wide Messages per Second: is defined as one hundred messages that are each composed of an envelope which contains information required to accomplish transmission and delivery of message contents to the recipient. The total number of received messages (i) forwarded or discarded and/or (ii) copied and/or (iii) re-routed across all signaling nodes that are managed by a single network Operations, Alarms and Measurements (OAM) node over a 5 minute interval during peak usage divided by 300 seconds must be counted.

Network-Wide Message per Second: is defined as one message that is composed of an envelope which contains information required to accomplish transmission and delivery of message contents to the recipient.

For the purposes of the Oracle Communications Diameter Signaling Router Program, the total number of sent or received messages (i) forwarded or discarded and/or, (ii) copied and/or (iii) re-routed across all signaling nodes that are managed by a single network Operations, Alarms and Measurements (OAM) node over a 5-minute interval during peak usage divided by 300 seconds must be counted.

For the purposes of the Oracle Communications Session Router Program, the total number of sent or received messages over a 15 minute interval during peak usage divided by 900 seconds must be counted.

Network-Wide 1K Tunnels: is defined as up to one thousand connections (tunnels) where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol). You must count the maximum number of 1K tunnels measured at least every 15 minutes during peak usage registered by any licensed Programs within a single network administrative domain.

1K in Nodes: is defined as a one thousand records within an Oracle Unified Inventory Management application Program network. A record may represent a location, customer, device, network or termination.

Node: is defined as a set of servers managed by one Operations, Alarms and Measurements (OAM) function.

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

1000 Number Range Entries: is defined as one thousand Local Number Portability number ranges.

330K Number Planning Area Entries: is defined as three hundred and thirty thousand combinations of the area code and first three digits (office code) of a North American telephone number.

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

Order Line: is defined as the total number of order entry line items processed by the Program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may

also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless You acquire additional Order Line licenses from Oracle.

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

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

Party: is defined as each unique party, designated by a unique party identification number, that is maintained and/or stored in the Program. A Party includes, but it is not limited to, a prospect, an individual, a trust, an organization, an agent, a broker, a solicitor, a guarantor, a co-signer, a natural person and/or legal entity whose demographic and other relevant details need to be recorded.

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

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

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

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

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

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

Product Offering: is defined as a product offer that a financial institution sets up, maintains and stores in the Program. Closed product offerings are not counted for licensing purposes.

For the purposes of the Oracle Banking Enterprise Product Manufacturing for Deposits Program, Product Offerings include but are not limited to account product offerings, savings account product offerings and term deposit product offerings.

For the purposes of the Oracle Banking Enterprise Product Manufacturing for Loans Program, Product Offerings are defined as loan product offerings.

For the purposes of the Oracle Banking Enterprise Product Manufacturing for Credit Cards Program, Product Offerings include but are not limited to credit card product offerings or credit card-like product offerings.

For the purposes of the Oracle Banking Enterprise Product Manufacturing for Insurance Program, Product Offerings include but are not limited to insurance product offerings for consumer credit, insurance product offerings for lender mortgages and other product offerings for covering financial risk.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

For the purpose of the following programs: Oracle GoldenGate for Big Data, only the processors running the source Oracle or non Oracle database(s) or NoSQL repositories from which you capture data must be counted for the purpose of determining the number of licenses required. For any messaging systems from which you capture data, every 25 queues/topics are counted as a Processor. In the instance of multiple source databases, NoSQL repositories, or messaging systems, all processors for all sources must be counted.

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

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

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

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

128 Provision Database Interface Connections: is defined as one hundred twenty-eight simultaneous connections to the International Number Portability Provisioning System to the provisioning interface for the Home Location Register Router application from EAGLE signaling nodes.

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

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

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

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

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

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

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

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

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

For the purposes of the Oracle Data Relationship Management Program, a record is defined as the unique occurrence of any business object or master data construct that You choose to manage within the Program.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Scenario: is defined as a discreet behavior of interest uniquely pertaining to a customer, Account, address, correspondent bank, household, external entity, employee, trader, organization, investment advisor, registered rep, portfolio manager, execution, order or security that is tracked and detected by the Program. Examples of scenarios are: rapid movement of funds - all activity, large depreciation of Account value, wash trades and possible employee front running.

Security Gateway Tunnel: is defined as one Internet Protocol Security (IPsec) tunnel termination that is represented on the licensed software, using either manual keys or Internet Key Exchange version 1 (IKEv1) exchange protocol. The maximum number of IPsec tunnels that are simultaneously terminated on the licensed software at any one time must be licensed.

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

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

Service Access Point: is defined as an interface or sub-interface that is configured as part of a service deployment such as L3 VPN, L2 VPN, dedicated internet access (DIA), VLAN access (port), VRF Lite WAN access and quality of service.

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

Session: is defined as one established virtual connection (with or without media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software. The maximum number of sessions that are simultaneously traversing the licensed software at any one time must be licensed.

Session of SRTP: is defined one established virtual connection (with media anchoring and negotiating Secure Real-Time Transport Protocol) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software. The maximum number of sessions of SRTP that are simultaneously traversing the licensed software at any one time must be licensed.

SS7 Signaling Route: is defined as a signaling path from a local signaling point to a remote signaling point using a specified link set.

Signaling Unit:

For the purposes of the Oracle Communication EAGLE Program, a Signaling Unit is defined as four transactions between client and server with explicit support of agents where each transaction contains a request message and a response message. You must count the total of (a) the number of new transactions for the set of servers managed

by one single Operations, Alarms and Measurements (OAM) function over a 5 second interval during peak usage divided by 5 and (b) transactions for failover and overhead capacity.

For the purposes of the Oracle Communication Diameter Signaling Router Program, a Signaling Unit is defined as one message that is composed of an envelope which contains information required to accomplish transmission and delivery of message contents to the recipient. You must count the total number of received messages across all signaling nodes that are managed by one single network Operations, Alarms and Measurements (OAM) node over a 5 minute interval during peak usage divided by 300 seconds (the foregoing includes messages that are (i) forwarded or discarded and/or (ii) copied and/or (iii) re-routed).

Simultaneous Users: is defined as the maximum number of users entitled concurrently to connect to the Oracle Communications Performance Intelligence Center (PIC) Program and to the PIC optional set of Programs.

Single Server Concurrent Endpoint: is defined as an individual user device identified by a unique internet protocol (IP) and port combination. Single server concurrent endpoints are counted separately on each server and must be counted during peak usage on each server. Each virtual machine is considered to be a server. You may allocate Your Single Server Concurrent Endpoint Program licenses to a different server (a) no more than once per 90 days or (b) if the prior server (on which Your Single Server Concurrent Endpoint Program licenses have previously been allocated) has been permanently decommissioned.

Single Server Concurrent Session: is defined as the aggregate number of established virtual connections (with or without media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software at any one time. Single server concurrent sessions are counted separately on each server and must be counted during peak usage on each server. Each virtual machine is considered to be a server. You may allocate Your Single Server Concurrent Session Program licenses to a different server (a) no more than once per 90 days or (b) if the prior server (on which Your Single Server Concurrent Session Program licenses have previously been allocated) has been permanently decommissioned.

For the purposes of the Oracle Communications Session Border Controller – SRTP Program, only sessions with media anchoring and negotiating Secure Real-Time Transport Protocol are counted.

For the purposes of the Oracle Communications Session Border Controller - MSRP B2BUA Program, only sessions with media anchoring and negotiating Message Session Relay Protocol are counted.

Single Server Concurrent Tunnel: is defined as one connection where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol). Single server concurrent tunnels are counted separately on each server and must be counted during peak usage on each server. Each virtual machine is considered to be a server. You may allocate Your Single Server Concurrent Tunnel Program licenses to a different server (a) no more than once per 90 days or (b) if the prior server (on which Your Single Server Concurrent Tunnel Program licenses have previously been allocated) has been permanently decommissioned.

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

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

Oracle Solaris Premier Subscription for Non-Oracle Hardware Per socket: is defined as the right to use the Oracle Solaris Programs (as defined below) on hardware not manufactured by or for Sun/Oracle, and to receive Oracle Premier Support for Operating Systems services (limited to the Oracle Solaris Programs), for the term

specified in the ordering document. "Oracle Solaris Programs" refers to the Oracle Solaris operating system and the separately licensed third party technology (as defined below). The Oracle Solaris Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement. The Oracle Solaris Programs may include or be distributed with certain separately licensed components that are part of Java SE ("Java SE"). Java SE and all components associated with it are licensed to You under the terms of the Oracle Binary Code License Agreement for the Java SE Platform Products, and not under the agreement. A copy of the Oracle Binary Code License Agreement for the Java SE Platform Products can be found at www.oracle.com/contracts.

This subscription is available only for a server that is certified by Oracle and listed on the Hardware Compatibility List (HCL) at http://www.oracle.com/webfolder/technetwork/hcl/index.html. You must obtain a subscription license for each socket in the server. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Premier Support for Operating System services are provided under the applicable technical support policies in effect at the time the services are provided. At the end of the specified term, You may renew Your subscription, if available, at the then current fees for this subscription.

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

Standard Binary: is defined as a single downloadable Oracle Java Standard Edition (SE) or Oracle Java Micro Edition (ME) or Oracle Java Embedded Suite for embedded software that is listed on the Oracle Technology Network (OTN) Java Embedded downloads at http://www.oracle.com/technetwork/java/embedded.

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

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

25K Inactive Subscribers: is defined as twenty-five thousand (a) records in the subscriber database that may contain phone or SIM card data (like IMSI), but that do not associate a subscriber to that phone or SIM card, (b) non-live telephone numbers for all wireline devices, (c) portable handsets or paging devices that have been provisioned but that have not been activated by You for wireless communications and paging, (d) internet connected landlines or nonresidential devices serviced by a cable provider or (e) working utility meters that are provisioned but that have not been activated in the database. The total number of inactive subscribers shall be equal to the aggregate of all types of inactive subscribers.

Inactive Subscribers: is defined as (a) a non-live telephone number for all wireline devices; (b) a portable handset or an application on handset or paging device that has been provisioned but not activated by You for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a working utility meter that is provisioned but that is not activated in the database. The total number of Inactive Subscribers is equal to the aggregate of all types of Inactive Subscribers.

1K Subscribers: is defined as one thousand (a) active subscribers that have been provisioned in the subscriber database as a record associating the subscriber to an IMSI-based SIM card; (b) working telephone numbers for all wireline devices; (c) portable handsets or paging devices that have been activated by You for wireless communications and paging; (d) internet connected landlines or nonresidential devices serviced by a cable provider; (e) live connected utility meters; or (f) entities in the subscriber database. The total number of subscribers shall be equal to the aggregate of all types of subscribers.

25K Subscribers: is defined as twenty-five thousand (a) active subscribers that have been provisioned in the subscriber database as a record associating the subscriber to an IMSI-based SIM card, (b) working telephone numbers for all wireline devices, (c) portable handsets or paging devices that have been activated by You for wireless communications and paging, (d) internet connected landlines or nonresidential devices serviced by a cable provider, (e) live connected utility meters or (f) entities in the subscriber database. The total number of subscribers shall be equal to the aggregate of all types of subscribers.

For the purposes of the Oracle Communications Diameter Signaling Router and the Oracle Communications Diameter Signaling Router Network Function Edition Programs, 25K Subscribers is defined as twenty-five thousand subscriber identities (MSISDN, IMSI or NAI) that have been provisioned in the subscriber database.

100K Subscribers: is defined as one hundred thousand (a) active subscribers that have been provisioned in the subscriber database as a record associating the subscriber to an IMSI-based SIM card; (b) working telephone numbers for all wireline devices; (c) portable handsets or paging devices that have been activated by You for wireless communications and paging; (d) internet connected landlines or nonresidential devices serviced by a cable provider; (e) live connected utility meters; or (f) entities in the subscriber database. The total number of subscribers shall be equal to the aggregate of all types of subscribers.

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

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

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

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

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

Technical Reference Manuals

Technical Reference Manuals (“TRMs”) are Oracle’s confidential information. You shall use the TRMs solely for Your internal data processing operations for purposes of: (a) implementing applications Programs, (b) interfacing other software and hardware systems to the applications Programs and (c) building extensions to applications Programs. You shall not disclose, use or permit the disclosure or use by others of the TRMs for any other purpose. You shall not use the TRMs to create software that performs the same or similar functions as any of Oracle products. You agree: (a) to exercise either at least the same degree of care to safeguard the confidentiality of the TRMs as You exercise to safeguard the confidentiality of Your own most important confidential information or a reasonable degree of care, whichever is greater; (b) to maintain agreements with Your employees and agents that protect the confidentiality and proprietary rights of the confidential information of third parties such as Oracle and instruct Your employees and agents of these requirements for the TRMs; (c) restrict disclosure of the TRMs to those of Your employees and agents who have a "need to know" consistent with the purposes for which such TRMs were

disclosed; (d) maintain the TRMs at all times on Your premises; and (e) not to remove or destroy any proprietary or confidential legends or markings placed upon the TRMs. Oracle shall retain all title, copyright and other proprietary rights in the TRMs. TRMs are provided to You "as-is" without any warranty of any kind. Upon termination, You shall cease using, and shall return or destroy, all copies of the applicable TRMs.

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

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

$B in Total Assets: is defined as one billion U.S. Dollars (or the equivalent amount in the applicable local currency) of Your latest published or internally available "Total Asset Value" as disclosed in Your annual report and/or regulatory filings.

For the purposes of the Oracle Financial Services Trade-Based Anti Money Laundering Enterprise Edition Program, the "Total Asset Value" disclosed in Your annual reports and/or regulatory filings refers to Your lines of business that are involved with trade finance and includes but is not limited to, corporate banking, institutional banking, global banking, or other lines of business that You specified in Your annual reports and/or regulatory filings.

$M in Trades: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in trades that are managed in the licensed Program during a 12 month period. The total value of all trades that are managed in the licensed Program during a 12 month period must be counted for the purposes of determining the number of licenses required.

$M in Trade Under Management: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in total value of trades that are managed in the Program at any given time. A trade includes, but is not limited to, letters of credit, bank guarantees, shipping guarantees, delivery order, standby letters of credit, bills discounted, bills under collection, reimbursement role exposures, trade finance loans, bank payment obligation, and supply chain financing schemes.

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

25 Transactions per Second: is defined as twenty-five transactions between client and server with explicit support of agents where each transaction contains a request message and a response message. The total number of new transactions for the entire system over a 1 second interval during peak usage must be counted.

100 Transactions per Second: is defined as one hundred transactions between client and server with explicit support of agents where each transaction contains a request message and a response message. The total number of new transactions for the entire system over a 30 second interval divided by 30 must be counted.

For the purposes of the following Program: Oracle Control Plane Monitor, Transaction Per Second is the total number of messages (requests/responses) from the source to destination regardless of how many devices and/or segments the messages traverse.

250K Transactions per Second: is defined as two hundred and fifty thousand transactions between client and server with explicit support of agents where each transaction contains a request message and a response message. The total number of new transactions for the entire system over a 5 second interval during peak usage divided by 5 must be counted.

500 Transactions per Second: is defined as five hundred transactions between client and server with explicit support of agents where each transaction contains a request message and a response message. The total number of new transactions for the entire system over a 5 second interval during peak usage divided by 5 must be counted.

1K Transactions: is defined as one thousand unique transactions processed through the Program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless You acquire additional transaction licenses from Oracle.

For the purposes of the Oracle FLEXCUBE Universal Banking Adapter for Blockchain Payments Program, 1K Transactions is defined as one thousand unique payment transactions that are processed through the Program.

For the purposes of the Oracle FLEXCUBE Universal Banking Adapter for Blockchain Trade Finance for Buyer's Credit Program, 1K Transactions is defined as one thousand unique trade finance transactions that are processed through the Program.

10K Transactions: is defined as ten thousand transactions processed through the Program during a 12 month period.

For the purposes of the Oracle Banking Payments Program, transactions include but are not limited to funds transfers, card payments, online payments, mobile payments, financial service kiosk originated payments, biometric payments, P2P payments, electronic direct debits, instruments collections, demand drafts and banker's cheques.

1M Transactions: is defined as one million transactions processed through the Program during a 12 month period.

For the purposes of the Oracle Banking Payments for Enterprise Program, transactions include but are not limited to cross border payments, low value payments, high value payments, direct debits, faster payments, clearing and demand drafts.

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

Transactions per Second (TPS): is defined as the maximum rate of transactions between any client and server represented by a request message and a response message, traversing the licensed software. You must count all transactions received and transmitted averaged over a 30-second interval during the highest period of peak usage.

Transaction per Second Per Card: is defined as a transaction per Eagle Application card between client–server protocol with explicit support of agents (intermediaries) where each transaction contains a request message and a response message. The total number of new transactions per Eagle Application card over a 30 second interval during peak usage divided by 30 must be counted.

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

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

500 Transaction Units per Second: is defined as five hundred SS7 over IP transactions per second that include M3UA or M2PA encoded messages.

Transcoding Session: is defined as one established virtual connection (with media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment being transcoded, and (b) which are traversing the licensed software. The maximum number of transcoding sessions that are simultaneously traversing the licensed software at any one time must be licensed.

Trial: is defined as each research project, study or procedure created, modified, tracked and/or conducted by a sponsor using the licensed Program(s) or service(s).

For the purposes of the Oracle Health Sciences Data Management Workbench Enterprise Program, a Trial is defined as a research project, study or procedure that starts on or after the effective date (the "Effective Date") of the applicable Oracle order under which You licensed the Oracle Health Sciences Data Management Workbench Enterprise Program and that uses the Oracle Health Sciences Data Management Workbench Enterprise Program. You must have licenses for the Program equal to the number of Trials that start in each consecutive 12 month period that follows the Effective Date. Trials completed by a third party and loaded into the Oracle Health Sciences Data Management Workbench Enterprise Program ("Third Party Trials") are not counted for licensing purposes provided that You complete and load these Third Party Trials into the Oracle Health Sciences Data Management Workbench Enterprise Program within 90 days of the creation date in the Oracle Health Sciences Data Management Workbench Enterprise Program of the applicable Third Party Trial. If You load any additional data or send any discrepancies to a third party for these Third Party Trials into the Oracle Health Sciences Data Management Workbench Enterprise Program after the applicable 90 day period, then You must purchase additional Trial licenses for these Third Party Trials.

TSM tunnel: is defined as one tunnel connecting a device running the TSM SDK with the Tunneled Services Control Function (TSCF) interface on the licensed software. The maximum number of TSM tunnels that are simultaneously terminated on the licensed software at any one time must be licensed.

100 Tunnels: is defined as one hundred connections where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol).

For the purposes of the Oracle Communications Session Border Controller – TSC Program, only Tunneled Services Control Function (TSCF) tunnels must be counted.

1K Tunnels: is defined as one thousand connections where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol).

Tunnel: is defined as one connection where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol).

Tunnel of IPsec IMS AKA: is defined as one Internet Protocol Security (IPsec) tunnel termination where each tunnel secures SIP signaling with IMS endpoints using the IMS-AKA (IMS Authentication and Key Agreement) crypto key exchange mechanism. The maximum number of tunnels of IPsec IMS AKA that are simultaneously terminated on the licensed software at any one time must be licensed. It should be noted that each IMS endpoint utilizes two IMS-AKA tunnels simultaneously.

TUPS per Domain: is defined as transaction units per second per domain.

A transaction unit shall mean a unit of functionality executed by the licensed Program. For the purposes of the Oracle Communications Services Gatekeeper (OCSG) Program, an example of a transaction unit is a call setup or the sending of a message. For the purposes of the Oracle Communications Converged Application Server–Service Controller (OCCAS-SC) Program, an example of a transaction unit is service brokering a call between an IN network and an IP network. A transaction unit consists of (a) for the OCSG Program, one request and one or more related responses as evidenced by the statistics generated by the licensed OCSG Program, or (b) for the OCCAS-SC Program, one request executed in an inter-working module as evidenced by the statistics generated by the licensed OCCAS-SC Program. The request may originate from the licensed Program and the corresponding response may originate from the network, or alternately, the request may originate from the network and the corresponding response may originate from the licensed Program. A domain is defined as one or more OCSG or OCCAS-SC instances (and their associated resources) that You manage with a single administration server and the instances may include multiple clustered instances as well as non-clustered instances. For the purposes of this definition, a cluster shall mean one or more physical hardware servers located at a single geographical site. For a given domain, the licensed Program monitors the number of transaction units per second executed over 5 minute intervals. For

the purposes of calculating the number of Your TUPS per Domain, the total number of transaction units per second executed by the licensed Program in a given domain during the busiest 60 consecutive minute period in a given 24 hour period will be reported by the Program and shall be divided by 3600.

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

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

User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. A non human operated device will be counted as a user in addition to all individuals authorized to use the Programs, if such devices can access the Programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted.

100 Utilities Assets: is defined as one hundred records of Utilities Assets that are stored in the Oracle Utilities Asset Management Base program. Utilities Assets are devices tracked using the program, including, but not limited to, meters, communication devices, components, motors, pumps, pipes and vehicles.

100 Utilities Devices: is defined as one hundred hardware or firmware elements in the applicable utilities (e.g., gas, water or electric) network. Utilities devices include, but are not limited to, meters, grid devices, home area network devices, and demand response devices. Oracle programs may (a) communicate with Utilities Devices or enable communications with Utilities Devices and (b) process event and usage data from Utilities Devices.

For the purposes of the Oracle Utilities Meter Data Management program, a Utilities Device is defined as a meter in which meter event and usage data is processed by such Oracle program.

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

Virtual Account: is defined as a customer account that is opened, maintained and stored in the Program. All dormant virtual accounts shall be considered to be virtual accounts, as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be virtual accounts for the purposes of licensing requirements.

Virtual Identifier: is defined as an identifier assigned to a customer by a Financial Institution for use within the licensed Program regardless of whether the identifier is actively being used by a Financial Institute at any given time.

Web Services API License Session: is defined as one session under the control of the Web Services API. The maximum number of Web Services API license sessions that are simultaneously under the control of the licensed product at any one time must be licensed.

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

Per $M in Written Premium: is defined as (a) for life and health insurance companies, one million U.S. Dollars (or the equivalent amount in the applicable local currency) of Net Written Premium and Annuity Considerations for the specific lines of businesses for which the applicable Program is used and (b) for property and casualty insurance companies, one million U.S. Dollars (or the equivalent amount in the applicable local currency) of Net Written Premium for the specific lines of businesses for which the applicable Program is used. Net Written Premium shall include the premium income retained by You, directly or through reinsurance after payments made for reinsurance, and Annuity Considerations shall include money deposited in annuity contracts. In the United States, the definitive

source for data on Net Written Premiums and Annuity Considerations shall be the annual statement that You file with the applicable state insurance commission. In other countries, the definitive source for data on Net Written Premiums and Annuity Considerations shall be the applicable local governing body for insurance which publishes the breakdowns by line of business.

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

Term Designation

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

Currency Matrix

For License Metrics that reference One Million U.S. Dollars, One Billion U.S. Dollars and One Thousand U.S. Dollars, please find the equivalent amount per the Applicable Currency below. "Applicable Currency" is defined as the currency specified in the Summary of Fees section on your order.

Currency	Equivalent Amount to One Million U.S. Dollars	Equivalent Amount to One Billion U.S. Dollars	Equivalent Amount to One Thousand U.S. Dollars
Albania Lek	ALL 106,602,200	ALL 106,602,200,000	ALL 106,602.20
Argentina Peso	ARS 38,850,000	ARS 38,850,000,000	ARS 38,850
Australian Dollar	AUD 1,366,200	AUD 1,366,200,000	AUD 1,366.20
Bangladesh Taka	BDT 79,035,000	BDT 79,035,000,000	BDT 79,035
Bosnian Mark	BAM 1,643,400	BAM 1,643,400,000	BAM 1,643.40
Brazilian Real	BRL 3,710,500	BRL 3,710,500,000	BRL 3,710.50
Bulgaria Lev	BGN 1,645,400	BGN 1,645,400,000	BGN 1,645.40
Canadian Dollar	CAD 1,348,400	CAD 1,348,400,000	CAD 1,348.40
Chilean Peso	CLP 627,315,600	CLP 627,315,600,000	CLP 627,315.60
Chinese Yuan/Renminbi	RMB 6,822,000	RMB 6,822,000,000	RMB 6,822
Colombian Peso	COP 2,915,400,000	COP 2,915,400,000,000	COP 2,915,400
Costa Rican Colón	CRC 593,692,000	CRC 593,692,000,000	CRC 593,692
Croatian Kuna	HRK 6,103,000	HRK 6,103,000,000	HRK 6,103
Czech Koruna	CZK 21,410,600	CZK 21,410,600,000	CZK 21,410.60
Danish Kroner	DKK 6,616,100	DKK 6,616,100,000	DKK 6,616.10
Egyptian Pound	EGP 17,376,600	EGP 17,376,600,000	EGP 17,376.60
Euro	EUR 868,200	EUR 868,200,000	EUR 868.20
Hong Kong Dollars	HKD 7,749,900	HKD 7,749,900,000	HKD 7,749.90
Hungarian Forint	HUF 272,374,000	HUF 272,374,000,000	HUF 272,374
Iceland Krone	ISK 117,628,200	ISK 117,628,200,000	ISK 117,628.20
Indian Rupee	INR 71,240,000	INR 71,240,000,000	INR 71,240
Indonesian Rupiah	IDR 13,762,100,000	IDR 13,762,100,000,000	IDR 13,762,100
Israel Shekel	ILS 3,780,000	ILS 3,780,000,000	ILS 3,780
Japanese Yen	JPY 120,000,000	JPY 120,000,000,000	JPY 120,000
Kenyan Shilling	KES 101,027,500	KES 101,027,500,000	KES 101,027.50
Korean Won	KRW 1,121,250,000	KRW 1,121,250,000,000	KRW 1,121,250
Kuwait Dinar	KWD 290,000	KWD 290,000,000	KWD 290
Malaysian Ringgit	MYR 4,054,300	MYR 4,054,300,000	MYR 4,054.30
Maldives Rufiyaa	MVR 15,380,000	MVR 15,380,000,000	MVR 15,380
Mexican Peso	MXN 19,505,700	MXN 19,505,700,000	MXN 19,505.70
New Zealand Dollar	NZD 1,369,200	NZD 1,369,200,000	NZD 1,369.20
Norwegian Krone	NOK 8,190,900	NOK 8,190,900,000	NOK 8,190.90
Pakistan Rupee	PKR 129,327,000	PKR 129,327,000,000	PKR 129,327
Peru Sol	PEN 3,369,900	PEN 3,369,900,000	PEN 3,369.90
Philippine Peso	PHP 51,788,000	PHP 51,788,000,000	PHP 51,788
Polish Zloty	PLN 3,736,500	PLN 3,736,500,000	PLN 3,736.50
Pounds Sterling	GBP 724,400	GBP 724,400,000	GBP 724.40
Qatari Riyal	QAR 3,640,800	QAR 3,640,800,000	QAR 3,640.80
Romanian New Leu	RON 4,092,200	RON 4,092,200,000	RON 4,092.20
Russian Rouble	RUB 61,746,300	RUB 61,746,300,000	RUB 61,746.30
Saudi Arabia Riyal	SAR 3,750,400	SAR 3,750,400,000	SAR 3,750.40

Serbian Dinar	RSD 95,891,400	RSD 95,891,400,000	RSD 95,891.40
Singapore Dollar	SGD 1,311,700	SGD 1,311,700,000	SGD 1,311.70
South African Rand	ZAR 13,864,700	ZAR 13,864,700,000	ZAR 13,864.70
Swedish Krona	SEK 8,616,200	SEK 8,616,200,000	SEK 8,616.20
Swiss Franc	CHF 972,400	CHF 972,400,000	CHF 972.40
Taiwanese Dollar	TWD 29,601,000	TWD 29,601,000,000	TWD 29,601
Thai Baht	THB 34,530,000	THB 34,530,000,000	THB 34,530
Turkish Lira	TRL 5,210,000	TRL 5,210,000,000	TRL 5,210
United Arab Emirates Dirham	AED 3,673,000	AED 3,673,000,000	AED 3,673
Vietnamese Dong	VND 23,112,100,000	VND 23,112,100,000,000	VND 23,112,100

Oracle Licensing Rules

Licensing Rules for Oracle Technology Programs and Oracle Business Intelligence Applications

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

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

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

- Oracle Database Standard Edition 2 may only be licensed on servers that have a maximum capacity of 2 sockets. When used with Oracle Real Application Clusters, Oracle Database Standard Edition 2 may only be licensed on a maximum of 2 one-socket servers. In addition, notwithstanding any provision in Your Oracle license agreement to the contrary, each Oracle Database Standard Edition 2 database may use a maximum of 16 CPU threads at any time. When used with Oracle Real Application Clusters, each Oracle Database Standard Edition 2 database may use a maximum of 8 CPU threads per instance at any time. If You purchase Named User Plus (NUP) licenses, You must maintain a minimum of 10 NUP per server.
- If you are licensing the Oracle database Program, you may not cause or permit reverse engineering (unless required by law for interoperability), disassembly or decompilation of data formats included in or produced by that Program; the foregoing includes a prohibition on reverse engineering of code, data structures, file formats or memory formats included in or produced by that Program or use of any tools or products that have been derived from the reverse engineering of that Program or those data formats.
- Exadata Database In-Memory may only be used on Exadata Database Machines and Oracle Superclusters.
- Exadata Multitenant may only be used on Exadata Database Machines and Oracle Superclusters.
- WebLogic Server Standard Edition does not include WebLogic Server Clustering.
- Business Intelligence Standard Edition One can only be licensed on servers that have the ability to run a maximum of 2 sockets. The data sources for BI Server and BI Publisher are limited to the included Oracle Standard Edition One, one other database, and any number of flat file sources such as CSV, and XLS. You may use Oracle Warehouse Builder Core ETL to pull data from any number of data sources but You must use only the included Oracle Standard Edition One as the target database.
- Informatica PowerCenter and PowerConnect Adapters may not be used on a standalone basis or as a standalone ETL tool. The Informatica PowerCenter and PowerConnect Adapters may be used with any data

source provided the target(s) are: (i) the Oracle Business Intelligence applications Programs (excluding Hyperion Enterprise Performance Management Applications), (ii) the underlying platforms on which the Oracle Business Intelligence Extended Edition Program, Oracle Business Intelligence Standard Edition One or associated components of those Business Intelligence applications Programs run, or (iii) a staging database for any of the foregoing. Informatica PowerCenter and PowerConnect Adapters may also be used where the Oracle Business Intelligence applications Programs (excluding Hyperion Enterprise Performance Management Applications) are the source and non-Oracle Business Intelligence application Programs are the target, provided, that users do not use Informatica PowerCenter and PowerConnect Adapters to transform the data.

- With respect to the Java SE Advanced and Java SE Suite Programs, You may not create, modify, or change the behavior of, or authorize Your users to create, modify, or change the behavior of, classes, interfaces, or subpackages that are in any way identified as "java", "javax" "sun" or "oracle" or any variation of the aforementioned naming conventions. The installation and auto-update processes for these Programs transmit a limited amount of data to Oracle (or its service provider) about those specific processes to help Oracle understand and optimize them. Oracle does not associate the data with personally identifiable information. You can find more information about the data Oracle collects at http://oracle.com/contracts. Additional copyright notices and license terms applicable to portions of the Programs are set forth at http://oracle.com/contracts.
- Programs that contain "for Oracle Applications" in the Program name are limited use Programs. These limited use Programs may only be used with "eligible" Oracle application Programs that contain the following prefixes in the Program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Endeca*, Oracle Knowledge, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance, Oracle Primavera, Oracle Hospitality, Oracle XBRi, and Oracle Relate. For those prefixes designated above with a "*" not all Programs with that prefix are eligible for use with the "for Oracle Applications" limited use Programs. For a list of excluded Programs please review the Applications Licensing Table, which may be accessed at http://oracle.com/contracts. Notwithstanding anything above, Oracle Business Intelligence Suite Extended Edition for Oracle Applications may only be used with "eligible" Oracle application Programs that contain "Oracle Fusion Human Capital Management" as a prefix in the Program name provided that the Oracle Fusion Human Capital Management Programs are the only Programs configured to run against the database instance Oracle Business Intelligence Suite Foundation Edition for Oracle Applications may also be used with the Oracle Product Information Management Analytics, Fusion Edition, Oracle Customer Data Management Analytics, Fusion Edition and Oracle Product Lifecycle Analytics Programs. Oracle Business Intelligence Suite Foundation Edition for Oracle Applications may also be used with the following Programs provided that the Oracle Fusion Applications are the only data source: Oracle Sales Analytics, Fusion Edition; Oracle Partner Analytics, Fusion Edition; Oracle Supply Chain and Order Management Analytics; Oracle Financial Analytics, Fusion Edition; Oracle Procurement and Spend Analytics, Fusion Edition; Oracle Human Resources Analytics, Fusion Edition and Oracle Project Analytics. Any use of limited use Programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.
- Oracle BPEL Process Manager Option for Oracle Applications may be used only to enable business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and, other Oracle Applications or third party applications are allowed as long as they are enabled/initiated within the eligible Oracle Applications. Business Processes defined in BPEL are allowed as long as at least one of the services invoked from within the Business Process access an eligible Oracle Application either natively (via Web Services) or via an adapter.
- Oracle Business Intelligence Suite Foundation Edition for Oracle Applications may be used only to perform query, reporting and analysis against a transaction database, data warehouse or an Essbase OLAP cube if: (i) the transaction database is an eligible Oracle Applications transaction database itself or an extraction, in whole or in part, of an eligible Oracle Applications transaction database, without transformation (query, reporting and analysis against a transaction database that is not an eligible Oracle Applications transaction database requires a full use license of Oracle Business Intelligence Suite Foundation Edition); or (ii) the data warehouse is a pre-packaged eligible Oracle Applications data warehouse, with any customizations necessary to reflect customizations made in the eligible Oracle Applications, and restricted only to the eligible Oracle Applications sources (query, reporting and analysis against extensions to the data warehouse drawn from source systems not supported by the pre-packaged data warehouses require a full use license of Oracle Business Intelligence

Suite Foundation Edition); or (iii) the dimensions of each Essbase OLAP Cube are sourced from eligible Oracle Applications.

- Oracle WebLogic Suite for Oracle Applications may be used only as an embedded runtime for eligible Oracle Applications or to deploy customizations to an eligible Oracle Application. The WebLogic global datasource or one of the WebLogic application datasources must be configured to access the schema of an eligible Oracle Application.
- Data Integrator Enterprise Edition for Oracle Applications may only be used with the Oracle supplied data integration jobs and customization of the supplied jobs is allowed. For the avoidance of doubt, examples of uses that are not permitted include, but are not limited to, the following: adding new jobs that support different applications, new schemas, or previously unsupported application modules.
- Oracle SOA Suite for Oracle Applications may be used only to enable integration, business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and other non-eligible Oracle Applications or third party applications are allowed as long as they are either initiated or terminated within eligible Oracle Applications. Usage of SOA composites (including but not limited to Rules, Mediator, XSLT transforms, BPEL processes, Spring components, Workflow services and OWSM security policies) is allowed as long as at least one of the services invoked from within each composite accesses an eligible Oracle Application either natively (via Web services) or via an adapter and the invocation is part of a flow that is either initiated or terminated within eligible Oracle Applications. Oracle Service Bus (OSB) usage is allowed as long as each service deployed accesses an eligible Oracle Application either natively (via Web services) or via an adapter.
- Oracle WebCenter Portal for Oracle Applications may be used only to surface eligible Oracle Application(s) and custom applications (collectively, “eligible applications”). Surfacing any third-party applications, including other applications from Oracle, requires a license for Oracle WebCenter Portal. Multiple eligible applications may be surfaced in a single portal instance provided that a WebCenter Portal for Oracle Applications license exists for each eligible application surfaced in the portal. WebCenter Portal for Oracle Applications may be used to integrate the various WebCenter services (e.g., wikis, blogs, and discussions) into an application context, as well as to build out custom workflows and notifications between the eligible application and WebCenter Portal components. The content management features of the Oracle WebCenter Portal for Oracle Applications Program may be used to store and manage documents created outside of the eligible application provided that such documents are related to the eligible application or to the application context.
- Oracle WebCenter Imaging for Oracle Applications may be used to create and modify imaging searches, to modify pre-packaged imaging application document types, and to create and modify input mappings to imaging applications. Oracle WebCenter Imaging for Oracle Applications may also be used to invoke web service application programming interfaces (API’s) from Oracle Application workflows. A license for WebCenter Imaging for Oracle Applications is required to define new document types for the management of images unrelated to a pre-packaged Oracle Applications integration, to develop custom workflows, and to invoke APIs from custom workflows or custom application integrations.
- Oracle Identity and Access Management Suite Plus for Oracle Applications may be used only to perform associated actions for users of and within the eligible Oracle Applications. The Programs may be used to do the following: (1) add, delete, modify, and manage user identities and roles in the eligible Oracle Applications; (2) provide web access management and single sign-on into eligible Oracle Applications; (3) provide data storage or virtualization to data storage of user identities and user identity related information or authentication and authorization policies for eligible Oracle Applications; (4) provide federated single sign-on to eligible Oracle Applications.
- Oracle Coherence Enterprise Edition for Oracle Applications may only be used within the same Java Virtual Machine as the eligible Oracle Application components.
- Oracle GoldenGate for Oracle Applications may only be used with the Oracle supplied integration jobs. Customization of the Oracle supplied integration jobs is allowed if necessitated by (i) customizations of the source application or of the target application or (ii) for performance tuning of the GoldenGate configuration. Oracle GoldenGate for Oracle Applications may not be used (i) for data replication to non-Oracle databases or (ii) by other Oracle applications or (iii) by third party applications for any type of data integration or replication purposes. For the avoidance of doubt, examples of other uses that are not permitted include, but are not limited to, the following: replicating data to non-Oracle databases (including MySQL), adding new source or target

schemas, adding unsupported application modules to source or target schemas, supporting other replication topologies (e.g., active-active or multi-master) or adding anything not supplied by Oracle.

- The license for the Hyperion Planning Plus Program includes a limited use license for the Oracle Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis Programs. Such limited use license means that the Oracle Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis Programs may only be used to access data from the Hyperion Planning Plus Program. The Oracle Data Integrator for Oracle Business Intelligence Program may be used to load data from any data source provided that the target database is the Hyperion Planning Plus Program. Specifically, the Oracle Essbase Plus Program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Planning Plus Program and the Aggregate Storage option component of the Oracle Essbase Plus Program may not be used.
- The license for the Hyperion Profitability and Cost Management Program includes a limited use license for the Oracle Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator for Business Intelligence Programs. Such limited use license means that the Oracle Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator for Business Intelligence Programs may only be used to access data from the Hyperion Profitability and Cost Management Program. Specifically, the Oracle Essbase Plus Program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Profitability and Cost Management Program and the Aggregate Storage option component of the Oracle Essbase Plus Program may not be used.

If You purchase Named User Plus licenses for the Programs listed below, You must maintain 25 Named Users Plus per Processor:

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

Java SE Advanced	10 Named Users Plus per Processor
Java SE Suite	10 Named Users Plus per Processor
WebLogic Server Standard Edition	10 Named Users Plus per Processor
WebLogic Server Enterprise Edition	10 Named Users Plus per Processor
WebLogic Suite	10 Named Users Plus per Processor
Web Tier	10 Named Users Plus per Processor
Coherence Standard Edition One	10 Named Users Plus per Processor
Coherence Enterprise Edition	10 Named Users Plus per Processor
Coherence Grid Edition	10 Named Users Plus per Processor
TopLink and Application Development Framework	10 Named Users Plus per Processor
GlassFish Server	10 Named Users Plus per Processor
Internet Application Server Standard Edition	10 Named Users Plus per Processor*
Internet Application Server Enterprise Edition	10 Named Users Plus per Processor*
API Gateway	10 Named Users Plus per Processor
BPEL Process Manager	10 Named Users Plus per Processor
WebLogic Integration	10 Named Users Plus per Processor
Service Registry	10 Named Users Plus per Processor
Enterprise Repository	10 Named Users Plus per Processor
Forms and Reports	10 Named Users Plus per Processor
Managed File Transfer	10 Named Users Plus per Processor
Tuxedo	10 Named Users Plus per Processor
Event Processing	10 Named Users Plus per Processor
SOA Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Unified Business Process Management Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Business Process Management Standard Edition	10 Named Users Plus per Processor
Application Adapters	10 Named Users Plus per Processor
Oracle E-Business Suite Adapter	10 Named Users Plus per Processor
Integration Adapter for SAP R/3	10 Named Users Plus per Processor
Integration Adapter for JD Edwards World	10 Named Users Plus per Processor

Integration Adapter for Siebel	10 Named Users Plus per Processor
Cloud Adapters	10 Named Users Plus per Processor
B2B for RosettaNet	10 Named Users Plus per Processor
B2B for EDI	10 Named Users Plus per Processor
Healthcare Adapter	10 Named Users Plus per Processor
B2B for ebXML	10 Named Users Plus per Processor
WebCenter Suite Plus	10 Named Users Plus per Processor
WebCenter Portal	10 Named Users Plus per Processor
WebCenter Content	10 Named Users Plus per Processor
WebCenter Sites	10 Named Users Plus per Processor
WebCenter Sites Satellite Server	10 Named Users Plus per Processor
WebCenter Universal Content Management	10 Named Users Plus per Processor
WebCenter Imaging	10 Named Users Plus per Processor
WebCenter Forms Recognition	10 Named Users Plus per Processor
WebCenter Enterprise Capture	10 Named Users Plus per Processor
WebCenter Distributed Capture	10 Named Users Plus per Processor
WebCenter Real-Time Collaboration	10 Named Users Plus per Processor
WebCenter Sites Mobile Option	10 Named Users Plus per Processor
Enterprise Identity Services Suite	10 Named Users Plus per Processor
Identity Governance Suite	10 Named Users Plus per Processor
Access Management Suite Plus	10 Named Users Plus per Processor
Entitlements Server	10 Named Users Plus per Processor
Entitlements Server Security Module	10 Named Users Plus per Processor
Beehive Enterprise Collaboration Server	10 Named Users Plus per Processor

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

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

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

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

GoldenGate Foundation Suite	Oracle GoldenGate, Oracle GoldenGate for Non Oracle Database, GoldenGate for Mainframe licenses
Tuxedo Advanced Performance Pack**	Tuxedo
Business Intelligence Server Enterprise Edition Options- Interactive Dashboard, Delivers, Answers	Business Intelligence Server Enterprise Edition
Business Intelligence Suite Extended Edition Option- Business Intelligence Management Pack	Business Intelligence Suite Extended Edition
Beehive Platform Options- Beehive Messaging, Beehive Team Collaboration, Beehive Synchronous Collaboration, Beehive Voicemail	Beehive Platform
Management Pack for Oracle Data Integrator	Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, or Oracle Data Integrator Enterprise Edition for Oracle Applications
Hyperion Financial Data Quality Management Options- Hyperion Financial Data Quality Management Adapter for Financial Management, Hyperion Financial Data Quality Management Adapter Suite, Hyperion Financial Data Quality Management Adapter for SAP	Hyperion Financial Data Quality Management
Hyperion Financial Data Quality Management for Hyperion Enterprise Option- Hyperion Financial Data Quality Management - Enterprise Edition Adapter for Financial Management, Hyperion Financial Data Quality Management – Enterprise Edition Adapter Suite, Hyperion Financial Data Quality Management – Enterprise Edition ERP Source Adapter for SAP	Hyperion Financial Data Quality Management for Hyperion Enterprise

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

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

Licensing Rules for Applications

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

Licensing Rules for ATG Applications

- The Oracle ATG Web Commerce Business Intelligence Program and the Oracle ATG Web Commerce Business Intelligence Administrator Program may only be used in conjunction with either the Oracle ATG Web Commerce Program and/or the Oracle ATG Web Knowledge Manager Program. You may, however, expand Your data model to include other information provided the additional information supplements information is

already included in the Oracle ATG Web Commerce Program or in the Oracle ATG Knowledge Manager Program.

- The Cognos BI Consumer Bundle is included in the Oracle ATG Web Commerce Business Intelligence Program and is comprised of (a) one (1) reporting engine for anonymous viewers consisting of no more than two (2) processors and four (4) total cores, (b) unlimited anonymous report viewer seat licenses, (c) one (1) Named BI Web Administrator seat license and one (1) Named BI Professional Report Author seat license. Any additional seat licenses must be licensed separately by purchase of Oracle ATG Web Commerce BI Administrator seat licenses at an additional cost and are not included in any enterprise-wide or similar license.

Licensing Rules for Oracle Communications Programs

- You have the right to use the Oracle Communications Advanced Billing and Revenue Management Server Program, the Oracle Communications Advanced Billing and Revenue Management Server Extensions and the Oracle Communications Advanced Billing and Revenue Management Market Extensions up the specified amount of application annual revenue defined in this order for the specified Application/Scope of Use.
- Your license for the Oracle Communications Billing and Revenue Management for Convergent Rating Program includes a right to use the Batch Rating Module at no additional charge consistent with the rights granted for the Oracle Communications Billing and Revenue Management for Convergent Rating Program.
- Your license for the Oracle Communications Billing and Revenue Management Server for Roaming Program includes a right to use the Batch Rating Module at no additional charge consistent with the rights granted for the Oracle Communications Billing and Revenue Management Server for Roaming Program.

Licensing Rules for Oracle Construction and Engineering Programs

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

Licensing Rules for DIVA Programs

Failover: Subject to the conditions that follow below, Your license for the following Programs: Oracle DIVA Programs (Oracle DIVArchive Manager, Oracle DIVArchive Avid Connectivity, Oracle DIVArchive Application

Filtering, Oracle DIVArchive Storage Plan Manager , Oracle DIVArchive Export / Import, and Oracle DIVArchive Automatic Data Migration) includes the right to run the licensed Program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate days in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two days). The above right only applies when a number of machines are connected to the disk cache or tape library, i.e., the machines are not in a clustered environment and the machines share a disk array or tape library. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, You must switch back to the primary node. Once the failover period has exceeded ten days, the failover node must be licensed. Downtime for maintenance purposes counts towards the ten separate days limitation. Any use beyond the right granted in this section must be licensed separately.

Licensing Rules for Oracle E-Business Suite Applications

- Please be advised that only a subset of the products included on an Applications NLS Supplement Media Pack have been translated. For existing supported customers, My Oracle Support has information on which products have been translated for the supported languages (https://support.oracle.com). For new or unsupported customers, please contact Your Oracle Account Manager for this information.
- The option Activity Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Field Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Marketing Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Sales Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Activity Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Field Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Marketing Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Privacy Management Policy Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Sales Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.

Licensing Rules for Oracle Hospitality Cruise Applications

- The Oracle Hospitality Data Foundation for Cruise Program may only be used with Oracle Hospitality Cruise Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is only allowed via the Oracle Hospitality Interface Programs, data integration extracts and/or APIs. You may not add unsupported applications to the environments created with this Program. You are allowed to host data elements originating only from the Oracle Hospitality Programs in the schemas created with the use of this Program. You may not host any third party data elements.

Licensing Rules for Oracle Hospitality Food and Beverage Applications

- The Oracle Hospitality Technology Foundation for Food and Beverage Program may only be used with Oracle Hospitality Food and Beverage Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is only allowed via the Oracle Hospitality Interface Programs, data integration extracts and/or APIs. You may not add unsupported applications to the environments created with this

Program. You are allowed to host data elements originating only from the Oracle Hospitality Programs in the schemas created with the use of this Program. You may not host any third party data elements.

Licensing Rules for Oracle Hospitality Hotels Applications

- The Oracle Hospitality Technology Foundation Programs may only be used with Oracle Hospitality Hotel Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is only allowed via the Oracle Hospitality Interface Programs, data integration extracts and/or APIs. You may not add unsupported applications to the environments created with this Program. You are allowed to host data elements originating only from the Oracle Hospitality Programs in the schemas created with the use of this Program. You may not host any third party data elements.
- The Oracle Hospitality OPERA 5 Property Standard Program is limited to 55 functions as defined in the Program Documentation.
- The Oracle Hospitality OPERA 5 Property Lite Program is limited to 30 functions as defined in the Program Documentation.
- The Oracle Hospitality Suite8 Property Resort Edition Program is limited to 30 functions as defined in the Program Documentation.

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

Column A	**Column B**
Oracle Hospitality OPERA Property Add-on Modules - Oracle Hospitality OPERA Hotel Mobile, Oracle Hospitality OPERA Mobile, Oracle Hospitality OPERA Multiproperty Cross Profiles and Configurations, Oracle Hospitality OPERA Multiproperty Cross Reservation, Oracle Hospitality OPERA Multiproperty Cross Postings, Oracle Hospitality OPERA Advanced Reporting and Analytics, Oracle Hospitality OPERA Commission Handling, Oracle Hospitality OPERA Membership for Frequent Guest and Flyer, Oracle Hospitality OPERA Web Self Service	Oracle Hospitality OPERA 5 Property Premium OR Oracle Hospitality OPERA 5 Property Standard OR Oracle Hospitality OPERA 5 Property Lite
Oracle Hospitality OPERA Sales and Catering Add-Ons for Hotels – Oracle Hospitality OPERA 5 Sales and Catering Multi-Property Base, Oracle Hospitality OPERA 5 Sales and Catering Multiproperty Group Room Control and Function Diary, Oracle Hospitality OPERA 5 Sales and Catering Reporting and Analytics, Oracle Hospitality OPERA 5 Sales and Catering Web Self Service	Oracle Hospitality OPERA 5 Sales and Catering Premium OR Oracle Hospitality OPERA 5 Sales and Catering Standard OR Oracle Hospitality OPERA 5 Sales and Catering Lite
Oracle Hospitality Suite8 Property Add-On Modules* – Oracle Hospitality Suite8 Property Loyalty and Membership, Oracle Hospitality Suite8 Property Spa and Leisure, Oracle Hospitality Suite8 Central Shared Profiles and Reports, Oracle Hospitality Suite8 Central Cross Reservations, Oracle Hospitality Suite8 Property Travel Agent Commission, Oracle Hospitality Suite8 Property Conference and Catering, Oracle Hospitality Suite8 Property Conference and Catering Room	Oracle Hospitality Suite8 Property Professional Edition OR Oracle Hospitality Suite8 Property Resort Edition, OR Oracle Hospitality Suite8 Property Small Business Edition

Planner, Oracle Hospitality Suite8 Hotel Mobile, Oracle Hospitality Suite8 Property Bed Management	
Oracle Hospitality Suite8 Property Interfaces* - Oracle Hospitality Suite8 Property One-Way Online Interface, Oracle Hospitality Suite8 Property Two-Way Online Interface, Oracle Hospitality Suite8 Property Telephony Management System Interface, Oracle Hospitality Suite8 Property Call Accounting System Interface (EMEA and APAC Regions), Oracle Hospitality Suite8 Property Voice Mail System Interface, Oracle Hospitality Suite8 Property Point-of-Sale Interface, Oracle Hospitality Suite8 Property Key Services System Interface Oracle Hospitality Suite8 Property Video Services Interface, Oracle Hospitality Suite8 Property Video Posting Only System Interface Oracle Hospitality Suite8 Property Minibar System, Oracle Hospitality Suite8 Property Electronic Funds Transfer Interface, Oracle Hospitality Suite8 Property Building Management System Interface, Oracle Hospitality Suite8 Property Vending System Interface, Oracle Hospitality Suite8 Property Miscellaneous System Interface, Oracle Hospitality Suite8 Property Internet Posting System Interface Oracle Hospitality Suite8 Property Back Office Interface, Oracle Hospitality Suite8 Property Voucher Redemption Interface, Oracle Hospitality Suite8 Property Conference and Catering Event Display Interface, Oracle Hospitality Suite8 Property Back Office Interface for baVel, Oracle Hospitality Suite8 Property Interface for HIS-Solution, Oracle Hospitality Suite8 Property Interface for TAC Voucher Redemption	Oracle Hospitality Suite8 Property Professional Edition OR Oracle Hospitality Suite8 Property Resort Edition, OR Oracle Hospitality Suite8 Property Small Business Edition

*Note: The Oracle Hospitality Suite8 Programs are only applicable to the EMEA and APAC Regions.

Licensing Rules for JD Edwards Applications

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

Licensing Rules for MySQL Programs

- The MySQL Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, “readme” files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, “readme” files, or the installation details, under separate license terms (“separate

terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement.

Licensing Rules for PeopleSoft Applications

- Your use of the Campus Self Service and Student Administration components within the Campus Solutions Program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.
- Notwithstanding anything in the agreement to the contrary, (i) the license granted herein is limited for use by the licensed number of named users for the purpose of performing compilation tasks; and (ii) only 1 instance of the Net Express for Windows/NT (Windows 2000) compiler may be installed per named user. The license granted herein is for use by an unlimited number of users for purposes other than performing compilation tasks, such as runtime use, and you may use any number of Application Servers in connection with PeopleSoft programs. You may only use this program with PeopleSoft and JD Edwards programs that you have licensed. "Named user" shall mean only 1 uniquely identified person having access to the program. More than one individual may not share named user profiles. Notwithstanding anything herein to the contrary: (a) this third party program is a supportable program; and (b) technical support fees are the rates in effect at time of renewal, and are not dependent on number of employees or revenues.
- Notwithstanding anything in the agreement to the contrary, (i) the license granted herein is limited for use by the licensed number of named users for the purpose of performing compilation tasks; and (ii) only 1 instance of the Server Express for UNIX compiler may be installed per named user. The license granted herein is for use by an unlimited number of users for purposes other than performing compilation tasks, such as runtime use, and you may use any number of Application Servers in connection with PeopleSoft programs. You may only use this program with PeopleSoft and JD Edwards programs that you have licensed. "Named user" shall mean only 1 uniquely identified person having access to the program. More than one individual may not share named user profiles. Notwithstanding anything herein to the contrary: (a) this third party program is a supportable program; and (b) technical support fees are the rates in effect at time of renewal, and are not dependent on number of employees or revenues.
- Notwithstanding anything in the agreement to the contrary, (i) the license granted herein is limited for use by the licensed number of named users for the purpose of performing compilation tasks; and (ii) only 1 instance of the Server Express for UNIX compiler may be installed per named user. The license granted herein is for use by an unlimited number of users for purposes other than performing compilation tasks, such as runtime use, and you may use any number of Application Servers in connection with PeopleSoft programs. You may only use this program with PeopleSoft and JD Edwards programs that you have licensed. "Named user" shall mean only 1 uniquely identified person having access to the program. More than one individual may not share named user profiles. Notwithstanding anything herein to the contrary: (a) this third party program is a supportable program; and (b) technical support fees are the rates in effect at time of renewal, and are not dependent on number of employees or revenues.

Licensing Rules for Oracle Retail Programs

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

Licensing Rules for Siebel Applications

- For the Siebel Branch Teller Services Program, Siebel Internet Banking Services Program, Siebel Retail Finance Foundation Services Program and the Siebel Financial Transactions Workbench Program, You may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the Program Documentation, all in accordance with the Program Documentation, and provided that such materials or modified materials shall be used solely with Your licensed use of such Programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise

freely exploit the Programs, ancillary Programs, Program Documentation, or any other materials provided by Oracle, or to permit third parties to do so.

- The Siebel Details Program includes a license for 20 Concurrent Users that authorizes You to use the Program on only one Computer for a maximum of 20 Concurrent Users at any given time. A “Concurrent User” is defined as each individual that may concurrently use or access the Programs. Concurrent Users may only be Your existing customers or Your prospective customers, and may not be Your business partners or Your employees.
- The Siebel Marketing Server Program is licensed on a Computer basis together with the number of unique Customer Records that You may access using the Program. A “Customer Record” is defined as each unique Record (including contact records, prospect records and records in external data sources) that You may access using the Program.
- The Siebel Pharma Marketing Server is licensed on the basis of the number of unique Customer Records that You may access using the Program together with the number of Brands that You may manage using the Program. A “Brand” is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.
- The Siebel Pricing Claims Server-Up to 20 Application Users is licensed on a Computer basis with a limitation on the number of Application Users. An “Application User” is defined as an individual authorized by You to use the applicable licensed application Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time.
- The users or processors of the Siebel Web Channel Program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the Programs that is defined in the Siebel Tools Program.
- The Siebel Data Quality License may only be used with Oracle Master Data Management or Oracle CRM deployments.

Licensing Rules for Systems Software Programs

Failover: Subject to the conditions that follow below, Your license for the following Programs: StorageTek QFS, StorageTek QFS Client, Oracle Hierarchical Storage Manager, StorageTek Automated Cartridge System Library Software (ACSLS), includes the right to run the licensed Program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate days in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two days). The above right only applies when a number of machines are connected to the disk cache or tape library, i.e., the machines are not in a clustered environment and the machines share a disk array or tape library. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, You must switch back to the primary node. Once the failover period has exceeded ten days, the failover node must be licensed. Downtime for maintenance purposes counts towards the ten separate days limitation. Any use beyond the right granted in this section must be licensed separately.

Licensing Rules for Tekelec Programs

- The Oracle Communications Technology Foundation for Monitoring Applications may only be used with the Oracle Communications Integrated Diameter Intelligence Hub, Oracle Communications Diameter Intelligence Hub, Oracle Communications Performance Intelligence Center Data Record Storage and Oracle Communications Performance Intelligence Center Management Programs. Any use of the Oracle Communications Technology Foundation for Monitoring Applications by other Oracle Programs or third party programs is not permitted.

Licensing Rules for Programs Licensed per UPK Module

- Oracle grants to You a non-exclusive, nontransferable license for Your UPK Developer(s) to: (i) use those User Productivity Kit ("UPK") Programs licensed as UPK modules (collectively referred to as “UPK content”) only as necessary to create and provide training solely for Employee and/or Application Users to use the underlying Programs for Your benefit; (ii) make an unlimited number of copies of the UPK content only as necessary to create and provide training solely to Employees and/or Application Users to use the underlying Programs for

Your benefit; and (iii) develop modifications and customizations to the UPK content, if applicable, all subject to the terms and conditions set forth in this agreement, provided all copyright notices are reproduced as provided on the original. You represent and warrant that You have a valid license for the underlying Program(s). You are prohibited from reselling or distributing the UPK content to any other party or using the UPK content other than as explicitly permitted in this agreement. Oracle represents that the UPK content and any content created by You using the UPK content contains valuable proprietary information. Oracle retains title to all portions of the UPK content and any copies thereof. You shall use UPK content modifications created by You solely for Your internal use in accordance with the terms of this agreement. You may provide access to and use of the UPK content only to those third parties that are licensed as Application Users and that: (a) provide services to You concerning Your use of the UPK content; (b) have a need to use and access the UPK content; and (c) have agreed to substantially similar non-disclosure obligations imposed by You as those contained in this agreement. Application and Employee User(s) of UPK Programs may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Licensing Rules for Oracle Utilities Programs

- Notwithstanding anything herein to the contrary: (a) you shall use MicroFocus Third Party Programs exclusively in conjunction with the Oracle Utilities Customer Care and Billing program licensed by you; (b) source code is not included for this program; and (c) this third party program is a supportable program.

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

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

1. Named Product Hierarchy Discounts. From the Effective Date of Amendment Three until August 31, 2020, the discounts set forth in the discount table attached to this Appendix F shall apply to hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) that are designated by the product name associated with the Named Product Hierarchies for such hardware, Engineered Systems and programs (the "**NPH Discount Table**"), provided that such hardware, Engineered Systems and programs are available in production release when the applicable order is placed. Remanufactured hardware and spare products may be purchased under this Master Agreement.[1]

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

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

   a. Oracle Systems Hardware and Software Global Price List
   b. Oracle Engineered Systems Price List[2]

(NPH DISCOUNT TABLE FOLLOWS ON THE NEXT PAGE)

[1] You may access the current version of the Remanufactured Product Price List for Remanufactured Products at: http://www.oracle.com/us/products/servers-storage/remanufactured-systems/index.html.
[2] You may access the current version of the Oracle Engineered Systems Price List denoted at: http://www.oracle.com/us/corporate/pricing/price-lists/index.html.

NPH DISCOUNT TABLE		
Product Hierarchy	**State & Local Government ("SLG") Discount (%)**	**Higher Education ("EDU") Discount (%)**
Racks	15	18
Sun Racks	15	18
Tape Media	24	29
Disk Drives	14	20
Power Cords	14	20
Spare Parts	29	29
Spare parts	29	29
Tuxedo CFSR	15	18
Tape Options	24	34
Network Cables	14	20
SPARC M7 Server	15	18
SPARC M8 Server	15	18
Tape Encryption	24	34
Network Adapters	14	20
Storage SAS SSDs	14	20
Host Bus Adapters	14	20
Netra Server X5-2	15	18
SPARC S7-2 Server	5	8
SPARC T7-1 Server	15	18
SPARC T7-2 Server	15	18
SPARC T7-4 Server	15	18
SPARC T8-1 Server	15	18
SPARC T8-2 Server	15	18
SPARC T8-4 Server	15	18
Big Data Appliance	15	15
Oracle Server X5-2	14	20
Oracle Server X5-4	14	20
Oracle Server X7-2	14	20
Oracle Server X7-8	14	20
SL150 Tape Library	24	34
SPARC S7-2L Server	5	8
Infiniband Switches	28	34
Oracle Server X5-2L	14	20
Oracle Server X7-2L	14	20
Sun Netra Rack Kits	15	18
Brocade SAN Software	24	34
Fujitsu M10-1 Server	15	18
Fujitsu M10-4 Server	15	18
Network Transceivers	14	20
SAS Host Bus Adapters	14	20
Tape Library Features	24	34

NPH DISCOUNT TABLE		
Product Hierarchy	**State & Local Government ("SLG") Discount (%)**	**Higher Education ("EDU") Discount (%)**
LTO Conversion Options	24	34
LTO Tape Drive Features	24	34
Netra SPARC S7-2 Server	5	8
Oracle Sun QFS Software	15	18
Private Cloud Appliance	15	15
Server Hard Disk Drives	14	20
Storage Archive Manager	22	50
Fujitsu SPARC M12 Server	15	18
Oracle Server X7 Options	14	20
Oracle ZFS Storage ZS5-4	24	34
Server Solid State Disks	14	20
Storage Hard Disk Drives	14	20
Zero Data Loss Appliance	15	15
Exadata Hardware Products	20	20
Exadata Software Products	25	25
Oracle Database Appliance	14	20
SPARC M7 Server X-Options	15	18
SPARC M8 Server X-Options	15	18
SPARC T7 Server X-Options	15	18
SPARC T8 Server X-Options	15	18
Exalogic Hardware Products	20	20
Exalogic Software Products	25	25
Oracle ZFS Storage Options	24	34
SL150 Tape Library Options	24	34
Exalytics Hardware Products	15	15
Exalytics Software Products	25	25
Fujitsu M10 Server Features	15	18
SL150 Tape Library Features	24	34
Big Data Connectors Software	25	25
Fujitsu M10 Server X-Options	15	18
Key Management Appliance Temp	24	34
LTO7 Tape Drives: Entry Level	24	34
LTO8 Tape Drives: Entry Level	24	34
StorageTek T10000D Tape Drive	24	34
Secure Global Desktop Software	16	50
Sun ZFS Storage System Options	24	34
Advanced Support Gateway Server	14	20
Fibre Channel Host Bus Adapters	14	20
Oracle Solaris Cluster Software	16	50
Other Server Configured Options	6	6
Sun ZFS Storage System Features	24	34
Enterprise Installation Services	0	0

NPH DISCOUNT TABLE		
Product Hierarchy	**State & Local Government ("SLG") Discount (%)**	**Higher Education ("EDU") Discount (%)**
Infiniband Host Channel Adapters	14	20
Oracle FS Storage System Options	15	18
Oracle Solaris Legacy Containers	16	50
Zero Data Loss Appliance Software	15	15
10 Gigabit Ethernet Switch Options	15	18
High-End M-Series Server X-Options	28	34
Midrange M-Series Server X-Options	28	34
SPARC M7 Server Configured Options	15	18
SPARC T3 Server Configured Options	15	18
SPARC T7 Server Configured Options	15	18
SPARC T8 Server Configured Options	15	18
StorageTek Tape Analytics Software	15	34
LTO7 Tape Drives: Desktop/Rackmount	24	34
Key Management Switch Accessory Kits	24	34
LTO7 Tape Drives: High-End Libraries	24	34
LTO7 Tape Drives: Midrange Libraries	24	34
LTO8 Tape Drives: High-End Libraries	24	34
LTO8 Tape Drives: Midrange Libraries	24	34
SPARC SuperCluster Hardware Products	15	18
StorageTek Virtual Library Extension	15	18
Sun Flash Accelerator F640 PCIe Card	24	34
Fujitsu M10 Server Configured Options	15	18
StorageTek Availability Suite Software	15	18
StorageTek Enterprise Library Software	24	34
Enterprise Tape Drive Conversion Options	24	34
SPARC S7 Server X and Configured Options	5	8
StorageTek Library Content Manager Software	15	18
StorageTek Linear Tape File System Software	24	34
StorageTek Virtual Storage Manager Features	24	34
Sun StorageTek SL3000 Modular Library System	24	34
Sun StorageTek SL4000 Modular Library System	24	34
Sun StorageTek SL8500 Modular Library System	24	34
Sun StorageTek SL3000 Modular Library Features	24	34
Sun StorageTek SL4000 Modular Library Features	24	34
Sun StorageTek SL8500 Modular Library Features	24	34
StorageTek Virtual Storage Manager System (VSM 6)	24	34
StorageTek Virtual Storage Manager System (VSM 7)	24	34
StorageTek Automated Cartridge System Library Software	15	18
Racks	15	18
Sun Racks	15	18
Tape Media	24	29
Disk Drives	14	20

NPH DISCOUNT TABLE		
Product Hierarchy	**State & Local Government ("SLG") Discount (%)**	**Higher Education ("EDU") Discount (%)**
Power Cords	14	20
Spare Parts	29	29
Spare parts	29	29
Tuxedo CFSR	15	18

APPENDIX G
HOURLY RATES FOR TIME AND MATERIALS – CONSULTING SERVICES

A. **Consulting Rates**. From the Effective Date of Amendment Three until August 31, 2020, consulting services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**Consulting Rates**"):

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

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

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

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

C. The Consulting Rates apply to orders executed and effective during the period beginning on the Effective Date of Amendment Three through and including August 31, 2020.

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

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

F. The Consulting Rates for time and materials consulting services granted under the Master Agreement shall not be applied retroactively to ordering documents executed or fees invoiced prior to the Effective Date of Amendment Three.

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

H. Any consulting services acquired pursuant to the Master Agreement are separate from any other Oracle Products or Services acquired pursuant to the Master Agreement, as described in section 8.3 (Segmentation) of the Master Agreement. Customer understands that it has the right to acquire any other Oracle Products or Services without acquiring the consulting services, and that Customer has the right to acquire other Oracle Products or Services and the consulting services separately at the fees stated in the Master Agreement.

APPENDIX H
HOURLY RATES FOR TIME AND MATERIALS ORACLE ADVANCED CUSTOMER SUPPORT

For the period beginning on the Effective Date of Amendment Three through and including August 31, 2020, Oracle Advanced Customer Support services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**ACS Rates**"):

Resource	Hourly Rate Local Resources	Hourly Rate Non-Local Resources
Technical Account Manager II	$380	$440
Technical Account Manager I	$317	$377
Senior Advanced Support Engineer	$380	$440
Advanced Support Engineer	$317	$377
Senior Data Center Engineer	$253	$313
Data Center Engineer	$190	$250

APPENDIX I

PRICING AND DISCOUNT SCHEDULE FOR ORACLE UNIVERSITY TRAINING

A. Pricing and Discount Terms for Oracle University Training:

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

   a. Oracle University Global Base Price List

2. Pricing and Discount Terms.

   a. From the Effective Date of Amendment Three until August 31, 2020, all Oracle University products and services may be purchased based on the discount defined in the schedule below off of the then-current version of the Appendix I Price List at the time of the order or the pricing provided in section 7 (Appendix I Pricing Schedules) below:

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

3. Definition Section.

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

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

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

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

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

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

g. **Unlimited Product Learning Subscriptions (UPLS)** is defined as a collection of web based learning materials, including video content and services focused on Oracle product implementation and use for users and may include content via Training on Demand (TOD) titles. Content will be presented by various individuals, including Oracle architects, support engineers, consultants, instructors and other instructors. **UPLS** is available at education.oracle.com and is made available to you subject to the terms of your order, this agreement and Oracle University's Online Hosting Access Policies, which are located at https://www.oracle.com/us/education/hosting-policies-079011.html and may be updated by Oracle from time to time without notice to you. UPLS is made available on a named user basis, for a one year term from the effective date of your order; therefore, unauthorized individuals may not view UPLS content at any time. You are responsible for meeting the minimum system requirements to order the UPLS offerings. UPLS orders are non-cancelable and non-refundable. In the event that any Oracle programs are made available for download as part of the service, then use of such programs is subject to the terms of this agreement.

h. **Unlimited Cloud Learning Subscription (UCLS)** is defined as a collection of web based learning materials, including video content and services focused on cloud implementation for cloud users and/or end users, may be purchased in an unlimited format, and may include content via Training on Demand (TOD) titles. Content will be presented by various individuals, including Oracle architects, support engineers, consultants, instructors and other instructors. UCLS is available at http://education.oracle.com/cloud and is made available to you subject to the terms of your order, this agreement and Oracle University's Online Hosting Access Policies, which are located at https://www.oracle.com/us/education/hosting-policies-079011.html and may be updated by Oracle from time to time without notice to you. UCLS is made available on a named user basis, for a one year term from the effective date of your order; therefore, unauthorized individuals may not view UCLS content at any time. You are responsible for meeting the minimum system requirements to order the UCLS offerings. UCLS orders are non-cancelable and non-refundable. In the event that any Oracle programs are made available for download as part of the service, then use of such programs is subject to the terms of this agreement.

i. For the purposes of this Appendix I, the term “services” refers to the education services.

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

4. Cancellation and Rescheduling Policy.

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

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

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

5. Student Satisfaction Program.

100% Student Satisfaction Program: Oracle's 100% Student Satisfaction program applies to those publicly scheduled and publicly available Oracle University Instructor Led Training classes that are identified as part of the 100% Student Satisfaction program on the www.oracle.com/education website at the time the class is purchased. In the event that a student who has completed such a class and been present for all of the offering is not, in his/her reasonable opinion, satisfied with the class, then the student must notify Oracle by emailing customersat_us@oracle.com within 30 business days following completion of the class. Oracle will then permit the student to retake the same version of the same class title (or at the student's option, the equivalent class provided online, if available) once more for free within 6 months following Oracle's receipt of the notification (or if it is not available during such 6 month period, as soon as the class is available thereafter). The Student Satisfaction program does not apply: (i) to the retaken class; (ii) to Training On Demand courses; (iii) Oracle employees; (iv) Oracle Certification exams; and (v) if the student is not able to satisfy the above criteria for reasons beyond Oracle's reasonable control. Oracle is not responsible for any applicable taxes, transportation costs, lodging costs or other expenses or costs related to the retaken class. Oracle has the option, at its sole discretion, of providing a refund for the class fees in lieu of permitting a class retake if for any reason, including scheduling, Oracle considers a refund to be appropriate. This is the sole remedy and Oracle's exclusive liability in the event that a student is not satisfied with the class.

6. Student Kit Materials.

Oracle now supports the electronic delivery of Student Kit Materials (eKits). As part of the registration process, you are required to provide an e-mail address so that Oracle may send you a secure password required for the download of the eKit Student materials. Students have a period of 90 days from the day they receive their eKit notification email to access and download their eKit. Each eKit will be personalized with the student name and email address that is licensed to the registered student for their use only. Reproduction or distribution to a third party of Student Kit Materials is strictly prohibited. Hard-copy Student Kit Materials are not provided in the classroom for eKit-enabled classes. Hard Copy student kits may be purchased from Oracle University at an additional cost once an eKit class event has been completed. Class fees (including Training On Demand fees) are fully payable and non-refundable once you have downloaded the eKit materials (regardless of how far in advance of the class date you undertake the download). Oracle University Student Kit Materials are not available or authorized for purchase from any third party. Students who were unable to attend a confirmed class due to unforeseen reasons and have paid the 100% cancellation fee per the terms of the Class Cancellation Policy may request a copy of the Student Kit Materials used in conjunction with the class. Students must make this request to their Oracle University sales representative within 60 days of the originally scheduled class.

7. Appendix I Price Schedules
From the Effective Date of Amendment Three through and including August 31, 2020, you may purchase Oracle products and services at the following pricing schedules ("**Appendix I Pricing Schedule**")

Instructor Led Training (ILT) & Seminar Formats:	**Currency**	**Public Pricing**	**Metric**
Entry	USD	$530.00	Single Named User Per Delivery Day
Standard	USD	$775.00	Single Named User Per Delivery Day
Premium	USD	$930.00	Single Named User Per Delivery Day
Premium Plus	USD	$1,100.00	Single Named User Per Delivery Day
Entry Accelerated	USD	$530.00	Single Named User Per Content Day
Standard Accelerated	USD	$775.00	Single Named User Per Content Day
Premium Accelerated	USD	$930.00	Single Named User Per Content Day
Premium Plus Accelerated	USD	$1,100.00	Single Named User Per Content Day

Live Virtual Classroom (LVC) Training	**Currency**	**Public Pricing**	**Metric**
Entry	USD	$505.00	Single Named User Per Delivery Day
Standard	USD	$735.00	Single Named User Per Delivery Day
Premium	USD	$880.00	Single Named User Per Delivery Day
Premium Plus	USD	$1,050.00	Single Named User Per Delivery Day
Entry Accelerated	USD	$505.00	Single Named User Per Content Day
Standard Accelerated	USD	$735.00	Single Named User Per Content Day
Premium Accelerated	USD	$880.00	Single Named User Per Content Day
Premium Plus Accelerated	USD	$1,050.00	Single Named User Per Content Day

Private Event Training & Seminars - On-Site; up to 16 people	**Currency**	**Private Event Pricing**	**Metric**	**One-day**	**Two-days**	**Three-days**	**Four-days**	**Five-days**
Entry	USD	varies	Per Delivery Day	$6,204.12	$10,888.24	$15,572.35	$20,256.47	$24,940.59
Standard	USD	varies	Per Delivery Day	$8,269.12	$15,018.24	$21,767.35	$28,516.47	$35,265.59
Premium	USD	varies	Per Delivery Day	$9,534.12	$17,548.24	$25,562.35	$33,576.47	$41,590.59
Premium Plus	USD	varies	Per Delivery Day	$10,819.12	$20,118.24	$29,417.35	$38,716.47	$48,015.59

Private Event Training & Seminars - On-Site; up to 16 people	Currency	Private Event Pricing	Metric	One-day	Two-days	Three-days	Four-days	Five-days
Entry Accelerated	USD	varies	Per Content Day	$6,204.12	$10,888.24	$15,572.35	$20,256.47	$24,940.59
Standard Accelerated	USD	varies	Per Content Day	$8,269.12	$15,018.24	$21,767.35	$28,516.47	$35,265.59
Premium Accelerated	USD	varies	Per Content Day	$9,534.12	$17,548.24	$25,562.35	$33,576.47	$41,590.59
Premium Plus Accelerated	USD	varies	Per Content Day	$10,819.12	$20,118.24	$29,417.35	$38,716.47	$48,015.59
Private Event additional student, over 16	USD	$536.00	Per Delivery Day, Per Student					

Private Event Training & Seminars - OnSite; up to 16 people	Currency	Private Event Pricing	Metric
Entry	USD	$4,190.00	Per Delivery Day
Standard	USD	$6,255.00	Per Delivery Day
Premium	USD	$7,520.00	Per Delivery Day
Premium Plus	USD	$8,805.00	Per Delivery Day
Entry Accelerated	USD	$4,190.00	Per Content Day
Standard Accelerated	USD	$6,255.00	Per Content Day
Premium Accelerated	USD	$7,520.00	Per Content Day
Premium Plus Accelerated	USD	$8,805.00	Per Content Day
Private Event additional student, over 16	USD	$536.00	Per Delivery Day, Per Student

Private Event Training & Seminars - Virtual; up to 16 people	Currency	Private Event Pricing	Metric
Entry	USD	$3,990.00	Per Delivery Day
Standard	USD	$5,960.00	Per Delivery Day
Premium	USD	$7,175.00	Per Delivery Day
Premium Plus	USD	$8,405.00	Per Delivery Day
Entry Accelerated	USD	$3,990.00	Per Content Day
Standard Accelerated	USD	$5,960.00	Per Content Day
Premium Accelerated	USD	$7,175.00	Per Content Day
Premium Plus Accelerated	USD	$8,405.00	Per Content Day
Private Event additional student, over 16	USD	$536.00	Per Delivery Day, Per Student

Subscriptions	Currency	Public Pricing	Metric	TERM
Entry Training on Demand	USD	$465.00	Per Delivery Day	90 Days
Standard Training on Demand	USD	$680.00	Per Delivery Day	90 Days
Premium Training on Demand	USD	$815.00	Per Delivery Day	90 Days
Premium Plus Training on Demand	USD	$970.00	Per Delivery Day	90 Days
Unlimited Product Learning Subscription – UPLS (on premises)	USD	$6,995.00	Per Named User, minimum 1 user	12 months
Core Enterprise (on premises)	USD	$4,995.00	Per Named User, minimum 1 user	12 months
Upgrade (on premises)	USD	$3,495.00	Per Named User, minimum 1 user	12 months
Product Area (on premises)	USD	$2,995.00	Per Named User, minimum 1 user	12 months
Technology (on premises)	USD	$995.00	Per Named User, minimum 1 user	12 months
Unlimited Cloud Learning Subscription - UCLS (All Cloud)	USD	$8,995.00	Per Named User, minimum 1 user	12 months
CLS – All SaaS	USD	$6,995.00	Per Named User, minimum 1 user	12 months

Subscriptions	Currency	Public Pricing	Metric	TERM
CLS – SaaS Pillar or All PaaS	USD	$4,995.00	Per Named User, minimum 1 user	12 months
CLS – PaaS Pillar	USD	$2,995.00	Per Named User, minimum 1 user	12 months

Certification	Currency	Public Pricing	Metric
ePractice exam: 30 day Online Access	USD	$69.00	Single Named User per Exam
ePractice exam: 180 day Online Access	USD	$89.00	Single Named User per Exam
Exam Prep Seminar	USD	$245.00	Single Named User
Exam Prep Seminar	USD	$578.00	Single Named User
Online Certification (non proctored)	USD	$125.00	Single Named User per Exam
Oracle Core Certification (proctored)	USD	$245.00	Single Named User per Exam
Oracle Masters Practicum	USD	$1,292.00	Single Named User per Day

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

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

OU Framework	Currency	Public Pricing	Metric
Business Transformation Day	USD	$2,945	Per Day
Training Needs Analysis or Change Communications Day	USD	$2,575	Per Day
Curriculum Development Day	USD	$2,115	Per Day

OU Framework	Currency	Public Pricing	Metric
Advanced Curriculum Development Day	USD	$2,575	Per Day
Program Management Day	USD	$2,575	Per Day

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

APPENDIX J
Oracle Hardware and Systems Support Policies

The Oracle Hardware and Systems Support Policies, dated April 5, 2019, attached hereto are for your convenience and for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the technical support policies at http://oracle.com/contracts.

Oracle Hardware and Systems Support Policies

Effective Date: 05-April-2019

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1. Overview

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

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

For Oracle operating system software, technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of the operating system, running unaltered, and on a certified hardware configuration, as specified in your order or program documentation. All patches, bug fixes, and other code received from Oracle as part of the support services shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the operating system software program(s).

Technical support associated with Oracle Linux and Oracle VM may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the Oracle Linux and/or Oracle VM program documentation. The program documentation also includes a list of additional programs that are supported under each level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

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

For Oracle to provide technical support for hardware relocated outside the original country of delivery, notice of hardware relocation is required (unless the original country of delivery is in the European Union and the hardware is relocated within the European Union). To provide notice of hardware relocation, you must submit a completed Hardware Relocation Form which can be found here. If the original country of delivery is in the European Union, and the hardware is relocated within the European Union, notice is not required; however, at your option, you may

submit a completed Hardware Relocation Form to facilitate the provision of technical support. Relocated hardware will be entitled to the technical support available in the country to which the hardware is relocated.

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

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

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

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

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

2. Support Terms

Technical Support Fees

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

Support Period

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

Matching Service Levels

When acquiring technical support, all hardware systems must be supported, except Oracle Retail and Hospitality Hardware, (e.g., under Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems or

Oracle Communications EAGLE Premier Support) or all hardware systems must be unsupported. The preceding sentence pertains to: (i) all of your hardware systems running the Solaris Operating system release 10 Update 9 or later, (ii) all of your hardware systems running the Oracle Linux and Oracle VM operating system, and (iii) all hardware systems that benefit in any way from your support of a covered hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). If you have acquired your Oracle Linux and Oracle VM support services under a separate Oracle Linux and Oracle VM Services Agreement then that hardware system is a covered hardware system under this matching service level policy.

When acquiring technical support for point of sale hardware such as Oracle Retail and Hospitality Hardware, all such point of sale hardware systems must be supported at the same technical support service level (e.g., Oracle Premier Support for Oracle Retail and Hospitality Hardware or Oracle Advanced Parts Exchange for Retail and Hospitality Hardware) or all must be unsupported if the point of sale hardware systems are: (i) the same type (e.g., workstations); (ii) located at the same physical location; and (iii) benefit in any way from your support of a covered point of sale hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). Hardware systems that have reached an end of service life or that you register with Oracle as retired are excluded from the above policy.

If you add Extended Support for Operating Systems, you still must maintain either Premier Support for Systems or Premier Support for Operating Systems for your entire hardware system; subject to availability, you must acquire Extended Support for Operating Systems for your entire hardware system running any such version release.

Reinstatement of Oracle Technical Support

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

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

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

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

Upgrading Your Support Level

In the event you have acquired Oracle Premier Support for Operating Systems and later choose to upgrade to Oracle Premier Support for Systems, your hardware system must be qualified as service-ready before the technical support can be upgraded. To qualify as service-ready you must acquire the Premier Support Qualification Service

(at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system. You will be subject to an upgrade fee equal to the difference in price between the Oracle Premier Support for Systems and the Oracle Premier Support for Operating Systems with such difference being prorated from the date that any prior System Support lapsed (or the hardware order date if System Support was never purchased).

Pricing following Reduction of Covered Hardware System or Service Level

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

Unsupported Hardware Systems

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

Technical Contacts

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

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

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

First and Second Line Support

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

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

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

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

Program Updates

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

Right to End of Service Life

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

Similarly, in the event that a component of, or support for, an embedded third-party hardware or software product is retired by the manufacturer or vendor of such product, or in Oracle's good faith determination, it is no longer practicable for Oracle to provide support for such component or product, then Oracle may cease providing support for that hardware or software product.

Other Third Party Products

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

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

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

Technology Refresh

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

3. Lifetime Support

Lifetime Support consists of the following service levels:

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

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

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

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

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

Notes:

Oracle Linux releases 3 and 4: Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for eight years from the date a release of the operating system becomes generally available.

4. Oracle Technical Support Levels for Systems

Oracle Premier Support for Systems

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

Unless otherwise stated in this section, Oracle Premier Support for Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Onsite hardware support for Oracle server or storage systems parts designated as Field Replaceable Units in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Field Change Orders – system modification recommendations
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at https://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to https://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Access to Platinum Services as described at www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Access to Oracle Enterprise Tape Analysis and Data Recovery services for the Oracle StorageTek tape media specified at www.oracle.com/us/support/library/ent-tape-analysis-dr-services-1708102.pdf
- Non-technical customer service during normal business hours

Notes:

1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.
2. Oracle has made available at https://linux.oracle.com certain tools for download required to enable the applicable Oracle Linux security patches to be applied to your supported hardware system(s) while the supported hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your supported hardware system is operating, and (ii) you will be required to reboot the supported hardware system in order to apply the security patch.

3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional supported programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

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

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

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

Oracle Premier Support for Operating Systems

Oracle Premier Support for Operating Systems consists of services in support of (i) Oracle Solaris, Oracle Linux, and Oracle VM and (ii) integrated software (including integrated software options).

Unless otherwise stated in this section, Oracle Premier Support for Operating Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot
- Hardware certification

- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at https://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to https://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Notes:

1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.
2. Oracle has made available at https://linux.oracle.com certain tools for download required to enable the applicable Oracle Linux security patches to be applied to your supported hardware system(s) while the supported hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your supported hardware system is operating, and (ii) you will be required to reboot the supported hardware system in order to apply the security patch.
3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

Extended Support for Operating Systems

Extended Support for Operating Systems may be offered for certain supported Oracle Solaris, Oracle Linux, and Oracle VM releases after Premier Support expires. Please see Oracle's Lifetime Support Policies for more information. When Extended Support for Operating Systems is offered, it is generally available for the terminal codeline release of a program.

Unless otherwise stated in this section, supported Oracle Solaris, Oracle Linux, and Oracle VM operating system software releases for which Extended Support for Operating Systems is offered and in the Extended Support lifecycle will receive Oracle Premier Support for Operating Systems or technical support for Oracle Solaris, Oracle Linux, and Oracle VM under Oracle Premier Support for Systems limited to the following:

- Program updates
- Fixes, security patches, security alerts, and critical patch updates for Oracle Solaris operating system software
- Access to Oracle Linux operating system patches and fixes for critical security errata and select high-impact critical bug fixes. These updates will be limited to the packages listed on the inclusion list at https://linux.oracle.com/es/packagelist.html
- Access to Oracle VM software patches and fixes for critical security errata and select high-impact critical bug fixes
- Upgrade tools
- Major product and technology releases for Oracle Solaris operating system software, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support system), including the ability to log service requests online
- 24 x 7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to https://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html

- Non-technical customer service during normal business hours

Extended Support for Operating Systems does not include:
- Certification with most new third-party products/versions or most new Oracle programs
- Hardware certification
- Backport of fixes for any Oracle Linux or VM program

Notes:
1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.
2. Oracle has made available at https://linux.oracle.com certain tools for download required to enable the applicable Oracle Linux security patches to be applied to your supported hardware system(s) while the supported hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your supported hardware system is operating, and (ii) you will be required to reboot the supported hardware system in order to apply the security patch.
3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

Sustaining Support for Operating Systems

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

Sustaining Support for Operating Systems does not include:
- New program updates, patches, fixes, security patches, security alerts, general maintenance releases, selected functionality releases, documentation updates
- New critical patch updates for Oracle Solaris operating system software
- New upgrade tools
- Certification with most new third-party products/versions or most new Oracle products

- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes
- Previously released fixes or updates that Oracle no longer supports

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

Notes:

1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.
2. Oracle has made available at https://linux.oracle.com certain tools for download required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.
3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

Oracle Premier Support for Oracle Retail and Hospitality Hardware

Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Please note that Oracle Retail and Hospitality Hardware must follow the matching service levels policy for Oracle Retail and Hospitality Hardware described in the Matching Service Levels section above.

Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Onsite hardware support for Oracle Retail and Hospitality Hardware specified as Field Replaceable Units in the "Delivery Method Chart: Oracle Retail and Hospitality Hardware Replacement Parts". Availability varies by country.
- Non-technical customer service during normal business hours

Note:

- Power cords and cash drawer till inserts that are included in Hardware bundles are considered consumables and are not supported under Oracle Premier Support for Retail and Hospitality Hardware.

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

Severity Level[1]	Response Time Goal	Update or Resolution
Severity 1	5 minutes	1 hour
Severity 2	2 hours	6 hours
Severity 3	8 hours	24 hours
Severity 4	24 hours	48 hours

For purposes of the above table, the following definitions apply:

- Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)
- Severity 2: Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total Loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for a given date or range of date, an error within the portal that is preventing the customer from doing any function within the MyMicros portal, or very slow page or image loading, inaccessible tools interface)
- Severity 3: Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated workstation/terminal failure, MyMicros unable to review one report within the portal password resets for Oracle Cloud Applications, or Icare loyalty program that is not functioning or has stopped working)
- Severity 4: Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems)

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

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

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

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Please note that Oracle Retail and Hospitality Hardware must follow the matching service levels policy for Oracle Retail and Hospitality Hardware described in the Matching Service Levels section above.

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Next business day parts exchange
- Non-technical customer service during normal business hours

Note:

- Power cords and cash drawer till inserts that are included in Hardware bundles are considered consumables and are not supported under Oracle Advanced Parts Exchange for Retail and Hospitality Hardware.

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

Severity Level[1]	Response Time Goal	Update or Resolution
Severity 1	5 minutes	1 hour
Severity 2	2 hours	6 hours
Severity 3	8 hours	24 hours
Severity 4	24 hours	48 hours

For purposes of the above table, the following definitions apply:

- Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)
- Severity 2: Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total Loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for a given date or range of date, an error within the portal that is preventing the customer from doing any function within the MyMicros portal, or very slow page or image loading, inaccessible tools interface)
- Severity 3: Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated workstation/terminal failure, MyMicros unable to review one report within the portal password resets for Oracle Cloud Applications, or Icare loyalty program that is not functioning or has stopped working)
- Severity 4: Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems)

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

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

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

Oracle Communications Network Premier Support

Oracle Communications Network Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for (i) Oracle Communications EAGLE hardware products and (ii) Oracle Acme Packet hardware products except as otherwise specified in this section. Oracle Communications EAGLE hardware products and the Oracle Acme Packet hardware products, will be referred to collectively in this section as, “Oracle Communications Network Hardware”. The following Oracle Acme Packet hardware products are excluded and not eligible for Oracle Communications Network Premier Support: Oracle Acme Packet 1100, 3820, and AP3900 hardware products, Oracle Enterprise Session Border Controller integrated software, Oracle Communications Applications Session Border Controller integrated software and Oracle Enterprise Communications Broker integrated software.

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

System Maintenance

You agree to perform system maintenance on the Oracle Communications Network Hardware as prescribed by Oracle in the relevant Oracle Communications Network Hardware documentation.

Replacement Hardware Parts

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

Return of Malfunctioning Hardware

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

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

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

For purposes of the above table, the following definitions apply:

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

Oracle Communications EAGLE Premier Support

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

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

Oracle Communications EAGLE Premier Support consists of:

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

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

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

For purposes of the above table, the following definitions apply:

- Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
- Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite,

(ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.

- Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

5. Additional Services Available for Purchase

Oracle Priority Service for Sun Ray Peripherals

Oracle Priority Service for Sun Ray Peripherals consists of:

- Advanced Parts Exchange for keyboards, monitors and country kits; with next business day delivery to your location
- Access to My Oracle Support (24x7 web-based customer support systems), including the ability to log service requests online

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

Oracle Customer Data & Device Retention Service

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

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

If Oracle, in its sole discretion, determines that a disk drive(s), flash cache and/or parts need to be replaced because it contains sensitive, confidential, or classified data that has been removed from your hardware system, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates". Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below. Replacement parts will be of new or like-new quality. After five years from last ship date, replacement parts may not be available and/ or the response times for sending replacement parts may be delayed.

If you acquire Oracle Customer Data & Device Retention Service, you will be responsible for the proper disposal/destruction of replaced disk drive(s), flash cache and/or parts.

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

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

Oracle Onsite Spares

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

Oracle Onsite Spares consists of the following:

- Parts

- Maintenance and replacement of parts
- Setup of parts onsite
- Annual physical inventory
- Retrieval of parts at end of Support Period

If you acquire Oracle Onsite Spares, you will:

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

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

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

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

Oracle Hospitality Cruise Help Desk and Monitoring

If you acquire Oracle Hospitality Cruise Help Desk and Monitoring on your order, Oracle will provide Oracle Hospitality Cruise Help Desk and Monitoring as described here.

Oracle Business Critical Service for Systems

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

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

Advanced Customer Support

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

- Oracle Priority Support
- Oracle Priority Support Advantage
- Oracle Priority Support Connected
- Oracle Functional Help Desk for Oracle Retail and Hospitality
- Oracle Standard Systems Installations:
  - Oracle Standard System Installation ("OSSI") - Basic Service Exhibit
  - Oracle Standard System Installation ("OSSI") with Site Audit Services Exhibit
  - Oracle Standard System Installation ("OSSI") without Site Audit Services Exhibit
- Oracle Standard Software Installation and Configuration for Systems
- Oracle Engineered Systems Configuration Services
- Oracle Preproduction Readiness Review for Systems Service or Oracle Preproduction Readiness Review for Oracle Platinum Services
- Oracle Go-Live Support for Systems Service or Oracle Go-Live Support for Oracle Platinum Services
- Oracle Start-Up Pack for Engineered Systems
- Oracle Customer Replaceable Unit Installation Service

Oracle Tekelec Professional Services

If you acquire any of the below Tekelec Professional Services on your order, Oracle will provide the services described in the Tekelec Professional Services Descriptions.

- Oracle Communications Hardware Engineering Site Survey – Per Node Per Site
- Oracle Communications Hardware Installation – Per DC Frame or DC Application Frame enclosure extension
- Oracle Communications Hardware Installation – Per AC Frame
- Oracle Communications DC Hardware Extension Installation – Per Frame – Rack mount server and Shelf additions
- Oracle Communications Hardware Extension Installation – AC or DC Blade Server/Eagle Card/Switches – Per 16 cards/switches per site
- Oracle Communications AC Hardware Extension Installation – Per Frame – Rack mount servers and AC enclosure additions

6. Web-Based Customer Support Systems

My Oracle Support

My Oracle Support is Oracle's customer support website for hardware and systems support. Access to My Oracle Support is governed by the Oracle Support Portal Terms of Use. The Oracle Support Portal Terms of Use are subject to change at Oracle's discretion. Access to My Oracle Support is limited to your designated technical contacts.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Oracle Premier Support for Systems and Oracle Premier Support for Operating Systems.

7. Tools Used to Perform Technical Support Services

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

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

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

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

example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

Auto Service Request
Auto Service Request ("ASR") allows Oracle products which are ASR-enabled to automatically initiate a service request when specific hardware faults occur by sending fault telemetry information to Oracle. If the ASR enabled hardware is entitled to service, a service request will be initiated on your behalf. The specific hardware faults detected by ASR vary by product type, product version and operating system. Not all hardware faults are detected or sent to Oracle. The ASR fault coverage is subject to change by Oracle at any time and without prior notice.

8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at https://www.oracle.com/support/policies.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at:
https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

Notwithstanding the restriction above, if you are subject to the United States Health Insurance Portability and Accountability Act (HIPAA) and would like to submit protected health information (PHI) to Oracle as part of receiving technical support services, then you must:

- Execute a business associate agreement with Oracle that specifically references and covers your technical support services
- Submit PHI only in service request attachments on the My Oracle Support customer portal
- Not include PHI in the body of service requests
- When prompted in My Oracle Support, indicate that the service request attachment may contain PHI
- Disable automated file uploads that send files to Oracle as service request attachments

9. Severity Definitions

Service requests for your covered hardware system may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the following severity definitions:

Severity 1
Your production use of the covered hardware system is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency.

A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts
- System functionality failure causes data loss or renders system unstable

- System malfunction causes mission critical applications to restart, hang, or suspend

Except as otherwise specified, reasonable efforts will be made to respond to Severity 1 service requests within one hour. For response efforts associated with Oracle Communications EAGLE Premier Support, please see the Oracle Communications EAGLE Premier Support section above. For response efforts associated with Oracle Communications Network Premier Support, please see the Oracle Communications Network Premier Support section above.

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported hardware systems (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

Severity 2
You experience a severe loss of service. Important features are unavailable with no acceptable workaround, impaired or broken functionality with significant impact to applications, and/or frequent application failure but not data loss; however, operations can continue in a restricted fashion.

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

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

10. Onsite Response Time Targets for Hardware Support

Except as otherwise specified herein, response time targets for hardware support are as specified below. The response time target for Sun Ray Clients, regardless of severity level, is limited to Advanced Parts Exchange with next business day delivery to your location.The response time targets for (i) hardware eligible for Oracle Communications EAGLE Premier Support or Oracle Communications Network Premier Support and (ii) Tekelec BNS and PIC hardware, regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within 48 hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time target for the Oracle Acme Packet hardware products excluded and not eligible for Oracle Communications Network Support, regardless of severity level, is limited to Advanced Parts Exchange with next business day shipment to your location. Please review the Oracle Communications Network Premier Support section above for excluded Oracle Acme Packet hardware products. The response time targets for Front Porch Digital hardware, regardless of severity level, are limited to (i) Advanced Parts Exchange with next business day delivery to your location or (ii) next business day, if Oracle determines, in its sole discretion, that onsite support is appropriate. The response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware and Oracle Advanced Parts Exchange for Retail and Hospitality Hardware (i) on a ship or other water vessel, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within 48 hours of Oracle's receipt of the malfunctioning hardware, and (iii) on an island country, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within 48 hours of Oracle's acknowledgement that replacement of a hardware part is necessary. Except as provided in the preceding sentence, the response time targets for Oracle Advanced Parts Exchange for Retail and Hospitality, regardless of severity level, are limited to Advanced Parts Exchange with next business day delivery to your location.

Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

Severity 1

If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below.

Within 2 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within 4 hours:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 2

If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below. Onsite response times are during local business hours only.

Within 4 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within same business day:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Business Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 3

If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location the next business day from the close of local business hours or at a later mutually agreed-upon time (e.g., scheduled maintenance window).

Note:

The geographic location of your covered hardware system may cause on-site service to be unavailable or may require additional charges or longer Severity 1, Severity 2 and Severity 3 response times. Oracle reserves the right, in its sole discretion, to adjust Severity 1, Severity 2 and Severity 3 on-site response times or charge additional fees based on the location of the covered hardware system. Actual response times are subject to acts and conditions beyond Oracle's control and, therefore, Oracle's response may be delayed. Oracle is not responsible for response delays caused by factors outside its control. You should contact an Oracle Support Sales representative for more details regarding availability for your covered hardware systems.

11. Contact Information

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

EXHIBIT ONE TO APPENDIX K
DATA PROCESSING AGREEMENT

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

Data Processing Agreement for Oracle Services

("Data Processing Agreement")

Version June 26, 2019

1. Scope and Applicability

1.1 This Data Processing Agreement applies to Oracle's Processing of Personal Information on Your behalf as a Processor for the provision of the Services specified in Your Services Agreement. Unless otherwise expressly stated in Your Services Agreement, this version of the Data Processing Agreement shall be effective and remain in force for the term of Your Services Agreement.

1.2 In addition, any Processing of Personal Information subject to Applicable European Data Protection Law is subject to the additional terms of the European DPA Addendum set out in Exhibit 1 and the Oracle Processor Code referenced therein.

2. Responsibility for Processing of Personal Information and Your instructions

2.1 You are a Controller and Oracle is a Processor for the Processing of Personal Information as part of the provision of the Services. Each party is responsible for compliance with its respective obligations under Applicable Data Protection Law.

2.2 Oracle will Process Personal Information solely for the purpose of providing the Services in accordance with the Services Agreement and this Data Processing Agreement.

2.3 In addition to Your instructions incorporated into the Services Agreement, You may provide additional instructions in writing to Oracle with regard to Processing of Personal Information in accordance with Applicable Data Protection Law. Oracle will promptly comply with all such instructions to the extent necessary for Oracle to (i) comply with its Processor obligations under Applicable Data Protection Law; or (ii) assist You to comply with Your Controller obligations under Applicable Data Protection Law relevant to Your use of the Services.

2.4 Oracle will follow Your instructions at no additional cost to You and within the timeframes reasonably necessary for You to comply with your obligations under Applicable Data Protection Law. To the extent Oracle expects to incur additional charges or fees not covered by the fees for Services payable under the Services Agreement, such as additional license or third party contractor fees, it will promptly inform You thereof upon receiving Your instructions. Without prejudice to Oracle's obligation to comply with Your instructions, the parties will then negotiate in good faith with respect to any such charges or fees.

2.5 Unless otherwise specified in the Services Agreement, You may not provide Oracle with any sensitive or special Personal Information that imposes specific data security or data protection obligations on Oracle in addition to or different from those specified in the Data Processing Agreement or Services Agreement.

3. Privacy Inquiries and Requests from Individuals

3.1 If You receive a request or inquiry from an Individual related to Personal Information processed by

Oracle for the provision of Services, You can either (i) securely access Your Services environment that holds Personal Information to address the request, or (ii) to the extent such access is not available to You, submit a "service request" via My Oracle Support (or other applicable primary support tool or support contact provided for the Services, such as Your project manager) with detailed written instructions to Oracle on how to assist You with such request.

3.2 If Oracle directly receives any requests or inquiries from Individuals that have identified You as the Controller, it will promptly pass on such requests to You without responding to the Individual. Otherwise, Oracle will advise the Individual to identify and contact the relevant controller(s).

4. Oracle Affiliates and Third Party Subprocessors

4.1 To the extent Oracle engages Third Party Subprocessors and/or Oracle Affiliates to Process Personal Information, such entities shall be subject to the same level of data protection and security as Oracle under the terms of the Services Agreement. Oracle is responsible for the performance of the Oracle Affiliates' and Third Party Subprocessors' obligations in compliance with the terms of this Data Processing Agreement and Applicable Data Protection Law.

5. Cross-border data transfers

5.1 Without prejudice to any applicable regional data center restrictions for hosted Services specified in Your Services Agreement, Oracle may Process Personal Information globally as necessary to perform the Services.

5.2 To the extent such global access involves a transfer of Personal Information subject to cross-border transfer restrictions under Applicable Data Protection Law, such transfers shall be subject to (i) for transfers to Oracle Affiliates, the terms of the Oracle Intra-Company Data Transfer and Mandate Agreement, which requires all transfers of Personal Information to be made in compliance with Applicable Data Protection Law and all applicable Oracle security and data privacy policies and standards globally; and (ii) for transfers to Third Party Subprocessors, security and data privacy requirements consistent with the relevant requirements of this Data Processing Agreement and Applicable Data Protection Law.

6. Security and Confidentiality

6.1 Oracle has implemented and will maintain appropriate technical and organizational security measures for the Processing of Personal Information designed to prevent accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personal Information. These security measures govern all areas of security applicable to the Services, including physical access, system access, data access, transmission and encryption, input, data backup, data segregation and security oversight, enforcement and other security controls and measures. Additional details regarding the specific security measures that apply to the Services You have ordered are set out in the relevant security practices for these Services:

- For **Cloud Services**: Oracle's Hosting & Delivery Policies, available at http://www.oracle.com/us/corporate/contracts/cloud-services/index.html;
- For **NetSuite (NSGBU) Services**: NetSuite's Terms of Service, available at: http://www.netsuite.com/portal/resource/terms-of-service.shtml;
- For **Global Customer Support Services**: Oracle's Global Customer Support Security Practices available at: https://www.oracle.com/support/policies.html;

- For **Consulting and Advanced Customer Support (ACS) Services**: Oracle's Consulting and ACS Security Practices available at: http://www.oracle.com/us/corporate/contracts/consulting-services/index.html.

6.2 All Oracle and Oracle Affiliates employees, as well as any Third Party Subprocessors that Process Personal Information, are subject to appropriate written confidentiality arrangements, including confidentiality agreements, regular training on information protection, and compliance with Oracle policies concerning protection of confidential information.

7. Audit Rights

7.1 You may audit Oracle's compliance with its obligations under this Data Processing Agreement up to once per year. In addition, to the extent required by Applicable Data Protection Law, You or Your Regulator may perform more frequent audits.

7.2 If a third party is to conduct the audit, the third party must be mutually agreed to by You and Oracle (except if such third party is a Regulator). Oracle will not unreasonably withhold its consent to a third party auditor requested by You. The third party must execute a written confidentiality agreement acceptable to Oracle or otherwise be bound by a statutory or legal confidentiality obligation.

7.3 To request an audit, You must submit a detailed proposed audit plan to Oracle at least two weeks in advance of the proposed audit date. The proposed audit plan must describe the proposed scope, duration, and start date of the audit. Oracle will review the proposed audit plan and provide You with any concerns or questions. Oracle will work cooperatively with You to agree on a final audit plan.

7.4 The audit must be conducted during regular business hours at the applicable facility, subject to the agreed final audit plan and Oracle's health and safety or other relevant policies, and may not unreasonably interfere with Oracle business activities.

7.5 Upon completion of the audit, You will provide Oracle with a copy of the audit report, which is subject to the confidentiality terms of Your Services Agreement. You may use the audit reports only for the purposes of meeting Your regulatory audit requirements and/or confirming compliance with the requirements of this Data Processing Agreement.

7.6 Each party will bear its own costs in relation to the audit, unless Oracle promptly informs you upon reviewing Your audit plan that it expects to incur additional charges or fees in the performance of the audit that are not covered by the fees payable under Your Services Agreement, such as additional license or third party contractor fees. The parties will negotiate in good faith with respect to any such charges or fees.

7.7 Without prejudice to the rights granted in Section 7.1 above, if the requested audit scope is addressed in a SOC, ISO, NIST, PCI DSS, HIPAA or similar audit report issued by a qualified third party auditor within the prior twelve months and Oracle provides such report to You confirming there are no known material changes in the controls audited, You agree to accept the findings presented in the third party audit report in lieu of requesting an audit of the same controls covered by the report.

8. Incident Management and Breach Notification

8.1 Oracle has implemented controls and policies designed to detect and promptly respond to incidents that create suspicion of or indicate destruction, loss, alteration, unauthorized disclosure or access to

Personal Information transmitted, stored or otherwise Processed. Oracle will promptly define escalation paths to investigate such incidents in order to confirm if a Personal Information Breach has occurred, and to take reasonable measures designed to identify the root cause(s) of the Personal Information Breach, mitigate any possible adverse effects and prevent a recurrence.

8.2 Oracle will notify you of a confirmed Personal Information Breach without undue delay but at the latest within 24 hours. As information regarding the Personal Information Breach is collected or otherwise reasonably becomes available to Oracle, Oracle will also provide You with (i) a description of the nature and reasonably anticipated consequences of the Personal Information Breach; (ii) the measures taken to mitigate any possible adverse effects and prevent a recurrence; and (iii) where possible, information about the types of Personal Information that were the subject of the Personal Information Breach. You agree to coordinate with Oracle on the content of Your intended public statements or required notices for the affected Individuals and/or notices to the relevant Regulators regarding the Personal Information Breach.

9. Return and Deletion of Personal Information

9.1 Upon termination of the Services, Oracle will promptly return, including by providing available data retrieval functionality, or delete any remaining copies of Personal Information on Oracle systems or Services environments, except as otherwise stated in the Services Agreement.

9.2 For Personal Information held on Your systems or environments, or for Services for which no data retrieval functionality is provided by Oracle as part of the Services, You are advised to take appropriate action to back up or otherwise store separately any Personal Information while the production Services environment is still active prior to termination.

10. Legal Requirements

10.1 Oracle may be required by law to provide access to Personal Information, such as to comply with a subpoena or other legal process, or to respond to government requests, including public and government authorities for national security and/or law enforcement purposes.

10.2 Oracle will promptly inform You of requests to provide access to Personal Information, unless otherwise required by law.

11. Definitions

"**Applicable Data Protection Law**" means all data privacy or data protection laws or regulations globally that apply to the Processing of Personal Information under this Data Processing Agreement, which may include Applicable European Data Protection Law.

"**Applicable European Data Protection Law**" means (i) the EU General Data Protection Regulation EU/2016/679, as supplemented by applicable EU Member State law and as incorporated into the EEA Agreement; (ii) the Swiss Federal Act of 19 June 1992 on Data Protection, as amended; and (iii) the UK Data Protection Act 2018.

"**Europe"** means for the purposes of this Data Processing Agreement (i) the European Economic Area, consisting of the EU Member States, Iceland, Lichtenstein and Norway; (ii) Switzerland and (iii) the UK after it withdraws from the EU.

“**Individual”** shall have the same meaning as the term “data subject” or the equivalent term under Applicable Data Protection Law.

“**Process/Processing**”, “**Controller**”, “**Processor**” and “**Binding Corporate Rules**” (or the equivalent terms) have the meaning set forth under Applicable Data Protection Law.

“**Oracle Affiliate(s)**” means the subsidiar(y)(ies) of Oracle Corporation that may Process Personal Information as set forth in Section 4.

“**Oracle Intra-Company Data Transfer and Mandate Agreement”** means the Oracle Intra-Company Data Transfer and Mandate Agreement for Customer Services Personal Information entered into between Oracle Corporation and the Oracle Affiliates.

“**Oracle Processor Code**” means Oracle’s Privacy Code for Processing Personal Information of Customer Individuals referenced in the European DPA Addendum.

“**Oracle**” means the Oracle Affiliate that has executed the Services Agreement.

“**Personal Information**” shall have the same meaning as the term “personal data”, “personally identifiable information (PII)” or the equivalent term under Applicable Data Protection Law.

“**Personal Information Breach”** means a breach of security leading to the misappropriation or accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Personal Information transmitted, stored or otherwise Processed on Oracle systems or the Services environment that compromises the security, confidentiality or integrity of such Personal Information.

“**Regulator**” shall have the same meaning as the term “supervisory authority”, “data protection authority” or the equivalent term under Applicable Data Protection Law.

“**Services**” or the equivalent terms “Service Offerings” or “services” means the Cloud, Advanced Customer Support, Consulting, or Global Technical Support services specified in the Services Agreement.

“**Services Agreement**” means (i) the applicable order for the Services you have purchased from Oracle; (ii) the applicable master agreement referenced in the applicable order, and (iii) the Service Specifications.

“**Third Party Subprocessor**” means a third party, other than an Oracle Affiliate, which Oracle subcontracts with and which may Process Personal Information as set forth in Section 4.

“**You**” means the customer entity that has executed the Services Agreement.

Other capitalized terms have the definitions provided for them in the Services Agreement.

Exhibit 1: European Data Processing Addendum for Oracle Services

("European DPA Addendum")

This European DPA Addendum supplements the Data Processing Agreement to include additional Processor terms applicable to the Processing of Personal Information subject to Applicable European Data Protection Law.

Except as expressly stated otherwise in the Data Processing Agreement, the Services Agreement, this European DPA Addendum or the Oracle Processor Code, in the event of any conflict between these documents, the following order of precedence applies (in descending order): (i) the Oracle Processor Code; (ii) this European DPA Addendum; (iii) the body of the Data Processing Agreement; and (iv) the Services Agreement.

1. Cross-Border Data Transfers – Oracle Processor Code

1.1 The Oracle Processor Code (Binding Corporate Rules for Processors) applies to the Processing of Personal Information by Oracle on Your behalf in its role as a Processor as part of the provision of Services under the Services Agreement and this European DPA Addendum, where such Personal Information is: (i) subject to any data transfer restrictions under Applicable European Data Protection Law; and (ii) processed by Oracle or an Oracle Affiliate in a country outside Europe.

1.2 The most current version of the Oracle Processor Code is available on https://www.oracle.com/a/ocom/docs/corporate/bcr-privacy-code-051719.pdf, and is incorporated by reference into the Services Agreement and this European DPA Addendum. Oracle has obtained EEA authorization for its Processor Code and will maintain such authorization for the duration of the Services Agreement.

1.3 Transfers to Third Party Subprocessors shall be subject to security and data privacy requirements consistent with the Oracle Processor Code, the Data Processing Agreement and the Services Agreement.

2. Description of Processing

2.1 *Duration of processing activities*. Oracle may Process Personal Information during the term of the Services Agreement and to perform its obligations under Section 9 of the Data Processing Agreement, unless otherwise required by applicable law.

2.2 *Processing activities.* Oracle may Process Personal Information as necessary to perform the Services, including where applicable for hosting and storage; backup and disaster recovery; service change management; issue resolution; applying new product or system versions, patches, updates and upgrades; monitoring and testing system use and performance; IT security purposes including incident management; maintenance and performance of technical support systems and IT infrastructure; and migration, implementation, configuration and performance testing.

2.3 *Categories of Personal Information.* In order to perform the Services and depending on the Services You have ordered, Oracle may Process some or all of the following categories of Personal Information: personal contact information such as name, home address, home telephone or mobile number, fax

number, email address, and passwords; information concerning family, lifestyle and social circumstances including age, date of birth, marital status, number of children and name(s) of spouse and/or children; employment details including employer name, job title and function, employment history, salary and other benefits, job performance and other capabilities, education/qualification, identification numbers, and business contact details; financial details; goods and services provided; unique IDs collected from mobile devices, network carriers or data providers; IP addresses and online behavior and interest data.

2.4 *Categories of Data Subjects.* Categories of Data Subjects whose Personal Information may be Processed in order to perform the Services may include, among others, Your representatives and end users, such as Your employees, job applicants, contractors, collaborators, partners, suppliers, customers and clients.

2.5 Additional or more specific descriptions of Processing activities, categories of Personal Information and Data Subjects may be described in the Services Agreement.

3. Your Instructions

3.1 Your right to provide instructions to Oracle as specified in Section 2 of the Data Processing Agreement encompasses instructions regarding (i) data transfers as set forth in Section 1 of this European DPA Addendum; and (ii) assistance with Data Subject requests to access, delete or erase, restrict, rectify, receive and transmit (data portability), block access to or object to Processing of specific Personal Information or sets of Personal Information as described in Section 3 of the Data Processing Agreement.

3.2 To the extent required by the Applicable EEA Data Protection Law, Oracle will immediately inform You if, in its opinion, Your instruction infringes Applicable European Data Protection Law. You acknowledge and agree that Oracle is not responsible for performing legal research and/or for providing legal advice to You.

4. Notice and Objection Right to New Oracle Affiliates and Third Party Subprocessors

4.1 Subject to the terms and restrictions specified in this Section 4 of the European DPA Addendum and Section 4 of the Data Processing Agreement, You provide Oracle general written authorization to engage Oracle Affiliates and Third Party Subprocessors to assist in the performance of the Services.

4.2 Oracle maintains lists of Oracle Affiliates and Third Party Subprocessors that may Process Personal Information. These lists are available via My Oracle Support, Document ID 2121811.1 (or other applicable primary support tool, user interface or contact provided for the Services, such as the NetSuite Support Portal or Your Oracle project manager). If You would like to receive notice of any intended changes to these lists of Oracle Affiliates and Third Party Subprocessors, You can (i) sign up per the instructions on My Oracle Support, Document ID 2288528.1; or (ii) Oracle will provide you notice of intended changes where a sign up mechanism is not available. For ACS and Consulting Services, any additional Third Party Subprocessors that Oracle intends to use will be listed in Your order for ACS or Consulting Services, or in a subsequent “Oracle Subprocessor Notice”, which Oracle will send to you by e-mail as necessary.

4.3 Within fourteen (14) calendar days of Oracle providing such notice to You under Section 4.2 above, You may object to the intended involvement of a Third Party Subprocessor or Oracle Affiliate in the performance of the Services, providing objective justifiable grounds related to the ability of such Third Party Subprocessor or Oracle Affiliate to adequately protect Personal Information in accordance with the Data Processing Agreement or Applicable European Data Protection Law in writing by submitting a “service

request" via (i) My Oracle Support (or other applicable primary support tool) or (ii) for ACS and Consulting Services, the project manager for the Services. You and Oracle will work together in good faith to find a mutually acceptable resolution to address such objection, including but not limited to reviewing additional documentation supporting the Third Party Subprocessor's or Oracle Affiliate's compliance with the Data Processing Agreement or Applicable European Data Protection Law, or delivering the Services without the involvement of such Third Party Subprocessor. To the extent You and Oracle do not reach a mutually acceptable resolution within a reasonable timeframe, You shall have the right to terminate the relevant Services (i) upon serving thirty (30) days prior notice; (ii) without liability to You or Oracle and (iii) without relieving You from Your payment obligations under the Services Agreement up to the date of termination. If the termination in accordance with this Section 4.3 only pertains to a portion of Services under an order, You will enter into an amendment or replacement order to reflect such partial termination.

5. Information and Assistance

5.1 For hosted Services, Your audit rights under Section 7 of the Data Processing Agreement include the right to conduct inspections of the applicable Services data center facility that hosts Personal Information.

5.2 In addition, You may request that Oracle audit a Third Party Subprocessor or provide confirmation that such an audit has occurred (or, where available, obtain or assist You in obtaining a third-party audit report concerning the Third Party Subprocessor's operations) to verify compliance with the Third Party Subprocessor's obligations. You will also be entitled, upon written request, to receive copies of the relevant privacy and security terms of Oracle's agreement with any Third Party Subprocessors and Oracle Affiliates that may Process Personal Information.

5.3 Oracle provides You with information and assistance reasonable necessary for You to conduct Your data protection impact assessments or consult with Your Regulator(s), by granting You electronic access to a record of Processing activities and any available privacy & security functionality guides for the Services. This information is available via (i) My Oracle Support, Document ID 111.1 or other applicable primary support tool provided for the Services, such as the NetSuite Support Portal, or (ii) upon request, if such access to My Oracle Support (or other primary support tool) is not available to You.

6. Data Protection Officer

6.1 Oracle has appointed a Global Data Protection Officer and, in some European countries, a local Data Protection Officer. Further details on how to contact Oracle's Global Data Protection Officer and, where applicable, the local Data Protection Officer, are available here.

6.2 If You have appointed a Data Protection Officer, You may request Oracle to include the contact details of Your Data Protection Officer in the relevant Services order.

STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **6**

to

Contract Number **071B4300149**

CONTRACTOR	
	Oracle America, Inc.
	500 Oracle Parkway
	Redwood Shores, CA 94065
	Joe Mudroch
	(314) 477-4418
	joe.mudroch@oracle.com
	CV0066538

STATE			
	Program Manager	Reid Sisson	DTMB
		(517) 241-1638	
		sissonr@Michigan.gov	
	Contract Administrator	Joshua Wilson	DTMB
		(517) 249-0444	
		wilsonj31@michigan.gov	

CONTRACT SUMMARY			
ORACLE SOFTWARE, HARDWARE & RELATED SERVICES			
INITIAL EFFECTIVE DATE	**INITIAL EXPIRATION DATE**	**INITIAL AVAILABLE OPTIONS**	**EXPIRATION DATE BEFORE**
August 29, 2014	August 28, 2019	3 - 1 Year	August 28, 2019
PAYMENT TERMS		**DELIVERY TIMEFRAME**	
NET30		N/A	
ALTERNATE PAYMENT OPTIONS			**EXTENDED PURCHASING**
☐ P-Card	☐ Direct Voucher (DV)	☐ Other	☒ Yes ☐ No
MINIMUM DELIVERY REQUIREMENTS			
N/A			

DESCRIPTION OF CHANGE NOTICE				
OPTION	**LENGTH OF OPTION**	**EXTENSION**	**LENGTH OF EXTENSION**	**REVISED EXP. DATE**
☐	N/A	☐	N/A	
CURRENT VALUE	**VALUE OF CHANGE NOTICE**		**ESTIMATED AGGREGATE CONTRACT VALUE**	
$100,000,000.00	$7,600,000.00		$107,600,000.00	

DESCRIPTION

Effective September 6, 2018, this Contract is hereby increased by $7,600,000.00.

Please note that the Contract Administrator is hereby changed to Joshua Wilson (Section 8.11 Contract Administration, A. Issuing Office). Please note Change Notices 4 and 5 erroneously reflected the Contract Term and this Change Notice 6 hereby corrects this error affirming the Contract Term is August 29, 2014 through August 28, 2019 with three (3), one (1) year renewal options (Section 1.001 Contract Request).

All other terms, conditions, specifications and pricing remain the same per Contractor and Agency agreement, DTMB Procurement approval and State Administrative Board approval dated May 22, 2018.

STATE OF MICHIGAN
ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **5**

to

Contract Number **071B4300149**

CONTRACTOR	
	ORACLE AMERICA, INC.
	500 Oracle Parkway
	Redwood Shores, CA 94065
	Joe Mudroch
	314-477-4418
	joe.mudroch@oracle.com
	CV0066538

STATE		
Program Manager	Reid Sisson	MULTI
	517-241-1638	
	sissonr@Michigan.gov	
Contract Administrator	Garrick Paraskevin	DTMB
	(517) 284-6993	
	paraskeving@michigan.gov	

CONTRACT SUMMARY

ORACLE SOFTWARE, HARDWARE & RELATED SRVCS

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
August 27, 2014	August 26, 2019	3 - 1 Year	August 26, 2019

PAYMENT TERMS	DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
☐ P-Card	☐ Direct Voucher (DV)	☐ Other	☒ Yes	☐ No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
☐		☐		August 26, 2019

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

DESCRIPTION

Be advised that there was a mistake made in the numbering of Change Notices under this Contract. For record keeping purposes, there are no Change Notices Numbers 2 and 3 to this Contract.

This Change Notice Number 5 completes a transaction between the parties that (i) certifies and terminates an Oracle Unlimited License Agreement (ULA), (ii) cancels certain Oracle licenses, and (iii) provides for co-terminus support end dates for certain Oracle licenses. The transaction is reflected in the attached Oracle License Certification Form, Oracle License Termination Letter, and Attachment 1 to the Oracle License Termination Letter.

All other terms, conditions, specifications, and pricing remain the same.

ORACLE

June 27, 2018

Simon Baldwin
Category Manager, IT
Central Procurement – Enterprise Sourcing
State of Michigan

Dear Simon:

You have requested that Oracle provide technical support services for some but not all of your licenses contained in a license set. You acknowledge that per Oracle's technical support policies, in order to receive technical support services for your licenses, all licenses in a license set must be supported at the same level of technical support. Please review the applicable technical support policies at http://www.oracle.com/us/support/policies/index.html or contact Oracle Support at http://www.oracle.com/us/support /contact/indext.html.

You have agreed to terminate some of your licenses in order to maintain technical support services on a reduced number of licenses in a license set. For the sake of clarity, this letter dated June 27, 2018 rescinds and supersedes the prior Oracle letter dated May 24, 2018 to Mr. Reid Sisson.

By signing below, you are agreeing to terminate the licenses listed in the table below. As of May 25, 2018, you no longer have any right to use the terminated licenses and have no right to technical support services, including but not limited to, updates, fixes and security alerts. Oracle will maintain and renew technical support services for your remaining licenses in the license set (not including mySQL, Solaris Cluster and Hardware Support which are separately billed) in accordance with the three ODs set forth in Attachment 1 to this letter, which is incorporated by reference herein. If your licensing needs increase in the future, you must purchase any necessary licenses to meet your increased needs. You will not be permitted to reinstate the terminated licenses.

Pricing for support is based upon the level of support and the volume of licenses for which support is ordered. In the event that a subset of licenses on a single order is terminated or if the level of support is reduced, support for the remaining licenses on that license order will be priced at Oracle's list price for support in effect at the time of termination or reduction minus the applicable standard discount. The Technical Support fees for any future cancellation of licenses listed herein will trigger a re-pricing based upon the line items on the original order effected and will not impact other specific order numbers that existed on a single support service contract.

By signing below, you represent that you have authority to terminate the licenses on behalf of State of Michigan. You acknowledge that Oracle may not renew technical support services for your remaining licenses in the license set until you have completed and returned this termination letter to the Oracle Support Services Representative listed below. The licenses that are hereby terminated are:

Contract	CSI	Order	Oracle Program	Qty
3680180	1552365	5340458	SERVER EE 7.3	50
3665054	1865300	5566941	ORACLE7 PERSONAL EDITION 7.3.3	1
4153683	3285225	8433442	Oracle Database Enterprise Edition - Processor Perpetual	1
4153683	3285225	8433442	Change Management Pack - Processor Perpetual	1
4153683	3285225	8433442	Oracle Diagnostics Pack - Processor Perpetual	1
4153683	3285225	8433442	Oracle Tuning Pack - Processor Perpetual	1
4895056	3299085	6614384	Oracle Database Enterprise Edition - Processor Perpetual	3
4895056	3299085	6614384	Change Management Pack - Processor Perpetual	3
4895056	3299085	6614384	Oracle Diagnostics Pack - Processor Perpetual	3
4895056	3299085	6614384	Oracle Tuning Pack - Processor Perpetual	3
4895056	3367624	6658854	Oracle Discrete Manufacturing - Application User Perpetual	8

ORACLE

4895056	3367624	6658854	Oracle Database Enterprise Edition - Named User Perpetual	2076
4895056	3367624	6657163	Oracle Database Enterprise Edition - Named User Perpetual	20
4895056	3367624	6657163	Oracle Database Enterprise Edition - Processor Perpetual	88
4895056	3367624	6658854	Oracle Database Enterprise Edition - Processor Perpetual	127
4895056	3367624	6658854	Oracle Database Standard Edition - Named User Perpetual	30
4895056	3367624	6658854	Oracle Database Standard Edition - Processor Perpetual	4
4895056	3367624	6658854	Oracle Database Personal Edition - Named User Perpetual	421
4895056	3367624	6657163	Oracle Partitioning - Processor Perpetual	14
4895056	3367624	6658854	Oracle Partitioning - Processor Perpetual	16
4895056	3367624	6658854	Oracle Real Application Clusters - Processor Perpetual	64
4895056	3367624	6658854	Change Management Pack - Named User Perpetual	401
4895056	3367624	6657163	Change Management Pack - Processor Perpetual	42
4895056	3367624	6658854	Change Management Pack - Processor Perpetual	71
4895056	3367624	6657163	Oracle Diagnostics Pack - Named User Perpetual	50
4895056	3367624	6658854	Oracle Diagnostics Pack - Named User Perpetual	794
4895056	3367624	6657163	Oracle Diagnostics Pack - Processor Perpetual	44
4895056	3367624	6658854	Oracle Diagnostics Pack - Processor Perpetual	90
4895056	3367624	6658854	Oracle Tuning Pack - Named User Perpetual	1129
4895056	3367624	6657163	Oracle Tuning Pack - Named User Perpetual	50
4895056	3367624	6657163	Oracle Tuning Pack - Processor Perpetual	48
4895056	3367624	6658854	Oracle Tuning Pack - Processor Perpetual	77
4895056	3367624	6658854	Oracle Internet Application Server Enterprise Edition - Named User Perpetual	107
4895056	3367624	6658854	Oracle Internet Application Server Enterprise Edition - Named User Perpetual	872
4895056	3367624	6658854	Oracle Internet Developer Suite - Named User Perpetual	199
4895056	3367635	6658232	Oracle Purchasing - Application User Perpetual	209
4895056	3367635	6658232	Oracle Database Enterprise Edition - Named User Perpetual	335
4895056	3367635	6658232	Oracle Database Enterprise Edition - Processor Perpetual	326
4895056	3367635	6658232	Oracle Partitioning - Named User Perpetual	144
4895056	3367635	6658232	Oracle Partitioning - Processor Perpetual	21
4895056	3367635	6658232	Oracle Spatial and Graph - Processor Perpetual	3
4895056	3367635	6658232	Spatial - Named User Perpetual	10
4895056	3367635	6658232	Change Management Pack - Named User Perpetual	120
4895056	3367635	6658232	Change Management Pack - Processor Perpetual	287
4895056	3367635	6658232	Oracle Diagnostics Pack - Named User Perpetual	44
4895056	3367635	6658232	Oracle Diagnostics Pack - Processor Perpetual	305
4895056	3367635	6658232	Oracle Tuning Pack - Named User Perpetual	120
4895056	3367635	6658232	Oracle Tuning Pack - Processor Perpetual	296
4895056	3367635	6658232	Oracle Internet Application Server Enterprise Edition - Named User Perpetual	8
4895056	3367635	6658232	Oracle Internet Application Server Enterprise Edition - Processor Perpetual	13
4895056	3367635	6658232	Oracle Internet Developer Suite - Named User Perpetual	24

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4895056	14053623	6948424	Oracle Internet Application Server Enterprise Edition - Processor Perpetual	2
4895056	14053758	6948560	Oracle Real Application Clusters - Processor Perpetual	8
4895056	14378398	7900163	Oracle Partitioning - Processor Perpetual	56
4895056	14651190	8011691	Configuration Management Pack - Processor Perpetual	36
4895056	14651190	8011691	Oracle Tuning Pack - Processor Perpetual	27
4895056	14652755	8012450	Oracle Database Enterprise Edition - Processor Perpetual	3
4895056	14653410	8012822	Oracle Database Enterprise Edition - Processor Perpetual	15
4895056	14653535	8012995	Oracle Database Enterprise Edition - Named User Plus Perpetual	175
4895056	14653535	8012995	Oracle Internet Application Server Enterprise Edition - Processor Perpetual	2
4895056	14686907	8025400	Oracle Real Application Clusters - Processor Perpetual	4
4895056	14686907	8025400	Oracle Spatial and Graph - Named User Plus Perpetual	40
4895056	14686907	8025400	Oracle Spatial and Graph - Processor Perpetual	4
4895056	14686907	8025400	Internet Application Server Java Edition - Named User Plus Perpetual	40
4895056	14686907	8025400	Internet Application Server Java Edition - Processor Perpetual	4
4895056	14765254	8051622	Oracle Database Enterprise Edition - Named User Plus Perpetual	125
4895056	14765254	8051622	Oracle Database Enterprise Edition - Processor Perpetual	60
4895056	14765254	8051622	Oracle Real Application Clusters - Named User Plus Perpetual	300
4895056	14765254	8051622	Oracle Real Application Clusters - Processor Perpetual	60
4895056	14765254	8051622	Change Management Pack - Processor Perpetual	60
4895056	14765254	8051622	Configuration Management Pack - Processor Perpetual	60
4895056	14765254	8051622	Oracle Diagnostics Pack - Processor Perpetual	60
4895056	14765254	8051622	Oracle Tuning Pack - Processor Perpetual	60
4895056	14884166	8088670	Oracle Database Enterprise Edition - Named User Plus Perpetual	775
4895056	14884166	8088670	Oracle Database Enterprise Edition - Processor Perpetual	76
4895056	14884166	8088670	Oracle Partitioning - Named User Plus Perpetual	150
4895056	14884166	8088670	Oracle Partitioning - Processor Perpetual	48
4895056	14884166	8088670	Oracle Real Application Clusters - Processor Perpetual	40
4895056	14884166	8088670	Change Management Pack - Named User Plus Perpetual	775
4895056	14884166	8088670	Change Management Pack - Processor Perpetual	80
4895056	14884166	8088670	Configuration Management Pack - Named User Plus Perpetual	775
4895056	14884166	8088670	Configuration Management Pack - Processor Perpetual	80
4895056	14884166	8088670	Oracle Diagnostics Pack - Named User Plus Perpetual	775
4895056	14884166	8088670	Oracle Diagnostics Pack - Processor Perpetual	80
4895056	14884166	8088670	Oracle Tuning Pack - Named User Plus Perpetual	775
4895056	14884166	8088670	Oracle Tuning Pack - Processor Perpetual	80
4895056	15157061	8101561	Oracle Spatial and Graph - Named User Plus Perpetual	10
4895056	15179233	8105828	Oracle Database Enterprise Edition - Processor Perpetual	4

ORACLE

4895056	15401652	8150218	Oracle Database Enterprise Edition - Processor Perpetual	5
4894774	15707027	8247722	Oracle Database Enterprise Edition - Named User Plus Perpetual	150
4894774	15707027	8247722	Oracle Real Application Clusters - Named User Plus Perpetual	600
4894774	15707027	8247722	Configuration Management Pack - Named User Plus Perpetual	600
4894774	15707027	8247722	Oracle Diagnostics Pack - Named User Plus Perpetual	600
4894839	15771545	8255895	Oracle Spatial and Graph - Named User Plus Perpetual	175
4895000	15813053	8265223	Oracle Real Application Clusters - Processor Perpetual	12
4895021	15920169	8291439	Oracle Partitioning - Named User Plus Perpetual	400
4895021	15920169	8291439	Oracle Partitioning - Processor Perpetual	16
4895028	15934682	8298283	Oracle Real Application Clusters - Processor Perpetual	4
3110078	16113697	8350027	Oracle Real Application Clusters - Processor Perpetual	8
3334287	16232854	8365445	Oracle Partitioning - Named User Plus Perpetual	14
3334287	16232854	8365445	Oracle Real Application Clusters - Processor Perpetual	14
3334287	16232854	8365445	Change Management Pack - Processor Perpetual	17
3334287	16232854	8365445	Configuration Management Pack - Named User Plus Perpetual	450
3334287	16232854	8365445	Configuration Management Pack - Processor Perpetual	2
3334287	16232854	8365445	Oracle Diagnostics Pack - Processor Perpetual	2
3334287	16316702	8390552	Change Management Pack - Named User Plus Perpetual	68
3334287	16316702	8390552	Change Management Pack - Processor Perpetual	10
3334287	16316702	8390552	Oracle Diagnostics Pack - Processor Perpetual	10
3334287	16316702	8390552	Oracle Tuning Pack - Processor Perpetual	14
3789539	16475252	8431896	Oracle Advanced Compression - Processor Perpetual	36
3789539	16475252	8431896	Oracle Partitioning - Processor Perpetual	19
3789539	16475252	8431896	Oracle Real Application Clusters - Processor Perpetual	57
3789539	16475252	8431896	Configuration Management Pack for Oracle Database - Processor Perpetual	51
3789539	16475252	8431896	Provisioning and Patch Automation Pack for Database - Processor Perpetual	36
3789539	16475252	8431896	Oracle Real Application Testing - Processor Perpetual	36
3789539	16475252	8431896	Diagnostics Pack for Oracle Middleware - Processor Perpetual	48
3876993	16564740	8449135	Oracle Real Application Clusters - Processor Perpetual	16
3877146	16564842	8449193	Oracle Partitioning - Processor Perpetual	10
3877146	16564842	8449193	Oracle Real Application Clusters - Processor Perpetual	48
3877146	16564842	8449193	Oracle Diagnostics Pack - Processor Perpetual	10
3880658	16568020	8449507	Oracle Internet Application Server Standard Edition - Named User Plus Perpetual	20
3880658	16568020	8449507	Oracle Internet Application Server Standard Edition - Processor Perpetual	3
3880658	16568020	8449507	Oracle Internet Application Server Standard Edition One - Processor Perpetual	5
3985919	16718343	8466911	Oracle Diagnostics Pack - Processor Perpetual	8
3985919	16718343	8466911	Oracle Tuning Pack - Processor Perpetual	8

ORACLE

4109583	16883372	8490371	Oracle Tuning Pack - Named User Plus Perpetual	50
4109583	16883372	8490371	Oracle Tuning Pack - Processor Perpetual	2
4605858	17561979	8520964	Oracle Database Enterprise Edition - Named User Plus Perpetual	20
4605858	17561979	8520964	Oracle Database Enterprise Edition - Processor Perpetual	12
4605858	17561979	8520964	Oracle Database Enterprise Edition - Processor Perpetual	31
4605858	17561979	8520964	Oracle Partitioning - Named User Plus Perpetual	300
4605858	17561979	8520964	Oracle Partitioning - Processor Perpetual	96
4605858	17561979	8520964	Oracle Real Application Clusters - Processor Perpetual	4
4605858	17561979	8520964	Oracle Real Application Clusters - Processor Perpetual	24
4605858	17561979	8520964	Oracle Data Masking Pack - Processor Perpetual	12
4605858	17561979	8520964	Configuration Management Pack for Oracle Database - Processor Perpetual	14
4605858	17561979	8520964	Provisioning and Patch Automation Pack for Database - Processor Perpetual	96
4605858	17561979	8520964	Oracle Diagnostics Pack - Processor Perpetual	13
4605858	17561979	8520964	Oracle Diagnostics Pack - Processor Perpetual	36
4605858	17561979	8520964	Oracle Tuning Pack - Processor Perpetual	14
4605858	17561979	8520964	Oracle Tuning Pack - Processor Perpetual	36
4760786	17736124	8535671	Oracle Database Enterprise Edition - Processor Perpetual	2
4760786	17736124	8535671	Oracle Active Data Guard - Named User Plus Perpetual	150
4760786	17736124	8535671	Oracle Active Data Guard - Processor Perpetual	11
4760786	17736124	8535671	Oracle Advanced Compression - Named User Plus Perpetual	150
4760786	17736124	8535671	Oracle Advanced Compression - Processor Perpetual	11
4760786	17736124	8535671	Oracle Diagnostics Pack - Processor Perpetual	2
4762085	17739277	8535984	Oracle Database Enterprise Edition - Named User Plus Perpetual	675
4762085	17739277	8535984	Oracle Database Enterprise Edition - Processor Perpetual	76
4762085	17739277	8535984	Oracle Partitioning - Named User Plus Perpetual	675
4762085	17739277	8535984	Oracle Partitioning - Processor Perpetual	61
4762085	17739277	8535984	Oracle Real Application Clusters - Processor Perpetual	60
4762085	17739277	8535984	Change Management Pack - Named User Plus Perpetual	675
4762085	17739277	8535984	Change Management Pack - Processor Perpetual	76
4762085	17739277	8535984	Configuration Management Pack for Oracle Database - Named User Plus Perpetual	675
4762085	17739277	8535984	Configuration Management Pack for Oracle Database - Processor Perpetual	76
4762085	17739277	8535984	Oracle Diagnostics Pack - Named User Plus Perpetual	675
4762085	17739277	8535984	Oracle Diagnostics Pack - Processor Perpetual	76
4762085	17739277	8535984	Oracle Tuning Pack - Named User Plus Perpetual	675
4762085	17739277	8535984	Oracle Tuning Pack - Processor Perpetual	76
5147471	18070343	8582774	Oracle WebLogic Suite - Processor Perpetual	48
5144055	18073212	8582684	Oracle Active Data Guard - Processor Perpetual	40
5144055	18073212	8582684	Oracle Advanced Compression - Processor Perpetual	40

ORACLE

5144055	18073212	8582684	Oracle Partitioning - Processor Perpetual	40
5144055	18073212	8582684	Configuration Management Pack for Oracle Database - Processor Perpetual	40
5144055	18073212	8582684	Provisioning and Patch Automation Pack for Database - Processor Perpetual	40
5144055	18073212	8582684	Oracle WebLogic Suite - Processor Perpetual	18
5144055	18073212	8582684	Oracle WebLogic Suite - Processor Perpetual	18
5144830	18073626	8583146	Oracle Database Enterprise Edition - Processor Perpetual	6
5144830	18073626	8583146	Oracle Database Enterprise Edition - Processor Perpetual	16
5144830	18073626	8583146	Oracle Partitioning - Processor Perpetual	1
5144830	18073626	8583146	Oracle Real Application Clusters - Named User Plus Perpetual	300
5144830	18073626	8583146	Oracle Spatial and Graph - Processor Perpetual	2
5144830	18073626	8583146	Change Management Pack - Named User Plus Perpetual	300
5144830	18073626	8583146	Oracle Diagnostics Pack - Processor Perpetual	9
5144830	18073626	8583146	Oracle Tuning Pack - Processor Perpetual	4
5178947	18126659	8590827	Oracle Spatial and Graph - Named User Plus Perpetual	100
5178947	18126659	8590827	Oracle Spatial and Graph - Processor Perpetual	4
5216261	18187823	8600654	Oracle Advanced Security - Processor Perpetual	1
5221518	18191880	8601653	Oracle Database Enterprise Edition - Processor Perpetual	9
5241607	18219778	8607256	Oracle Partitioning - Named User Plus Perpetual	50
5400019	18431838	8643468	Oracle Database Enterprise Edition - Named User Plus Perpetual	350
5400019	18431838	8643468	Oracle Active Data Guard - Named User Plus Perpetual	50
5400019	18431838	8643468	Oracle Advanced Compression - Named User Plus Perpetual	50
5400019	18431838	8643468	Oracle Partitioning - Named User Plus Perpetual	200
5400019	18431838	8643468	Oracle Spatial and Graph - Named User Plus Perpetual	50
5400019	18431838	8643468	Change Management Pack - Named User Plus Perpetual	400
5400019	18431838	8643468	Oracle Diagnostics Pack - Named User Plus Perpetual	200
5400019	18431838	8643468	Oracle Tuning Pack - Named User Plus Perpetual	350
5519807	18576070	8663665	Oracle WebLogic Suite - Processor Perpetual	12
5742647	18845663	8700762	Oracle Business Intelligence Server Administrator - Named User Plus Perpetual	2
5742647	18845663	8700762	Business Intelligence Suite Enterprise Edition - Named User Plus Perpetual	50
5742647	18845663	8700762	Oracle Advanced Compression - Processor Perpetual	1
5742647	18845663	8700762	Oracle Advanced Security - Processor Perpetual	1
5742647	18845663	8700762	Oracle Audit Vault Collection Agent - Processor Perpetual	1
5742647	18845663	8700762	Oracle Audit Vault Server - Processor Perpetual	1
5742647	18845663	8700762	Oracle Database Firewall - Processor Perpetual	1
5742647	18845663	8700762	Oracle Database Firewall Management Server - Processor Perpetual	1
5742647	18845663	8700762	Oracle Data Masking Pack - Processor Perpetual	1
5742647	18845663	8700762	Oracle Database Vault - Processor Perpetual	1
5742647	18845663	8700762	Oracle Label Security - Processor Perpetual	32

ORACLE

5742647	18845663	8700762	Oracle Cloud Management Pack for Oracle Database - Processor Perpetual	1
5929306	19086103	8740883	Oracle Database Enterprise Edition - Named User Plus Perpetual	330
5929306	19086103	8740883	Oracle Real Application Clusters - Named User Plus Perpetual	600
5929306	19086103	8740883	Oracle Real Application Clusters - Processor Perpetual	17
5929306	19086103	8740883	Oracle Diagnostics Pack - Named User Plus Perpetual	600
5929306	19086103	8740883	Oracle Tuning Pack - Named User Plus Perpetual	100
5929306	19086103	8740883	Oracle Tuning Pack - Processor Perpetual	6
6330989	19565464	8820231	Oracle Partitioning - Processor Perpetual	23
6330989	19565464	8820231	Oracle Real Application Clusters - Processor Perpetual	21
6386571	19662965	8837742	Oracle Active Data Guard - Processor Perpetual	1
6386571	19662965	8837742	Oracle GoldenGate - Processor Perpetual	36
6416281	19689803	8843074	Oracle Partitioning - Processor Perpetual	8
6661246	19864201	7001710	Oracle GoldenGate - Named User Plus Perpetual	500
6661246	19864201	7001710	Oracle GoldenGate - Processor Perpetual	60
6661246	19864201	7001710	Oracle GoldenGate - Processor Perpetual	84
6661246	19864201	7001710	Oracle Management Pack for Oracle GoldenGate - Named User Plus Perpetual	500
6661246	19864201	7001710	Oracle Management Pack for Oracle GoldenGate - Processor Perpetual	180
4895056	3367624	6658854	Oracle Financials - Application User Perpetual	470

Note: If any of the fields listed in the table above are blank, then such fields do not apply.

Regards,

Clay Baum
Oracle Support Services
Email: Clay.Baum@Oracle.com
Tel.: 773-401-9209

Acknowledged and agreed.

Simon Baldwin

Name: Simon Baldwin

Signature: [signature]

Title: Category Manager, IT

Customer Name: _____

Date: 6/28/2018

Attachment 1

ORACLE

28-Jun-18

Reid Sisson
STATE OF MICHIGAN
DTMB Accounts Payable
320 S. Walnut Street
Lansing
MI 48933
United States

Dear Reid Sisson

The technical support services provided under support service number 10627788 will expire, or have expired, on 26-May-19. Please find attached an ordering document for the renewal of these technical support services. If applicable, the attached ordering document may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the ordering document, by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 27-Apr-19.

Have a question about your renewal? Call 773-401-9209 or email Oracle at clay.baum@oracle.com.

Have a question regarding Auto Renew or the acceptance process on Oracle Store? Call 773-401-9209, Chat on Store, or Request Assistance.

ORACLE

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.
Support Service Number:	10627788	**Oracle Contact Information:** Clay Baum
Offer Expires:	26-May-19	**Telephone:** 773-401-9209 **Fax:** **Email:** clay.baum@oracle.com

CUSTOMER: State Of Michigan Department Of Technology Management And Budget

CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Reid Sisson	**Account Contact:**	ACCOUNTS PAYABLE
Account Name:	STATE OF MICHIGAN	**Account Name:**	STATE OF MICHIGAN
Address:	DTMB Accounts Payable 320 S. Walnut Street Lansing MI 48933 United States	**Address:**	DTMB -- Accounts Payable 320 S. Walnut St. 2nd floor, Cass Bldg. LANSING MI 48933 United States
Telephone:	517 241-1638	**Telephone:**	
Fax:		**Fax:**	
E-mail:	sissonr@michigan.gov	**E-mail:**	

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 10627788, to Your Oracle Support Sales Representative identified in the table above.

SERVICE DETAILS

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Oracle Advanced Analytics - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	17,511.26
Oracle Advanced Compression - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	4,714.57
Oracle Advanced Security - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	29,571.30
Oracle Audit Vault and Database Firewall - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	14,683.68
Oracle Cloud Management Pack for Oracle Database - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	3,074.71
Oracle Database Enterprise Edition - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	19,473.22
Oracle Database In-Memory - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	40,410.59
Oracle Database Lifecycle Management Pack - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	4,919.55
Oracle Database Vault - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	28,143.72
Oracle Data Masking and Subsetting Pack - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	38,306.73
Oracle Diagnostics Pack - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	8,565.28
Oracle GoldenGate for Non Oracle Database - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	23,793.00
Oracle GoldenGate for Teradata Replication Services - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	8,327.55
Oracle GoldenGate Foundation Suite - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	70,019.01
Oracle GoldenGate - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	23,793.00
Oracle Key Vault - Server Perpetual	20682707	1		ULA	27-May-19	26-May-20	33,990.00
Oracle Label Security - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	26,580.18

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Oracle Multitenant - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	30,747.19
Oracle Partitioning - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	12,796.69
Oracle Real Application Clusters - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	16,164.23
Oracle Real Application Testing - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	64,656.94
Oracle SOA Suite for Oracle Middleware - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	26,940.39
Oracle Spatial and Graph - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	6,149.44
Oracle Tuning Pack - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	7,174.34
Oracle Unified Business Process Management Suite - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	54,207.38
Oracle WebLogic Suite - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	19,766.05

Program Technical Support Fees: USD 634,480.00

Total Price: USD 634,480.00

Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this ordering document will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply for the applicable programs and/or hardware for which You are purchasing technical support services.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, STATE OF MICHIGAN represents that Customer has authorized STATE OF MICHIGAN to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. STATE OF MICHIGAN agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. STATE OF MICHIGAN agrees to advise Customer of the terms of this ordering document as well as any communications received from Oracle regarding the services.

If the Customer and the Customer Bill To name identified in the General Information table above are not the same, Customer agrees that: a) Customer has the ultimate responsibility for payments under this ordering document; and, b) any failure of STATE OF MICHIGAN to make timely payment per the terms of this ordering document shall be deemed a breach by Customer and, in addition to any other remedies available to Oracle, Oracle may terminate Customer's technical support service under this ordering document.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which technical support has been paid, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies may be accessed at http://www.oracle.com/us/support/policies/index.html.

The technical support services acquired under this ordering document are governed by the terms and conditions of the US-GMA-363006 ("agreement"). Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired.

This ordering document incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this ordering document and the agreement, this ordering document shall take precedence.

ORDER PROCESSING DETAILS

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order, Your check, or a credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Please note that unless You are a U.S. federal government or public sector entity, if the pre-tax value of this ordering document is USD $2,000 or less, the technical support services ordered (i) must be paid by credit card; or (ii) You must renew Your support via the Oracle Store. Please contact Your Oracle Support Sales Representative for details regarding renewing Your support via the Oracle Store.

Technical Support fees are invoiced Quarterly in Arrears. All fees payable to Oracle are due within NET 30 DAYS from date of invoice.

Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are an U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If STATE OF MICHIGAN is a tax exempt organization and is not an U.S. federal government entity, a copy of STATE OF MICHIGAN's tax exemption certificate must be submitted with STATE OF MICHIGAN's purchase order, credit card or other acceptable form of payment.

PAYMENT DETAILS

Purchase Order
If You are submitting a purchase order for the payment of the renewal of the technical support services on this renewal order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 10627788
- Total Price: USD 634,480.00 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, STATE OF MICHIGAN agrees that the terms of this renewal order and the agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document will apply to the technical support services renewed under this renewal order.

Please contact Oracle per the General Information section above to issue Your purchase order.

Credit Card
If You wish to use a credit card to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

Check
If the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Support Service Number: 10627788
- Total Price: USD 634,480.00 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, STATE OF MICHIGAN agrees that only the terms of this ordering document and the agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the check shall apply.

Please mail check payments in accordance with the Remittance Details section below.

Checks for technical support services renewed under this renewal order should be sent to:

AK, AZ, CA, HI, ID, NV, OR, UT, WA:

Oracle America, Inc
PO Box 44471
San Francisco, CA 94144-4471

All Other States:

Oracle America, Inc
PO Box 203448
Dallas, TX 75320-3448

ORACLE

28-Jun-18

Reid Sisson
STATE OF MICHIGAN
DTMB Accounts Payable
320 S. Walnut Street
Lansing
MI 48933
United States

Dear Reid Sisson

The technical support services provided under support service number 15375697 will expire, or have expired, on 25-May-19. Please find attached an ordering document for the renewal of these technical support services. If applicable, the attached ordering document may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the ordering document, by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 26-Apr-19.

Have a question about your renewal? Call 773-401-9209 or email Oracle at clay.baum@oracle.com.

Have a question regarding Auto Renew or the acceptance process on Oracle Store? Call 773-401-9209, Chat on Store, or Request Assistance.

ORACLE

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.
Support Service Number:	15375697	**Oracle Contact Information:** Clay Baum
Offer Expires:	25-May-19	**Telephone:** 773-401-9209 **Fax:** **Email:** clay.baum@oracle.com

CUSTOMER: State Of Michigan Department Of Technology Management And Budget

CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Reid Sisson	**Account Contact:**	ACCOUNTS PAYABLE
Account Name:	STATE OF MICHIGAN	**Account Name:**	STATE OF MICHIGAN
Address:	DTMB Accounts Payable 320 S. Walnut Street Lansing MI 48933 United States	**Address:**	DTMB – Accounts Payable 320 S. Walnut St. 2nd floor, Cass Bldg. LANSING MI 48933 United States
Telephone:	517 241-1638	**Telephone:**	517-335-0202
Fax:		**Fax:**	
E-mail:	sissonr@michigan.gov	**E-mail:**	

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 15375697, to Your Oracle Support Sales Representative identified in the table above.

SERVICE DETAILS

Program Technical Support Services							
Service Level:	**Software Update License & Support**						
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Oracle Advanced Analytics - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	6,274.40
Oracle Advanced Compression - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	34,258.50
Oracle Advanced Security - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	44,685.00
Oracle Audit Vault and Database Firewall - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	17,874.00
Oracle Business Intelligence Publisher - Named User Plus Perpetual	21237364	1		ULA	26-May-19	25-May-20	11,168.80
Oracle Cloud Management Pack for Oracle Database - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	15,577.00
Oracle Database Enterprise Edition - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	141,502.50
Oracle Database In-Memory - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	130,759.60
Oracle Database Lifecycle Management Pack - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	35,748.00
Oracle Database Vault - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	32,689.90
Oracle Data Masking and Subsetting Pack - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	34,258.50
Oracle Diagnostics Pack - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	22,342.50
Oracle Financials - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	48,224.53
Oracle GoldenGate for Non Oracle Database - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	7,161.00
Oracle GoldenGate for Teradata Replication Services - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	7,161.00
Oracle GoldenGate Foundation Suite - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	28,150.40
Oracle GoldenGate - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	97,104.00

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Oracle Key Vault - Server Perpetual	21237364	1		ULA	26-May-19	25-May-20	13,640.00
Oracle Label Security - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	1,568.60
Oracle Multitenant - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	99,491.00
Oracle Partitioning - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	34,258.50
Oracle Real Application Clusters - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	68,517.00
Oracle Real Application Testing - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	3,137.20
Oracle SOA Management Pack Enterprise Edition - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	20,807.00
Oracle SOA Suite for Oracle Middleware - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	47,856.10
Oracle Spatial and Graph - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	4,774.00
Oracle Tuning Pack - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	14,895.00
Oracle Unified Business Process Management Suite - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	7,843.00
Oracle WebLogic Server Management Pack Enterprise Edition - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	9,987.36
Oracle WebLogic Suite - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	37,452.60
Oracle Web Tier - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	4,161.40
Siebel CRM Base - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	107,362.50
Siebel CTI - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	9,726.00
Siebel Public Sector CRM Base Option - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	11,452.00
Siebel Server Extensions for UNIX - Computer Perpetual	21237364	1		ULA	26-May-19	25-May-20	802.70
Siebel Tools - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	7,640.00

Program Technical Support Fees: USD 1,220,311.59

Total Price: USD 1,220,311.59

Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this ordering document will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply for the applicable programs and/or hardware for which You are purchasing technical support services.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, STATE OF MICHIGAN represents that Customer has authorized STATE OF MICHIGAN to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. STATE OF MICHIGAN agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. STATE OF MICHIGAN agrees to advise Customer of the terms of this ordering document as well as any communications received from Oracle regarding the services.

If the Customer and the Customer Bill To name identified in the General Information table above are not the same, Customer agrees that: a) Customer has the ultimate responsibility for payments under this ordering document; and, b) any failure of STATE OF MICHIGAN to make timely payment per the terms of this ordering document shall be deemed a breach by Customer and, in addition to any other remedies available to Oracle, Oracle may terminate Customer's technical support service under this ordering document.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which technical support has been paid, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies may be accessed at http://www.oracle.com/us/support/policies/index.html.

The technical support services acquired under this ordering document are governed by the terms and conditions of the US-GMA-363006 ("agreement"). Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired.

This ordering document incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this ordering document and the agreement, this ordering document shall take precedence.

ORDER PROCESSING DETAILS

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order, Your check, or a credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Please note that unless You are a U.S. federal government or public sector entity, if the pre-tax value of this ordering document is USD $2,000 or less, the technical support services ordered (i) must be paid by credit card; or (ii) You must renew Your support via the Oracle Store. Please contact Your Oracle Support Sales Representative for details regarding renewing Your support via the Oracle Store.

Technical Support fees are invoiced Quarterly in Arrears. All fees payable to Oracle are due within 30 NET from date of invoice.

Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are an U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If STATE OF MICHIGAN is a tax exempt organization and is not an U.S. federal government entity, a copy of STATE OF MICHIGAN's tax exemption certificate must be submitted with STATE OF MICHIGAN's purchase order, credit card or other acceptable form of payment.

PAYMENT DETAILS

Purchase Order
If You are submitting a purchase order for the payment of the renewal of the technical support services on this renewal order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 15375697
- Total Price: USD 1,220,311.59 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, STATE OF MICHIGAN agrees that the terms of this renewal order and the agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document will apply to the technical support services renewed under this renewal order.

Please contact Oracle per the General Information section above to issue Your purchase order.

Credit Card
If You wish to use a credit card to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

Check
If the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Support Service Number: 15375697
- Total Price: USD 1,220,311.59 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, STATE OF MICHIGAN agrees that only the terms of this ordering document and the agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the check shall apply.

Please mail check payments in accordance with the Remittance Details section below.

Checks for technical support services renewed under this renewal order should be sent to:

AK, AZ, CA, HI, ID, NV, OR, UT, WA:

Oracle America, Inc
PO Box 44471
San Francisco, CA 94144-4471

All Other States:

Oracle America, Inc
PO Box 203448
Dallas, TX 75320-3448

ORACLE

28-Jun-18

Reid Sisson
STATE OF MICHIGAN
DTMB Accounts Payable
320 S. Walnut Street
Lansing
MI 48933
United States

Dear Reid Sisson

The technical support services provided under support service number 15920215 will expire, or have expired, on 16-Jul-18. Please find attached an ordering document for the renewal of these technical support services. If applicable, the attached ordering document may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the ordering document, by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 5-Jul-18.

Have a question about your renewal? Call 773-401-9209 or email Oracle at clay.baum@oracle.com.

Have a question regarding Auto Renew or the acceptance process on Oracle Store? Call 773-401-9209, Chat on Store, or Request Assistance.

ORACLE

GENERAL INFORMATION

OFFER EXPIRATION		**ORACLE:** Oracle America, Inc.
Support Service Number:	15920215	**Oracle Contact Information:** Clay Baum
Offer Expires:	16-Jul-18	**Telephone:** 773-401-9209 **Fax:** **Email:** clay.baum@oracle.com

CUSTOMER: State Of Michigan Department Of Technology Management And Budget

CUSTOMER QUOTE TO		**CUSTOMER BILL TO**	
Account Contact:	Reid Sisson	**Account Contact:**	ACCOUNTS PAYABLE
Account Name:	STATE OF MICHIGAN	**Account Name:**	STATE OF MICHIGAN
Address:	DTMB Accounts Payable 320 S. Walnut Street Lansing MI 48933 United States	**Address:**	DTMB – Accounts Payable 320 S. Walnut St. 2nd floor, Cass Bldg. LANSING MI 48933 United States
Telephone:	517 241-1638	**Telephone:**	517-335-0202
Fax:		**Fax:**	
E-mail:	sissonr@michigan.gov	**E-mail:**	

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 15920215, to Your Oracle Support Sales Representative identified in the table above.

SERVICE DETAILS

Program Technical Support Services							
Service Level:	**Software Update License & Support**						
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Open System Gateways - Computer Perpetual	3367624	2		FULL USE	1-Oct-18	30-Sep-19	4,950.00
Oracle Discoverer Desktop Edition - Named User Perpetual	3367624	170		FULL USE	1-Oct-18	30-Sep-19	33,660.00
Oracle Financials - Application User Perpetual	3367624	590		FULL USE	1-Oct-18	30-Sep-19	90,981.00
Oracle Internet Developer Suite - Named User Perpetual	3367624	79		FULL USE	1-Oct-18	30-Sep-19	75,603.00
Oracle Discoverer Desktop Edition - Named User Perpetual	3367635	15		FULL USE	1-Oct-18	30-Sep-19	2,970.00
Siebel eGovernment Call Center Base - Named User Perpetual	14771459	8			1-Oct-18	30-Sep-19	3,573.13
Siebel Call Center - Additional Licenses - Named User Perpetual	14774165	90			1-Oct-18	30-Sep-19	22,686.79
Siebel CTI - Named User Perpetual	14774165	90			1-Oct-18	30-Sep-19	2,949.51
Siebel System Software - Additional Licenses - Named User Perpetual	14774165	90			1-Oct-18	30-Sep-19	5,876.81
Siebel Workflow - Additional Licenses - Named User Perpetual	14774165	90			1-Oct-18	30-Sep-19	4,191.41
Siebel Call Center - Additional Licenses - Named User Perpetual	14774299	6			1-Oct-18	30-Sep-19	1,873.94
Siebel CTI - Named User Perpetual	14774299	6			1-Oct-18	30-Sep-19	240.25
Siebel System Software - Named User Perpetual	14774299	6			1-Oct-18	30-Sep-19	240.25
Siebel Workflow - Named User Perpetual	14774299	6			1-Oct-18	30-Sep-19	336.34
Siebel Tools - Named User Perpetual	14774300	5			1-Oct-18	30-Sep-19	20,020.65
Siebel Call Center - Additional Licenses - Named User Perpetual	14774465	60			1-Oct-18	30-Sep-19	18,739.32
Siebel CTI - Named User Perpetual	14774465	60			1-Oct-18	30-Sep-19	2,402.49

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel System Software - Additional Licenses - Named User Perpetual	14774465	60			1-Oct-18	30-Sep-19	2,402.49
Siebel Workflow - Additional Licenses - Named User Perpetual	14774465	60			1-Oct-18	30-Sep-19	3,363.48
Siebel eService - Concurrent User Perpetual	14774627	1			1-Oct-18	30-Sep-19	56,057.84
Siebel Call Center - Additional Licenses - Named User Perpetual	14774628	93			1-Oct-18	30-Sep-19	24,749.24
Siebel CTI - Named User Perpetual	14774628	93			1-Oct-18	30-Sep-19	3,208.22
Siebel System Software - Additional Licenses - Named User Perpetual	14774628	93			1-Oct-18	30-Sep-19	3,721.53
Siebel Workflow - Additional Licenses - Named User Perpetual	14774628	93			1-Oct-18	30-Sep-19	4,583.17
Siebel Call Center - Additional Licenses - Named User Perpetual	14774815	18			1-Oct-18	30-Sep-19	5,621.82
Siebel CTI - Named User Perpetual	14774815	18			1-Oct-18	30-Sep-19	720.73
Siebel System Software - Additional Licenses - Named User Perpetual	14774815	18			1-Oct-18	30-Sep-19	720.73
Siebel Workflow - Additional Licenses - Named User Perpetual	14774815	18			1-Oct-18	30-Sep-19	1,009.03
Siebel Smart Answer - Named User Perpetual	14774834	1			1-Oct-18	30-Sep-19	279.89
Siebel Smart Answer Server - Physical Server Perpetual	14774834	1			1-Oct-18	30-Sep-19	16,798.89
Siebel Assignment Manager - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel Calendar - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	160.15
Siebel Call Center - Base Application - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	3,123.24
Siebel CTI - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel Encyclopedia - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel Office - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel Reports - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel SmartScript - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	560.58
Siebel System Software - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel Tools - Named User Perpetual	14775000	1			1-Oct-18	30-Sep-19	4,004.15
Siebel Workflow - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	560.58
Siebel Call Center Base - Named User Perpetual	14775001	4			1-Oct-18	30-Sep-19	2,082.17
Siebel eMail Response - Named User Perpetual	14775013	5			1-Oct-18	30-Sep-19	600.60
Siebel Reports - Additional Licenses - Named User Perpetual	14775013	15			1-Oct-18	30-Sep-19	600.60
Siebel Call Center Base - Named User Perpetual	14775340	10			1-Oct-18	30-Sep-19	5,005.14
Siebel Calendar - Additional Licenses - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	803.25
Siebel CTI - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	2,008.13
Siebel eMail Response - Additional Licenses - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	13,253.58
Siebel Executive Information System - EIS - Additional Licenses - Named User Perpetual	14775862	10			1-Oct-18	30-Sep-19	386.19
Siebel Office - Additional Licenses - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	2,008.13
Siebel Reports - Additional Licenses - Named User Perpetual	14775862	10			1-Oct-18	30-Sep-19	386.19
Siebel System Software - Additional Licenses - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	2,008.13
Siebel Tools - Additional Licenses - Named User Perpetual	14775862	3			1-Oct-18	30-Sep-19	11,585.31

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel Call Center Base - Named User Perpetual	14776123	5			1-Oct-18	30-Sep-19	3,148.73
Siebel Tools - Named User Perpetual	14776123	5			1-Oct-18	30-Sep-19	19,603.38
Siebel Call Center Base - Named User Perpetual	14776488	25			1-Oct-18	30-Sep-19	12,265.81
Siebel Reports Server - Named User Perpetual	14776488	1			1-Oct-18	30-Sep-19	52.73
Siebel SmartScript - Named User Perpetual	14776488	25			1-Oct-18	30-Sep-19	1,097.37
Siebel Call Center Base - Named User Perpetual	14776526	55			1-Oct-18	30-Sep-19	9,237.26
Siebel Call Center Base - Named User Perpetual	14776526	15			1-Oct-18	30-Sep-19	7,095.80
Siebel Call Center - Base Suite - Named User Perpetual	14776816	16			1-Oct-18	30-Sep-19	8,032.49
Siebel SmartScript - Named User Perpetual	14776816	58			1-Oct-18	30-Sep-19	2,605.10
Siebel Call Center Base - Named User Perpetual	14777080	30			1-Oct-18	30-Sep-19	16,498.51
Siebel Call Center Base - Named User Perpetual	14777916	3			1-Oct-18	30-Sep-19	1,501.54
Siebel Reports Server - Named User Perpetual	14777968	35			1-Oct-18	30-Sep-19	1,869.34
Siebel Call Center Base - Named User Perpetual	14778289	15			1-Oct-18	30-Sep-19	7,359.49
Siebel SmartScript - Named User Perpetual	14778289	15			1-Oct-18	30-Sep-19	658.43
Siebel eGovernment Call Center Base - Named User Perpetual	14824016	26		FULL USE	1-Oct-18	30-Sep-19	11,204.97
Siebel Briefings - Named User Perpetual	14836879	1		FULL USE	1-Oct-18	30-Sep-19	0.00
Siebel D&B Integration Server - Physical Server Perpetual	14836879	1		FULL USE	1-Oct-18	30-Sep-19	0.00
Siebel D&B Integration Solution - Named User Perpetual	14836879	1		FULL USE	1-Oct-18	30-Sep-19	0.00
Siebel Public Sector Service Base - Named User Perpetual	14836879	400		FULL USE	1-Oct-18	30-Sep-19	179,828.04
Siebel Reports - Named User Perpetual	14836879	400		FULL USE	1-Oct-18	30-Sep-19	17,126.47
Siebel Server Extensions for UNIX - Physical Server Perpetual	14836879	3		FULL USE	1-Oct-18	30-Sep-19	428.16

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel Tools - Named User Perpetual	14836879	4		FULL USE	1-Oct-18	30-Sep-19	9,990.44
Oracle Financials - Application User Perpetual	15178621	5		FULL USE	1-Oct-18	30-Sep-19	5,984.05
Siebel CRM Base - Application User Perpetual	15753088	27		FULL USE	1-Oct-18	30-Sep-19	13,157.96
Siebel CTI - Application User Perpetual	15753088	27		FULL USE	1-Oct-18	30-Sep-19	708.52
Siebel CRM Base - Application User Perpetual	16250070	30		FULL USE	1-Oct-18	30-Sep-19	16,069.00
Siebel CTI - Application User Perpetual	16250070	30		FULL USE	1-Oct-18	30-Sep-19	857.00
Oracle Financials - Application User Perpetual	16357431	45		FULL USE	1-Oct-18	30-Sep-19	27,362.44
Siebel CRM Base - Application User Perpetual	16496586	5		FULL USE	1-Oct-18	30-Sep-19	2,383.31
Siebel CRM Base - Application User Perpetual	18185028	10		FULL USE	1-Oct-18	30-Sep-19	5,260.22
Siebel Public Sector CRM Base Option - Application User Perpetual	18185028	10		FULL USE	1-Oct-18	30-Sep-19	561.08
Exalogic Elastic Cloud Software - Processor Perpetual	18576035	24		LIMITED USE OTHER	1-Oct-18	30-Sep-19	26,932.31
Exalogic Elastic Cloud Software - Processor Perpetual	18576079	24		FULL USE	1-Oct-18	30-Sep-19	79,200.00
Siebel Email Response - Application User Perpetual	19231442	20		FULL USE	20-Sep-18	30-Sep-19	2,201.45
Exadata Storage Server Software - Disk Drive Perpetual	20034105	192		FULL USE	1-Oct-18	30-Sep-19	112,105.60
Siebel CRM Base - Application User Perpetual	20113311	10		FULL USE	1-Oct-18	30-Sep-19	5,048.30
Siebel CRM Base - Application User Perpetual	20344010	45		FULL USE	19-Oct-18	30-Sep-19	20,799.92
Siebel CTI - Application User Perpetual	20344010	46		FULL USE	19-Oct-18	30-Sep-19	1,133.98
Siebel CRM Base - Application User Perpetual	20602033	290		FULL USE	1-Oct-18	30-Sep-19	102,166.21
Siebel Public Sector CRM Base Option - Application User Perpetual	20602033	290		FULL USE	1-Oct-18	30-Sep-19	10,897.73
Exadata Storage Server Software - Disk Drive Perpetual	20635733	120		FULL USE	2-May-19	30-Sep-19	35,677.90

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel CRM Base - Application User Perpetual	21283508	7		FULL USE	17-Jul-18	30-Sep-19	3,934.24

Program Technical Support Fees: USD 1,248,115.81

Total Price: USD 1,248,115.81

Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this ordering document will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply for the applicable programs and/or hardware for which You are purchasing technical support services.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, STATE OF MICHIGAN represents that Customer has authorized STATE OF MICHIGAN to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. STATE OF MICHIGAN agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. STATE OF MICHIGAN agrees to advise Customer of the terms of this ordering document as well as any communications received from Oracle regarding the services.

If the Customer and the Customer Bill To name identified in the General Information table above are not the same, Customer agrees that: a) Customer has the ultimate responsibility for payments under this ordering document; and, b) any failure of STATE OF MICHIGAN to make timely payment per the terms of this ordering document shall be deemed a breach by Customer and, in addition to any other remedies available to Oracle, Oracle may terminate Customer's technical support service under this ordering document.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which technical support has been paid, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies may be accessed at http://www.oracle.com/us/support/policies/index.html.

The technical support services acquired under this ordering document are governed by the terms and conditions of the US-GMA-363006 ("agreement"). Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired.

This ordering document incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this ordering document and the agreement, this ordering document shall take precedence.

ORDER PROCESSING DETAILS

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order, Your check, or a credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Please note that unless You are a U.S. federal government or public sector entity, if the pre-tax value of this ordering document is USD $2,000 or less, the technical support services ordered (i) must be paid by credit card; or (ii) You must renew Your support via the Oracle Store. Please contact Your Oracle Support Sales Representative for details regarding renewing Your support via the Oracle Store.

Technical Support fees are invoiced Annually in Arrears. All fees payable to Oracle are due within NET 30 DAYS from date of invoice.

Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are an U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If STATE OF MICHIGAN is a tax exempt organization and is not an U.S. federal government entity, a copy of STATE OF MICHIGAN's tax exemption certificate must be submitted with STATE OF MICHIGAN's purchase order, credit card or other acceptable form of payment.

PAYMENT DETAILS

Purchase Order
If You are submitting a purchase order for the payment of the renewal of the technical support services on this renewal order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 15920215
- Total Price: USD 1,248,115.81 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, STATE OF MICHIGAN agrees that the terms of this renewal order and the agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document will apply to the technical support services renewed under this renewal order.

Please contact Oracle per the General Information section above to issue Your purchase order.

Credit Card
If You wish to use a credit card to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

Check
If the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Support Service Number: 15920215
- Total Price: USD 1,248,115.81 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, STATE OF MICHIGAN agrees that only the terms of this ordering document and the agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the check shall apply.

Please mail check payments in accordance with the Remittance Details section below.

Checks for technical support services renewed under this renewal order should be sent to:

AK, AZ, CA, HI, ID, NV, OR, UT, WA:

Oracle America, Inc
PO Box 44471
San Francisco, CA 94144-4471

All Other States:

Oracle America, Inc
PO Box 203448
Dallas, TX 75320-3448

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

STATE OF MICHIGAN

DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET

PROCUREMENT

525 W. ALLEGAN STREET
LANSING, MI 48933

P.O. BOX 30026
LANSING, MI 48909

CHANGE NOTICE . 04
to
CONTRACT NO. 071B4300149
between
THE STATE OF MICHIGAN
and

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

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

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

DESCRIPTION OF CHANGE NOTICE

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

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

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

AMENDMENT TWO
TO
MASTER AGREEMENT

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

The parties agree to amend the Master Agreement as follows:

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

   "Master Agreement".

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

   "**III-D. CLOUD SERVICES**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

APPENDIX K
CLOUD SERVICES

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

1. DEFINITIONS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

2. [Intentionally Omitted]

3. RIGHTS GRANTED

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

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

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

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

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

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

4. OWNERSHIP AND RESTRICTIONS

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

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

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

5. SERVICE SPECIFICATIONS

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

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

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

6. USE OF THE SERVICES

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

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

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

7. TRIAL USE AND PILOT CLOUD SERVICES

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

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

8. [Intentionally Omitted]

9. SERVICES PERIOD; END OF SERVICES

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

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

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

9.4 [Intentionally Omitted]

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

9.6 [Intentionally Omitted]

9.7 [Intentionally Omitted]

10. NONDISCLOSURE

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

10.2 [Intentionally Omitted]

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

11. DATA PROTECTION

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

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

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

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

12. WARRANTIES, DISCLAIMERS AND EXCLUSIVE REMEDIES

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

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

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

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

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

13. [Intentionally Omitted]

14. [Intentionally Omitted]

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

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

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

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

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

16. SERVICES TOOLS AND ANCILLARY SOFTWARE

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

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

17. SERVICE ANALYSES

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

18. [Intentionally Omitted]

19. FORCE MAJEURE

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

20. NOTICE

20.1 [Intentionally Omitted]

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

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

21. [Intentionally Omitted]

22. OTHER

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

22.2 [Intentionally Omitted]

22.3 [Intentionally Omitted]

22.4 [Intentionally Omitted]

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

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

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

22.8 [Intentionally Omitted].

22.9 [Intentionally Omitted]

24. [Intentionally Omitted]

25. [Intentionally Omitted]

26. Customer Monitoring and Testing Tools

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

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

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

EXHIBIT ONE TO APPENDIX K
DATA PROCESSING AGREEMENT

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

Data Processing Agreement for Oracle Cloud Services

Version November 3, 2015

1. Scope and order of precedence

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

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

2. Definitions

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4. Customer's Instructions

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

5. Controller of Data

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

6. Rights of Data Subject

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

7. Cross Border and Onward Data Transfer

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

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

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

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

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

8. Affiliates and Subprocessors

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

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

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

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

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

9. Technical and Organizational Measures

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

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

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

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

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

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

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

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

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

10. Audit Rights

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

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

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

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

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

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

11. Incident Management and Breach Notification

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

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

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

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

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

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

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

13. Legally Required Disclosures

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

14. Service Analyses

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

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Exhibit B to Amendment Two to the Master Agreement

APPENDIX A
PRICING AND DISCOUNT SCHEDULE

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

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

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

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

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

2. Pricing and Discounts.

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

3. Discount Schedule.

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

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

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

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

APPENDIX B
TECHNICAL SUPPORT POLICIES

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

Oracle Software Technical Support Policies

Effective Date: 06-May-2016

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1. Overview

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

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

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

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

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

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

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

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

2. Support Terms

Technical Support Fees

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

Support Period

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

License Set

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

*As specified on Oracle's price list.

**Programs that share the same source code are:

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

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

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

Matching Service Levels

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

Reinstatement of Oracle Technical Support

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

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

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

Pricing following Reduction of Licenses or Support Level

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

Custom Application Bundles

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

Unsupported Programs

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

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

Technical Contacts

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

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

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

Program Updates

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

Right to Desupport

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

First and Second Line Support

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

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

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

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

Third Party Vendor-Specific Support Terms

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

Technical Support for Development, Demonstration and End User Licenses

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

3. Lifetime Support

Lifetime Support consists of the following service levels:

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

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

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

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

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

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

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

Exceptions - For customers with a current support contract running:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

4. Oracle Technical Support Levels

Software Update License & Support

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

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

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

Notes:

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

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

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

Notes:

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

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

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

Extended Support

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

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

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

Notes:

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

Extended Support does not include:

- Certification with new third party products/versions

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

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

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

Sustaining Support

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

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

Notes:

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

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

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

Sustaining Support does not include:

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

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

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

Sustaining Support for the Oracle Linux programs does not include:

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

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

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

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

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

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

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

- Non-technical customer service during normal business hours

Sustaining Support for the Nimbula program releases does not include:

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

Oracle Communications Network Software Premier & Sustaining Support

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

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

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

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

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

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

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

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

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

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

Oracle Communications Network Software Support & Sustaining Support

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

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

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

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

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

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

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

- Non-technical customer service during normal business hours

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

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

5. Additional Support Services Available for Purchase

Incident Server Support Package

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

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

Incident Server Support consists of:

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

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

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

Oracle Java Development Tools Support

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

Oracle Java Development Tools Support consists of:

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

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

Oracle Solaris Development Tools Support

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

Oracle Solaris Development Tools Support consists of:

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

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

Oracle Application Development Framework Essentials Support

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

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

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

Java SE Support and Java SE Support for Independent Software Vendors

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

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

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

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

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

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

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

NoSQL Database Community Edition Support

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

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

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

Service Request Packages

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

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

Oracle Priority Support

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

Oracle Priority Support Advantage

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

Oracle Functional Help Desk for Oracle Retail and Hospitality

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

North American Payroll Tax Updates

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10

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

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

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

Notes:

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

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

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

Financial and Payroll Legislative Updates for JD Edwards

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

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

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

The components are as follows:

Tier 1 - Tier 1 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s), and payroll legislative and financials legislative updates for the applicable calendar year for the United States and Canada. If you purchase Tier 1, your fee for such services will be based on the then-current Tier 1 fee.

Tier 2 - Tier 2 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable calendar year and for the countries and programs specified in the table below. If you purchase Tier 2, your fee for such services will be based on the then-current Tier 2 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll Legislative Updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials Legislative Updates	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan, China, Colombia, Australia, New Zealand and India	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan and China

Tier 3 - Tier 3 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable calendar year and for the countries and programs specified in the table below. If you purchase Tier 3, your fee for such services will be based on the then-current Tier 3 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll legislative updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials legislative updates	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, New Zealand, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan, China, Colombia, Chile, Peru, Ecuador, Venezuela, Czech Republic, Denmark, Finland, Hungary, Norway, Poland, Sweden, Australia, India, South Korea, Singapore and Taiwan	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan and China

Single Country Financial Legislative Updates: Single Country Financial Legislative Updates consists of: Severity 1 fixes and financial legislative updates for the programs and countries specified in the table below. If you purchase Single Country Financial Legislative Updates, your fee for such service will be based on the then-current Single Country for Financial Legislative Updates fee.

Program	Countries
JD Edwards EnterpriseOne	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan, China, Colombia, Australia, New Zealand and India

JD Edwards World	United States, Mexico, Brazil, United Kingdom, Ireland, Japan and China

Single Country Payroll Legislative Updates: Single Country Payroll Legislative Updates consists of: payroll legislative updates for the programs and countries specified in the table below. If you purchase Single Country Payroll Legislative Updates, your fee for such service will be based on the then-current Single Country for Payroll Legislative Updates fee.

Program	Countries
JD Edwards EnterpriseOne	United States, Canada, Australia and New Zealand
JD Edwards World	United States and Canada

Information on financials and payroll legislative updates for JD Edwards and applicable countries is available on My Oracle Support (i.e., JD Edwards EnterpriseOne Globalizations (Doc ID 752291.1) and JD Edwards World Globalizations (Doc ID 745085.1)). Financials and Payroll Legislative Updates for JD Edwards will be delivered through My Oracle Support.

The following apply to the JD Edwards EnterpriseOne and JD Edwards World program releases for which Financials and Payroll Legislative Updates service is available:

- Oracle will not provide financial and payroll legislative updates any sooner or with any greater scope than what is made available under a subsequent release of JD Edwards EnterpriseOne (i.e., JD Edwards EnterpriseOne 9.1 or higher) or JD Edwards World (i.e., JD Edwards World A9.3 or higher).
- Country-specific financials legislative updates ("localized updates") provided under Tier 2, Tier 3 and Single Country Financial Legislative Updates and Single Country Payroll Legislative Updates will only be made available if such localized updates are also made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World. In the event localized updates are provided for additional countries in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World, such localized updates for the additional countries will not be provided for the JD Edwards EnterpriseOne and JD Edwards World program releases included under the Financials and Payroll Legislative Updates service.
- Due to architectural or other changes between a subsequent release of JD Edwards EnterpriseOne or JD Edwards World and the eligible program releases under the Financials and Payroll Legislative Updates for JD Edwards service, Oracle may not provide all localized updates that are made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World.

If you renew Financials and Payroll Legislative Updates for JD Edwards, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Financials and Payroll Legislative Updates for JD Edwards is not subject to the Reinstatement policies stated above.

Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM is available for the following programs: PeopleSoft Human Capital Management (HCM) release 9.0 and Financials and Supply Chain Management (FSCM) release 9.0 ("PeopleSoft Enterprise Applications"). Customers who acquire Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM will receive one (1) calendar year of Severity 1 fixes and United States Tax Form 1099 updates.

In order to acquire this service, your licensed PeopleSoft Enterprise Applications must be currently supported with Software Update License & Support. Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM will be delivered through My Oracle Support.

If you renew Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in

the applicable order. Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM is not subject to the Reinstatement policies stated above.

Oracle Market-Driven Support for Oracle Database 10g Release 2

Oracle Market-Driven Support for Oracle Database 10g Release 2 is available for the Oracle Database Enterprise Edition Release 10.2.0.5. The service is available for the following period:

Service	Availability	
Oracle Market-Driven Support for Oracle Database 10g Release 2	August 1, 2015-July 31, 2016	August 1, 2016- July 31, 2017

If you purchase Oracle Market-Driven Support for Oracle Database 10g Release 2, you will receive the following services for the number of production 10.2.0.5 databases identified in your order:

1. Oracle Market-Driven Support for Oracle Database 10g Release 2 will be limited to Severity 1 fixes and critical patch update(s) ("CPU").
2. A database upgrade planning workshop ("Workshop") that includes:
   a. One (1) remote presentation for up to four (4) hours, not to exceed thirty (30) attendees to provide advice and guidance on the creation of your upgrade plan from Oracle Database Enterprise Edition Release 10.2.0.5 to an Oracle Database Enterprise Edition Release that is covered by Software Update License & Support; and
   b. After the conclusion of the Workshop, Oracle will provide telephone support (Monday through Friday, 9:00am to 5:00pm local time, excluding local holidays) to respond to questions and offer guidance regarding your upgrade plan for up to the number of hours identified in your order.
3. Access to Oracle's Unlimited Learning Subscription ("ULS") for up to five (5) Named Users. The ULS includes Training On Demand, Learning Streams and Cloud Learning Subscription access. More information on ULS can be found at http://education.oracle.com/us/terms/termspolicies030115.html

Your fee for Oracle Market-Driven Support for Oracle Database 10g Release 2 services will be based upon Oracle's then current pricing in effect at the time of your order.

In order to acquire Oracle Market-Driven Support for Oracle Database 10g Release 2 services, your licensed Oracle database(s) must be currently supported with Software Update License & Support. Severity 1 fixes and CPUs will be delivered through My Oracle Support.

Oracle Market-Driven Support for Oracle Database 10g Release 2 services are not renewable or available after July 31, 2017. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Market-Driven Support for Oracle Database 10g Release 2 services are not subject to the Reinstatement policies stated above.

Oracle Linux Support Services

Oracle offers Oracle Linux support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Oracle VM Support Services

Oracle offers Oracle VM support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Exadata Premier Support

For information regarding renewals of Exadata Premier Support, please refer to the Exadata Technical Support Policies available at http://www.oracle.com/us/support/policies/index.html.

6. Web-Based Customer Support Systems

My Oracle Support

Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle programs are not currently supported under My Oracle Support: Phase Forward (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas), Nimbula and MICROS Systems (except as otherwise stated below).

Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio

The following applies to MICROS Systems programs only. Access to the following MICROS Systems web-based customer support systems: Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio are governed by the Terms of Use posted on the applicable MICROS Systems web site. The terms of Use are subject to change and a copy of these terms is available upon request. Access to the MICROS Systems web-based customer support systems is limited to your designated technical contacts. MICROS Systems programs supported by the MICROS United States and Canadian support teams (except US Cruise) has transitioned from Clarify SelfService, PTS, ZenDesk and Onyx to My Oracle Support. MICROS Systems programs supported by the MICROS EMEA support teams has transitioned from Heat Portal and MICROS Self Service Customer Support Portal to My Oracle Support.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs).

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your computer system (e.g., Oracle Web Conferencing)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Oracle Configuration Manager)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data") and not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme.

Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

8. Global Customer Support Security Practices

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle's Global Customer Support Security Practices, as referenced below.

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/support/policies.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF). Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

Notwithstanding the restriction above, some customers may have executed agreements with Oracle governing Global Customer Support's handling of the personal data of residents in the European Economic Area ("EEA Personal Data") as well as protected health information ("PHI") subject to the United States Health Insurance Portability and Accountability Act ("HIPAA"). If you would like to submit EEA Personal Data or PHI to Oracle as part of receiving technical support services, you must:

- Execute either (i) EU standard Contractual Clauses or data transfer agreement, or (ii) a HIPAA business associate agreement (as applicable) with Oracle that specifically references and covers your technical support services
- Submit EEA Personal Data or PHI only in service request attachments on the My Oracle Support customer portal
- Not include EEA Personal Data or PHI in the body of service requests (other than contact information required for Oracle to respond to the SR)
- When prompted in My Oracle Support, indicate that the service request attachment may contain EEA Personal Data or PHI

9. Severity Definitions

Service requests for supported Oracle programs may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the severity definitions specified below.

Severity 1*
Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Except as otherwise specified herein, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), reasonable efforts will be made to respond to Severity 1 service requests within two (2) business hours. For response efforts associated with Oracle Communications Network Software Premier Support and Oracle Communications Network Software Support & Sustaining Support, please see the Oracle Communications Network Premier & Sustaining Support and Oracle Communications Network Software Support & Sustaining Support sections above.

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported programs (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle. 24 hour commitment to Severity 1 service requests is not available for MICROS Systems programs in the following countries: Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand, and Vietnam.

Severity 2*
You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Severity 3*
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality

Severity 4*
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

* For Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas), the severity levels are denoted as P0, P1, P2 and P3 and correspond to the above as follows: P0= Severity 1; P1=Severity 2, P2=Severity 3 and P3=Severity 4.

10. Hyperion and Agile Specific Support Terms

For orders placed pursuant to a Hyperion master agreement or to an Agile master agreement, the following terms apply with respect to the technical support services you have ordered.

Warranties, Disclaimers, and Exclusive Remedies
Oracle warrants that technical support services will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support services warranty deficiencies within 90 days from performance of the defective technical support services.

FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY, AND ORACLE'S ENTIRE LIABILITY, SHALL BE THE REPERFORMANCE OF THE DEFICIENT TECHNICAL SUPPORT SERVICES, OR IF ORACLE CANNOT SUBSTANTIALLY CORRECT A BREACH IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE RELEVANT TECHNICAL SUPPORT SERVICES AND RECOVER THE FEES PAID TO ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES.
TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Liability

NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE. ORACLE'S MAXIMUM LIABILITY FOR ANY DAMAGES ARISING OUT OF OR RELATED TO YOUR ORDER, WHETHER IN CONTRACT OR TORT, OR OTHERWISE, SHALL BE LIMITED TO THE AMOUNT OF THE FEES YOU PAID ORACLE UNDER YOUR ORDER, AND IF SUCH DAMAGES RESULT FROM YOUR USE OF TECHNICAL SUPPORT SERVICES, SUCH LIABILITY SHALL BE LIMITED TO THE FEES YOU PAID ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES GIVING RISE TO THE LIABILITY.

For orders placed pursuant to a Hyperion master agreement, the following terms also apply with respect to the technical support services you have ordered.

Nondisclosure

By virtue of your order, the parties may have access to information that is confidential to one another ("confidential information"). We each agree to disclose only information that is required for the performance of obligations under your order. Confidential information shall be limited to the terms and pricing under your order and all information clearly identified as confidential at the time of disclosure.

A party's confidential information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party.

We each agree to hold each other's confidential information in confidence for a period of three years from the date of disclosure. Also, we each agree to disclose confidential information only to those employees or agents who are required to protect it against unauthorized disclosure. Nothing shall prevent either party from disclosing the terms or pricing under your order in any legal proceeding arising from or in connection with your order or disclosing the confidential information to a federal or state governmental entity as required by law.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

APPENDIX D
LICENSE DEFINITIONS AND RULES

From the Effective Date of Amendment Two to the Master Agreement until August 31, 2017, the Oracle License Definitions and Rules, v111815 (attached hereto) shall apply to all licenses and technical support services listed on the price lists and acquired pursuant to the pricing terms set forth in the Master Agreement. This Appendix D shall be amended annually to include Oracle's then-current License Definitions and Rules.

ORACLE

License Definitions and Rules

Definitions and License Metrics

$M Annual Transaction Volume: is defined as one million U.S. Dollars in all purchase orders transacted and all auctions conducted through the Oracle Exchange Marketplace by You and others during the applicable year of the Oracle Exchange Marketplace license, regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Application Module: is defined as a Program used by You on a single or multiple computers.

Applications National Language Support (NLS) Supplement Media Packs: Please be advised that only a subset of the products included on an Applications NLS Supplement Media Pack have been translated. For existing supported customers, My Oracle Support has information on which products have been translated for the supported languages (https://support.oracle.com). For new or unsupported customers, please contact Your Oracle Account Manager for this information.

$M in Application Annual Revenue: is defined as one million U.S. Dollars excluding taxes processed through the licensed Program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

Application Developed: is defined as a software Program developed by You that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

Application User: is defined as an individual authorized by You to use the applicable licensed application Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time. If You license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, You are required to maintain licenses for the equivalent number of Application Users licensed and You are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for Your entire employee population**.** Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the Programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle Fusion Sourcing, Oracle iSupplier Portal, Oracle Fusion Supplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service Programs, use by Your external suppliers is included with Your application user licenses. For the purposes of the Oracle Financial Services Operational Risk Solution Program, employees who are just contributing information to the Program via the applicable user interface shall not be counted as application users.

Application Read-Only User: is defined as an individual authorized by You to run only queries or reports against the application Program for which You have also acquired non read-only licenses, regardless of whether the individual is actively using the Programs at any given time.

Brand: is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12 month period. You may not exceed the licensed number of CRF Pages during any 12 month period unless You acquire additional CRF Page licenses from Oracle.

Chassis: is defined as a physical enclosure containing hardware. For the purposes of the following Programs: Oracle Fabric Manager and Oracle Fabric Monitor, only the chassis (a) that contain networking hardware and (b) that are managed by the Program must be counted for the purpose of determining the number of licenses required.

Client Application Loader Client: is defined as a device that receives its configuration from a client application server.

Collaboration Program User: is defined as an individual authorized by You to use the Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time. For the purposes of counting and licensing the number of Beehive Synchronous Collaboration users, a Collaboration Program User within Your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to Your company and attending a web conference are not required to be licensed.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the Programs. The term Compensated Individual includes, but is not limited to, Your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the Programs are installed. A Computer license allows You to use the licensed Program on a single specified computer. For the purposes of Computer licenses for the Oracle Health Science Integration Engine Program, a communication point is an interface to an input system (e.g., a clinical laboratory system in a hospital or healthcare setting) or to an output system (e.g., a healthcare data repository).

5 Concurrent Users: is defined as five concurrent users where each Concurrent User is an individual who is authorized by You to access the Program concurrently with other individuals at any given time.

Concurrent Connection: is defined as each connection to a Serduct/Datalink. A Serduct/Datalink is defined as an interface that renders the Infor software operable for use with Micros Applications.

Concurrent User: is defined as each individual that may concurrently use or access the Programs. Concurrent Users shall be only customers or prospective customers of Yours, and shall not be business partners, or employees of Yours.

Connected Device: is defined as each unique device that transmits data to or receives data from Oracle application Programs or Oracle cloud services. Devices include, but are not limited to, sensors, meters, RFID readers, and barcode scanners. Devices may be connected directly to Oracle application Programs or Oracle cloud services, or may be connected indirectly to Oracle application Programs or Oracle cloud services through a gateway device or a third-party communications service. A device may be uniquely identified as being the endpoint of communication of data to or from an Oracle application Program or an Oracle cloud service, or may be uniquely identified by its explicit registry with an Oracle application Program or an Oracle cloud service.

Connected Instance: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

Connector: is defined as each connector connecting the software product with a third party product. A unique connector is required for each distinct third party product that the software product is required to interface.

$M Cost of Goods Sold: is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to You then Cost of Goods Sold shall be equal to 75% of total company revenue.

CPU: is defined as a chip that contains a collection of one or more cores on which the Program is running. Regardless of the number of cores, each chip counts as 1 CPU.

Custom Suite User: is defined as an individual authorized by You to use the application Programs included in the applicable Custom Applications Suite which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time.

Customer: is defined as the customer entity specified on Your order. The Programs may not be used or accessed for the business operations of any third party, including but not limited to Your customers, partners, or Your affiliates. There is no limitation on the number of computers on which such Programs may be copied, installed and used.

Customer Account: is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the Program, regardless of the number of individual account holders associated with such accounts.

Oracle Customer Data & Device Retention Service: is defined as a service for which the description may be found in the Technical Support Policies section (Oracle Hardware and Systems Support Policies) at www.oracle.com/contracts and which is incorporated by reference.

Customer Record: is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that You may access using the Program.

10,000 Daily Average Transactions: is defined as ten thousand unique transactions (including but not limited to sales transactions, return transactions, exchange transactions, loyalty transactions, deal transactions, gift card transactions, inventory transactions, petty cash transactions, and administrative transactions) that are processed by the Program in a single 24 hour period. The daily transaction volume is calculated as the daily average over the prior 12 month period.

Developer User / Developer/ Developer Seat: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. With respect to Developer Users only, such users may create, modify, view and interact with the Programs and documentation.

Disk Drive: is defined as a spinning media device that stores data accessed by the Program.

Electronic Order Line: is defined as the total number of distinct order lines entered electronically into the Oracle Program from any source (not manually entered by licensed users) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs.

Employee for HCM: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs. Employees for HCM may only use the licensed Programs with Oracle application Programs that contain "Oracle Fusion Human Capital Management" as a prefix in the Program name.

Employee User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the Programs at any given time.

Enterprise Employee: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Enterprise Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs. The value of these Program licenses is determined by the number of Enterprise Employees. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the number of Enterprise Employees as of the effective date of Your order. If at any time the number of Enterprise Employees exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Employees is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Employees. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise Employees as of such date.

Enterprise Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in Your institution and any part-time student enrolled in Your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on Your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements. The value of these Program licenses is determined by the number of Enterprise FTE Students. For these Program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise FTE Students as of the effective date of Your order. If at any time the number of Enterprise FTE Students exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise FTE Students is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise FTE Students. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise FTE Students as of such date.

Enterprise Trainee: is defined as an employee, contractor, student or other person who is being recorded by the Program. The value of these Program licenses is determined by the number of Enterprise Trainees. For these Program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise Trainees as of the effective date of Your order. If at any time the number of Enterprise Trainees exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Trainees is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Trainees. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise Trainees as of such date.

Enterprise $M in Cost of Goods Sold: Enterprise $M Cost of Goods Sold is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to You then Cost of Goods Sold shall be equal to 75% of total company revenue. The value of these Program licenses is determined by the amount of Enterprise $M Cost of Goods Sold. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Cost of Goods Sold as of the effective date of Your order. If at any time the amount of Enterprise $M Cost of Goods Sold exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Cost of Goods Sold is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Cost of Goods Sold. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M Cost of Goods Sold as of such date.

Enterprise $M in Freight Under Management: $M Freight Under Management is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by You, plus the cost of freight for shipments managed by You (e.g., You are not purchasing transportation services on behalf of Your clients but are providing transportation management services for Your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to You with freight terms of prepaid). The value of these Program licenses is determined by the amount of Enterprise $M Freight Under Management. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Freight Under Management as of the effective date of Your order. If at any time the amount of Enterprise $M Freight Under Management exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Freight Under Management is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Freight Under Management. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M Freight Under Management as of such date.

Enterprise $M in Operating Budget: is defined as one million U.S. Dollars of Your gross budget reflected in an audited statement from Your external accounting firm. The value of these Program licenses is determined by the amount of Enterprise $M in Operating Budget. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Operating Budget as of the effective date of Your order. If at any time the amount of Enterprise $M in Operating Budget exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Operating Budget is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Operating Budget. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M in Operating Budget as of such date.

Enterprise $M in Revenue: Enterprise $M in Revenue is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year. The value of these Program licenses is determined by the amount of Enterprise $M in Revenue. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Revenue as of the effective date of Your order. If at any time the amount of Enterprise $M in Revenue exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Revenue is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Revenue. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M in Revenue as of such date.

Expense Report: is defined as the total number of expense reports processed by Internet Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Faculty User: is defined as an active teaching member of the faculty for an accredited academic institution**;** such user may only use the Programs for academic and non-commercial use.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by You, including the dispatchers, to the field using the Programs.

Flash Drive: is defined as a front mounted solid state media device that stores data accessed by the Program.

$M Freight Under Management: is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by You, plus the cost of freight for shipments managed by You (e.g., You are not purchasing transportation services on behalf of Your clients but are providing transportation management services for Your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to You with freight terms of prepaid).

Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in Your institution and any part-time student enrolled in Your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on Your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

25,000 Gift Cards: is defined as twenty-five thousand value cards (gift or stored) that are generated by the Program during a 12 month period.

Guest Cabin: is defined as a guest cabin onboard a cruise ship managed by the Program. You must license the total number of Guest Cabins onboard each cruise ship managed by the Program and the licensed quantity of Guest Cabin licenses may not be shared across multiple cruise ships.

For the purposes of the Cruise Fleet Management, Cruise Crew Management, Cruise Materials Management HQ and Sub-HQ Programs, You must license the total number of Guest Cabins onboard all ships or vessels in the fleet that are managed by the Program.

Guest Room: is defined as the number of guest rooms managed by the Program.

For the purposes of the Oracle Hospitality Suite8 Interface Programs, a unique Guest Room license is required for each distinct product with which an Oracle Hospitality Suite8 Program is required to interface. For example, a customer requiring interfaces of an Oracle Hospitality Suite8 Program with three distinct products must have three separate Guest Room licenses.

Hosted Named User: is defined as an individual authorized by You to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Oracle Hospitality Consulting Services: are defined as services for which the description may be found in the Oracle Hospitality Global Business Unit ("Micros") Consulting Service Descriptions section at www.oracle.com/contracts and which is incorporated by reference.

Hospitality Suite: is defined as an entertainment space that typically includes, but is not limited to, a kitchenette, restroom, table

and seats within an arena, stadium, concert venue or other venue that is managed by the Program.

Installation Services, Start-Up Packs and Configuration/Upgrade Services: is defined as a service(s) for which the description may be found in the Advanced Customer Support Services section at www.oracle.com/contracts and which is incorporated by reference.

Instance: is defined as a single database environment. Test, production, and development environments are considered three separate instances that must each be licensed.

Interface: is defined as each interface connecting the Oracle Program with a third party product. A unique Interface license is required for each distinct third party product with which the Oracle Program is required to interface.

Inventory Location: is defined as a dedicated physical inventory space used by vendors to store their inventory within an arena, stadium, concert venue or other venue that is managed by the Program. Each dedicated physical inventory space must be counted as one Inventory Location.

Invoice Line: is defined as the total number of invoice line items processed by the Program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless You acquire additional Invoice Line licenses from Oracle.

IVR Port: is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. You must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

Kitchen Display Client: is defined as a device that is used to display and monitor the status of ordered items. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

Learning Credits: may be used to acquire education products and services offered in the Oracle University online catalogue posted at http://www.oracle.com/education under the terms specified therein. Learning credits may only be used to acquire products and services at the list price in effect at the time You order the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when You order the relevant product or service. The list price will be reduced by applying the discount specified to You by Oracle. Notwithstanding anything to the contrary in the previous three sentences, learning credits may also be used to pay taxes, materials and/or expenses related to Your order; however, the discount specified above will not be applied to such taxes, materials and/or expenses. Learning credits are valid for a period of 12 months from the date Your order is accepted by Oracle, and You must acquire products and must use any acquired services prior to the end of such period. You may only use learning credits in the country in which You acquired them, may not use them as a payment method for additional learning credits, and may not use different learning credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning credits are non-transferable and non-assignable. You may be required to execute standard Oracle ordering materials when using learning credits to order products or services.

$M in Managed Assets: is defined as one million U.S. Dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the Program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the Program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the Program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the Program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the Program, then sold within the previous 12 months.

Managed Resource: is defined as an individual authorized by You to use the Programs which are installed on a single server or on multiple servers, regardless of whether the individual is actively using the Programs at any given time. In addition, Your employees, contractors, partners and any other individual or entity managed by the Programs shall be counted for the purposes of determining the number of Managed Resource licenses required.

Member Record: is defined as each unique customer loyalty Program Member Record managed by the Program. 100K Member Records shall mean one hundred thousand Member Records.

Merchandise: is defined as a unique item or SKU of a consumer good.

Module: is defined as each production database running the Programs.

Monitored User: is defined as an individual who is monitored by an Analytics Program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time. Individual users who are licensed for an Analytics Program by either Named User Plus or Application User may not be licensed by Monitored User. For the purposes of the Usage Accelerator Analytics Program, every user of Your licensed CRM Sales application Program must be licensed. For the purposes of the Human Resources Compensation Analytics Program, all of Your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, Preventive Controls Governor, and Governance, Risk, and Compliance Controls Suite, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the Program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / Programs) users (individuals) that the Program monitors.

MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription and MySQL Standard Edition Annual Subscription: are defined as the right to use the specified Program(s) in accordance with the applicable license metric and to receive Oracle Software Update License & Support for the specified Program(s) and for MySQL Community Edition for the term specified on the order. MySQL Community Edition refers to MySQL that is licensed under the GPL license. Software Update License & Support for MySQL Community Edition does not include updates of any kind. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Software Update License & Support services are provided under the applicable technical support policies in effect at the time the services are provided. You must obtain a subscription license for all servers where MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition are deployed. If You obtain Oracle Software Update License & Support services for any servers where MySQL Community Edition is deployed, then You must also purchase a subscription license for all of such servers for which You have obtained Oracle Software Update License & Support services. You may obtain Oracle Software Update License & Support services for the MySQL Community Edition subscription licenses at any level (e.g., at the MySQL Cluster Carrier Grade Edition level, at the MySQL Enterprise Edition level and/or at the MySQL Standard Edition level). At the end of the specified term, You may renew Your subscription, if available, at the then current fees for the applicable subscription. If You choose not to renew Your subscription, Your right to use the Program(s) will terminate and You must de-install all applications, tools, and binaries provided to You under the applicable non-Community Edition license (e.g., the license for MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition). If You do not renew a subscription, You will not receive any updates (including patches or subsequent versions) and You may also be subject to reinstatement fees if You later choose to reactivate Your subscription.

Named User Plus / Named User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the Programs, if such devices can access the Programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the Programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following Programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware

and Management Pack for WebCenter Suite, only the users of the Program that is being managed/monitored are counted for the purpose of determining the number of Named User Plus licenses required.

With respect to the following Programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, Load Testing Suite for Oracle Applications and Oracle Test Starter Kit for Utilities (Load Testing), each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following Programs: Data Masking and Subsetting Pack and Data Masking and Subsetting Pack for Non-Oracle Databases, only (a) the users of the database servers where masked data or data subsets originate and (b) the users of the database servers performing the masking or subsetting operations (via GUI or command line) must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight and Application Replay Pack, all users of the respective managed application Program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate, only (a) the users of the Oracle database from which You capture data and (b) the users of the Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Big Data, only the users of the source Oracle or non Oracle database(s) from which You capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all users for all sources must be counted.

For the purposes of the following Programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which You capture data and (b) the users of the database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which You capture data and (b) the users of the Non Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Integrator Enterprise Edition and Data Integrator Enterprise Edition for Oracle Applications, only the users that are running or accessing the data transformation processes must be counted for determining the number of licenses required.

For the purposes of the following Programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not Your employee, contractor or outsourcer, authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the Programs at any given time.

Oracle Financing Contract: is a contract between You and Oracle (or one of Oracle's affiliates) that provides for payments over time of some or all of the sums due under Your order.

1000 Orders: is defined as one thousand orders entered into the applicable Program during a 12 month period. You may not exceed the licensed number of orders during any 12 month period unless You acquire additional 1000 Orders licenses from Oracle.

Order Line: is defined as the total number of order entry line items processed by the Program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless You acquire additional Order Line licenses from Oracle.

1,000 Page Views: is defined as 1,000 Page Views per Month, where one Page View means one visit by a unique internet user to a particular page on a website.

Partner Organization: is defined as an external third party business entity that provides value-added services in developing, marketing and selling Your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as Your employee or contractor who is actively working on behalf of Your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Physical Server: is defined as each physical server on which the Programs are installed.

PIN Entry Device (PED): is defined as an electronic hardware device that is used in a debit, credit or smart card-based transaction to accept and encrypt the cardholder's personal identification number (PIN).

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

POS Client: is defined as a device that is used to record any part of a sales transaction or related end-user functionality such as workstation reporting, cash management, engagement, table management, or manager operations. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

For the purposes of the Oracle Hospitality Guest Access POS and Device Client Program, a POS Client is a guest access control method that includes, but is not limited to, turnstiles, gates and swing doors that are managed by the Program. For each guest access control method, both entrance and exit points must be counted for the purposes of determining the number of licenses required. For example, each turnstile must be counted as two POS Clients (one for entrance and one for exit).

Processor: shall be defined as all processors where the Oracle Programs are installed and/or running. Programs licensed on a processor basis may be accessed by Your internal users (including agents and contractors) and by Your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed Program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle Programs with Standard Edition 2, Standard Edition One or Standard Edition in the product name (with the exception of WebCenter Enterprise Capture Standard Edition, Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the Program (other than Standard Edition One Programs or Standard Edition Programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the Program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following Program: Oracle Healthcare Data Repository, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base Programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed Program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed Program; under these licenses You may also install and/or run the licensed Program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following Programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware and Management Pack for WebCenter Suite, only the processors on which the Program that is being managed/monitored are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Masking and Subsetting Pack and Data Masking and Subsetting Pack for Non-Oracle Databases, only (a) the processors running the database servers where masked data or data subsets originate and (b) the processors running the database servers performing the masking or subsetting operations (via GUI or command line) must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Application Management Pack for Utilities and Application Management Pack for Taxation and Policy Management, all processors on which the middleware and/or database software that support the respective managed application Program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Replay Pack and Real User Experience Insight, all processors on which the middleware software that supports the respective managed application Program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache Program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate, only (a) the processors running the Oracle database from which You capture data and (b) the processors running the Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which You capture data and (b) the processors running the database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the non Oracle database from which You capture data and (b) the processors running the non Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Oracle GoldenGate Application Adapters and Oracle GoldenGate for Big Data, only the processors running the source Oracle or non Oracle database(s) from which You capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all processors for all sources must be counted.

For the purposes of the following Program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the Program is running for indexing content in configured content sources as long as the foregoing is the only use of the Program on all the processors installed in a given server.

Project: is defined as a scheduled stage gate process plan in operation.

Property: is defined as a location with a single physical address.

For the purposes of the following Programs: Oracle Hospitality POS Gateway Provisioning Service for Merchant Link, Oracle Hospitality POS Gateway Change Service for Merchant Link, and Oracle Hospitality POS Annual Support Subscription for Merchant Link, each property management system, each restaurant, and each retail point of sale system must be counted as a separate Property.

500,000 Queries Per Day: is defined as five hundred thousand queries from midnight to the next midnight (e.g., a day) to the production MDEX engine, including but not limited to: text searches; changes to facet (refinement); and page up/down through results (any text box query, change in facet selection, change in results viewed). Queries that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed queries. You may also use the programs for non-production uses, including but not limited to development, quality assurance, and performance testing.

$M in Revenue: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$M Revenue Under Management: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year for the product lines for which the Programs are used.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record, which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record, which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub Program a record is defined as the total number of unique case database records stored in the Case Hub Program. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For the purposes of the Site Hub Program a record is defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub Program. A site database record is a unique site (e.g., an asset, a building, part of a building (such as a store or a franchise within a store, an ATM, etc.)) stored in the Site Hub Program.

For the Programs listed above, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the purposes of the Oracle Data Relationship Management Program, a record is defined as the unique occurrence of any business object or master data construct that You choose to manage within the Program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

For the purposes of the Supplier Lifecycle Management and Supplier Hub Programs, a record is defined as a unique business entity or company record stored as Supplier in the AP_SUPPLIERS table of the Supplier Lifecycle Management and Supplier Hub Programs.

For the purposes of the Life Sciences Customer Hub Program, a record is defined as the number of unique customer database records stored in such Program. A customer database record is a unique physician (i.e., physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub Program.

1000 Records: is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator Program.

Registered User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. Registered Users shall be business partners and/or customers and shall not be Your employees.

250,000 Requests Per Day: is defined as two hundred fifty thousand requests from midnight to the next midnight (e.g., a day) in the production systems. Requests that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed requests. You may also use the Program for non-production uses, including but not limited to development, quality assurance, and performance testing.

For the purposes of the following Program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls in the production systems, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: WebCenter Sites for Oracle ATG Web Commerce, requests to the production WebCenter Sites or production WebCenter Sites Satellite Server Programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Endeca Experience Manager, requests at the production Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g. ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

Retail Register: is defined as any device designed to record any part of a sales transaction.

Retail Store: is defined as any location where two or more people are employed to generate revenue by selling goods and services to customers.

Retail Wireless Device: is defined as a detached device that accesses the Program. Examples of wireless devices include but are not limited to, scanners, RF devices, PDAs.

Revenue Center: is defined as a logical reporting as configured within a Location. For example, a restaurant that keeps its reports and configuration separate from its bar and its room service would require 3 Revenue Center licenses (one for the restaurant, one for the bar and one for room service).

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Rule Set: is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

Server: is defined as the computer on which the Programs are installed. A Server license allows You to use the licensed Program on a single specified computer.

For the purposes of Acme Packet Programs, a Server in a virtual environment is defined as a virtual machine image.

For the purposes of Tekelec Programs, a Server in a virtualized environment is not counted as a Server.

Service Order Line: is defined as the total number of service order entry line items processed by the Program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless You acquire additional Service Order Line licenses from Oracle.

1,000 Sites: is defined as one thousand unique sites added to Multi-Site Quotes created during a 12 month period. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of a Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. A single Site (as defined by its Service Account and Service Point fields Site) that is added to multiple Multi-Site Quotes created during a 12-month period shall be only counted once.

Socket: is defined as a slot that houses a chip (or a multi-chip module) that contains a collection of one or more cores. Regardless of the number of cores, each chip (or multi-chip module) shall count as a single socket. All occupied sockets on which the Program is installed and/or running must be licensed.

Oracle Solaris Premier Subscription for Non-Oracle Hardware per socket: is defined as the right to use the Oracle Solaris Programs (as defined below) on hardware not manufactured by or for Sun/Oracle, and to receive Oracle Premier Support for Operating Systems services (limited to the Oracle Solaris Programs), for the term specified in the ordering document. "Oracle Solaris Programs" refers to the Oracle Solaris operating system and the separately licensed third party technology (as defined below). The Oracle Solaris Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement. The Oracle Solaris Programs may include or be distributed with certain separately licensed components that are part of Java SE ("Java SE"). Java SE and all components associated with it are licensed to You under the terms of the Oracle Binary Code License Agreement for the Java SE Platform Products, and not under the agreement. A copy of the Oracle Binary Code License Agreement for the Java SE Platform Products can be found at www.oracle.com/contracts. This subscription is available only for a server that is certified by Oracle and listed on the Hardware Compatibility List (HCL) at http://www.oracle.com/webfolder/technetwork/hcl/index.html. You must obtain a subscription license for each socket in the server. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Premier Support for Operating System services are provided under the applicable technical support policies in effect at the time the services are provided. At the end of the specified term, You may renew Your subscription, if available, at the then current fees for this subscription.

If Your order specifies **"1 – 4 socket server"** then You may only use the subscription on a server with not more than 4 sockets. If Your order specifies **"5+ socket server"** then You may use the subscription for servers with any number of sockets.

Store: is defined as a physical store location which sells goods or services that utilize one Point-of-Sale (POS) system. If a physical store location has multiple POS systems, then each POS system must be counted as a Store.

Stream: is defined as a concurrent backup or restore job to a tape, disk or cloud target. For tape targets (which would be a physical tape drive (e.g., T10000D or LTO6) or a virtual tape drive), each configured tape drive within the Oracle Secure Backup domain must be counted for determining the number of licenses required. For disk targets, each concurrent job defined per Oracle Secure Backup disk pool must be counted for determining the number of licenses required. For Cloud based targets utilizing the Oracle Secure Backup Cloud Module, each parallel Recovery Manager (RMAN) channel must be counted for determining the number of licenses required.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by You for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter. The total number of Subscribers is equal to the aggregate of all types of Subscribers. If Your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of Your gross annual revenue as reported to the SEC in Your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Sun Ray Device: is defined as the Sun Ray computer on which the Program is running.

System: is defined as a single configuration environment. Test, production, and development configurations are considered three separate systems that must each be licensed.

Tape Drive: is defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For cloud based backups, Oracle counts each parallel stream or Recovery Manager (RMAN) channel as equivalent to a tape drive.

Tape Library Slot: is defined as a physical slot location within a tape library where each slot accepts a single tape cartridge.

Technical Reference Manuals
Technical Reference Manuals ("TRMs") are Oracle's confidential information. You shall use the TRMs solely for Your internal data processing operations for purposes of: (a) implementing applications Programs, (b) interfacing other software and hardware systems to the applications Programs and (c) building extensions to applications Programs. You shall not disclose, use or permit the disclosure or use by others of the TRMs for any other purpose. You shall not use the TRMs to create software that performs the same or similar functions as any of Oracle products. You agree: (a) to exercise either at least the same degree of care to safeguard the confidentiality of the TRMs as You exercise to safeguard the confidentiality of Your own most important confidential information or a reasonable degree of care, whichever is greater; (b) to maintain agreements with Your employees and agents that protect the confidentiality and proprietary rights of the confidential information of third parties such as Oracle and instruct Your employees and agents of these requirements for the TRMs; (c) restrict disclosure of the TRMs to those of Your employees and agents who have a "need to know" consistent with the purposes for which such TRMs were disclosed; (d) maintain the TRMs at all times on Your premises; and (e) not to remove or destroy any proprietary or confidential legends or markings placed upon the TRMs. Oracle shall retain all title, copyright and other proprietary rights in the TRMs. TRMs are provided to You "as-is" without any warranty of any kind. Upon termination, You shall cease using, and shall return or destroy, all copies of the applicable TRMs.

Telephone Number: is defined as each unique telephone number for which the billing information is managed or displayed using the Program, regardless of the number of individual account holders associated with such telephone numbers.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

$B in Total Assets: is defined as one billion U.S. dollars of Your latest published or internally available "Total Asset Value" as disclosed in Your annual report and/or regulatory filings.

Trainee: is defined as an employee, contractor, student or other person who is being recorded by the Program.

Transaction: is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

1K Transactions: is defined as one thousand unique transactions processed through the Program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless You acquire additional transaction licenses from Oracle. For Oracle Contact Center Anywhere, a unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents). For JD Edwards World Purchase Card Management, a unique transaction is defined as a single charge processed by the Program.

Transaction Services Client: is defined as a device that is used to receive data from an external source to record a sales transaction (e.g., a device in a coffee shop that is used by customers to enter their sandwich orders). If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

For the purposes of the Oracle Hospitality Simphony Transaction Services Program, devices that are used to send property or revenue center configuration to an external source must be counted as Transaction Services Clients. For example, if a digital signage provider wants to display menu item information (e.g., price, name, etc.) on a menu board behind the counter and the menu board system requests that a device provides a list of the menu items and prices that are available for purchase, then that device must be licensed as Transaction Services Client.

UPK Developer: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation.

Video Wrapper: is defined as a standardized container that acts as a file system for video assets installed per site. Examples of video wrapper formats include GXF, MXF, OP1A, AVI, Quicktime and LXF.

Wireless handset: is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

Workstation: is defined as the client computer from which the Programs are being accessed, regardless of where the Program is installed.

Term Designation
If Your Program license does not specify a term, the Program license is perpetual and shall continue unless terminated as otherwise provided in the agreement.

1, 2, 3, 4, 5 Year Terms: A Program license specifying a 1, 2, 3, 4 or 5 Year Term shall commence on the effective date of the order and shall continue for the specified period. At the end of the specified period the Program license shall terminate.

1 Year Subscription: A Program license specifying a 1 Year Subscription shall commence on the effective date of the order and shall continue for a period of 1 year. At the end of the 1 year the Program license shall terminate.

Licensing Rules for Oracle Technology Programs and Oracle Business Intelligence Applications

Failover: Subject to the conditions that follow below, Your license for the Programs listed on the US Oracle Technology Price List, which may be accessed at http://www.oracle.com/us/corporate/pricing/price-lists/index.html, includes the right to run the licensed Program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate days in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two days). The above right only applies when a number of machines are arranged in a cluster and share one disk array. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, You must switch back to the primary node. Once the failover period has exceeded ten days, the failover node must be licensed. In addition, only one failover node per clustered environment is at no charge for up to ten separate days even if multiple nodes are configured as failover. Downtime for maintenance purposes counts towards the ten separate days limitation. When licensing options on a failover environment, the options must match the number of licenses of the associated database. Additionally, when licensing by Named User Plus, the user minimums are waived on one failover node only. Any use beyond the right granted in this section must be licensed separately. In a failover environment, the same license metric must be used for the production and failover nodes when licensing a given clustered configuration.

Testing: For the purpose of testing physical copies of backups, Your license for the Oracle Database (Enterprise Edition, Standard Edition or Standard Edition One) includes the right to run the database on an unlicensed computer for up to four times, not exceeding 2 days per testing, in any given calendar year. The aforementioned right does not cover any other data recovery method - such as remote mirroring - where the Oracle Program binary files are copied or synchronized.

You are responsible for ensuring that the following restrictions are not violated:

- Oracle Database Standard Edition 2 may only be licensed on servers that have a maximum capacity of 2 sockets. When used with Oracle Real Application Clusters, Oracle Database Standard Edition 2 may only be licensed on a maximum of 2 one-socket servers. In addition, notwithstanding any provision in Your Oracle license agreement to the contrary, each Oracle Database Standard Edition 2 database may use a maximum of 16 CPU threads at any time. When used with Oracle Real Application Clusters, each Oracle Database Standard Edition 2 database may use a maximum of 8 CPU threads per instance at any time. If You purchase Named User Plus (NUP) licenses, You must maintain a minimum of 10 NUP per server.
- WebLogic Server Standard Edition does not include WebLogic Server Clustering.
- Business Intelligence Standard Edition One can only be licensed on servers that have the ability to run a maximum of 2 sockets. The data sources for BI Server and BI Publisher are limited to the included Oracle Standard Edition One, one other database, and any number of flat file sources such as CSV, and XLS. You may use Oracle Warehouse Builder Core ETL to pull data from any number of data sources but You must use only the included Oracle Standard Edition One as the target database.
- Informatica PowerCenter and PowerConnect Adapters may not be used on a standalone basis or as a standalone ETL tool. The Informatica PowerCenter and PowerConnect Adapters may be used with any data source provided the target(s) are: (i) the Oracle Business Intelligence applications Programs (excluding Hyperion Enterprise Performance Management Applications), (ii) the underlying platforms on which the Oracle Business Intelligence Suite Enterprise Edition Plus Program, Oracle Business Intelligence Standard Edition One or associated components of those Business Intelligence applications Programs run, or (iii) a staging database for any of the foregoing. Informatica PowerCenter and PowerConnect Adapters may also be used where the Oracle Business Intelligence applications Programs (excluding Hyperion Enterprise Performance Management Applications) are the source and non-Oracle Business Intelligence application Programs are the target, provided, that users do not use Informatica PowerCenter and PowerConnect Adapters to transform the data.
- With respect to the Java SE Advanced and Java SE Suite Programs, You may not create, modify, or change the behavior of, or authorize Your users to create, modify, or change the behavior of, classes, interfaces, or subpackages that are in any way identified as "java", "javax" "sun" or "oracle" or any variation of the aforementioned naming conventions. The installation and auto-update processes for these Programs transmit a limited amount of data to Oracle (or its service provider) about those specific processes to help Oracle understand and optimize them. Oracle does not associate the data with personally identifiable information. You can find more information about the data Oracle collects at http://oracle.com/contracts. Additional copyright notices and license terms applicable to portions of the Programs are set forth at http://oracle.com/contracts.
- Programs that contain "for Oracle Applications" in the Program name are limited use Programs. These limited use Programs may only be used with "eligible" Oracle application Programs that contain the following prefixes in the Program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Endeca*, Oracle Knowledge, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance, Oracle

Primavera, Oracle Hospitality, Oracle XBRi, and Oracle Relate. For those prefixes designated above with a "*" not all Programs with that prefix are eligible for use with the "for Oracle Applications" limited use Programs. For a list of excluded Programs please review the Applications Licensing Table, which may be accessed at http://oracle.com/contracts. Notwithstanding anything above, Oracle Business Intelligence Suite Enterprise Edition Plus for Oracle Applications may only be used with "eligible" Oracle application Programs that contain "Oracle Fusion Human Capital Management" as a prefix in the Program name provided that the Oracle Fusion Human Capital Management Programs are the only Programs configured to run against the database instance Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the Oracle Product Information Management Analytics, Fusion Edition, Oracle Customer Data Management Analytics, Fusion Edition and Oracle Product Lifecycle Analytics Programs. Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the following Programs provided that the Oracle Fusion Applications are the only data source: Oracle Sales Analytics, Fusion Edition; Oracle Partner Analytics, Fusion Edition; Oracle Supply Chain and Order Management Analytics; Oracle Financial Analytics, Fusion Edition; Oracle Procurement and Spend Analytics, Fusion Edition; Oracle Human Resources Analytics, Fusion Edition and Oracle Project Analytics. Any use of limited use Programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.

- Oracle BPEL Process Manager Option for Oracle Applications may be used only to enable business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and, other Oracle Applications or third party applications are allowed as long as they are enabled/initiated within the eligible Oracle Applications. Business Processes defined in BPEL are allowed as long as at least one of the services invoked from within the Business Process access an eligible Oracle Application either natively (via Web Services) or via an adapter.
- Oracle Business Intelligence Foundation for Oracle Applications may be used only to perform query, reporting and analysis against a transaction database, data warehouse or an Essbase OLAP cube if: (i) the transaction database is an eligible Oracle Applications transaction database itself or an extraction, in whole or in part, of an eligible Oracle Applications transaction database, without transformation (query, reporting and analysis against a transaction database that is not an eligible Oracle Applications transaction database requires a full use license of Oracle Business Intelligence Foundation Suite); or (ii) the data warehouse is a pre-packaged eligible Oracle Applications data warehouse, with any customizations necessary to reflect customizations made in the eligible Oracle Applications, and restricted only to the eligible Oracle Applications sources (query, reporting and analysis against extensions to the data warehouse drawn from source systems not supported by the pre-packaged data warehouses require a full use license of Oracle Business Intelligence Foundation Suite); or (iii) the dimensions of each Essbase OLAP Cube are sourced from eligible Oracle Applications.
- Oracle WebLogic Suite for Oracle Applications may be used only as an embedded runtime for eligible Oracle Applications or to deploy customizations to an eligible Oracle Application. The WebLogic global datasource or one of the WebLogic application datasources must be configured to access the schema of an eligible Oracle Application.
- Data Integrator Enterprise Edition for Oracle Applications may only be used with the Oracle supplied data integration jobs and customization of the supplied jobs is allowed. For the avoidance of doubt, examples of uses that are not permitted include, but are not limited to, the following: adding new jobs that support different applications, new schemas, or previously unsupported application modules.
- Oracle SOA Suite for Oracle Applications may be used only to enable integration, business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and other non-eligible Oracle Applications or third party applications are allowed as long as they are either initiated or terminated within eligible Oracle Applications. Usage of SOA composites (including but not limited to Rules, Mediator, XSLT transforms, BPEL processes, Spring components, Workflow services and OWSM security policies) is allowed as long as at least one of the services invoked from within each composite accesses an eligible Oracle Application either natively (via Web services) or via an adapter and the invocation is part of a flow that is either initiated or terminated within eligible Oracle Applications. Oracle Service Bus (OSB) usage is allowed as long as each service deployed accesses an eligible Oracle Application either natively (via Web services) or via an adapter.
- Oracle WebCenter Portal for Oracle Applications may be used only to surface eligible Oracle Application(s) and custom applications (collectively, "eligible applications"). Surfacing any third-party applications, including other applications from Oracle, requires a license for Oracle WebCenter Portal. Multiple eligible applications may be surfaced in a single portal instance provided that a WebCenter Portal for Oracle Applications license exists for each eligible application surfaced in the portal. WebCenter Portal for Oracle Applications may be used to integrate the various WebCenter services (e.g., wikis, blogs, and discussions) into an application context, as well as to build out custom workflows and notifications between the eligible application and WebCenter Portal components. The content management features of the Oracle WebCenter Portal for Oracle Applications Program may be used to store and manage documents created outside of the eligible application provided that such documents are related to the eligible application or to the application context.
- Oracle WebCenter Imaging for Oracle Applications may be used to create and modify imaging searches, to modify pre-packaged imaging application document types, and to create and modify input mappings to imaging applications. Oracle WebCenter Imaging for Oracle Applications may also be used to invoke web service application programming interfaces

(API's) from Oracle Application workflows. A license for WebCenter Imaging for Oracle Applications is required to define new document types for the management of images unrelated to a pre-packaged Oracle Applications integration, to develop custom workflows, and to invoke APIs from custom workflows or custom application integrations.

- Oracle Identity and Access Management Suite Plus for Oracle Applications may be used only to perform associated actions for users of and within the eligible Oracle Applications. The Programs may be used to do the following: (1) add, delete, modify, and manage user identities and roles in the eligible Oracle Applications; (2) provide web access management and single sign-on into eligible Oracle Applications; (3) provide data storage or virtualization to data storage of user identities and user identity related information or authentication and authorization policies for eligible Oracle Applications; (4) provide federated single sign-on to eligible Oracle Applications.
- Oracle Coherence Enterprise Edition for Oracle Applications may only be used within the same Java Virtual Machine as the eligible Oracle Application components.
- Oracle GoldenGate for Oracle Applications may only be used with the Oracle supplied integration jobs. Customization of the Oracle supplied integration jobs is allowed if necessitated by (i) customizations of the source application or of the target application or (ii) for performance tuning of the GoldenGate configuration. Oracle GoldenGate for Oracle Applications may not be used (i) for data replication to non-Oracle databases or (ii) by other Oracle applications or (iii) by third party applications for any type of data integration or replication purposes. For the avoidance of doubt, examples of other uses that are not permitted include, but are not limited to, the following: replicating data to non-Oracle databases (including MySQL), adding new source or target schemas, adding unsupported application modules to source or target schemas, supporting other replication topologies (e.g., active-active or multi-master) or adding anything not supplied by Oracle.
- The number of Hyperion Program option licenses must match the number of licenses of the associated Hyperion Program.
- The license for the Hyperion Planning Plus Program includes a limited use license for the Oracle Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis Programs. Such limited use license means that the Oracle Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis Programs may only be used to access data from the Hyperion Planning Plus Program. The Oracle Data Integrator for Oracle Business Intelligence Program may be used to load data from any data source provided that the target database is the Hyperion Planning Plus Program. Specifically, the Oracle Essbase Plus Program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Planning Plus Program and the Aggregate Storage option component of the Oracle Essbase Plus Program may not be used.
- The license for the Hyperion Profitability and Cost Management Program includes a limited use license for the Oracle Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator for Business Intelligence Programs. Such limited use license means that the Oracle Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator for Business Intelligence Programs may only be used to access data from the Hyperion Profitability and Cost Management Program. Specifically, the Oracle Essbase Plus Program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Profitability and Cost Management Program and the Aggregate Storage option component of the Oracle Essbase Plus Program may not be used.

If You purchase Named User Plus licenses for the Programs listed below, You must maintain the following user minimums and user maximums:

Program	**Named User Plus Minimum**
Oracle Database Enterprise Edition	25 Named Users Plus per Processor
NoSQL Database Enterprise Edition	25 Named Users Plus per Processor
Times Ten In-Memory Database	25 Named Users Plus per Processor
Rdb Enterprise Edition	25 Named Users Plus per Processor
CODASYL DBMS	25 Named Users Plus per Processor
Data Integrator Enterprise Edition	25 Named Users Plus per Processor
GoldenGate	25 Named Users Plus per Processor
GoldenGate for Non Oracle Database	25 Named Users Plus per Processor
GoldenGate for Mainframe	25 Named Users Plus per Processor
GoldenGate Veridata	25 Named Users Plus per Processor
GoldenGate for Teradata Replication Services	25 Named Users Plus per Processor
Data Integrator Enterprise Edition for Oracle Applications	25 Named Users Plus per Processor
GoldenGate for Oracle Applications	25 Named Users Plus per Processor
Endeca Discovery Foundation for Oracle Applications	25 Named Users Plus per Processor
Java SE Advanced	10 Named Users Plus per Processor
Java SE Suite	10 Named Users Plus per Processor

WebLogic Server Standard Edition	10 Named Users Plus per Processor
WebLogic Server Enterprise Edition	10 Named Users Plus per Processor
WebLogic Suite	10 Named Users Plus per Processor
Web Tier	10 Named Users Plus per Processor
Coherence Standard Edition One	10 Named Users Plus per Processor
Coherence Enterprise Edition	10 Named Users Plus per Processor
Coherence Grid Edition	10 Named Users Plus per Processor
TopLink and Application Development Framework	10 Named Users Plus per Processor
GlassFish Server	10 Named Users Plus per Processor
Internet Application Server Standard Edition	10 Named Users Plus per Processor*
Internet Application Server Enterprise Edition	10 Named Users Plus per Processor*
API Gateway	10 Named Users Plus per Processor
BPEL Process Manager	10 Named Users Plus per Processor
WebLogic Integration	10 Named Users Plus per Processor
Service Registry	10 Named Users Plus per Processor
Enterprise Repository	10 Named Users Plus per Processor
Forms and Reports	10 Named Users Plus per Processor
Managed File Transfer	10 Named Users Plus per Processor
Tuxedo	10 Named Users Plus per Processor
Event Processing	10 Named Users Plus per Processor
SOA Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Unified Business Process Management Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Business Process Management Standard Edition	10 Named Users Plus per Processor
Application Adapters	10 Named Users Plus per Processor
Oracle E-Business Suite Adapter	10 Named Users Plus per Processor
Integration Adapter for SAP R/3	10 Named Users Plus per Processor
Integration Adapter for JD Edwards World	10 Named Users Plus per Processor
Integration Adapter for Siebel	10 Named Users Plus per Processor
Cloud Adapters	10 Named Users Plus per Processor
B2B for RosettaNet	10 Named Users Plus per Processor
B2B for EDI	10 Named Users Plus per Processor
Healthcare Adapter	10 Named Users Plus per Processor
B2B for ebXML	10 Named Users Plus per Processor
WebCenter Suite Plus	10 Named Users Plus per Processor
WebCenter Portal	10 Named Users Plus per Processor
WebCenter Content	10 Named Users Plus per Processor
WebCenter Sites	10 Named Users Plus per Processor
WebCenter Sites Satellite Server	10 Named Users Plus per Processor
WebCenter Universal Content Management	10 Named Users Plus per Processor
WebCenter Imaging	10 Named Users Plus per Processor
WebCenter Forms Recognition	10 Named Users Plus per Processor
WebCenter Enterprise Capture	10 Named Users Plus per Processor
WebCenter Distributed Capture	10 Named Users Plus per Processor
WebCenter Real-Time Collaboration	10 Named Users Plus per Processor
WebCenter Sites Mobile Option	10 Named Users Plus per Processor
Enterprise Identity Services Suite	10 Named Users Plus per Processor
Identity Governance Suite	10 Named Users Plus per Processor
Access Management Suite Plus	10 Named Users Plus per Processor
Entitlements Server	10 Named Users Plus per Processor
Entitlements Server Security Module	10 Named Users Plus per Processor
Beehive Enterprise Collaboration Server	10 Named Users Plus per Processor

*The Named User Plus Minimum does not apply if the Program is installed on a one-processor machine that allows for a maximum of one user per Program.

Program	Named User Plus Maximum
Personal Edition	1 Named User Plus per database
Business Intelligence Standard Edition One	50 Named Users Plus

If licensing by Named User Plus, the number of licenses for the Programs listed below in column A must match the number of licenses of the associated Program listed in column B. In the case where the minimum number of Named User Plus licenses are/were purchased, the number of licenses may not match due to variance in core factors between the time the respective Programs were licensed. If licensing by Processor, the number of licenses for the Programs listed below in column A must match the number of licenses of the associated Program listed in column B. In the case where the Programs are licensed at different times, the number of licenses may not match due to variance in core factors between the time the respective Programs were licensed; in that case the number of cores used to determine the number of licensed processors for the Programs listed below in column A must match the number of cores used to determine the number of licensed processors of the associated Program listed in Column B. Associated Programs are those Programs being used in conjunction with the Program in Column A.

Column A	Column B
Database Enterprise Edition Options*- Multitenant, Real Application Clusters, Real Application Clusters One Node, Partitioning, OLAP, Spatial and Graph, Advanced Security, Label Security, Database Vault, Active Data Guard, Real Application Testing, Advanced Compression, Advanced Analytics, Database In-Memory, Retail Data Model, Communications Data Model, Airlines Data Model, Utilities Data Model **Database Enterprise Management*-** Diagnostics Pack, Tuning Pack, Database Lifecycle Management Pack, Cloud Management Pack for Oracle Database	Oracle Database Enterprise Edition
RDB Server Options*- TRACE	Rdb Enterprise Edition, CODASYL DBMS
WebLogic Suite Options-** BPEL Process Manager Option, Service Bus, SOA Suite for Oracle Middleware, Unified Business Process Management Suite, WebLogic Coherence Grid Edition Option	WebLogic Suite
WebLogic Server Enterprise Edition and WebLogic Suite Options-** WebLogic Server Multitenant, WebLogic Server Continuous Availability	Associated application server Program being managed by the Program in Column A.
SOA Suite for Oracle Middleware Options- Integration Continuous Availability**	SOA Suite for Oracle Middleware
Application Server Enterprise Management-** WebLogic Server Management Pack Enterprise Edition, SOA Management Pack Enterprise Edition, Cloud Management Pack for Oracle Fusion Middleware, Management Pack for Oracle Data Integrator	Associated application server Program being managed by the Program in Column A.
Management Pack for Oracle Coherence**	Coherence Enterprise Edition, Coherence Grid Edition
Management Pack for Oracle GoldenGate*	GoldenGate, GoldenGate for Non Oracle Database, GoldenGate for Mainframe
Tuxedo Advanced Performance Pack**	Tuxedo
Business Intelligence Server Enterprise Edition Options-	Business Intelligence Server Enterprise

Interactive Dashboard, Delivers, Answers, Office Plug-in, Reporting and Publishing	Edition
Business Intelligence Suite Enterprise Edition Plus Option- Business Intelligence Management Pack	Business Intelligence Suite Enterprise Edition Plus
Beehive Platform Options- Beehive Messaging, Beehive Team Collaboration, Beehive Synchronous Collaboration, Beehive Voicemail	Beehive Platform
Management Pack for Oracle Data Integrator	Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, or Oracle Data Integrator Enterprise Edition for Oracle Applications
Hyperion Financial Data Quality Management Options- Hyperion Financial Data Quality Management Adapter for Financial Management, Hyperion Financial Data Quality Management Adapter Suite, Hyperion Financial Data Quality Management Adapter for SAP	Hyperion Financial Data Quality Management
Hyperion Financial Data Quality Management for Hyperion Enterprise Option- Hyperion Financial Data Quality Management - Enterprise Edition Adapter for Financial Management, Hyperion Financial Data Quality Management – Enterprise Edition Adapter Suite, Hyperion Financial Data Quality Management – Enterprise Edition ERP Source Adapter for SAP	Hyperion Financial Data Quality Management for Hyperion Enterprise

*If licensing by Named User Plus You must maintain, at a minimum, 25 Named Users Plus per Processor per associated Program.

** If licensing by Named User Plus You must maintain, at a minimum, 10 Named Users Plus per Processor per associated Program.

Licensing Rules for Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.

Licensing Rules for ATG Applications

- The Oracle ATG Web Commerce Business Intelligence Program and the Oracle ATG Web Commerce Business Intelligence Administrator Program may only be used in conjunction with either the Oracle ATG Web Commerce Program and/or the Oracle ATG Web Knowledge Manager Program. You may, however, expand Your data model to include other information provided the additional information supplements information is already included in the Oracle ATG Web Commerce Program or in the Oracle ATG Knowledge Manager Program.
- The Cognos BI Consumer Bundle is included in the Oracle ATG Web Commerce Business Intelligence Program and is comprised of (a) one (1) reporting engine for anonymous viewers consisting of no more than two (2) processors and four (4) total cores, (b) unlimited anonymous report viewer seat licenses, (c) one (1) Named BI Web Administrator seat license and one (1) Named BI Professional Report Author seat license. Any additional seat licenses must be licensed separately by purchase of Oracle ATG Web Commerce BI Administrator seat licenses at an additional cost and are not included in any enterprise-wide or similar license.

Licensing Rules for JD Edwards Applications

- The Programs include GNU libgmp library; copyright 1991 Free Software Foundation, Inc. This library is free software that can be modified and redistributed under the terms of the GNU Library General Public License contained in the Programs. The Programs may also contain other third party products.
- Your license for the Program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards Program table located at http://oracle.com/contracts for additional information.

- The Foundation Program contains the development foundation environment/toolkit. You understand and acknowledge that any software Program developed with the functionality of the development foundation environment/toolkit is subject to the terms and conditions of this agreement. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer Programs generated by You utilizing the development tools included in the Programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.

Licensing Rules for Oracle E-Business Suite Applications

- The option Activity Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Field Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Marketing Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Sales Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Activity Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Field Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Marketing Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Privacy Management Policy Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Sales Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.

Licensing Rules for Oracle Hospitality Cruise Applications

- The Oracle Hospitality Data Foundation for Cruise Program may only be used with Oracle Hospitality Cruise Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is allowed via the Oracle Hospitality Cruise Interface Programs only. You may not add new schemas or unsupported applications.

Licensing Rules for Oracle Hospitality Food and Beverage Applications

- The Oracle Hospitality Technology Foundation for Food and Beverage Program may only be used with the Oracle Hospitality Simphony Point-of-Sale, Oracle Hospitality Simphony Transaction Services, Oracle Hospitality Simphony First Edition Point-of-Sale, Oracle Hospitality Simphony First Edition Transaction Services, Oracle Hospitality Reporting and Analytics, and Oracle Hospitality 9700 Foundation Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is allowed via the Oracle Hospitality Interface Programs only. You may not add new schemas or unsupported applications.
- For the Oracle XBRi Loss Prevention for Food and Beverage Program, You acknowledge that there are MicroStrategy, Inc. products (the "MicroStrategy Products") included with that Program and the MicroStrategy Products are subject to the following terms and conditions.

  All terms and conditions of the order under which You license the Oracle XBRi Loss Prevention for Food and Beverage Program (the "Order") that are not expressly modified, supplemented, or deleted by these terms shall remain in force but these terms shall supersede any contradictory terms or conditions in the Order.

a. You acknowledge that the Oracle XBRi Loss Prevention for Food and Beverage Program contains copyrighted and proprietary products and materials of MicroStrategy, Inc., which are obtained under a license from MicroStrategy, Inc.
b. Your use of the MicroStrategy Products is restricted solely to use in combination with the Oracle XBRi Loss Prevention for Food and Beverage Program as included therein and limited to the number of named user licenses purchased on the Order.
c. You are prohibited from changing or expanding the data models and You are limited to accessing data only from the data models provided by Oracle.
d. You are expressly prohibited from reverse engineering, disassembling or decompiling the MicroStrategy Products.
e. You acknowledge that You are being granted a sublicense to the MicroStrategy Products only, and in no event shall any title or ownership to the MicroStrategy Products pass or transfer to You.
f. Oracle and MicroStrategy disclaim any warranty of any kind directly to You for the MicroStrategy Products, including a warranty of performance, merchantability, fitness for a particular purpose, title and non-infringement. ORACLE DOES NOT GUARANTEE THAT THE MICROSTRATEGY PRODUCTS WILL PERFORM ERROR-FREE OR UNINTERRUPTED, OR THAT ORACLE OR MICROSTRATEGY CAN OR WILL CORRECT ALL PROGRAM ERRORS. ORACLE DISCLAIMS, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ORACLE AND MICROSTRATEGY'S LIABILITY FOR ANY DAMAGES, WHETHER DIRECT, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL, AND ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE, ARISING FROM THE USE OF THE MICROSTRATEGY PRODUCTS OR ARISING IN CONNECTION WITH THE ORDER.
g. You are expressly prohibited from written and oral disclosure to any third party of any result of any benchmark tests.
h. If You export the MicroStrategy Products, You are required to comply fully with all relevant export laws and regulations of the United States to ensure that neither the MicroStrategy Products nor any direct product thereof, are exported, directly or indirectly, in violation of United States law.
i. You are expressly prohibited from using the MicroStrategy Products in any manner that violates any individual's privacy right under the applicable law.
j. You acknowledge that Oracle shall have the right to provide to MicroStrategy any personal data provided by You in order for Oracle or MicroStrategy to fulfill its respective obligations hereunder, and that MicroStrategy has the right to export certain personal data outside the European Union to any country in the European Union and/or the United States; provided the processing and export of such personal data shall be carried out in compliance with the applicable law relating to data protection. You have the right to consult, amend, cancel or oppose processing and/or export of Your personal data.
k. In addition to Oracle's audit rights under the Master Agreement, upon Oracle's request, You agree to run a license manager report utilizing the license manager functionality included in any MicroStrategy products. You shall provide Oracle with a license manager report within ten (10) days of receiving a request from Oracle. You understand and agree that Oracle may share license manager report(s) with MicroStrategy.

Licensing Rules for Oracle Hospitality Hotels Applications

- The Oracle Hospitality OPERA 5 Property Standard Program is limited to 55 functions as defined in the Program Documentation.
- The Oracle Hospitality OPERA 5 Property Lite Program is limited to 30 functions as defined in the Program Documentation.
- The following Programs may only be used with the Oracle Hospitality OPERA Programs: Oracle Hospitality Technology Foundation for Hotel Property Systems – OPERA 5 Premium, Oracle Hospitality Technology Foundation for Hotel Property Systems – OPERA 5 Standard, Oracle Hospitality Technology Foundation for Hotel Property Systems – OPERA 5 Lite and Oracle Hospitality Technology Foundation for Hotel Central Office Systems. New reports or customizations of the included reports are allowed. Integration to third party systems is allowed via the Oracle Hospitality Interface Programs only. You may not add new schemas or unsupported applications.

The number of licenses for the Oracle Hospitality Hotels Programs listed below in column A must match the number of licenses of the associated Oracle Hospitality Hotels Program listed in column B.

Column A	Column B
Oracle Hospitality OPERA Property Add-on Modules - Oracle Hospitality OPERA Mobile, Oracle Hospitality Multiproperty Cross Profiles and Configurations, Oracle Hospitality OPERA Multiproperty Cross Reservation, Oracle Hospitality OPERA Multiproperty Cross Postings, Oracle Hospitality OPERA Commission Handling, Oracle Hospitality OPERA Membership for Frequent Guest and Flyer, Oracle Hospitality OPERA Web Self Service, Oracle Hospitality OPERA Campaign Management	Oracle Hospitality OPERA Property Premium, Oracle Hospitality OPERA Property Standard, OR Oracle Hospitality OPERA Property Lite
Oracle Hospitality OPERA Sales and Catering Add-Ons for Hotels – Oracle Hospitality OPERA Sales and Catering for Hotels – Multi-Property Base, Oracle Hospitality OPERA Sales and Catering for Hotels – Multiproperty Group Room Control and Function Diary, Oracle Hospitality OPERA Sales and Catering Account Management	Oracle Hospitality OPERA Sales and Catering Premium OR Oracle Hospitality OPERA Sales and Catering Standard
Oracle Hospitality OPERA Sales and Catering for Conference Centers – Oracle Hospitality OPERA Sales and Catering for Conference Centers - Multiproperty Base, Oracle Hospitality OPERA Sales and Catering for Conference Centers - Multiproperty Group Room Control and Function Diary, Oracle Hospitality OPERA Sales and Catering Account Management for Conference Centers	Oracle Hospitality OPERA Sales and Catering Base for Conference Centers

Licensing Rules for PeopleSoft Applications

- Your license for the Program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards Program table located at http://oracle.com/contracts for additional information.
- The Programs listed below include a license to use Business Analysis Modeler – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft Programs You have licensed. Oracle will deliver this Program to You per the delivery terms in Your order.

  Integrated FieldService, Marketing, Mobile Sales, Online Marketing, Order Capture, Order Capture Self Service, Sales, Support for Customer Self Service
- Your use of the Campus Self Service Program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.
- PeopleTools - Enterprise Development shall be used solely to develop applications for Your internal data processing operations. In no event shall You market or distribute such applications. Notwithstanding anything to the contrary, You shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this Program for the purpose of developing applications.
- Each PeopleTools - Enterprise Development Starter Kit Program shall be used solely by 5 application users to develop applications containing no more than a total of 20 components (as defined in the Program Documentation) for Your internal data processing operations. In no event shall You market or distribute such applications. Notwithstanding anything to the contrary, You shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this Program for the purpose of developing applications.
- You may use PeopleTools – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft Enterprise Programs You have licensed. Oracle will deliver this Program to You per the delivery terms in Your order.
- The Process Modeler Client Program may only be used with PeopleSoft Enterprise or JD Edwards EnterpriseOne Programs You have licensed from Oracle. You shall not use this Program with any other software.
- The license for the Student Administration Program includes a limited use license for the Human Resources, Benefits Administration and the Payroll for North America Programs. Such limited use license means that the Human Resources, Benefits Administration and the Payroll for North America Software modules shall only be used in order to access the features and functions of the Student Administration Program. Your use of the Student Administration Program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.

Licensing Rules for Primavera Applications

- For the purposes of the following Primavera Programs: Earned Value Management, Evolve, SureTrak, Contractor and P3 Project Planner, You acknowledge that You have both read and understand the limited Software Update License & Support services that are available for these Programs, as described in Oracle's Technical Support Policies.
- For purposes of the Primavera SureTrak and Primavera P3 Project Planner Programs, You acknowledge that the agreement delivered to You with these Programs, and not the end user license agreement contained in the product installation, governs the end user's use of these Programs.
- For the purposes of the following Programs: Primavera P6 Enterprise Project Portfolio Management and Primavera P6 Enterprise Project Portfolio Management Web Services, developers and/or users (i) who are not already licensed for the Primavera P6 Enterprise Project Portfolio Management Program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera P6 Enterprise Project Portfolio Management Web Services Program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.
- For the purposes of the following Programs: Primavera Contract Management Web Services and Primavera Contract Management, developers and/or users (i) who are not already licensed for the Primavera Contract Management Program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera Contract Management Web Services Program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.

Licensing Rules for Oracle Retail Programs

- The Oracle Retail Technology Foundation for Store Applications Program may only be used with the Oracle Retail Point of Service Program, the Oracle Retail Back Office Program, the Oracle Retail XStore Point of Service Program and the Oracle Retail XStore Office Program. Any use of the Oracle Retail Technology Foundation for Store Applications Program by other Oracle Programs or third party programs is not permitted.

Licensing Rules for Siebel Applications

- For the Siebel Branch Teller Services Program, Siebel Internet Banking Services Program, Siebel Retail Finance Foundation Services Program and the Siebel Financial Transactions Workbench Program, You may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the Program Documentation, all in accordance with the Program Documentation, and provided that such materials or modified materials shall be used solely with Your licensed use of such Programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the Programs, ancillary Programs, Program Documentation, or any other materials provided by Oracle, or to permit third parties to do so.
- The Siebel Details Program includes a license for 20 Concurrent Users that authorizes You to use the Program on only one Computer for a maximum of 20 Concurrent Users at any given time.
- The Siebel Marketing Server Program is licensed on a Computer basis together with the number of unique Customer Records that You may access using the Program.
- The Siebel Pharma Marketing Server is licensed on the basis of the number of unique Customer Records that You may access using the Program together with the number of Brands that You may manage using the Program.
- The Siebel Pricing Claims Server-Up to 20 Application Users is licensed on a Computer basis with a limitation on the number of Application Users.
- The users or processors of the Siebel Web Channel Program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the Programs that is defined in the Siebel Tools Program.
- The Siebel Data Quality License may only be used with Oracle Master Data Management or Oracle CRM deployments.

Licensing Rules for Programs Licensed per UPK Module

- Oracle grants to You a non-exclusive, nontransferable license for Your UPK Developer(s) to: (i) use those User Productivity Kit ("UPK") Programs licensed as UPK modules (collectively referred to as "UPK content") only as necessary to create and provide training solely for Employee and/or Application Users to use the underlying Programs for Your benefit; (ii) make an unlimited number of copies of the UPK content only as necessary to create and provide training solely to Employees and/or Application Users to use the underlying Programs for Your benefit; and (iii) develop modifications and customizations to the UPK content, if applicable, all subject to the terms and conditions set forth in this agreement, provided all copyright notices are reproduced as provided on the original. You represent and warrant that You have a valid license for the underlying Program(s). You are prohibited from reselling or distributing the UPK content to any other party or using the UPK content other than as explicitly permitted in this agreement. Oracle represents that the UPK content and any content created by You using the UPK content contains valuable proprietary information. Oracle retains title to all portions of the UPK content and

any copies thereof. You shall use UPK content modifications created by You solely for Your internal use in accordance with the terms of this agreement. You may provide access to and use of the UPK content only to those third parties that are licensed as Application Users and that: (a) provide services to You concerning Your use of the UPK content; (b) have a need to use and access the UPK content; and (c) have agreed to substantially similar non-disclosure obligations imposed by You as those contained in this agreement. Application and Employee User(s) of UPK Programs may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Licensing Rules for MySQL Programs

- The MySQL Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement.

APPENDIX F
DISCOUNT TABLE FOR HARDWARE AND ENGINEERED SYSTEMS AND ASSOCIATED SOFTWARE

A. Pricing and Discount Terms for Hardware and Engineered Systems and Associated Software

1. Named Product Hierarchy Discounts. From the effective date of Amendment Two until April 30, 2018, the discounts set forth in the discount table attached to this Appendix F shall apply to hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) that are designated by as a product name associated with the Named Product Hierarchies for such hardware, Engineered Systems and programs (the "**NPH Discount Table**"), provided that such hardware, Engineered Systems and programs are available in production release when the applicable order is placed. Remanufactured hardware and spare products may be purchased under this Master Agreement.[1]

   Oracle may incorporate changes to the product offerings and/or Named Product Hierarchies; and any updates or changes to the pricing and discounting terms provided in this Appendix F shall be made by a written amendment to this Master Agreement.

2. Appendix F Price Lists. The "**Appendix F Price Lists**" for hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) applicable to the Named Product Hierarchies in the attached NPH Discount Table shall be defined as the then-current versions of the following Price Lists at the time of purchase:

   a. Oracle Systems Hardware and Software Global Price List
   b. Oracle Engineered Systems Price List

(Please see attached for the NPH Discount Table.)

[1] You may access the current version of the Remanufactured Product Price List for Remanufactured Products at: http://www.oracle.com/us/products/servers-storage/remanufactured-systems/index.html.

NAMED PRODUCT HIERARCHY DISCOUNT TABLE

NAMED PRODUCT	SLG Discount	EDU Discount
10 Gb Ethernet Switches	15%	18%
10 Gigabit Ethernet Switch Options	15%	18%
Advanced Support Gateway Server	14%	20%
Big Data Appliance	15%	15%
Big Data Connectors Software	25%	25%
Brocade Hardware	24%	34%
Brocade SAN Software	24%	34%
Brocade software	24%	34%
CMT Server Configured Options	15%	18%
Disk Drives	14%	20%
Enterprise Installation Services	0%	0%
Enterprise Tape Drive Conversion Options	24%	34%
Entry Level LTO 5 Tape Drives	24%	34%
Exadata Hardware Products	20%	20%
Exadata Software Products	25%	25%
Exalogic Hardware Products	20%	20%
Exalogic Software Products	25%	25%
Exalytics Hardware Products	15%	15%
Exalytics Software Products	25%	25%
Fabric Interconnect F1-15	15%	18%
Fibre Channel Host Bus Adapters	14%	20%
Fujitsu M10 Server Configured Options	15%	18%
Fujitsu M10 Server Features	15%	18%
Fujitsu M10 Server X-Options	15%	18%
Fujitsu M10-1 Server	15%	18%
Fujitsu M10-4 Server	15%	18%
High-End M-Series Server X-Options	28%	34%
Host Bus Adapters	14%	20%
I/O Modules	15%	18%
Infiniband Host Channel Adapters	14%	20%
Infiniband Switches	28%	34%
Key Management Switch Accessory Kits	24%	34%
LTO Conversion Options	24%	34%
LTO Tape Drive Features	24%	34%
LTO5 Tape Drives	24%	34%
LTO5 Tape Drives (SL150)	24%	34%
LTO6 Tape Drives: AS400	24%	34%
LTO6 Tape Drives: Desktop/Rackmount	24%	34%
LTO6 Tape Drives: Entry Level	24%	34%
LTO6 Tape Drives: High-End Libraries	24%	34%
LTO6 Tape Drives: Midrange Libraries	24%	34%
LTO7 Tape Drives: Desktop/Rackmount	24%	34%
LTO7 Tape Drives: Entry Level	24%	34%

NAMED PRODUCT	SLG Discount	EDU Discount
LTO7 Tape Drives: High-End Libraries	24%	34%
LTO7 Tape Drives: Midrange Libraries	24%	34%
Midrange M-Series Server X-Options	28%	34%
Netra Server X3-2	15%	18%
Netra Server X5-2	15%	18%
Network Adapters	14%	20%
Network Cables	14%	20%
Network Modular System	15%	18%
Network Transceivers	14%	20%
Oracle Database Appliance	14%	20%
Oracle Fabric Manager	20%	25%
Oracle Fabric Monitor	20%	25%
Oracle FS Storage System Options	15%	18%
Oracle FS1-2 Storage System	15%	18%
Oracle Replication Engine	15%	18%
Oracle SDN	20%	25%
Oracle Server X5-2	14%	20%
Oracle Server X5-2L	14%	20%
Oracle Server X5-4	14%	20%
Oracle Server X5-8	14%	20%
Oracle Server X6-2	14%	20%
Oracle Server X6-2L	14%	20%
Oracle Solaris Cluster Software	16%	50%
Oracle Solaris Legacy Containers	16%	50%
Oracle Sun QFS Software	15%	18%
Oracle ZFS Storage Options	24%	34%
Oracle ZFS Storage ZS3-2	24%	34%
Oracle ZFS Storage ZS4-4	24%	34%
Other Server Configured Options	6%	6%
Other Server X-Options	14%	20%
Pillar Axiom SAN Storage Replication Features	15%	18%
Power Cords	14%	20%
Private Cloud Appliance	15%	15%
SAS Host Bus Adapters	14%	20%
Secure Global Desktop Software	16%	50%
Server Hard Disk Drives	14%	20%
Server Solid State Disks	14%	20%
SL150 Tape Library	24%	34%
SL150 Tape Library Features	24%	34%
SL150 Tape Library Options	24%	34%
SPARC M5 Server Configured Memory	15%	18%
SPARC M5 Server Configured Options	15%	18%
SPARC M5 Server X-Option Memory	15%	18%

NAMED PRODUCT	SLG Discount	EDU Discount
SPARC M6-32 Server Configured Options	15%	18%
SPARC M6-32 Server X-Options	15%	18%
SPARC M7 Server	15%	18%
SPARC M7 Server Configured Options	15%	18%
SPARC M7 Server X-Options	15%	18%
SPARC SuperCluster Hardware Products	15%	18%
SPARC T3 Server Configured Options	15%	18%
SPARC T4 Server Configured Options	15%	18%
SPARC T4 Server X-Options	15%	18%
SPARC T5 Server Configured Options	15%	18%
SPARC T5 Server X-Options	15%	18%
SPARC T5-1B Blade Server Module	15%	18%
SPARC T5-2 Server	15%	18%
SPARC T5-4 Server	15%	18%
SPARC T5-8 Server	15%	18%
SPARC T7 Server Configured Options	15%	18%
SPARC T7 Server X-Options	15%	18%
SPARC T7-1 Server	15%	18%
SPARC T7-2 Server	15%	18%
SPARC T7-4 Server	15%	18%
Spare Parts	29%	29%
Storage Archive Manager	22%	50%
Storage Hard Disk Drives	14%	20%
StorageTek Automated Cartridge System Library Software	15%	18%
StorageTek Availability Suite Software	15%	18%
StorageTek Enterprise Library Software	24%	34%
StorageTek Library Content Manager Software	15%	18%
StorageTek Linear Tape File System Software	24%	34%
StorageTek T10000D Tape Drive	24%	34%
StorageTek Tape Analytics Software	15%	34%
StorageTek Virtual Library Extension	15%	18%
StorageTek Virtual Storage Manager Features	24%	34%
StorageTek Virtual Storage Manager System (VSM 6)	24%	34%
StorageTek Virtual Storage Manager System (VSM 7)	24%	34%
Sun Blade Server Options	15%	18%
Sun Fire X4170 M2 Server	14%	20%
Sun Flash Accelerator F160 PCIe Card	24%	34%
Sun Flash Accelerator F320 PCIe Card	24%	34%
Sun Flash Accelerator F80 PCIe Card	24%	34%
Sun Netra Rack Kits	15%	18%
Sun Racks	15%	18%
Sun Ray Server Software	15%	18%
Sun StorageTek SL3000 Modular Library System	24%	34%

NAMED PRODUCT	SLG Discount	EDU Discount
Sun StorageTek SL500 Modular Library System	24%	34%
Sun StorageTek SL8500 Modular Library Features	24%	34%
Sun StorageTek SL8500 Modular Library System	24%	34%
Sun StorageTek T10000B Tape Drive (Open)	24%	34%
Sun StorageTek Virtual Storage Manager System (VSM 4)	24%	34%
Sun StorageTek Virtual Storage Manager System (VSM 5)	24%	34%
Sun Unified Storage System Options	24%	34%
Sun ZFS Storage 7320 System	24%	34%
Sun ZFS Storage 7420 System	24%	34%
Sun ZFS Storage System Features	24%	34%
Sun ZFS Storage System Options	24%	34%
Tape Encryption	24%	34%
Tape Library Features	24%	34%
Tape Media	24%	29%
Tape Options	24%	34%
Tuxedo CFSR	15%	18%
Virtual Desktop Infrastructure Software	28%	34%
Zero Data Loss Appliance	15%	15%
Zero Data Loss Appliance Software	15%	15%

APPENDIX G
HOURLY RATES FOR TIME AND MATERIALS – CONSULTING SERVICES

A. Consulting Rates. From the effective date of Amendment Two until August 31, 2017, consulting services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**Consulting Rates**"):

1. Hourly Rate for Individual Time and Materials Orders. The Hourly Rate Non-Local includes an amount for expenses.

Consultant Level	Hourly Rate Local Resource	Hourly Rate Non-Local
Senior Practice Tech Director	$338.00	$378.00
Practice/Tech Director	$307.00	$347.00
Practice/Tech Manager	$265.00	$305.00
Senior Principal Consultant	$226.00	$266.25
Principal Consultant	$198.13	$238.13
Senior Consultant	$162.75	$202.75
Staff Consultant	$141.75	$181.75
Associate Consultant	$106.25	$146.25
Admin Assistant	$42.50	$82.50
GEH Delivery Center		
RDC Principal Consultant	$149.00	$189.00
RDC Senior Consultant	$124.00	$164.00
RDC Staff Consultant	$107.00	$147.00
RDC Associate Consultant	$91.00	$131.00
Primavera Global Business Unit		
Practice/Tech Director	$345.00	$385.00
Practice/Tech Manager	$285.00	$325.00
Senior Principal Consultant	$235.00	$275.00
Principal Consultant	$195.00	$235.00
Senior Consultant	$160.00	$200.00
Staff Consultant	$140.00	$180.00
Associate Consultant	$110.00	$150.00
Primavera Global Business Unit (offshore – remote only)		
Practice/Tech Manager	$96.00	Not Applicable
Senior Principal Consultant	$72.00	Not Applicable
Principal Consultant	$66.00	Not Applicable
Senior Consultant	$60.00	Not Applicable

Oracle Consulting may quote Fixed Price if requested by the State.

B. All labor categories are U.S. resources.

C. The Consulting Rates apply to orders executed and effective during the period beginning on the effective date of Amendment Two through and including August 31, 2017.

D. The Consulting Rates do not apply to any credits.

E. The Consulting Rates are in lieu of any other discount and shall not apply to any other Oracle products or services including but not limited to licenses, technical support, hardware, education, advanced customer support services, or training.

F. The Consulting Rates for time and materials consulting services granted under the Master Agreement shall not be applied retroactively to fees invoiced prior to the effective date of Amendment Two.

G. Consulting services shall be provided subject to receipt by Oracle of a signed Oracle ordering document including an exhibit containing a scope of services. The fee for such consulting services shall be equal to the number of hours of services performed multiplied by the applicable rate(s), as agreed to in the Oracle ordering document.

H. Any consulting services acquired pursuant to the Master Agreement are separate from any Program licenses acquired pursuant to the Master Agreement. Customer understands that it has the right to acquire Program licenses without acquiring the consulting services, and that Customer has the right to acquire Program licenses and the consulting services separately at the fees stated in the Master Agreement.

APPENDIX H
HOURLY RATES FOR TIME AND MATERIALS ORACLE ADVANCED CUSTOMER SUPPORT

For the period beginning on the effective date of Amendment Two through and including August 31, 2017, Oracle Advanced Customer Support services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**ACS Rates**"):

Resource	Hourly Rate Local Resources	Hourly Rate Non-Local Resources
Technical Account Manager II	$294	$339
Technical Account Manager I	$251	$296
Senior Advanced Support Engineer	$294	$339
Advanced Support Engineer	$248	$293
Senior Data Center Engineer	$194	$239
Data Center Engineer	$151	$196

APPENDIX I
PRICING AND DISCOUNT SCHEDULE FOR ORACLE UNIVERSITY TRAINING

B. Pricing and Discount Terms for Oracle University Training

1. Appendix I Price List. The "**Appendix I Price List**" in this Appendix I shall be defined as the then-current version of the following Price List at the time of order:

   a. Oracle University Global Base Price List

2. Pricing and Discount Terms.

   a. From the effective date of Amendment Two until August 31, 2017, all Oracle University products and services may be purchased based on the discount defined in the schedule below off of the then-current version of the Appendix I Price List at the time of the order or the pricing provided in section 7 (Appendix I Pricing Schedules) below:

Oracle University Discount Schedule (Utilizing the Appendix I Price List in Effect at the Time the Order is Placed, or the Appendix I Pricing Schedules)	
Transaction Band	**Discount**
$0 - $100,000	15%
$100,001 - $250,000	20%
$250,001 - $1,000,000	25%
$1,000,001 - $2,500,000	30%
$2,500,001 +	35%

3. Definition Section.

   a. A "Private Event – On-Site" shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are held at the State or Authorized Contract User training site. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   b. A "Private Event – Virtual" shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection, and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   c. A "Public Event" for Instructor-Led Training (ILT) courses shall mean training courses offered by Oracle University at Oracle University authorized Education Center locations.

   d. A "Public Event" for Live Virtual Classroom (LVC) training shall mean traditional instructor-led training courses offered online and require an internet connection and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC.

   e. "Training On Demand (TOD)" shall be defined as a web-based learning environment that provides on-demand access to self-paced training content, and is made available on a named user basis for a term of 90 days from the effective date of your order. Content is streamed directly to an internet connected device, such as a PC or tablet. It also includes eKit materials and access to a live lab environment to perform hands-on practice of the activities outlined in the course. The TOD format allows students to get full classroom content online, anytime, anywhere.

f. "Self Study Course (SSC)" shall mean interactive, computer-based training available for electronic download to a PC, which supplements the Instructor-Led Training (ILT) and Live Virtual classroom (LVC) training courses. The SSC is licensed on a named user basis and upon purchase is licensed in perpetuity.

g. "Oracle University Learning Streams" shall be defined as a collection of video content and services for technology professionals looking to stay current on Oracle technology. Content will be presented by various individuals, including Oracle architects, support engineers, consultants, instructors and other instructors. Content may include program documentation, webinars, speeches, and curriculum. Learning Streams are made available on a named user basis for a one year term from the effective date of your order. Unauthorized individuals may not view Oracle University Learning Streams content at any time. Unauthorized recording, copying, transmission or other distribution of Oracle University Learning Streams content is strictly prohibited. You are responsible for meeting the minimum system requirements to order the Oracle University Learning Streams. In the event that any Oracle programs are made available for download as part of the service, then use of such programs is subject to the terms of this Master Agreement. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN YOUR AGREEMENT, ORACLE DOES NOT WARRANT THAT ORACLE UNIVERSITY LEARNING STREAMS WILL BE PROVIDED UNINTERRUPTED OR ERROR-FREE.

h. For the purposes of this Appendix I, the term "services" refers to the education services.

i. For the purposes of this Appendix I, a "named user" is an individual authorized by the State or an Authorized Contract User to use the products which are installed on a single server or delivered via an on-line environment, regardless of whether the individual is actively using the product at any given time, and is not transferable.

4. Cancellation and Rescheduling Policy.

a. *Oracle may cancel or reschedule a class at its discretion, and if it does, will use reasonable efforts to notify you at least one week in advance*. You will not be charged for the Oracle cancellation or rescheduling. Cancel and reschedule requests must be received by Oracle University in email or other written communication.

b. If the State or Authorized Contract User customer cancels an enrollment in a Public Event (e.g., ILT or LVC) course at least seven (7) calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations one (1) to six (6) calendar days prior to the Public Event course start date will be charged 50% of assessed course fee. Students who do not cancel, do not show up for a Public Event course will pay the full course fee.

c. If the State or Authorized Contract User customer cancels a Private Event course at least 14 calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations 1-13 calendar days prior to the Private Event course start date will be charged 50% of assessed course fee. If an event is cancelled on the scheduled start date, or students do not show up for the event, then 100% of the course fee will be assessed.

5. Student Satisfaction Program.

a. Oracle's 100% Student Satisfaction program applies to those publicly scheduled and publicly available Oracle University Instructor Led Training classes that are identified as part of the 100% Student Satisfaction program at the time the class is purchased. In the event that a student who has completed such a class and been present for all of the offering is not, in his/her reasonable opinion, satisfied with the class, then the student must notify Oracle by emailing *customersat_us@oracle.com* within 5 business days of the completion of the class. Oracle will then permit the student to retake the same version of the same class title (or at the student's option, the equivalent class provided online, if available) once more for free within 90 days of Oracle's receipt of the notification. The Student Satisfaction program does not apply: (i) to the retaken class; (ii) Training On Demand courses; (iii) if the student is not able to satisfy the above criteria for reasons beyond Oracle's reasonable control. Oracle is not responsible for any applicable taxes, transportation costs, lodging costs or other expenses or costs related to the retake. Oracle has the option, at its sole discretion, of providing a refund for the class fees in lieu of permitting a class retake if for any reason, including scheduling, Oracle considers a refund to be appropriate. This is the sole remedy and Oracle's exclusive liability in the event that a student is not satisfied with the class.

6. Student Kit Materials.

a. Oracle now supports the electronic delivery of Student Kit Materials (eKits). As part of the registration process, you are required to provide an e-mail address so that Oracle may send you a secure password required for the download of the eKit Student materials. Students have a period of 90 days from the day

they receive their eKit notification email to access and download their eKit. Each eKit will be personalized with the student name and email address that is licensed to the registered student for their use only. Reproduction or distribution to a third party of Student Kit Materials is strictly prohibited. Hard-copy Student Kit Materials are not provided in the classroom for eKit-enabled classes. Hard Copy student kits may be purchased from Oracle University at an additional cost once an eKit class event has been completed. Class fees (including Training On Demand fees) are fully payable and non-refundable once you have downloaded the eKit materials (regardless of how far in advance of the class date you undertake the download). Oracle University Student Kit Materials are not available or authorized for purchase from any third party. Students who were unable to attend a confirmed class due to unforeseen reasons and have paid the 100% cancellation fee per the terms of the Class Cancellation Policy may request a copy of the Student Kit Materials used in conjunction with the class. Students must make this request to their Oracle University sales representative within 60 days of the originally scheduled class.

7. Appendix I Price Schedules
From the effective date of Amendment Two through and including August 31, 2017, you may purchase Oracle products and services at the following pricing schedules ("**Appendix I Pricing Schedule**")

Instructor Led Training(ILT), Live Virtual Classroom(LVC) Training & Seminar Formats:	**Currency**	**Public Pricing**	**Metric**
Entry	USD	$480.00	Single Named User Per Delivery Day
Standard	USD	$700.00	Single Named User Per Delivery Day
Premium	USD	$840.00	Single Named User Per Delivery Day
Premium Plus	USD	$1,000.00	Single Named User Per Delivery Day
Entry Accelerated	USD	$480.00	Single Named User Per Content Day
Standard Accelerated	USD	$700.00	Single Named User Per Content Day
Premium Accelerated	USD	$840.00	Single Named User Per Content Day
Premium Plus Accelerated	USD	$1,000.00	Single Named User Per Content Day
Taleo TEE and Learn Instructor	USD	$700.00	Single Named User Per Delivery Day
Taleo Assessment Instructor	USD	$840.00	Single Named User Per Delivery Day

Private Event Training & Seminars - On-Site; up to 16 people	**Currency**	**Private Event Pricing**	**Metric**	**One-day**	**Two-days**	**Three-days**	**Four-days**	**Five-days**
Entry	USD	varies	Per Delivery Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Standard	USD	varies	Per Delivery Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Premium	USD	varies	Per Delivery Day	$8,642.65	$15,913.53	$23,184.41	$30,455.29	$37,726.18
Premium Plus	USD	varies	Per Delivery Day	$9,817.65	$18,263.53	$26,709.41	$35,155.29	$43,601.18
Entry Accelerated	USD	varies	Per Content Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Standard Accelerated	USD	varies	Per Content Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Premium Accelerated	USD	varies	Per Content Day	$8,642.65	$15,913.53	$23,184.41	$30,455.29	$37,726.18
Premium Plus Accelerated	USD	varies	Per Content Day	$9,817.65	$18,263.53	$26,709.41	$35,155.29	$43,601.18
Taleo TEE and Learn Instructor	USD	varies	Per Delivery Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Taleo Assessment Instructor	USD	varies	Per Delivery Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Private Event additional student, over 16	USD	$511.00	Per Delivery Day, Per Student					

Private Event Training & Seminars - Virtual; up to 16 people	Currency	Private Event Pricing	Metric
Entry	USD	$3,800.00	Per Delivery Day
Standard	USD	$5,675.00	Per Delivery Day
Premium	USD	$6,825.00	Per Delivery Day
Premium Plus	USD	$8,000.00	Per Delivery Day
Entry Accelerated	USD	$3,800.00	Per Content Day
Standard Accelerated	USD	$5,675.00	Per Content Day
Premium Accelerated	USD	$6,825.00	Per Content Day
Premium Plus Accelerated	USD	$8,000.00	Per Content Day
Taleo TEE and Learn Instructor	USD	$3,800.00	Per Delivery Day
Taleo Assessment Instructor	USD	$5,675.00	Per Delivery Day
Private Event additional student, over 16	USD	$511.00	Per Delivery Day, Per Student

Subscriptions	Currency	Public Pricing	Metric	TERM
Entry Training on Demand	USD	$480.00	Per Delivery Day	90 Days
Standard Training on Demand	USD	$700.00	Per Delivery Day	90 Days
Premium Training on Demand	USD	$840.00	Per Delivery Day	90 Days
Premium Plus Training on Demand	USD	$1,000.00	Per Delivery Day	90 Days
Entry Training on Demand Renewal	USD	$240.00	Per Delivery Day	90 Days
Standard Training on Demand Renewal	USD	$350.00	Per Delivery Day	90 Days
Premium Training on Demand Renewal	USD	$420.00	Per Delivery Day	90 Days
Premium Plus Training on Demand Renewal	USD	$500.00	Per Delivery Day	90 Days
Learning Streams	USD	$1,000.00	Per Named User	12 Months
Unlimited Learning Subscription (ULS)	USD	$8,880.00	Per Named User	12 Months

Certification	Currency	Public Pricing	Metric
ePractice exam	USD	$65.00	Single Named User per Exam
Kaplan Online Access ePractice Exam	USD	$69.00	Single Named User per Exam
Kaplan Downloadable ePractice Exam	USD	$99.00	Single Named User per Exam
Online Certification	USD	$125.00	Single Named User per Exam
Oracle Core Certification	USD	$245.00	Single Named User per Exam
Oracle Masters Practicum	USD	$1,166.00	Single Named User per Day

User Adoption Services	Currency	Public Pricing	Metric
Associate Instructor – Training (Acquisition)	USD	varies	Per Hour
Staff Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Instructor – Training (Acquisition)	USD	varies	Per Hour
Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Product Training Manager (Acquisition)	USD	varies	Per Hour

User Adoption Services – Oracle Content	Currency	Public Pricing	Metric
Associate Instructor – Training (Oracle)	USD	varies	Per Hour
Staff Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Instructor – Training (Oracle)	USD	varies	Per Hour
Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Product Training Manager (Oracle)	USD	varies	Per Hour

UPK Launch Packs	Currency	Public Pricing	Metric
UPK Launch Pack	USD	$30,000	Per Project Set of UPK Launch Pack
UPK Launch Mini-Pack	USD	$20,000	Per Project Set of UPK Launch Mini-Pack

Toolkit	Currency	Public Pricing	Metric
Taleo Adoption Learning Services Program Toolkit	USD	$6,500	Per Content Day
Taleo Toolkit: Onboarding Trainer	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Recruiting Managers	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Career Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE) Development Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Goal Management	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): HR Administration	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Navigation and Feedback	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Performance Reviews	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Succession Planning	USD	$6,500	Per Content Day
OU Toolkit License	USD	$6,500	Per Year

OU Framework	Currency	Public Pricing	Metric
Customization Day	USD	$1,800	Per Day
Design Day	USD	$2,200	Per Day
Program Mgmt Day	USD	$2,700	Per Day

Custom Courseware	Currency	Public Pricing	Metric
Rel 11i to Rel 12 Financial New Features End User Course	USD	$12,500	Per Content Day
OU Courseware License	USD	$12,500	Per Content Day
Hyperion Planning End User Courseware	USD	$12,500	Per Content Day
Hyperion Financial Management End User Courseware	USD	$12,500	Per Content Day
OBIEE End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Gas End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Electric End User Courseware	USD	$12,500	Per Content Day
CC&B 2.4 - Gas End User Courseware	USD	$12,500	Per Content Day
Taleo (TEE): Getting Started with the Recruiting Center Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): New Recruiting Features for End Users Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Prescreening Made Easy Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Searching Solutions Course Ed	USD	$12,500	Per Content Day

APPENDIX J
Oracle Hardware and Systems Support Policies

The Oracle Hardware and Systems Support Policies, dated April 4, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the hardware and systems support policies at http://www.oracle.com/us/support/index.html.

Oracle Hardware and Systems Support Policies

Effective Date: 4-April-2016

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1. Overview

Unless otherwise stated, these Hardware and Systems Support Policies apply to technical support for all Oracle server and storage and Oracle point of sale product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

For Oracle operating system software, technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of the operating system, running unaltered, and on a certified hardware configuration, as specified in your order or program documentation.

To receive technical support as provided by Oracle Support Services ("OSS") and described in the Oracle Technical Support Levels for Systems section below, you must: (i) provide Oracle with the serial number and/or other identification and entitlement information for all server and storage equipment and/or point of sale products manufactured by or for Oracle and sold by Oracle (either directly or by an Oracle-authorized distributor) ("hardware system") in the manner specified by Oracle; and (ii) pay a technical support fee. A hardware system meeting these two requirements and under contract to receive technical support is referred to as a "covered hardware system." Components and options purchased separately from Oracle from your original equipment purchase are included in the definition of hardware system for the purposes of determining the technical support fee. Oracle will make commercially reasonable efforts to provide the technical support service as described below.

Oracle's obligations under these Hardware and Systems Support Policies do not apply to any malfunctions in a hardware system that could be avoided if you incorporate or implement a hardware or integrated software update or any workaround previously provided by Oracle which would correct the malfunction or to a hardware system that has been (i) modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle serial number tag on the hardware); (ii) maltreated or used in a manner other than in accordance with the relevant documentation; (iii) repaired by any third party in a manner which fails to meet Oracle's quality standards; (iv) improperly installed by any party other than Oracle or an authorized Oracle certified installation partner; (v) used with equipment or software not covered by the service offering, to the extent that problems are attributable to such use; (vi) relocated, to the extent that problems are attributable to the relocation; (vii) used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations; (viii) used by parties appearing on the most current U.S. export exclusion list; (ix) relocated to countries subject to U.S. trade embargo or restrictions; or (x) used remotely to facilitate any activities in the countries referenced in (ix) above or (xi) purchased from any entity other than Oracle or an Oracle-authorized distributor.

Oracle may use subcontractors in the performance of technical support and it warrants the quality of subcontractor work per the warranty terms of your agreement with Oracle.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle's Global Customer Support Security Practices, as referenced below.

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for a hardware system during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Hardware and Systems Support Policies and the previous version of the Oracle Hardware and Systems Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the date of delivery of the hardware unless stated otherwise in your order. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

Matching Service Levels

When acquiring technical support, all hardware systems must be supported, except Oracle Retail and Hospitality Hardware, (e.g., under Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems or Oracle Communications EAGLE Premier Support) or all hardware systems must be unsupported. The preceding sentence pertains to: (i) all of your hardware systems running the Solaris Operating system release 10 Update 9 or later, (ii) all of your hardware systems running the Oracle Linux and Oracle VM operating system, and (iii) all hardware systems that benefit in any way from your support of a covered hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). If you have acquired your Oracle Linux and Oracle VM support services under a separate Oracle Linux and Oracle VM Services Agreement then that hardware system is a covered hardware system under this matching service level policy. When acquiring technical support for point of sale hardware such as Oracle Retail and Hospitality Hardware, all such point of sale hardware systems must be supported or all must be unsupported if the point of sale hardware systems are: (i) the same type (e.g., workstations); (ii) located at the same physical location; and (iii) benefit in any way from your support of a covered point of sale hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). Hardware systems that have reached an end of service life or that you register with Oracle as retired are excluded from the above policy.

Reinstatement of Oracle Technical Support

If Oracle Premier Support for Systems, Oracle Premier Support for Oracle Retail and Hospitality Hardware or Oracle Communications Network Premier Support lapses for more than 90 days or was not purchased at the time you acquired your hardware system, then your hardware system must be qualified as service-ready before technical support can be reinstated. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system.

If technical support lapses or was not originally purchased with your hardware system, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the covered hardware system; b) if you never acquired technical support for the relevant hardware system, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original hardware system delivery date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve support month period shall be the last annual technical support fee you paid for the relevant hardware system; (ii) if you never acquired technical support for the relevant hardware system, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired support from an Oracle-authorized distributor and are now acquiring support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee for the hardware system.

Upgrading Your Support Level

In the event you have acquired Oracle Premier Support for Operating Systems and later choose to upgrade to Oracle Premier Support for Systems, your hardware system must be qualified as service-ready before the technical support can be upgraded. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system. You will be subject to an upgrade fee equal to the difference in price between the Oracle Premier Support for Systems and the Oracle Premier Support for Operating Systems with such difference being prorated from the date that any prior System Support lapsed (or the hardware order date if System Support was never purchased).

Pricing following Reduction of Covered Hardware System or Service Level

Pricing for support is based upon the level of support and the volume of covered hardware systems for which support is ordered. In the event that (i) your hardware system reaches end of service life or (ii) you notify Oracle that you are retiring the hardware system, or (iii) you change service level for all of your systems, then Oracle will reduce your support fee at the next renewal for these reductions.

Unsupported Hardware Systems

Customers with unsupported hardware systems are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported hardware systems. Parts in a covered hardware system may not be transferred to an unsupported system. CD packs or programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported hardware systems.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported hardware systems and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per data center location, to serve as liaisons with OSS. With each USD$250,000 in net support fees per data center location, you have the option to designate an additional two (2) primary and four (4) backup technical contacts per data center location. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide “First Line Support” for the supported hardware system(s) directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported hardware system(s), (ii) a direct response to users with respect to problems or issues with the supported hardware system(s), (iii) a diagnosis of problems or issues of the supported hardware system(s), and (iv) a resolution of problems or issues of the supported hardware system(s).

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported hardware system(s), you may contact Oracle for “Second Line Support”. You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., accept remote connections, provide Explorer Files and/or Core Files) required to provide Second Line Support.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported hardware system(s) and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported hardware system(s) so that such supported hardware system(s) perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Program Updates

"Update" means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and updates may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to End of Service Life

It may become necessary (i) as a part of Oracle's product lifecycle or (ii) if a vendor retires support for its product or the relationship with the vendor is terminated, to announce an End of Service Life date for a hardware system and, therefore, Oracle reserves that right. Oracle will use commercially reasonable efforts to provide twelve (12) months advance notice of End of Service Life. End of Service Life information is available on My Oracle Support. End of Service Life information is subject to change.

Other Third Party Products

Oracle does not itself provide any technical support services for third party warranted hardware (hardware identified on your order by a statement that the warranty will be provided by a third party) or any other third party products installed into or attached to the hardware system by you or your representative other than Oracle (collectively "other third party products"). Further, if other third party products are installed, or fail, in a manner that damages the Oracle hardware system, then the technical support will not cover such damage. Other third party products may also impede and/or add costs in obtaining technical support for certain failure conditions. Interoperability, timing, and intermittent failures are some examples of failure conditions that may require the removal or replacement of other third party products from the Oracle hardware system. Replacement or repair of any damaged components in these situations would be subject to additional charges.

For those failure conditions directly or indirectly related to other third party products (which would include any components accessing or connected to that product that are exhibiting failures), Oracle may, at its sole discretion, remove the other third party products, or require the customer to remove the other third party products, before commencing with the troubleshooting process. Oracle's services for removing the other third party products will be subject to additional charges and if it is determined that the cause of the failure is the other third party products, then Oracle will charge for the entire service call.

If it is determined that the other third party products are not the cause of the failure (i.e., if the problem would have occurred even if the other third party products were not installed in or attached to the hardware system), then Oracle's service call will be addressed under the terms of any existing Oracle technical support contract; provided that the removal of other any third party products by Oracle will be subject to additional charges.

Technology Refresh

If you acquire a new hardware system(s) and technical support from Oracle or an Oracle-authorized partner, you may be eligible to receive a credit for unused support on the decommissioned hardware system(s) currently under an active support contract with Oracle. In order to be eligible for the credit, you must complete the Hardware System Decommission Form which can be found here and submit it within one (1) year of the delivery date of the new hardware system(s). If a credit for unused support is due then such credit will be calculated from the date Oracle receives the Hardware System Decommission Form through the end of the current support period for the decommissioned hardware system(s). The credit for unused support will not exceed the total annual support fee for the new hardware system(s).

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support Oracle Premier Support for Oracle Retail and Hospitality Hardware and Oracle Communications Network Premier Support
- Extended Support for Operating Systems(if offered)
- Sustaining Support for Operating Systems

A description of the services available under Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Oracle Communications Network Premier Support, Extended Support for Operating Systems and Sustaining Support for Operating Systems is included in the Oracle Technical Support Levels section below.

When offered, Oracle Premier Support for Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, and Oracle Communications Network Premier Support will be available for a minimum of five years from the last ship date of the hardware system. When offered, support for the operating systems included under either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten years from the date a release of the operating system becomes generally available, except as noted below. If offered, support for specific releases of the operating system may be extended for an additional three years with Extended Support for Operating Systems. In addition to the technical support fee, an Extended Support for Operating Systems fee applies for each support period for which Extended Support for Operating Systems is purchased. Alternatively, and if offered, support for specific releases of the operating system may be extended with Sustaining Support for Operating Systems, which will be available for as long as you maintain either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems for your Oracle hardware system.

If an operating system included under Oracle Premier Support for Systems moves into Extended Support for Operating Systems and/or Sustaining Support for Operating Systems, you may maintain Oracle Premier Support for Systems except that the technical support received for the operating system will be provided under Extended Support for Operating Systems or Sustaining Support for Operating Systems as described above and in the Oracle Technical Support Levels section below.

Refer to the attached document titled "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF) for Oracle Solaris, Oracle Linux and Oracle VM program releases that are, or will be, covered by the Lifetime Support Policy.

Notes:

1. Solaris Express - Program fixes and security patches for Solaris Express will be provided for six (6) months from the date that a release of Solaris Express becomes generally available. This applies to program fixes and security patches released by Oracle and does not include freely available updates from the OpenSolaris or Solaris Express Community.
2. Oracle Solaris 8 – For customers with a current support contract for the Oracle Solaris 8 release, new Severity 1 fixes and new security fixes will be available for the period of July 2012 – October 2014.

4. Oracle Technical Support Levels for Systems

Oracle Premier Support for Systems

Oracle Premier Support for Systems consists of services in support of hardware systems, operating system software and integrated software (including integrated software options). For hardware systems, this support is limited to (i) server and storage hardware and (ii) Tekelec BNS and PIC hardware. For Oracle servers, this support applies to the following operating system software: Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM. For Tekelec BNS and PIC hardware, this support applies to the operating system software included with the hardware system. Unless otherwise stated in this section, Oracle Premier Support for Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Onsite hardware support for Oracle server or storage systems
- Field Change Orders – system modification recommendations

- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Access to Oracle Enterprise Tape Analysis and Data Recovery services for the Oracle StorageTek tape media specified at http://www.oracle.com/us/support/library/ent-tape-analysis-dr-services-1708102.pdf
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

System Maintenance

You agree to perform prescribed system maintenance, including but not limited to, installing software updates for system software or integrated software, maintaining file systems, replacing air filters and batteries as needed, and tracking proactive diagnostic information.

Replacement Hardware Parts

If Oracle determines that the replacement of a hardware part is necessary, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates." Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Times Targets for Hardware Support noted below, except as otherwise noted herein. Replacement parts will be of new or like-new quality. After five (5) years from last ship date, replacement parts may not be available and/ or the response times for sending replacement parts may be delayed.

Return of Malfunctioning Parts

If Oracle sends a replacement part to you, you will ensure that the malfunctioning part is returned to Oracle in accordance with all shipping or courier instructions from Oracle (unless you have an agreement with Oracle allowing you to retain the malfunctioning part). You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning part within forty-five (45) days of shipment to you, you will be charged the then-current fee for the malfunctioning part.

Oracle Premier Support for Operating Systems

Oracle Premier Support for Operating Systems consists of services in support of (i) operating system and virtualization software for Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM and (ii) integrated software (including integrated software options). Unless otherwise stated in this section, Oracle Premier Support for Operating Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

Extended Support for Operating Systems

Extended Support for Operating Systems may be offered for certain supported Oracle Solaris operating system software releases after Premier Support expires. Please see Oracle's Lifetime Support Policies for more information. When Extended Support for Operating Systems is offered, it is generally available for the terminal codeline release of a program. Unless otherwise stated in this section, supported Oracle Solaris operating system software releases for which Extended Support for Operating Systems is offered and in the Extended Support lifecycle will receive Oracle Premier Support for Operating Systems or technical support for Oracle Solaris under Oracle Premier Support for Systems limited to the following:

- Program updates, fixes, security patches, and security alerts
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools

- Major product and technology releases for Oracle Solaris operating system software, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Access to Platinum Services as described at:
  http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Extended Support for Operating Systems does not include:
- Certification with most new third-party products/versions or most new Oracle programs

Extended Support for Operating Systems is not available for OpenSolaris, Trusted Solaris 8, Oracle Linux and Oracle VM.

Sustaining Support for Operating Systems

Sustaining Support for Operating Systems may be available for certain operating system software releases. Program releases eligible for Sustaining Support for Operating Systems will receive Oracle Premier Support for Operating Systems or technical support for the operating system under Oracle Premier Support for Systems limited to the following:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems, and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Critical patch updates for Oracle Solaris operating system software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Upgrade tools created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems period and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- General maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to: http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Sustaining Support for Operating Systems does not include:
- New program updates, patches, fixes, security patches, security alerts, general maintenance releases, selected functionality releases, documentation updates
- New critical patch updates for Oracle Solaris operating system software
- New upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes
- Previously released fixes or updates that Oracle no longer supports

Because program releases supported by Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited.

Oracle Premier Support for Oracle Retail and Hospitality Hardware

Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html
- Onsite hardware support for Oracle Retail and Hospitality Hardware specified as Field Replaceable Units in the "Oracle Retail and Hospitality Hardware Delivery Method Chart". Availability varies by country.
- Non-technical customer service during normal business hours

Response Time Targets for the United States and Canada

Onsite response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware in the United States and Canada are as specified in the Onsite Response Time Targets section below.

Response Time Targets for EMEA

The response time targets for EMEA (defined below), regardless of severity level, are limited to (i) Advanced Parts Exchange or (ii) onsite assistance, if Oracle determines, in its sole discretion, that onsite support is appropriate. If Oracle determines that onsite assistance will be provided then reasonable efforts will be made to have an engineer arrive at your location within the response time target guidelines below. The response time targets specified in the guidelines below are during local business hours only. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. For purposes of this section, EMEA includes the following countries: Austria, Belgium, Denmark, Finland, France, Germany, Hungary, Ireland, Israel, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland and United Kingdom.

Response Time Targets for EMEA	Country
Advanced Parts Exchange or 4 hour onsite assistance (as described above)	Austria, Belgium, Germany, Hungary, Ireland, Italy, Luxembourg, Netherlands, Spain, United Kingdom
Advanced Parts Exchange or 8 hour onsite assistance (as described above)	Denmark, Finland, France, Norway, Portugal, Sweden
Advanced Parts Exchange or next business day onsite assistance (as described above)	Israel, Poland, Switzerland

Response Time Targets for JAPAC

The response time targets for JAPAC (defined below), regardless of severity level, are limited to (i) return to depot or (ii) onsite assistance, if Oracle determines, in its sole discretion, that onsite support is appropriate. If Oracle determines that onsite assistance will be provided then reasonable efforts will be made to have an engineer arrive at your location within the response time target guidelines below. The response time targets specified in the guidelines below are during local business hours only. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. For purposes of this section, JAPAC includes the following countries: Australia, Cambodia, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam.

Response Time Targets for JAPAC	Country
Return to depot or 4 hour onsite assistance (as described above)	Australia, New Zealand
Return to depot or next business day onsite assistance (as described above)	Hong Kong, India, Japan, Korea, Macau, Malaysia, Myanmar, Philippines, Singapore, Taiwan, Thailand, Vietnam
Return to depot	Cambodia, Guam, Laos, Maldives, Sri-Lanka

Response Time Targets for LAD

The response time targets for LAD (defined below), regardless of severity level, are limited to return to depot. The response time targets specified in the guidelines below are during local business hours only. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. For purposes of this section, LAD includes the following countries: Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay.

Response Time Targets for LAD	Country
Return to depot	Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay

System Maintenance

You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware

If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location in accordance with the "Oracle Retail and Hospitality Delivery Method Chart" Oracle will use reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five (5) years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware

If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within forty-five (45) days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Next business day parts exchange
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html
- Non-technical customer service during normal business hours

Response Time Targets

The response time targets for Oracle Advanced Parts Exchange for Retail and Hospitality Hardware are the same as those for Oracle Premier Support for Oracle Retail and Hospitality Hardware as defined above. Please note that the response time targets for JAPAC & LAD (as defined above), regardless of severity level, are limited to return to depot.

System Maintenance

You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware
If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location. Oracle will use reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five (5) years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware
If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within forty-five (45) days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Communications Network Premier Support

Oracle Communications Network Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for (i) Oracle Communications EAGLE hardware products and (ii) Oracle Acme Packet hardware products, except as otherwise specified in this section. The following Oracle Acme Packet hardware products are excluded and not eligible for Oracle Communications Network Premier Support: Oracle Acme Packet 1100 and 3820 hardware products, Oracle Enterprise Session Border Controller integrated software, Oracle Communications Applications Session Border Controller integrated software and Oracle Enterprise Communications Broker integrated software. Oracle Communications Network Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options) for Oracle Communications EAGLE hardware
- Major product and technology releases for integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
    - Response Time - The elapsed time beginning when you create a service request until

Oracle first responds to you.

- Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.
- Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Oracle Communications EAGLE Premier Support

Effective July 7, 2015, Oracle Communications EAGLE Premier Support is no longer available with new first year license and technical support orders. If you are currently under an active support contract for Oracle Communications EAGLE Premier Support then you may continue to renew Oracle Communications EAGLE Premier Support.

Oracle Communications EAGLE Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for Oracle Communications EAGLE hardware products only. Oracle Communications EAGLE Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options)
- Major product and technology releases for integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications EAGLE Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.
   - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

5. Additional Services Available for Purchase

Oracle Priority Service for Sun Ray Peripherals

Oracle Priority Service for Sun Ray Peripherals consists of:

- Advanced Parts Exchange for keyboards, monitors and country kits; with next business day delivery to your location
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Customer Data & Device Retention Service

Oracle Customer Data & Device Retention Service permits you to retain disk drive(s), flash cache and/or parts that may contain sensitive, confidential, or classified data that have been removed from your hardware system. For the purposes of this service, (i) a disk drive is defined as a spinning media device that stores data accessed by the server, storage array, or tape system, (ii) flash cache is defined as any device having the ability to store information on a solid state media that is re-writable, and (iii) a part is defined as any item in a server, storage device, or network device containing non-volatile random access memory.

Oracle Customer Data & Device Retention Service consists of the following:

- If Oracle, in its sole discretion, determines that a disk drive(s), flash cache and/or parts need to be replaced, Oracle will send a replacement disk drive(s), flash cache, and/or parts to your location. Oracle personnel will install the replacement disk drive(s), flash cache and/or part and return the failed memory component to you. Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below.

If you acquire Oracle Customer Data & Device Retention Service, you will:

- Provide access to your facilities, systems, and operating environment, including root access.
- Provide access to your personnel, including IT and operational staff
- Provide a designated point of contact
- Be responsible for the proper disposal/destruction of replaced disk drive(s), flash cache and/or parts.

If you add Oracle Customer Data & Device Retention Service, you must maintain Oracle Premier Support for Systems; you must acquire Oracle Customer Data & Device Retention Service for (i) all servers of the same model number, (ii) all storage devices of the same model number, and/or (iii) all networking devices of the same model number.

If you renew Oracle Customer Data & Device Retention Services, the renewal fee for such services will be based on the Oracle Customer Data & Device Retention Service pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Onsite Spares

Oracle Onsite Spares provides you with delivery and maintenance of parts at your designated location(s). This service includes only those parts that are specified on your order.

Oracle Onsite Spares consists of the following:

- Parts
- Maintenance and replacement of parts
- Setup of parts onsite
- Semi-annual cycle counts
- Retrieval of parts at end of Support Period

If you acquire Oracle Onsite Spares, you will:

- Provide a secure storage area for parts clearly marked "Property of Oracle. You will ensure that (i) entry to such secure area is restricted to your personnel directly involved in shipping and receiving parts, and (ii) all vehicle and pedestrian access to your warehouse premises is secured against unauthorized access.
- Provide a designated point of contact

In order to acquire Oracle Onsite Spares, you must maintain Oracle Premier Support for Systems.

Oracle will maintain title to and ownership of parts unless or until any such part is exchanged with a damaged or faulty part and installed on a hardware system. Also, with the transfer of title to a part to you, title to the identical damaged or faulty part is transferred to Oracle.

If you renew Oracle Onsite Spares, the renewal fee for such services will be based on the Oracle Onsite Spares pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Business Critical Service for Systems

Oracle offers a service to provide additional service-levels for systems running mission critical business functions. For information about the available service, please refer to http://www.oracle.com/us/corporate/contracts/bus-critical-service-for-systems-1927926.pdf

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Business Critical Service for Systems is not subject to the Reinstatement policies stated above.

Advanced Customer Support

If you acquire any of the below Advanced Customer Support services on your order, Oracle will provide the services described in the applicable exhibit(s) specified below:

- Oracle Priority Support
- Oracle Priority Support Advantage
- Oracle Functional Help Desk
- Oracle Standard Systems Installations:
  - Oracle Standard System Installation ("OSSI") - Basic Service Exhibit
  - Oracle Standard System Installation ("OSSI") with Site Audit Services Exhibit
  - Oracle Standard System Installation ("OSSI") without Site Audit Services Exhibit
- Oracle Standard Software Installation and Configuration for Systems
- Oracle Engineered Systems Configuration Services
- Oracle Preproduction Readiness Review for Systems Service or Oracle Preproduction Readiness Review for Oracle Platinum Services
- Oracle Go-Live Support for Systems Service or Oracle Go-Live Support for Oracle Platinum Services
- Oracle Start-Up Pack for Engineered Systems

Oracle Tekelec Professional Services

If you acquire any of the below Tekelec Professional Services on your order, Oracle will provide the services described in the Tekelec Professional Services Descriptions.

- Oracle Communications Hardware Engineering Site Survey – Per Node Per Site
- Oracle Communications Hardware Installation – Per DC Frame or DC Application Frame enclosure extension
- Oracle Communications Hardware Installation – Per AC Frame
- Oracle Communications DC Hardware Extension Installation – Per Frame – Rack mount server and Shelf additions
- Oracle Communications Hardware Extension Installation – AC or DC Blade Server/Eagle Card/Switches – Per 16 cards/switches per site

- Oracle Communications AC Hardware Extension Installation – Per Frame – Rack mount servers and AC enclosure additions

6. Web-Based Customer Support Systems

My Oracle Support

My Oracle Support is Oracle's customer support web site for hardware support. Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle hardware products are not currently supported under My Oracle Support: Oracle Retail and Hospitality Hardware (JAPAC, LAD, and US Cruise only).

Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio

Access to the following MICROS Systems web-based customer support systems for Oracle Retail and Hospitality Hardware: Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio are governed by the Terms of Use posted on the applicable MICROS Systems web site. The terms of Use are subject to change and a copy of these terms is available upon request. Access to the MICROS Systems web-based customer support systems is limited to your designated technical contacts. Oracle Retail and Hospitality Hardware supported by the MICROS United States and Canadian support teams (except US Cruise) has transitioned from Clarify SelfService, PTS, ZenDesk and Onyx to My Oracle Support. Oracle Retail and Hospitality Hardware supported by the MICROS EMEA support teams has transitioned from Heat Portal and MICROS Self Service Customer Support Portal to My Oracle Support.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Oracle Premier Support for Systems and Oracle Premier Support for Operating Systems.

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your hardware system (e.g., Oracle Shared Shell for hardware)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Auto Service Request)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you. The tools may be subject to availability for selected products.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

Auto Service Request
Auto Service Request ("ASR") allows Oracle products which are ASR-enabled to automatically initiate a service request when specific hardware faults occur by sending fault telemetry information to Oracle. If the ASR enabled hardware is entitled to service, a service request will be initiated on your behalf. The specific hardware faults detected by ASR vary by product type, product version and operating system. Not all hardware faults are detected or sent to Oracle. The ASR fault coverage is subject to change by Oracle at any time and without prior notice.

8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/us/support/policies/index.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

Notwithstanding the restriction above, if you are subject to the United States Health Insurance Portability and Accountability Act (HIPAA) and would like to submit protected health information (PHI) to Oracle as part of receiving technical support services, then you must:

- Execute a business associate agreement with Oracle that specifically references and covers your technical support services
- Submit PHI only in service request attachments on the My Oracle Support customer portal
- Not include PHI in the body of service requests
- When prompted in My Oracle Support, indicate that the service request attachment may contain PHI
- Disable automated file uploads that send files to Oracle as service request attachments

9. Severity Definitions

Service requests for your covered hardware system may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the following severity definitions:

Severity 1
Your production use of the covered hardware system is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts
- System functionality failure causes data loss or renders system unstable
- System malfunction causes mission critical applications to restart, hang, or suspend

Except as otherwise specified, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For MICROS Systems hardware in Australia, Cambodia, Guam, Hong Kong, India, Japan, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam, reasonable efforts will be made to respond to Severity 1 service requests within two (2) business hours. For MICROS Systems hardware in Korea, reasonable efforts will be made to respond to Severity 1 service requests within four (4) hours. For response efforts associated with Oracle Communications EAGLE Premier Support, please see the Oracle Communications EAGLE Premier Support section above. For response efforts associated with Oracle Communications Network Premier Support, please see the Oracle Communications Network Premier Support section above.

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported hardware systems (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle. 24 hour commitment to Severity 1 service requests is not available for Oracle Retail and Hospitality Hardware (JAPAC only).

Severity 2
You experience a severe loss of service. Important features are unavailable with no acceptable workaround, impaired or broken functionality with significant impact to applications, and/or frequent application failure but not data loss; however, operations can continue in a restricted fashion.

Severity 3
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

10. Onsite Response Time Targets for Hardware Support

Except as otherwise specified herein, response time targets for hardware support are as specified below. The response time target for Sun Ray Clients, regardless of severity level, is limited to Advanced Parts Exchange with next business day delivery to your location. The response time targets for (i) hardware eligible for Oracle Communications EAGLE Premier Support or Oracle Communications Network Premier Support and (ii) Tekelec BNS and PIC hardware, regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time target for the Oracle Acme Packet hardware products excluded and not eligible for Oracle Communications Network Support, regardless of severity level, is limited to Advanced Parts Exchange with next business day shipment to your location. Please review the Oracle Communications Network Premier Support section above for excluded Oracle Acme Packet hardware products. The response time targets for Front Porch Digital hardware, regardless of severity level, are limited to (i) Advanced Parts Exchange with next business day delivery to your location or (ii) next business day, if Oracle determines, in its sole discretion, that onsite support is appropriate. The response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware (i) in EMEA, JAPAC, and LAD are as specified in the Oracle Premier Support for Oracle

Retail and Hospitality Hardware section above, (ii) on a ship or other water vessel, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's receipt of the malfunctioning hardware, and (iii) on an island country, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time targets for Oracle Advanced Parts Exchange for Retail and Hospitality, regardless of severity level, are limited to Advanced Parts Exchange with next business day delivery to your location.

Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

Severity 1
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below.

Within 2 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within 4 hours:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 2
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below. Onsite response times are during local business hours only.

Within 4 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within same business day:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Business Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 3
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location the next business day from the close of local business hours or at a later mutually agreed-upon time (e.g., scheduled maintenance window).

Note:
The geographic location of your covered hardware system may cause on-site service to be unavailable or may require additional charges or longer Severity 1, Severity 2 and Severity 3 response times. Oracle reserves the right, in its sole discretion, to adjust Severity 1, Severity 2 and Severity 3 on-site response times or charge additional fees based on the location of the covered hardware system. Actual response times are subject to acts and conditions beyond Oracle's control and, therefore, Oracle's response may be delayed. Oracle is not responsible for response delays caused by factors outside its control. You should contact an Oracle Support Sales representative for more details regarding availability for your covered hardware systems.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

Form No. DTMB-3521 (Rev. 2/2015)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract change will not be executed unless form is filed

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
525 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO.1
to
CONTRACT NO. 071B4300149
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR	PRIMARY CONTACT	EMAIL
Oracle America, Inc.	Joe Mudroch	Joe.mudroch@oracle.com
500 Oracle Parkway	PHONE	VENDOR TAX ID # (LAST FOUR DIGITS ONLY)
Redwood Shores, CA 94065	(314) 477-4418	-5249

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
PROGRAM MANAGER	DTMB	Reid Sisson	(517) 241-1638	Sissonr@michigan.gov
CONTRACT ADMINISTRATOR	DTMB	Whitnie Zuker	(517) 284-7030	zukerw@michigan.gov

CONTRACT SUMMARY			
DESCRIPTION: Oracle Software and Technical Support Services			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
August 29, 2014	August 28, 2019	3, one year	August 28, 2019
PAYMENT TERMS	F.O.B.	SHIPPED TO	
Net 30	N/A	N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☒ Yes ☐ No
MINIMUM DELIVERY REQUIREMENTS			
N/A			

DESCRIPTION OF CHANGE NOTICE				
EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF EXTENSION/OPTION	EXPIRATION DATE AFTER CHANGE
☒ No ☐ Yes	☐	☐		August 28, 2019
CURRENT VALUE	VALUE/COST OF CHANGE NOTICE	ESTIMATED REVISED AGGREGATE CONTRACT VALUE		
$65,000,000.00	$35,000,000.00	$100,000,000.00		

DESCRIPTION:
Effective May 1 2015, this Contract is hereby amended to include the Amendment One to Master Agreement document and Hardware systems support policies. See attached. Furthermore, Section 1.302 Reports has been amended as such:

1.302 REPORTS

Monthly Reporting
Contractor will report within 45 days following the end of each month to DTMB, all purchases made by the SOM and MiDEAL partners from this Contract. At a minimum, the report shall include:

- PO Number
- PO Date
- Customer Name (State Agency/Municipality)
- Bill to contact name & address, and ship to customer name
- Manufacturer item number (if available)
- Manufacturer/Subcontractor name
- Product/Services Engagement Description
- Invoiced amounts by category (Cost of Software, Hardware, Support, Training, Deliverable, Hours, etc. Total Invoice)
- Invoice # and Invoice Date
- State the extended invoice price for each product or service
- Quantity (if available)
- Shipping Cost, required for Expedited Delivery only
- Total invoice amount
- Product Category – Contractor can provide the Named Product Hierarchy from the Hardware Price List, if available (i.e., Network Adapters, Oracle Service X5-2L, SPARC T3 Server, etc.)
- Serial Number (if available)
- Shipped Date (if available)
- Shipped to Contact Name (if available)
- Shipped to Address
- Shipped to City
- Shipped to Zip Code
- Delivery Date (if available)

Reporting formats must be submitted to the State's CCI for approval within ten (10) business days after the execution of the Contract. Once both parties have agreed to the format of the report, it shall become the standard to follow for the duration of the contract.

State Administrative approval on August 28, 2014 for $100,000,000.00. This Change Notice adds the remaining balance of $35,000,000.00 to the Contract. Remaining Value of the AD Board authorized amount may be added to the Contract via future Change Notices: $0.00.

Change Notice Number: 1
Contract Number:071B4300149

For the Contractor:

Robert Wheatley
Robert Wheatley (May 6, 2015)

Bob Wheatley,
Oracle America, Inc.
Senior Deal Manager

May 6, 2015
Date

For the State:

Bill Pemble,
IT Division Director, DTMB Procurement
State of Michigan

5/6/15
Date

AMENDMENT ONE
TO
MASTER AGREEMENT

This Amendment One (this "Amendment") amends Contract No. 071B4300149, a/k/a the Software License and Services Agreement, dated August 29, 2014 (together with all amendments and addenda thereto, the "Master Agreement") between the State of Michigan ("State", "Customer" or "you") and Oracle America, Inc. ("Oracle").

The parties agree to amend the Master Agreement as follows:

1. Delete the title of the Master Agreement and replace it with the following:

   "Hardware, Software License and Services Agreement".

2. Delete the first recital and replace it with the following:

   "This Hardware, Software License and Services Agreement (together with all appendices, schedules, attachments and documents incorporated herein by reference, the "Agreement") is between Oracle America, Inc. with its principal place of business at 500 Oracle Parkway, Redwood City, CA 94055 ("Oracle") and the State of Michigan ("State", "Customer" or "you"). The terms of this Agreement shall apply to all Products and to all Services provided by Oracle pursuant to this Agreement. When completed and executed by both parties, an Order Form shall evidence the Program licenses granted and the Services to be provided."

3. Delete the second recital and replace it with the following:

   "All public entities located within the State of Michigan, including, but not limited to, departments, institutions, institutions of higher education, agencies, legislative, executive or judicial bodies, offices, authorities, posts, committees, institutions, boards, or political subdivisions created by law to exercise sovereign power or to perform governmental duties of the State, cities, counties, towns and political subdivisions (each such entity, an "Authorized Contract User") may also order Products and Services from Oracle in accordance with the terms and conditions of this Agreement. By placing an order under this Agreement, each Authorized Contract User agrees to be bound by the terms and conditions of the applicable ordering document and this Agreement and, for the purposes of such order, "Customer", "you" and "your" as used in this Agreement shall be deemed to refer to such Authorized Contract User, unless indicated otherwise herein. Each Authorized Contract User shall be responsible for its breach(es) of such terms and conditions. "Parties" shall mean Customer and Oracle, and each of us may be referred to individually as a "party.""

4. Delete the fourth recital and replace it with the following:

   "**This Agreement covers the sale or purchase of Programs, Services, and Hardware only, and may not be utilized for the sale or purchase of cloud services.**"

5. Delete the definition of "Commencement Date" and replace it with the following:

   "Commencement Date" shall mean (i) for Programs, the date of shipment of tangible media, or if no delivery of tangible media is necessary, the effective date set forth on the relevant Order Form, (ii) for Hardware, Operating System and Integrated Software, the date the Hardware is delivered and (iii) for Integrated Software Options, the date that Oracle accepts your order for an Integrated Software Option.

6. Delete the definition of "Programs" and replace it with the following:

"**Programs**" shall mean (a) the computer software owned or distributed by Oracle for which Customer is granted a license pursuant to this Agreement; (b) the user and installation guides and manuals for use of the software, which may be delivered with the Programs and accessed at http://oracle.com/contracts ("Documentation"); and (c) Updates. Programs shall be used in the United States. Programs do not include Integrated Software or any Operating System.

7. Delete the definition of "Services" and replace it with the following:

"**Services**" refers to Technical Support services, education, consulting or advanced customer support services which you have ordered.

8. Article I (DEFINITIONS) is amended by adding the following new definitions in the appropriate alphabetical order:

"**Amendment One**" refers to Amendment One to Contract No. 071B4300149, a/k/a the Hardware, Software License and Services Agreement, dated August 29, 2014, between the State and Oracle.

"**Hardware**" refers to the computer equipment, including components, options and spare parts.

"**Integrated Software**" refers to any software or programmable code that is (a) embedded or integrated in the Hardware and enables the functionality of the Hardware or (b) specifically provided to you by Oracle under Appendix E and specifically listed (i) in accompanying documentation, (ii) on an Oracle webpage or (iii) via a mechanism that facilitates installation for use with your Hardware. Integrated Software does not include and you do not have rights to (a) code or functionality for diagnostic, maintenance, repair or technical support services; or (b) separately licensed applications, operating systems, development tools, or system management software or other code that is separately licensed by Oracle. For specific Hardware, Integrated Software includes Integrated Software Options (as defined in Appendix E) separately ordered.

"**Operating System**" refers to the software that manages Hardware for Programs and other software.

"**Products**" refers to Programs, Hardware, Integrated Software and Operating System.

9. Delete the last paragraph of Section 2.1.A. and replace it with the following:

Upon payment for Technical Support Services, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under the Agreement ("deliverables").

10. Delete Section 2.1.C. and replace it with the following:

"C. Oracle or its licensors shall retain all title, copyright and other intellectual proprietary rights in the Programs, Operating System, Integrated Software and anything developed or delivered under the Agreement. Customer does not acquire any rights, express or implied, in the Programs, Operating System, Integrated Software and anything developed or delivered under this Agreement other than those specified in this Agreement or the applicable ordering document."

11. Delete Section 2.2.A. and replace it with the following:

"A. You may not assign, give or transfer the Programs, Operating System, Integrated Software and/or any Services or an interest in them to another individual or entity, without the prior written consent of Oracle. Notwithstanding the foregoing, upon advance written notice to Oracle, you may transfer your rights to the Programs, Operating System, Integrated Software and/or any Services acquired under this Agreement to another State of Michigan Executive

Agency or the Michigan Economic Development Corp. due to a consolidation or transfer of your statutory duties by Executive Order of the Governor of Michigan; provided that such assignee entity agrees in writing to the terms and conditions of the Agreement and the applicable Ordering Document. You may not grant a security interest in or finance from a third party that is not an Oracle affiliate the acquisition of any Programs, Operating System, Integrated Software, Services or Services deliverables acquired under this Agreement."

12. Delete Section 2.3 and replace it with the following:

"**2.3 Verification**

Upon 45 days written notice ("Audit Notice"), Oracle may, at its expense, audit Customer's use of the Programs, Operating System, Integrated Software and Integrated Software Options. Any such audit shall be conducted during regular business hours and shall not unreasonably interfere with Customer's business activities. Customer agrees to cooperate with Oracle's audit and provide reasonable assistance and access to information. If an audit reveals that Customer has underpaid fees to Oracle, Customer shall either (i) pay within 30 days of written notification any fees applicable to your use of the Programs, Operating System, Integrated Software and Integrated Software Options in excess of your license rights or (ii) promptly cease usage of the applicable Programs, Operating System, Integrated Software and Integrated Software Options and promptly delete all copies of the Program, Operating System, Integrated Software and Integrated Software Options from your hardware, network, etc., and promptly pay Oracle applicable fees as for the unlicensed usage in accordance with the price list and discounts set forth in this Agreement. If you do not pay, Oracle can end (a) Program-related Services (include Technical Support), (b) other Services related to the Operating System, Integrated Software and Integrated Software Options ordered under Appendix E and related agreements, (c) Program licenses, and licenses of the Operating System, Integrated Software and Integrated Software Options ordered under the Agreement and related agreements and/or (d) the Agreement. You agree that Oracle shall not be responsible for any of your costs incurred in cooperating with the audit. Notwithstanding the foregoing, upon your written request received by Oracle within 5 days of receipt by you of the Audit Notice, Oracle will provide for your review an audit plan that Oracle anticipates utilizing, provided that such review may not exceed a 5 day period. You may, within such 5 day period, provide Oracle with any concerns or questions about the audit plan. Oracle will work cooperatively with you to agree on a final audit plan.

Audits shall be conducted no more than once annually.

13. Add the following as a new Section 2.5 to read as follows:

"**2.5 Program-related Services**

In addition to technical support, you may order a limited number of Program-related Services under this Agreement as listed in the Program-Related Service Offerings document, which is at http://oracle.com/contracts. You agree to provide Oracle with all information, access and cooperation reasonably necessary to enable Oracle to deliver these Services and you will perform the actions identified in the order as your responsibility. If while performing these Services Oracle requires access to another vendor's products that are part of your system, you will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on your behalf. Services provided may be related to your license to use Programs owned or distributed by Oracle which you acquire under a separate order. The agreement referenced in that order shall govern your use of such Programs.

Upon payment for Program-related Services, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under the Agreement ("deliverables"); however, certain deliverables may be subject to additional license terms provided in the Order Form."

14. Article III (TECHNICAL SERVICES) is renumbered as "Article III-A." and Section 3.1 (Technical Support Services) is renumbered as "Section 3.1-A".

15. Add the following as a new Article III-B. (CONSULTING AND TRAINING SERVICES) immediately after Article III-A. (TECHNICAL SERVICES) to read as follows:

"III-B. CONSULTING AND TRAINING SERVICES

3.1-B Consulting, Advanced Customer Support and Training Services

Oracle will provide consulting, advanced customer support services and training services agreed to by the parties under the terms of this Agreement. All consulting, advanced customer support services and training services shall be according to a defined Statement of Work between the parties.

3.2-B Rights Granted and Restrictions

Upon payment for the Services listed in Section 3.1-B, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under this Agreement ("deliverables"); however, certain deliverables may be subject to additional license terms provided in the Order Form.

You may allow your agents and contractors (including, without limitation, outsourcers) to use deliverables for your internal business operations and you are responsible for their compliance with this Agreement in such use.

Such services provided may be related to your license to use products owned or distributed by Oracle which you acquire under a separate order. The agreement referenced in that order shall govern your use of such products.

3.3-B Background Checks. The State may, at its sole expense, conduct a background check of any Oracle employee who is proposed for assignment to perform services under this Agreement at your site in the United States, provided that (A) the background check complies with all applicable local, state and federal laws, (B) the background check is completed before the employee commences performing services for you; and (C) you obtain written consent from the Oracle employee prior to conducting such background check. You will notify Oracle whether the Oracle employee has or has not passed, or has declined to participate in, such background check. No other information, including any detail about the checks performed or results obtained, will be provided by you to Oracle. If you notify Oracle that an Oracle employee has not passed, or has declined to participate in, such background check, Oracle will not assign that Oracle employee to perform services for you under this Agreement. You acknowledge and agree that any information provided by, and/or obtained about, an Oracle employee is and shall be treated by you as Oracle's Confidential Information, shall not be disclosed to Oracle or any third party, and shall not be used for any purpose other than for determining whether that Oracle employee has or has not passed such background check."

16. Add the following as a new Article III-C. (HARDWARE) immediately after Article III-B. (CONSULTING AND TRAINING SERVICES) to read as follows:

"III-C. HARDWARE

Hardware will be provided under this Agreement in accordance with the terms and conditions provided in the attached Appendix E."

17. Delete Section 4.3 and replace it with the following:

"4.3 Termination by Oracle or Customer
If either of us breaches a material term of the Agreement and fails to correct the breach within 30 days of written specification of the breach, then the breaching party is in default and the non-breaching party may terminate the Agreement. If Oracle terminates the Agreement as specified in the preceding sentence, you must pay within 30 days all amounts which have accrued prior to

such termination, as well as all sums remaining unpaid for Products ordered and/or Services received under the Agreement. Except for nonpayment of fees, the non-breaching party may agree in its sole discretion to extend the 30-day period for so long as the breaching party continues reasonable efforts to cure the breach. You agree that if you are in default under the Agreement, you may not use those Products or Services that are related or subject to such breach.

You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. If you end this Agreement as specified in the preceding sentence, you agree you must pay within 30 days all amounts which have accrued prior to the end of this Agreement, as well as all sums remaining unpaid for Products ordered and/or Services received under this Agreement. For the sake of clarity, Authorized Contract Users may not modify or terminate this Agreement.

If you have used an Oracle Financing Division contract to pay for the fees due under an order and you are in default under that contract, you may not use the Products and/or Services that are subject to such contract."

18. Insert in Section 5.1 (Infringement Indemnity) the following immediately after the third paragraph of such Section 5.1:

"Notwithstanding the provisions of the immediately preceding paragraph and with respect to Hardware only, if Oracle believes or it is determined that the Hardware (or portion thereof) may have violated a third party's intellectual property rights, Oracle may choose to either replace or modify the Hardware (or portion thereof) to be non-infringing (while substantially preserving its utility or functionality) or obtain a right to allow for continued use, or if these alternatives are not commercially reasonable, Oracle may remove the applicable Hardware (or portion thereof) and refund the net book value (calculated based on a five (5) year straight line depreciation) and any unused, prepaid technical support fees you have paid to Oracle for the Hardware.

Provided you are a current subscriber to Oracle technical support services for the Operating System (e.g., Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems or Oracle Linux Premier Support), then for the period of time for which you were a subscriber to the applicable Oracle technical support services (a) the phrase "Material" above in the first paragraph of this Section 5.1 shall include the Operating System and the Integrated Software and any Integrated Software Options that you have licensed and (b) the phrase "Program(s)" in this Section 5.1 is replaced by the phrase "Program(s) or the Operating System or Integrated Software or Integrated Software Options (as applicable)" (i.e., Oracle will not indemnify you for your use of the Operating System and/or Integrated Software and/or Integrated Software Options when you were not a subscriber to the applicable Oracle technical support services). Notwithstanding the foregoing, with respect solely to the Linux operating system, Oracle will not indemnify you for Materials that are not part of the Oracle Linux covered files as defined at http://www.oracle.com/us/support/library/enterprise-linux-indemnification-069347.pdf."

19. Delete Section 5.3.C. and replace it with the following:

"**C. Services Warranty**
For Services other than the Services provided for in the attached Appendix E, Oracle warrants that Services will be performed in a professional manner consistent with industry standards. You must notify Oracle of any warranty deficiencies within 90 days from performance of the deficient Services."

20. Delete Section 5.4.C. and replace it with the following:

"**C. For Services**
For Services other than the Services provided for in the attached Appendix E, the re-performance of the deficient Services, or if Oracle is unable to substantially correct the deficiency in a commercially reasonable manner, Customer shall be entitled to end the deficient Service and recover the fees paid to Oracle for the deficient services."

21. Delete the first paragraph of Section 6.1 and replace it with the following:

"All fees payable to Oracle are due and payable 30 days from the invoice date. Except as set forth in the following proviso and in clause (ii) of the immediately following sentence, Services fees are invoiced after the performance of the Service; provided that fees payable by State agencies for 12-month Oracle University subscription services shall be invoiced annually in advance. Technical Support fees (i) payable by Authorized Contract Users (other than State agencies) shall be invoiced quarterly in arrears and (ii) payable by State agencies shall be invoiced annually in advance. The period of performance for all Services is effective upon the Commencement Date. Program fees are invoiced as of the Commencement Date. All other applicable fees shall be payable 30 days from the invoice date, and shall be deemed overdue if they remain unpaid thereafter. Customer agrees to applicable media and shipping charges. Customer shall issue a purchase order, or alternative document acceptable to Oracle, on or before the effective date of the applicable Order Form. You understand that you may receive multiple invoices for the Products and Services you ordered."

22. Delete the first paragraph of Section 7.4 and replace it with the following:

"IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, DATA OR DATA USE, INCURRED BY EITHER PARTY OR ANY THIRD PARTY, WHETHER IN AN ACTION IN CONTRACT OR TORT, EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT WITH RESPECT TO THE EXCLUSIVE INFRINGEMENT INDEMNIFICATION ABOVE, ORACLE'S LIABILITY FOR DAMAGES HEREUNDER, WHETHER IN AN ACTION IN CONTRACT OR TORT OR OTHERWISE, SHALL IN NO EVENT EXCEED THE AMOUNT OF FEES PAID BY CUSTOMER UNDER THIS AGREEMENT, AND IF SUCH DAMAGES RESULT FROM CUSTOMER'S USE OF THE PRODUCT OR SERVICES, SUCH LIABILITY SHALL BE LIMITED TO FEES PAID FOR THE RELEVANT PRODUCT OR SERVICES GIVING RISE TO THE LIABILITY."

23. Delete Section 7.7 and replace it with the following:

"7.7 Export Administration
Customer agrees to comply fully with all relevant export laws and regulations of the United states ("Export Laws") to assure that neither the Products and/or materials resulting from Services (nor any direct product thereof) are (1) exported, directly or indirectly, in violation of Export Law; or (2) are intended to be used for any purposes prohibited by the Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation."

24. Delete the last paragraph of Section 7.9 and replace it with the following:

It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal or any other similar non-Oracle document and no terms included in any such purchase order, portal or other non-Oracle document shall apply to the products and/or services ordered. With respect to terms and conditions governing the sale of Hardware, in the event of inconsistencies between the terms contained in Appendix E and this Agreement, Appendix E shall take precedence. In the event of any inconsistencies between the terms of an order and this Agreement, this Agreement shall take precedence, unless otherwise specified in the ordering document. Notwithstanding the foregoing, the parties agree that to the extent an ordering document sets forth transaction-specific terms that were expressly negotiated by the parties to the ordering document, such transaction-specific terms in the ordering document shall control. This Agreement and orders may not be modified and the rights and restrictions may not be altered or waived except in a writing signed by authorized representatives of you and of Oracle. Any notice required under this Agreement shall be provided to the other party in writing.

25. Delete Section 8.1 and replace it with the following:

"**8.1 Term of the Agreement**
Orders may be placed under this Agreement for 5 years from the Effective Date of this Agreement. After the initial term of this Agreement, by mutual written amendment to this Agreement, the parties may extend the term of this Agreement for not more than three additional one-year terms. All Products and Services as ordered under this Agreement shall be under Oracle's standard fees and policies in effect at the time of such order. The pricing, discount, and/or rate terms as of the effective date of Amendment One are attached hereto, as applicable, as:

(i) Appendix A (Pricing and Discount Schedule for Licenses and First Year Technical Support), which shall be updated on August 29, 2015 and thereafter annually;
(ii) Appendix F (Pricing and Discount Schedule for Hardware), which shall be updated on August 29, 2015 and thereafter quarterly;
(iii) Appendix G (Hourly Rates for Time and Materials – Consulting Services), which shall be updated on August 29, 2015 and thereafter annually;
(iv) Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support), which shall be updated on August 29, 2015 and thereafter annually; and
(v) Appendix I (Pricing and Discount Schedule for Oracle University Training), which shall be updated on August 29, 2015 and thereafter annually.

26. Delete Section 8.3 and replace it with the following:

"**8.3 Segmentation**
The purchase of any Products and related services or other Services are all separate offers and separate from any other order for any Products and related services or other Services you may receive or have received from Oracle. You understand that you may purchase any Products and related services or other services independently of any other Products or services. Your obligation to pay for (a) any Products and related services is not contingent on performance of any other services or delivery of any other Products or (b) other services is not contingent on delivery of any Products or performance of any additional/other service."

27. Each of the following new appendices are hereby added to the Master Agreement:

(i) Appendix E in the form of Exhibit A attached hereto;
(ii) Appendix F in the form of Exhibit B attached hereto;
(iii) Appendix G in the form of Exhibit C attached hereto;
(iv) Appendix H in the form of Exhibit D attached hereto;
(v) Appendix I in the form of Exhibit E attached hereto; and
(vi) Appendix J in the form of Exhibit F attached hereto.

Subject to the modifications herein, the Master Agreement shall remain in full force and effect.

The Effective Date of this Amendment is May 1st, 2015. (to be completed by Oracle)

The State of Michigan, Department of Technology, Management and Budget (DTMB)		Oracle America, Inc.	
Signature	Bill Pemble	Signature	Robert Wheatley Robert Wheatley (May 6, 2015)
Name	Bill Pemble	Name	Robert Wheatley
Title	Director IT	Title	Senior Deal Manager
Signature Date	5/6/15	Signature Date	May 6, 2015

APPENDIX E
HARDWARE

This Hardware Appendix E (this "Appendix E") is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle"). This Appendix E shall coterminate with the Agreement.

1. DEFINITIONS

1.1 "**Integrated Software Options**" refers to software or programmable code embedded in, installed on, or activated on the Hardware that requires one or more unit licenses that You must separately order. Such separate order will set forth the fees for the Integrated Software Options You are ordering. Not all Hardware contains Integrated Software Options; please refer to the Oracle Integrated Software Options License Definitions, Rules and Metrics accessible at http://oracle.com/contracts (the "Integrated Software Options License Rules") for the specific Integrated Software Options that may apply to specific Hardware. Oracle reserves the right to designate new software features as Integrated Software Options in subsequent releases and that designation will be specified in the applicable documentation and in the Integrated Software Options License Rules.

1.2 Capitalized terms used but not defined in this Appendix E have the meanings set forth in the Agreement.

2. RIGHTS GRANTED

2.1 Your Hardware order consists of the following items: Operating System (as defined in Your configuration), Integrated Software and all Hardware equipment (including components, options and spare parts) specified on the applicable order. Your Hardware order may also include Integrated Software Options. Integrated Software Options may not be activated or used until You separately order them and pay the fees as set forth in an in accordance with such Order. .

2.2 You have the right to use the Operating System delivered with the Hardware subject to the terms of the license agreement(s) delivered with the Hardware. Current versions of the license agreements are located at http://oracle.com/contracts. You are licensed to use the Operating System and any Operating System updates acquired through technical support only as incorporated in, and as part of, the Hardware.

2.3 You have the limited, non-exclusive, royalty free, non-transferable, non-assignable right to use Integrated Software delivered with the Hardware subject to the terms of this Appendix E and the applicable documentation. You are licensed to use that Integrated Software and any Integrated Software updates acquired through technical support only as incorporated in, and as part of, the Hardware. You have the limited, non-exclusive, royalty free, non-transferable, non-assignable right to use Integrated Software Options that you separately order subject to the terms of this Appendix E, the applicable documentation and the Integrated Software Options License Rules; the Integrated Software Options License Rules are incorporated in and made a part of this Appendix E. You are licensed to use those Integrated Software Options and any Integrated Software Options updates acquired through technical support only as incorporated in, and as part of, the Hardware. To fully understand Your license right to any Integrated Software Options that You separately order, You need to review the Integrated Software Options License Rules. In the event of any conflict between the Master Agreement and the Integrated Software Options License Rules, the Integrated Software Options License Rules shall take precedence.

2.4 The Operating System or Integrated Software or Integrated Software Options (or all three) may include separate works, identified in a readme file, notice file or the applicable documentation, which are licensed under open source or similar license terms; Your rights to use the Operating System, Integrated Software and Integrated Software Options under such terms are not restricted in any way by the Master Agreement including this Appendix E. The appropriate terms associated with such separate works can be found in the readme files, notice

files or in the documentation accompanying the Operating System, Integrated Software, and Integrated Software Options.

For GPLv2, LGPLv2.1, GPLv3 and LGPLv3 licensed code You received as binaries on physical media, You may receive a copy of the source code ("source code") on media via postal service by submitting a written request at http://www.oracle.com/technetwork/opensource/index.html. Alternatively, You can mail Your written request to Oracle Corporation, Attn: VP of Legal, Development and Engineering, 500 Oracle Parkway, MS-5OP10, Redwood Shores, CA 94065. Your request should include the name and version number of the Product, Your name, Your company name (if applicable), Your return mailing address, and Your email address. Certain source distributions require a fee for physical media; in such case, You will be sent details on the cost and payment procedure via email. Your request must be sent within three (3) years of the date of Oracle's last delivery of the applicable Product, or in the case of code licensed under the GPLv3, You may send a request for as long as Oracle offers spare parts or technical support for the applicable Product model. This offer only applies if You received Your Operating System, Integrated Software or Integrated Software Options on physical media.

2.5 Upon payment for Hardware-related Services, You have the non-exclusive, non-assignable, royalty free, perpetual, limited right to use for Your internal business operations anything developed by Oracle and delivered to You under this Appendix E ("deliverables"); however, certain deliverables may be subject to additional license terms which are provided in the order.

3. RESTRICTIONS

3.1 You may only make copies of the Operating System, Integrated Software and Integrated Software Options for archival purposes, to replace a defective copy, or for program verification. You shall not remove any copyright notices or labels on the Operating System, Integrated Software or Integrated Software Options. You shall not decompile or reverse engineer (unless required by law for interoperability) the Operating System or Integrated Software.

3.2 You acknowledge that to operate certain Hardware, Your facility must meet a minimum set of requirements as described in the Hardware documentation in effect on the date such Hardware is delivered to You. Such requirements may change from time to time, as communicated by Oracle to You in the applicable Hardware documentation.

3.3 The prohibition on the assignment or transfer of the Operating System or any interest in it under Section 2.2 of the Agreement shall apply to all Operating Systems licensed under this Appendix E, except to the extent that such prohibition is rendered unenforceable under applicable law.

4. TRIAL PROGRAMS

Oracle may include additional Programs on the Hardware (e.g., Exadata Storage Server software). You are not authorized to use those Programs unless You have a license specifically granting You the right to do so; however, You may use those additional Programs for trial, non-production purposes for up to 30 days from the date of delivery provided that You may not use the trial Programs to provide or attend third party training on the content and/or functionality of the Programs. To use any of these Programs after the 30 day trial period, You must obtain a license for such Programs from Oracle or an authorized reseller. If You decide not to obtain a license for any Program after the 30 day trial period, You will cease using and promptly delete any such Programs from Your computer systems. Programs licensed for trial purposes are provided "as is" and Oracle does not provide technical support or offer any warranties for these Programs.

If, when you install the Hardware purchased by you under an ordering document, a Program that is not licensed by you is inadvertently loaded and left on a computer, then you will not be charged license fees for such unlicensed Program provided that you have not used (loading alone does not constitute use) the unlicensed Program and that you promptly remove such unlicensed Program when it is discovered.

5. TECHNICAL SUPPORT

5.1 Oracle Hardware and Systems Support acquired with Your order may be renewed annually and, if You renew Oracle Hardware and Systems Support for the same systems and same

configurations, for the first and second renewal years the technical support fee will not increase by more than 3% over the prior year's fees.

5.2 If ordered, Oracle Hardware and Systems Support (including first year and all subsequent years) is provided under Oracle's Hardware and Systems Support Policies in effect at the time the technical support services are provided. You agree to cooperate with Oracle and provide the access, resources, materials, personnel, information, and consents that Oracle may require in order to perform the technical support services. The Oracle Hardware and Systems Support Policies are incorporated in this Appendix E as Appendix J and Appendix J shall be amended annually to include Oracle's then current Hardware and Systems Support Policies. The Hardware and Systems Support Policies are subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of technical support services provided during the period for which fees for Oracle Hardware and Systems Support have been paid. You should review the policies prior to entering into the order for technical support services. You may access the current version of the Oracle Hardware and Systems Support Policies at http://oracle.com/contracts.

5.3 Oracle Hardware and Systems Support is effective upon the Commencement Date of the Hardware or upon the effective date of the order if shipment of Hardware is not required.

6. HARDWARE-RELATED SERVICES

In addition to technical support, You may order a limited number of Hardware-related Services under this Appendix E as listed in the Hardware-Related Services document, which is at http://oracle.com/contracts. You agree to provide Oracle with all information, access and cooperation reasonably necessary to enable Oracle to deliver these Services and You will perform the actions identified in the order as Your responsibility. If while performing these Services Oracle requires access to another vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf. Services provided may be related to Your license to use Products owned or distributed by Oracle which You acquire under a separate order. The agreement referenced in that order shall govern Your use of such Products.

7. WARRANTIES, DISCLAIMERS AND EXCLUSIVE REMEDIES

7.1 Oracle provides a limited warranty ("Oracle Hardware Warranty") for (i) the Hardware, (ii) the Operating System and the Integrated Software and the Integrated Software Options, and (iii) the Operating System media, the Integrated Software media and the Integrated Software Options media ("media", and (i), (ii) and (iii) collectively, "Hardware Items"). Oracle warrants that the Hardware will be free from, and using the Operating System and Integrated Software and Integrated Software Options will not cause in the Hardware, material defects in materials and workmanship for one year from the date the Hardware is delivered to You. Oracle warrants that the media will be free from material defects in materials and workmanship for a period of 90 days from the date the media is delivered to You. You may access a more detailed description of the Oracle Hardware Warranty at http://www.oracle.com/us/support/policies/index.html ("Warranty Web Page"). Any changes to the Oracle Hardware Warranty specified on the Warranty Web Page will not apply to Hardware or media ordered prior to such change. The Oracle Hardware Warranty applies only to Hardware and media that have been (1) manufactured by or for Oracle, and (2) sold by Oracle (either directly or by an Oracle-authorized distributor). The Hardware may be new or like new. The Oracle Hardware Warranty applies to Hardware that is new and Hardware that is like-new which has been remanufactured and certified for warranty by Oracle.

7.2 Oracle also warrants that technical support services and Hardware-related Services (as referenced in Section 6 of this Appendix E) ordered and provided under this Appendix E will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support service or Hardware-related Services warranty deficiencies within 90 days from performance of the deficient technical support service or Hardware-related Services.

7.3 **FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY AND ORACLE'S ENTIRE LIABILITY SHALL BE: (i) THE REPAIR OR, AT ORACLE'S OPTION AND EXPENSE, REPLACEMENT OF THE DEFECTIVE HARDWARE ITEM, OR IF SUCH REPAIR OR REPLACEMENT IS NOT REASONABLY ACHIEVABLE, THE REFUND OF THE FEES YOU PAID ORACLE FOR THE DEFECTIVE HARDWARE ITEM OR (ii) THE**

REPERFORMANCE OF THE DEFICIENT HARDWARE-RELATED SERVICES; OR, IF ORACLE CANNOT SUBSTANTIALLY CORRECT THE DEFICIENCY IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE DEFICIENT HARDWARE-RELATED SERVICES AND RECOVER THE FEES YOU PAID TO ORACLE FOR THE DEFICIENT HARDWARE-RELATED SERVICES. TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS WITH RESPECT TO THE ABOVE ITEMS, INCLUDING ANY WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

7.4 Replacement units for defective parts or Hardware Items replaced under the Oracle Hardware Warranty may be new or like new quality. Such replacement units assume the warranty status of the Hardware into which they are installed and have no separate or independent warranty of any kind. Title in all defective parts or Hardware Items shall transfer back to Oracle upon removal from the Hardware.

7.5 **ORACLE DOES NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATION OF THE HARDWARE, OPERATING SYSTEM, INTEGRATED SOFTWARE, INTEGRATED SOFTWARE OPTIONS OR MEDIA.**

7.6 No warranty will apply to any Hardware, Operating System, Integrated Software, Integrated Software Options or media which has been:

a. modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle/Sun serial number tag on the Hardware);
b. maltreated or used in a manner other than in accordance with the relevant documentation;
c. repaired by any third party in a manner which fails to meet Oracle's quality standards;
d. improperly installed by any party other than Oracle or an authorized Oracle certified installation partner;
e. used with equipment or software not covered by an Oracle warranty, to the extent that the problems are attributable to such use;
f. relocated, to the extent that problems are attributable to such relocation;
g. used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations;
h. used by parties appearing on the then-current U.S. export exclusion list;
i. relocated to countries subject to U.S. trade embargo or restrictions;
j. used remotely to facilitate any activities for parties or in the countries referenced in 7.6(h) and 7.6(i) above; or
k. purchased from any entity other than Oracle or an Oracle authorized reseller.

7.7 The Oracle Hardware Warranty does not apply to normal wear of the Hardware or media. The Oracle Hardware Warranty is extended only to the original purchaser or original lessee of the Hardware and may be void in the event that title to the Hardware is transferred to a third party.

8. [Intentionally Omitted]

9. ORDER LOGISTICS

9.1 Delivery, Installation and Acceptance of Hardware

9.1.1 You are responsible for installation of the Hardware unless You purchase installation services from Oracle for that Hardware.

9.1.2 Oracle will deliver the Hardware to the delivery address specified by You on Your purchasing document or when Your purchasing document does not indicate a ship to address, the location specified on the order. The applicable country specific Hardware shipping terms are located in the Order and Delivery Policies, which may be accessed at http://oracle.com/contracts.

9.1.3 Acceptance of the Hardware is deemed to occur on delivery.

9.1.4 Oracle may make and invoice You for partial deliveries.

9.1.5 Oracle may make substitutions and modifications to the Hardware that do not cause a material adverse effect in overall Hardware performance.

9.1.6 Delivery Timeframe.

(a) With respect to orders of Hardware by Authorized Contract Users that are not State agencies, Oracle will use its reasonable commercial efforts to deliver the Hardware within a timeframe that is consistent with Oracle's past practices regarding the amount and type of Hardware that You have ordered.

(b) With respect to orders of Hardware listed on Appendix F (which Hardware does not, for the avoidance of doubt, include spare parts, or remanufactured or end-of-life products) by Authorized Contract Users that are State agencies, Oracle will endeavor to deliver such Hardware within the estimated delivery timeframe (if any) set forth in the applicable ordering document. Each estimated delivery timeframe shall be expressed as a certain number of calendar days and shall commence upon the receipt by Oracle of an ordering document effective in accordance with its terms.

Should Oracle fail to deliver the Hardware within the estimated delivery timeframe, the Authorized Contract User may cancel the order for such Hardware without incurring any cancellation or change order fees provided that (i) Oracle's failure to meet the estimated delivery timeframe is not (A) due to a force majeure event as set forth in Section 8.4 or (B) caused by any action or omission of the Authorized Contract User or the expeditor, carrier or shipping company and (ii) Oracle receives notice from such Authorized Contract User of such Authorized Contract User's decision to cancel the order for such Hardware prior to the date on which the Hardware has shipped. For the avoidance of doubt, any such cancellation shall be applicable solely to the Hardware for which Oracle has failed to meet the estimated delivery timeframe, and shall not be applicable to any other Products or Services (if any) included in the applicable ordering document.

The Parties agree that the failure of Oracle to deliver Hardware within the applicable estimated delivery timeframe shall not constitute a default or breach of this Agreement or the applicable ordering document, or entitle the State or any Authorized Contract User to any rights or remedies (other than the ability to cancel the order for such Hardware as set forth in the immediately preceding paragraph).

Any notice of cancellation shall be sent by electronic mail to each of the following email address: HW-cancellations-NA_WW@oracle.com.

Notices by electronic mail shall be deemed received upon the sender's receipt of an acknowledgment from the intended recipient (such as by the "return receipt requested" function, as available, return email or other written acknowledgment).

9.2 Transfer of Title

Title to the Hardware will transfer upon delivery.

9.3 Territory

The Hardware shall be installed in the country/countries that You specify as the delivery location on Your purchasing document or when Your purchasing document does not indicate a ship to address, the location specified in the order.

9.4 Pricing, Invoicing, and Payment Obligation

9.4.1 You may change a Hardware order prior to shipment subject to the then current change order fee as established by Oracle from time to time. The applicable change order fees and a description of allowed changes are defined in the Order and Delivery Policies, which may be accessed at http://oracle.com/contracts.

9.4.2 In entering into payment obligations under an order, You agree and acknowledge that You have not relied on the future availability of any Hardware, Program or updates. However, (a) if You order technical support, the preceding sentence does not relieve Oracle of its obligation to provide such technical support under the Master Agreement, if and when available, in accordance with Oracle's then current technical support policies, and (b) the preceding sentence does not change the rights granted to You under an order and the Master Agreement.

9.4.3 Hardware and Integrated Software Options fees are invoiced as of the respective Commencement Dates.

9.4.4 Except as set forth in clause (ii) of the immediately following sentence, Hardware-related Service fees are invoiced after performance of the Hardware-related Service performance. Technical support fees (i) payable by Authorized Contract Users (other than State agencies) shall be invoiced quarterly in arrears and (ii) payable by State agencies shall be invoiced annually in advance. The period of performance for all Hardware-related Services is effective upon the Commencement Date of the Hardware or upon the effective date of the order if shipment of Hardware is not required.

9.4.5 In addition to the prices listed on the order, Oracle will invoice You for any applicable freight charges or applicable taxes, and You will be responsible for such charges and taxes notwithstanding any express or implied provision in the "Incoterms" referenced in the Order and Delivery Policies. The Order and Delivery Policies may be accessed at http://oracle.com/contracts.

APPENDIX F

Pricing and Discount Schedule for Hardware

This Appendix F is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle).

(please see attached)

APPENDIX G

Hourly Rates for Time and Materials – Consulting Services

This Appendix G is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

A. Consulting Rates. For a period of one (1) year from the effective date of Amendment One, consulting services in individual time and materials orders may be ordered under the Agreement at the rates set forth below ("Consulting Rates"):

1. Hourly Rate for Individual Time and Materials Orders. The Hourly Rate Non-Local includes an amount for expenses.

Consultant Level	Hourly Rate Local Resource	Hourly Rate Non-Local
Senior Practice Tech Director	$338.00	$378.00
Practice/Tech Director	$307.00	$347.00
Practice/Tech Manager	$265.00	$305.00
Senior Principal Consultant	$226.00	$266.25
Principal Consultant	$198.13	$238.13
Senior Consultant	$162.75	$202.75
Staff Consultant	$141.75	$181.75
Associate Consultant	$106.25	$146.25
Admin Assistant	$42.50	$82.50
GEH Delivery Center		
RDC Principal Consultant	$149.00	$189.00
RDC Senior Consultant	$124.00	$164.00
RDC Staff Consultant	$107.00	$147.00
RDC Associate Consultant	$91.00	$131.00
Primavera Global Business Unit		
Practice/Tech Director	$345.00	$385.00
Practice/Tech Manager	$285.00	$325.00
Senior Principal Consultant	$235.00	$275.00
Principal Consultant	$195.00	$235.00
Senior Consultant	$160.00	$200.00
Staff Consultant	$140.00	$180.00
Associate Consultant	$110.00	$150.00
Primavera Global Business Unit (offshore – remote only)		
Practice/Tech Manager	$96.00	Not Applicable
Senior Principal Consultant	$72.00	Not Applicable
Principal Consultant	$66.00	Not Applicable
Senior Consultant	$60.00	Not Applicable

*Oracle Consulting can quote Fixed Price if requested by the State of Michigan

B. All labor categories are US resources.

C. The Consulting Rates apply to orders executed and effective during the period beginning on the effective date of Amendment One through and including August 28, 2015.

D. The Consulting Rates do not apply to any credits.

E. The Consulting Rates are in lieu of any other discount and shall not apply to any other Oracle products or services including but not limited to licenses, technical support, hardware, education, advanced customer support services, or training.

F. The Consulting Rates for time and materials consulting services granted under the Agreement shall not be applied retroactively to fees invoiced prior to the effective date of Amendment One.

G. Consulting services shall be provided subject to receipt by Oracle of a signed Oracle ordering document including an exhibit containing a scope of services. The fee for such consulting services shall be equal to the number of hours of services performed multiplied by the applicable rate(s), as agreed to in the Oracle ordering document.

H. Any consulting services acquired pursuant to the Agreement are separate from any Program licenses acquired pursuant to the Agreement. Customer understands that it has the right to acquire Program licenses without acquiring the consulting services, and that Customer has the right to acquire Program licenses and the consulting services separately at the fees stated in the Agreement.

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APPENDIX H

Hourly Rates for Time and Materials Oracle Advanced Customer Support

This Appendix H is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

For the period beginning on the effective date of Amendment One through and including August 28, 2015, Oracle Advanced Customer Support services in individual time and materials orders may be ordered under the Agreement at the rates set forth below ("ACS Rates"):

Resource	Hourly Rate Local Resources	Hourly Rate Across Local Resources
Technical Account Manager II	$294	$339
Technical Account Manager I	$251	$296
Senior Advanced Support Engineer	$294	$339
Advanced Support Engineer	$248	$293
Senior Data Center Engineer	$194	$239
Data Center Engineer	$151	$196

Invoiced as Services are performed -- aka Invoiced/Billed in Arrears

APPENDIX I

Pricing and Discount Schedule for Oracle University Training

This Appendix I is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

Appendix
Pricing and Discount Schedule

A. Pricing and Discount Terms for Oracle University Training:

1. Price List. For the period beginning on the effective date of Amendment One through and including August 28, 2015, the "Price Lists" in this Appendix I shall be defined as the following Price Lists (listed below in Section 7):

   a. Oracle University Global Base Price List, dated September 1, 2014.

2. Pricing and Discount Terms.

   a. For a period of one (1) year from the effective date of Amendment One, all Oracle University products and services may be purchased based on the discount defined in the schedule below:

Oracle University Discount Schedule [Utilizing the Price List in Effect at the Time the Order is Placed]	
Transaction Band	Discount
$0 - $100,000	15%
$100,001 - $250,000	20%
$250,001 - $1,000,000	25%
$1,000,001 - $2,500,000	30%
$2,500,001 +	35%

3. Definition Section.

   a. A "Private Event – On-Site" shall mean training courses provided by Oracle University that are requested by a State of Michigan government entity and which are held at a State of Michigan entity training site. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   b. A "Private Event – Virtual" shall mean training courses provided by Oracle University that are requested by a State of Michigan government entity and which are delivered online and require an internet connection, and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC. Private events

will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

c. A "Public Event" for Instructor-Led Training (ILT) courses shall mean training courses offered by Oracle University at Oracle University authorized Education Center locations.

d. A "Public Event" for Live Virtual Classroom (LVC) training shall mean traditional instructor-led training courses offered online and require an internet connection and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC.

e. "Training On Demand (TOD)" shall be defined as a web-based learning environment that provides on-demand access to self-paced training content, and is made available on a named user basis for a term of 90 days from the effective date of your order. Content is streamed directly to an internet connected device, such as a PC or tablet. It also includes eKit materials and access to a live lab environment to perform hands-on practice of the activities outlined in the course. The TOD format allows students to get full classroom content online, anytime, anywhere.

f. "Self Study Course (SSC)" shall mean interactive, computer-based training available for electronic download to a PC, which supplements the Instructor-Led Training (ILT) and Live Virtual classroom (LVC) training courses. The SSC is licensed on a named user basis and upon purchase is licensed in perpetuity.

g. "Oracle University Learning Streams" shall be defined as a collection of video content and services for technology professionals looking to stay current on Oracle technology. Content will be presented by various individuals, including Oracle architects, support engineers, consultants, instructors and other instructors. Content may include program documentation, webinars, speeches, and curriculum. Learning Streams are made available on a named user basis for a one year term from the effective date of your order. Unauthorized individuals may not view Oracle University Learning Streams content at any time. Unauthorized recording, copying, transmission or other distribution of Oracle University Learning Streams content is strictly prohibited. You are responsible for meeting the minimum system requirements to order the Oracle University Learning Streams. In the event that any Oracle programs are made available for download as part of the service, then use of such programs is subject to the terms of this agreement. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN YOUR AGREEMENT, ORACLE DOES NOT WARRANT THAT ORACLE UNIVERSITY LEARNING STREAMS WILL BE PROVIDED UNINTERRUPTED OR ERROR-FREE.

h. The term "services" refers to the education services.

i. A "named user" is an individual authorized by the State of Michigan to use the products which are installed on a single server or delivered via an on-line environment, regardless of whether the individual is actively using the product at any given time, and is not transferable.

4. Cancellation and Rescheduling Policy.

a. *Oracle may cancel or reschedule a class at its discretion, and if it does, will use reasonable efforts to notify you at least one week in advance.* You will not be charged for the Oracle cancellation or rescheduling. Cancel and reschedule requests must be received by Oracle University in email or other written communication.

b. If the State of Michigan or Local government customer cancels an enrollment in a Public Event (e.g., ILT or LVC) course at least seven (7) calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations one (1) to six (6) calendar days prior to the Public Event course start date will be charged 50% of assessed course fee. Students who do not cancel, do not show up for a Public Event course will pay the full course fee.

c. If the State of Michigan or Local government customer cancels a Private Event course at least 14 calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations 1-13 calendar days prior to the Private Event course start date will be charged 50% of assessed course fee. If an event is cancelled on the scheduled start date, or students do not show up for the event, then 100% of the course fee will be assessed.

5. Student Satisfaction Program.

   a. Oracle's 100% Student Satisfaction program applies to those publicly scheduled and publicly available Oracle University Instructor Led Training classes that are identified as part of the 100% Student Satisfaction program at the time the class is purchased. In the event that a student who has completed such a class and been present for all of the offering is not, in his/her reasonable opinion, satisfied with the class, then the student must notify Oracle by emailing *customersat_us@oracle.com* within 5 business days of the completion of the class. Oracle will then permit the student to retake the same version of the same class title (or at the student's option, the equivalent class provided online, if available) once more for free within 90 days of Oracle's receipt of the notification. The Student Satisfaction program does not apply: (i) to the retaken class; (ii) Training On Demand courses; (iii) if the student is not able to satisfy the above criteria for reasons beyond Oracle's reasonable control. Oracle is not responsible for any applicable taxes, transportation costs, lodging costs or other expenses or costs related to the retake. Oracle has the option, at its sole discretion, of providing a refund for the class fees in lieu of permitting a class retake if for any reason, including scheduling, Oracle considers a refund to be appropriate. This is the sole remedy and Oracle's exclusive liability in the event that a student is not satisfied with the class.

6. Student Kit Materials.

   a. Oracle now supports the electronic delivery of Student Kit Materials (eKits). As part of the registration process, you are required to provide an e-mail address so that Oracle may send you a secure password required for the download of the eKit Student materials. Students have a period of 90 days from the day they receive their eKit notification email to access and download their eKit. Each eKit will be personalized with the student name and email address that is licensed to the registered student for their use only. Reproduction or distribution to a third party of Student Kit Materials is strictly prohibited. Hard-copy Student Kit Materials are not provided in the classroom for eKit-enabled classes. Hard Copy student kits may be purchased from Oracle University at an additional cost once an eKit class event has been completed. Class fees (including Training On Demand fees) are fully payable and non-refundable once you have downloaded the eKit materials (regardless of how far in advance of the class date you undertake the download). Oracle University Student Kit Materials are not available or authorized for purchase from any third party. Students who were unable to attend a confirmed class due to unforeseen reasons and have paid the 100% cancellation fee per the terms of the Class Cancellation Policy may request a copy of the Student Kit Materials used in conjunction with the class. Students must make this request to their Oracle University sales representative within 60 days of the originally scheduled class.

7. Price Lists

Instructor Led Training(ILT), Live Virtual Classroom(LVC) Training & Seminar Formats:	Currency	Public Pricing	Metric
Entry	USD	$480.00	Single Named User Per Delivery Day
Standard	USD	$700.00	Single Named User Per Delivery Day
Premium	USD	$840.00	Single Named User Per Delivery Day
Premium Plus	USD	$1,000.00	Single Named User Per Delivery Day
Entry Accelerated	USD	$480.00	Single Named User Per Content Day
Standard Accelerated	USD	$700.00	Single Named User Per Content Day
Premium Accelerated	USD	$840.00	Single Named User Per Content Day
Premium Plus Accelerated	USD	$1,000.00	Single Named User Per Content Day
Taleo TEE and Learn Instructor	USD	$700.00	Single Named User Per Delivery Day
Taleo Assessment Instructor	USD	$840.00	Single Named User Per Delivery Day

Private Event Training & Seminars - On-Site; up to 16 people		Private Event Pricing	Metric	One-day	Two-days	Three-days	Four-days	Five-days
Entry	USD	varies	Per Delivery Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Standard	USD	varies	Per Delivery Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Premium	USD	varies	Per Delivery Day	$8,642.65	$15,913.53	$23,184.41	$30,455.29	$37,726.18
Premium Plus	USD	varies	Per Delivery Day	$9,817.65	$18,263.53	$26,709.41	$35,155.29	$43,601.18
Entry Accelerated	USD	varies	Per Content Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18

				.65	3	41	29	18
				$7,	$13,	$19,	$25,	$31,
	US		Per Content	492	613.	734.	855.	976.
Standard Accelerated	D	varies	Day	.65	53	41	29	18
				$8,	$15,	$23,	$30,	$37,
	US		Per Content	642	913.	184.	455.	726.
Premium Accelerated	D	varies	Day	.65	53	41	29	18
				$9,	$18,	$26,	$35,	$43,
	US		Per Content	817	263.	709.	155.	601.
Premium Plus Accelerated	D	varies	Day	.65	53	41	29	18
				$5,	$9,8	$14,	$18,	$22,
	US		Per Delivery	617	63.5	109.	355.	601.
Taleo TEE and Learn Instructor	D	varies	Day	.65	3	41	29	18
				$7,	$13,	$19,	$25,	$31,
	US		Per Delivery	492	613.	734.	855.	976.
Taleo Assessment Instructor	D	varies	Day	.65	53	41	29	18
	US		Per Delivery Day, Per					
Private Event additional student, over 16	D	$511.00	Student					

Private Event Training & Seminars - Virtual; up to 16 people		**Private Event Pricing**	**Metric**
	US	$3,800.0	Per Delivery
Entry	D	0	Day
	US	$5,675.0	Per Delivery
Standard	D	0	Day
	US	$6,825.0	Per Delivery
Premium	D	0	Day
	US	$8,000.0	Per Delivery
Premium Plus	D	0	Day
	US	$3,800.0	Per Content
Entry Accelerated	D	0	Day
	US	$5,675.0	Per Content
Standard Accelerated	D	0	Day
	US	$6,825.0	Per Content
Premium Accelerated	D	0	Day
	US	$8,000.0	Per Content
Premium Plus Accelerated	D	0	Day
	US	$3,800.0	Per Delivery
Taleo TEE and Learn Instructor	D	0	Day
	US	$5,675.0	Per Delivery
Taleo Assessment Instructor	D	0	Day
	US		Per Delivery Day, Per
Private Event additional student, over 16	D	$511.00	Student

Subscriptions				**TERM**
Entry Training on Demand	USD	$480.00	Per Delivery Day	90 Days
Standard Training on Demand	USD	$700.00	Per Delivery Day	90 Days
Premium Training on Demand	USD	$840.00	Per Delivery Day	90 Days
Premium Plus Training on Demand	USD	$1,000.00	Per Delivery Day	90 Days
Entry Training on Demand Reuewal	USD	$240.00	Per Delivery Day	
Standard Training on Demand Renewal	USD	$350.00	Per Delivery Day	
Premium Training on Demand Renewal	USD	$420.00	Per Delivery Day	
Premium Plus Training on Demand Renewal	USD	$500.00	Per Delivery Day	
Learning Streams	USD	$1,000.00	Per Named User	12 Months
Unlimited Learning Subscription (ULS)	USD	$8,880.00	Per Named User [10 User Minimum]	12 Months

Enterprise Digital Training Solution (EDTS): Unlimited Learning Subscription + Unlimited Live Virtual Class Subscription	USD	EDTS Pricing 12 Months Table [Below]	Per Named User [*100 User Minimum]

Named Users	List Price Per Named User
100+	$ 11,100.00
250+	$ 8,880.00
500+	$ 7,104.00

*Once initial 100 User Minimum requirement is met, additional users may be procured at a lower 10 User Minimum threshold and at the same rate; if purchased prior to the expiration date of the initial qualifying EDTS investment 12-month subscription period.

Certification			
ePractice exam	USD	$65.00	Single Named User per Exam
Kaplan Online Access ePractice Exam	USD	$69.00	Single Named User per Exam
Kaplan Downloadable ePractice Exam	USD	$99.00	Single Named User per Exam
Online Certification	USD	$125.00	Single Named User per Exam
Oracle Core Certification	USD	$245.00	Single Named User per Exam
Oracle Masters Practicum	USD	$1,166.00	User per Day
User Adoption Services			
Associate Instructor – Training (Acquisition)	USD	varies	Per Hour

Staff Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Instructor – Training (Acquisition)	USD	varies	Per Hour
Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Product Training Manager (Acquisition)	USD	varies	Per Hour

User Adoption Services - Oracle Content

Associate Instructor – Training (Oracle)	USD	varies	Per Hour
Staff Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Instructor – Training (Oracle)	USD	varies	Per Hour
Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Product Training Manager (Oracle)	USD	varies	Per Hour

UPK Launch Packs

UPK Launch Pack	USD	$30,000	Per Project Set of UPK Launch Pack
UPK Launch Mini-Pack	USD	$20,000	Per Project Set of UPK Launch Mini-Pack

Toolkit

Taleo Adoption Learning Services Program Toolkit	USD	$6,500	Per Content Day
Taleo Toolkit: Onboarding Trainer	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Recruiting Managers	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Career Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE) Development Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Goal Management	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): HR Administration	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Navigation and Feedback	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Performance Reviews	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Succession Planning	USD	$6,500	Per Content Day
OU Toolkit License	USD	$6,500	Per Year

OU Framework

Customization Day	USD	$1,800	Per Day
Design Day	USD	$2,200	Per Day
Program Mgmt Day	USD	$2,700	Per Day

Custom Courseware

Rel 11i to Rel 12 Financial New Features End User Course	USD	$12,500	Per Content Day

OU Courseware License	USD	$12,500	Per Content Day
Hyperion Planning End User Courseware	USD	$12,500	Per Content Day
Hyperion Financial Management End User Courseware	USD	$12,500	Per Content Day
OBIEE End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Gas End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Electric End User Courseware	USD	$12,500	Per Content Day
CC&B 2.4 - Gas End User Courseware	USD	$12,500	Per Content Day
Taleo (TEE): Getting Started with the Recruiting Center Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): New Recruiting Features for End Users Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Prescreening Made Easy Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Searching Solutions Course Ed	USD	$12,500	Per Content Day

APPENDIX J

Oracle Hardware and Systems Support Policies

This Appendix J is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

ORACLE

Oracle Hardware and Systems Support Policies

Effective Date: 1-April-2015

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1. Overview

Unless otherwise stated, these Hardware and Systems Support Policies apply to technical support for all Oracle server and storage and Oracle point of sale product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

For Oracle operating system software, technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of the operating system, running unaltered, and on a certified hardware configuration, as specified in your order or program documentation.

To receive technical support as provided by Oracle Support Services ("OSS") and described in the Oracle Technical Support Levels for Systems section below, you must: (i) provide Oracle with the serial number and/or other identification and entitlement information for all server and storage equipment and/or point of sale products manufactured by or for Oracle and sold by Oracle (either directly or by an Oracle-authorized distributor) ("hardware system") in the manner specified by Oracle; and (ii) pay a technical support fee. A hardware system meeting these two requirements and under contract to receive technical support is referred to as a "covered hardware system." Components and options purchased separately from Oracle from your original equipment purchase are included in the definition of hardware system for the purposes of determining the technical support fee. Oracle will make commercially reasonable efforts to provide the technical support service as described below.

Oracle's obligations under these Hardware and Systems Support Policies do not apply to any malfunctions in a hardware system that could be avoided if you incorporate or implement a hardware or integrated software update or any workaround previously provided by Oracle which would correct the malfunction or to a hardware system that has been (i) modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle serial number tag on the hardware); (ii) maltreated or used in a manner other than in accordance with the relevant documentation; (iii) repaired by any third party in a manner which fails to meet Oracle's quality standards; (iv) improperly installed by any party other than Oracle or an authorized Oracle certified installation partner; (v) used with equipment or software not covered by the service offering, to the extent that problems are attributable to such use; (vi) relocated, to the extent that problems are attributable to the relocation; (vii) used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations; (viii) used by parties appearing on the most current U.S. export exclusion list; (ix) relocated to countries subject to U.S. trade embargo or restrictions; or (x) used remotely to facilitate any activities in the countries referenced in (ix) above or (xi) purchased from any entity other than Oracle or an Oracle-authorized distributor.

Oracle may use subcontractors in the performance of technical support and it warrants the quality of subcontractor work per the warranty terms of your agreement with Oracle.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-076833.html and Oracle's Global Customer Support Security Practices, as referenced below.

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for a hardware system during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Hardware and Systems Support Policies and the previous version of the Oracle Hardware and Systems Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the date of delivery of the hardware unless stated otherwise in your order. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

Matching Service Levels

When acquiring technical support, all hardware systems must be supported, except Oracle Retail and Hospitality Hardware, (e.g., under Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems or Oracle Communications EAGLE Premier Support) or all hardware systems must be unsupported. The preceding sentence pertains to: (i) all of your hardware systems running the Solaris Operating system release 10 Update 9 or later, (ii) all of your hardware systems running the Oracle Linux and Oracle VM operating system, and (iii) all hardware systems that benefit in any way from your support of a covered hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). If you have acquired your Oracle Linux and Oracle VM support services under a separate Oracle Linux and Oracle VM Services Agreement then that hardware system is a covered hardware system under this matching service level policy. When acquiring technical support for point of sale hardware such as Oracle Retail and Hospitality Hardware, all such point of sale hardware systems must be supported or all must be unsupported if the point of sale hardware systems are: (i) the same type (e.g., workstations); (ii) located at the same physical location; and (iii) benefit in any way from your support of a covered point of sale hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). Hardware systems that have reached an end of service life or that you register with Oracle as retired are excluded from the above policy.

Reinstatement of Oracle Technical Support

If Oracle Premier Support for Systems or Oracle Premier Support for Oracle Retail and Hospitality Hardware lapses for more than 90 days or was not purchased at the time you acquired your hardware system, then your hardware system must be qualified as service-ready before technical support can be reinstated. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system.

If technical support lapses or was not originally purchased with your hardware system, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the covered hardware system; b) if you never acquired technical support for the relevant hardware system, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original hardware system delivery date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve support month period shall be the last annual technical support fee you paid for the relevant hardware system; (ii) if you never acquired technical support for the relevant hardware system, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired support from an Oracle-authorized distributor and are now acquiring support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee for the hardware system.

Upgrading Your Support Level

In the event you have acquired Oracle Premier Support for Operating Systems and later choose to upgrade to Oracle Premier Support for Systems, your hardware system must be qualified as service-ready before the technical support can be upgraded. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system. You will be subject to an upgrade fee equal to the difference in price between the Oracle Premier Support for Systems and the Oracle Premier Support for Operating Systems with such difference being prorated from the date that any prior System Support lapsed (or the hardware order date if System Support was never purchased).

Pricing following Reduction of Covered Hardware System or Service Level

Pricing for support is based upon the level of support and the volume of covered hardware systems for which support is ordered. In the event that (i) your hardware system reaches end of service life or (ii) you notify Oracle that you are retiring the hardware system, or (iii) you change service level for all of your systems, then Oracle will reduce your support fee at the next renewal for these reductions.

Unsupported Hardware Systems

Customers with unsupported hardware systems are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported hardware systems. Parts in a covered hardware system may not be transferred to an unsupported system. CD packs or programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported hardware systems.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts

must be knowledgeable about the Oracle supported hardware systems and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per data center location, to serve as liaisons with OSS. With each USD$250,000 in net support fees per data center location, you have the option to designate an additional two (2) primary and four (4) backup technical contacts per data center location. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide "First Line Support" for the supported hardware system(s) directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported hardware system(s), (ii) a direct response to users with respect to problems or issues with the supported hardware system(s), (iii) a diagnosis of problems or issues of the supported hardware system(s), and (iv) a resolution of problems or issues of the supported hardware system(s).

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported hardware system(s), you may contact Oracle for "Second Line Support". You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., accept remote connections, provide Explorer Files and/or Core Files) required to provide Second Line Support; however, please do not provide Oracle with access to any health, payment card, or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices section below.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported hardware system(s) and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported hardware system(s) so that such supported hardware system(s) perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Program Updates

"Update" means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and updates may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to End of Service Life

It may become necessary (i) as a part of Oracle's product lifecycle or (ii) if a vendor retires support for its product or the relationship with the vendor is terminated, to announce an End of Service Life date for a hardware system

and, therefore, Oracle reserves that right. Oracle will use commercially reasonable efforts to provide twelve (12) months advance notice of End of Service Life. End of Service Life information is available on My Oracle Support. End of Service Life information is subject to change.

Other Third Party Products

Oracle does not itself provide any technical support services for third party warranted hardware (hardware identified on your order by a statement that the warranty will be provided by a third party) or any other third party products installed into or attached to the hardware system by you or your representative other than Oracle (collectively "other third party products"). Further, if other third party products are installed, or fail, in a manner that damages the Oracle hardware system, then the technical support will not cover such damage. Other third party products may also impede and/or add costs in obtaining technical support for certain failure conditions. Interoperability, timing, and intermittent failures are some examples of failure conditions that may require the removal or replacement of other third party products from the Oracle hardware system. Replacement or repair of any damaged components in these situations would be subject to additional charges.

For those failure conditions directly or indirectly related to other third party products (which would include any components accessing or connected to that product that are exhibiting failures), Oracle may, at its sole discretion, remove the other third party products, or require the customer to remove the other third party products, before commencing with the troubleshooting process. Oracle's services for removing the other third party products will be subject to additional charges and if it is determined that the cause of the failure is the other third party products, then Oracle will charge for the entire service call.

If it is determined that the other third party products are not the cause of the failure (i.e., if the problem would have occurred even if the other third party products were not installed in or attached to the hardware system), then Oracle's service call will be addressed under the terms of any existing Oracle technical support contract; provided that the removal of other any third party products by Oracle will be subject to additional charges.

Technology Refresh

If you acquire a new hardware system(s) and technical support from Oracle or an Oracle-authorized partner, you may be eligible to receive a credit for unused support on the decommissioned hardware system(s) currently under an active support contract with Oracle. In order to be eligible for the credit, you must complete the Hardware System Decommission Form which can be found here and submit it within one (1) year of the delivery date of the new hardware system(s). If a credit for unused support is due then such credit will be calculated from the date Oracle receives the Hardware System Decommission Form through the end of the current support period for the decommissioned hardware system(s). The credit for unused support will not exceed the total annual support fee for the new hardware system(s).

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, and Oracle Premier Support for Oracle Retail and Hospitality Hardware
- Extended Support for Operating Systems(if offered)
- Sustaining Support for Operating Systems

A description of the services available under Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Extended Support for Operating Systems and Sustaining Support for Operating Systems is included in the Oracle Technical Support Levels section below.

When offered, Oracle Premier Support for Systems, Oracle Communications EAGLE Premier Support and Oracle Premier Support for Oracle Retail and Hospitality Hardware will be available for a minimum of five years from the last ship date of the hardware system. When offered, support for the operating systems included under either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten

years from the date a release of the operating system becomes generally available, except as noted below. If offered, support for specific releases of the operating system may be extended for an additional three years with Extended Support for Operating Systems. In addition to the technical support fee, an Extended Support for Operating Systems fee applies for each support period for which Extended Support for Operating Systems is purchased. Alternatively, and if offered, support for specific releases of the operating system may be extended with Sustaining Support for Operating Systems, which will be available for as long as you maintain either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems for your Oracle hardware system.

If an operating system included under Oracle Premier Support for Systems moves into Extended Support for Operating Systems and/or Sustaining Support for Operating Systems, you may maintain Oracle Premier Support for Systems except that the technical support received for the operating system will be provided under Extended Support for Operating Systems or Sustaining Support for Operating Systems as described above and in the Oracle Technical Support Levels section below.

Refer to the attached document titled "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF) for Oracle Solaris, Oracle Linux and Oracle VM program releases that are, or will be, covered by the Lifetime Support Policy.

Notes:

1. Solaris Express - Program fixes and security patches for Solaris Express will be provided for six (6) months from the date that a release of Solaris Express becomes generally available. This applies to program fixes and security patches released by Oracle and does not include freely available updates from the OpenSolaris or Solaris Express Community.
2. Oracle Solaris 8 – For customers with a current support contract for the Oracle Solaris 8 release, new Severity 1 fixes and new security fixes will be available for the period of July 2012 – October 2014.

4. Oracle Technical Support Levels for Systems

Oracle Premier Support for Systems

Oracle Premier Support for Systems consists of services in support of hardware systems, operating system software and integrated software (including integrated software options). For hardware systems, this support is limited to (i) server and storage hardware and (ii) Tekelec BNS and PIC hardware. For Oracle servers, this support applies to the following operating system software: Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM. For Tekelec BNS and PIC hardware, this support applies to the operating system software included with the hardware system. Unless otherwise stated in this section, Oracle Premier Support for Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Onsite installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Onsite hardware support for Oracle server or storage systems
- Field Change Orders – system modification recommendations
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network

- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Management Pack for Linux
- Right to use Oracle Clusterware for Oracle Linux. To access and download Oracle Clusterware for Oracle Linux, go to http://www.oracle.com/technetwork/database/clusterware/overview/index-096607.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Access to Oracle Enterprise Tape Analysis and Data Recovery services for the Oracle StorageTek tape media specified at http://www.oracle.com/us/support/library/ent-tape-analysis-dr-services-1708102.pdf
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

System Maintenance

You agree to perform prescribed system maintenance, including but not limited to, installing software updates for system software or integrated software, maintaining file systems, replacing air filters and batteries as needed, and tracking proactive diagnostic information.

Replacement Hardware Parts

If Oracle determines that the replacement of a hardware part is necessary, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates." Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Times Targets for Hardware Support noted below, except as otherwise noted herein. Replacement parts will be of new or like-new quality. After five (5) years from last ship date, replacement parts may not be readily available and the response times for sending replacement parts may be delayed.

Return of Malfunctioning Parts

If Oracle sends a replacement part to you, you will ensure that the malfunctioning part is returned to Oracle in accordance with all shipping or courier instructions from Oracle (unless you have an agreement with Oracle allowing you to retain the malfunctioning part). You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning part within forty-five (45) days of shipment to you, you will be charged the then-current fee for the malfunctioning part.

Oracle Premier Support for Operating Systems

Oracle Premier Support for Operating Systems consists of services in support of (i) operating system and virtualization software for Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM and (ii) integrated software (including integrated software options). Unless otherwise stated in this section, Oracle Premier Support for Operating Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Onsite installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Management Pack for Linux
- Right to use Oracle Clusterware for Oracle Linux. To access and download Oracle Clusterware for Oracle Linux, go to http://www.oracle.com/technetwork/database/clusterware/overview/index-096607.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

Extended Support for Operating Systems

Extended Support for Operating Systems may be offered for certain supported Oracle Solaris operating system software releases after Premier Support expires. Please see Oracle's Lifetime Support Policies for more information. When Extended Support for Operating Systems is offered, it is generally available for the terminal codeline release of a program. Unless otherwise stated in this section, supported Oracle Solaris operating system software releases for which Extended Support for Operating Systems is offered and in the Extended Support lifecycle will receive Oracle Premier Support for Operating Systems or technical support for Oracle Solaris under Oracle Premier Support for Systems limited to the following:

- Program updates, fixes, security patches, and security alerts

- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Major product and technology releases for Oracle Solaris operating system software, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Access to Platinum Services as described at
- http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdfNon-technical customer service during normal business hours

Extended Support for Operating Systems does not include:
- Certification with most new third-party products/versions or most new Oracle programs

Extended Support for Operating Systems is not available for OpenSolaris, Trusted Solaris 8, Oracle Linux and Oracle VM.

Sustaining Support for Operating Systems

Sustaining Support for Operating Systems may be available for certain operating system software releases. Program releases eligible for Sustaining Support for Operating Systems will receive Oracle Premier Support for Operating Systems or technical support for the operating system under Oracle Premier Support for Systems limited to the following:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems, and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Critical patch updates for Oracle Solaris operating system software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Upgrade tools created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems period and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends).
- General maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Management Pack for Linux
- Right to use Oracle Clusterware for Oracle Linux. To access and download Oracle Clusterware for Oracle Linux, go to http://www.oracle.com/technetwork/database/clusterware/overview/index-096607.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-166778.html
- Non-technical customer service during normal business hours

Sustaining Support for Operating Systems does not include:
- New program updates, patches, fixes, security patches, security alerts, general maintenance releases, selected functionality releases, documentation updates
- New critical patch updates for Oracle Solaris operating system software
- New upgrade tools
- Certification with most new third-party products/versions or most new Oracle products

- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes
- Previously released fixes or updates that Oracle no longer supports.

Because program releases supported by Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited.

Oracle Premier Support for Oracle Retail and Hospitality Hardware

Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html
- Onsite hardware support for Oracle Retail and Hospitality Hardware specified as Field Replaceable Units in the "Oracle Retail and Hospitality Hardware Delivery Method Chart"
- Non-technical customer service during normal business hours

For onsite response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware only, if Oracle determines, in its sole discretion, that onsite support is appropriate, reasonable efforts will be made to have an engineer arrive at your location within the response time target guidelines below, except as otherwise specified herein. The response time target guidelines for Oracle Retail and Hospitality Hardware on a ship or other water vessel, regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's receipt of the malfunctioning hardware. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. Except for Severity 1, the response times specified in the guidelines below are during local business hours only. For Severity 1, onsite response time targets specified in the guidelines below are during extended business hours as follows: 9:00 am – 10:00 pm Monday – Sunday, including holidays. The distance specified in the guidelines is distance from an Oracle Service Location. Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

	Response Time Targets							
Severity Level	3 Hours	4 Hours	6 Hours	8 Hours	12 Hours	16 Hours	24 Hours	Reasonable Efforts
Severity 1	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	N/A	N/A	N/A	N/A	Greater than 125 miles
Severity 2	N/A	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	N/A	N/A	N/A	Greater than 125 miles
Severity 3	N/A	N/A	N/A	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	N/A	Greater than 125 miles
Severity 4	N/A	N/A	N/A	N/A	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	Greater than 125 miles

System Maintenance

You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware

If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location in

accordance with the "Oracle Retail and Hospitality Delivery Method Chart" Oracle will use reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five (5) years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be readily available and the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware
If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within forty-five (45) days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Communications EAGLE Premier Support

Oracle Communications EAGLE Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for Oracle Communications EAGLE hardware products only. Oracle Communications EAGLE Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options)
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications EAGLE Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.
   - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

5. Additional Services Available for Purchase

Oracle Priority Service for Sun Ray Peripherals

Oracle Priority Service for Sun Ray Peripherals consists of:

- Advanced Parts Exchange for keyboards, monitors and country kits; with next business day delivery to your location
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Customer Data & Device Retention Service

Oracle Customer Data & Device Retention Service permits you to retain disk drive(s), flash cache and/or parts that may contain sensitive, confidential, or classified data that have been removed from your hardware system. For the purposes of this service, (i) a disk drive is defined as a spinning media device that stores data accessed by the server, storage array, or tape system, (ii) flash cache is defined as any device having the ability to store information on a solid state media that is re-writable, and (iii) a part is defined as any item in a server, storage device, or network device containing non-volatile random access memory.

Oracle Customer Data & Device Retention Service consists of the following:

- If Oracle, in its sole discretion, determines that a disk drive(s), flash cache and/or parts need to be replaced, Oracle will send a replacement disk drive(s), flash cache, and/or parts to your location. Oracle personnel will install the replacement disk drive(s), flash cache and/or part and return the failed memory component to you. Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below.

If you acquire Oracle Customer Data & Device Retention Service, you will:

- Provide access to your facilities, systems, and operating environment, including root access.
- Provide access to your personnel, including IT and operational staff
- Provide a designated point of contact
- Be responsible for the proper disposal/destruction of replaced disk drive(s), flash cache and/or parts.

If you add Oracle Customer Data & Device Retention Service, you must maintain Oracle Premier Support for Systems; you must acquire Oracle Customer Data & Device Retention Service for (i) all servers of the same model number, (ii) all storage devices of the same model number, and/or (iii) all networking devices of the same model number.

If you renew Oracle Customer Data & Device Retention Services, the renewal fee for such services will be based on the Oracle Customer Data & Device Retention Service pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Onsite Spares

Oracle Onsite Spares provides you with delivery and maintenance of parts at your designated location(s). This service includes only those parts that are specified on your order.

Oracle Onsite Spares consists of the following:

- Parts
- Maintenance and replacement of parts
- Setup of parts onsite
- Semi-annual cycle counts
- Retrieval of parts at end of Support Period

If you acquire Oracle Onsite Spares, you will:

- Provide a secure storage area for parts clearly marked "Property of Oracle. You will ensure that (i) entry to such secure area is restricted to your personnel directly involved in shipping and receiving parts, and (ii) all vehicle and pedestrian access to your warehouse premises is secured against unauthorized access.
- Provide a designated point of contact

In order to acquire Oracle Onsite Spares, you must maintain Oracle Premier Support for Systems.

Oracle will maintain title to and ownership of parts unless or until any such part is exchanged with a damaged or faulty part and installed on a hardware system. Also, with the transfer of title to a part to you, title to the identical damaged or faulty part is transferred to Oracle.

If you renew Oracle Onsite Spares, the renewal fee for such services will be based on the Oracle Onsite Spares pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Business Critical Service for Systems

Oracle offers a service to provide additional service-levels for systems running mission critical business functions. For information about the available service, please refer to http://www.oracle.com/us/corporate/contracts/bus-critical-service-for-systems-1927926.pdf

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Business Critical Service for Systems is not subject to the Reinstatement policies stated above.

Advanced Customer Support

If you acquire any of the below Advanced Customer Support services on your order, Oracle will provide the services described in the applicable exhibit(s) specified below:

- Oracle Priority Support
- Oracle Standard Systems Installations:
  - Oracle Standard System Installation ("OSSI") - Basic Service Exhibit
  - Oracle Standard System Installation ("OSSI") with Site Audit Services Exhibit
  - Oracle Standard System Installation ("OSSI") without Site Audit Services Exhibit
- Oracle Standard Software Installation and Configuration for Systems
- Oracle Engineered Systems Configuration Services
- Oracle Preproduction Readiness Review for Systems Service or Oracle Preproduction Readiness Review for Oracle Platinum Services
- Oracle Go-Live Support for Systems Service or Oracle Go-Live Support for Oracle Platinum Services
- Oracle Start-Up Pack for Engineered Systems

Oracle Tekelec Professional Services

If you acquire any of the below Tekelec Professional Services on your order, Oracle will provide the services described in the Tekelec Professional Services Descriptions.

- Oracle Communications Hardware Engineering Site Survey – Per Node Per Site
- Oracle Communications Hardware Installation – Per DC Frame or DC Application Frame enclosure extension
- Oracle Communications Hardware Installation – Per AC Frame
- Oracle Communications DC Hardware Extension Installation – Per Frame – Rack mount server and Shelf additions
- Oracle Communications Hardware Extension Installation – AC or DC Blade Server/Eagle Card/Switches – Per 16 cards/switches per site
- Oracle Communications AC Hardware Extension Installation – Per Frame – Rack mount servers and AC enclosure additions

6. Web-Based Customer Support Systems

My Oracle Support

My Oracle Support is Oracle's customer support web site for hardware support. Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle products are not currently supported under My Oracle Support: Oracle Retail and Hospitality Hardware.

Clarify SelfService, MS CRM, PTS, ZenDesk and Onyx

The following policy applies to Oracle Retail and Hospitality Hardware only:
Access to the following MICROS Systems web-based customer support systems: Clarify SelfService, MS CRM, PTS, ZenDesk and Onyx are governed by the Terms of Use posted on the applicable MICROS Systems web site. The terms of Use are subject to change and a copy of these terms is available upon request. Access to the MICROS Systems web-based customer support systems is limited to your designated technical contacts.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Oracle Premier Support for Systems and Oracle Premier Support for Operating Systems.

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your hardware system (e.g., Oracle Shared Shell for hardware)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Auto Service Request)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you. The tools may be subject to availability for selected products.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

Auto Service Request
Auto Service Request ("ASR") allows Oracle products which are ASR-enabled to automatically initiate a service request when specific hardware faults occur by sending fault telemetry information to Oracle. If the ASR enabled hardware is entitled to service, a service request will be initiated on your behalf. The specific hardware faults detected by ASR vary by product type, product version and operating system. Not all hardware faults are detected or sent to Oracle. The ASR fault coverage is subject to change by Oracle at any time and without prior notice.

8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/us/support/policies/index.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

9. Severity Definitions

Service requests for your covered hardware system may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the following severity definitions:

Severity 1
Your production use of the covered hardware system is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts
- System functionality failure causes data loss or renders system unstable
- System malfunction causes mission critical applications to restart, hang, or suspend

Except as otherwise specified herein, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For response efforts associated with Oracle Communications EAGLE Premier Support, please see the Oracle Communications EAGLE Premier Support section above.

24 Hour Commitment to Severity 1 Service Requests: OSS will work 24x7 until the issue is resolved or as long as useful progress can be made. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

Severity 2
You experience a severe loss of service. Important features are unavailable with no acceptable workaround, impaired or broken functionality with significant impact to applications, and/or frequent application failure but not data loss; however, operations can continue in a restricted fashion.

Severity 3
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

10. Onsite Response Time Targets for Hardware Support

Except as otherwise specified herein, response time targets for hardware support are as specified below. The response time target for Sun Ray Clients, regardless of severity level, is limited to Advanced Parts Exchange with next business day delivery to your location. The response time target for Acme Packet hardware, regardless of severity level, is limited to Advanced Parts Exchange with next business day shipment to your location. The response time targets for Tekelec hardware (i.e., Oracle Communications EAGLE hardware, Tekelec BNS and PIC), regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware are as specified in the Oracle Premier Support for Oracle Retail and Hospitality Hardware section above.

Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

Severity 1
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below.

Within 2 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within 4 hours:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 2
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below. Onsite response times are during local business hours only.

Within 4 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within same business day:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Business Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 3
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location the next business day from the close of local business hours or at a later mutually agreed-upon time (e.g., scheduled maintenance window).

Note:
The geographic location of your covered hardware system may cause on-site service to be unavailable or may require additional charges or longer Severity 1, Severity 2 and Severity 3 response times. Oracle reserves the right, in its sole discretion, to adjust Severity 1, Severity 2 and Severity 3 on-site response times or charge additional fees based on the location of the covered hardware system. Actual response times are subject to acts and conditions beyond Oracle's control and, therefore, Oracle's response may be delayed. Oracle is not responsible for response delays caused by factors outside its control. You should contact an Oracle Support Sales representative for more details regarding availability for your covered hardware systems.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

State of Michigan Pricelist 12/2/2014

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7100030	Spare: StorageTek LTO tape drive: 1 HP LTO5 full height SAS for StorageTek SL500, StorageTek SL3000, and StorageTek SL8500	Spare parts	$7,690.00	29%	$5,459.90	29%	$5,459.90
7100031	Spare: StorageTek LTO tape drive: 1 HP LTO5 4 Gb FC for StorageTek SL500, StorageTek SL3000, and StorageTek SL8500	Spare parts	$10,250.00	29%	$7,277.50	29%	$7,277.50
7100090	Sun Blade 6000 Virtualized 40 GbE Network Express Module	Network Adapters	$4,584.00	14%	$3,942.24	20%	$3,667.20
7100110	Spare: energy storage module	Spare parts	$252.00	29%	$178.92	29%	$178.92
7100235	Spare: HP LTO power cable	Spare parts	$60.00	29%	$42.60	29%	$42.60
7100262	1-phase high voltage 22 kVA PDU	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
7100265	1-phase high voltage 22 kVA PDU (for factory installation)	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
7100272	Spare: F20 flash accelerator	Spare parts	$7,818.00	29%	$5,550.78	29%	$5,550.78
7100283	Sun Blade PCIe-2 pass-through fabric expansion module (for factory installation)	Sun Blade Server Options	$219.00	15%	$186.15	18%	$179.58
7100311	Spare: Exadata X2-2 Apple service kit	Spare parts	$11,580.00	29%	$8,221.80	29%	$8,221.80
7100334	Spare: two 8 GB DDR3, 1333MHz low voltage registered DIMMs	Spare parts	$1,880.00	29%	$1,334.80	29%	$1,334.80
7100335	Spare: Intel ® Xeon ® E7-4820 8-core 2.00 GHz processor	Spare parts	$6,480.00	29%	$4,600.80	29%	$4,600.80
7100337	Spare: Intel ® Xeon ® E7-4860 10-core 2.26 GHz processor	Spare parts	$17,340.00	29%	$12,311.40	29%	$12,311.40
7100338	Spare: Intel ® Xeon ® E7-4870 10-core 2.40 GHz processor	Spare parts	$20,360.00	29%	$14,455.60	29%	$14,455.60
7100339	Spare: system board assembly	Spare parts	$6,600.00	29%	$4,686.00	29%	$4,686.00
7100340	Spare: memory riser card	Spare parts	$960.00	29%	$681.60	29%	$681.60
7100342	Spare: 22000 VA single phase low voltage PDU	Spare parts	$5,358.00	29%	$3,804.18	29%	$3,804.18
7100343	Spare: 22000 VA single phase high voltage PDU	Spare parts	$5,000.00	29%	$3,550.00	29%	$3,550.00
7100369	Spare: PSU DC power supply assembly	Spare parts	$4,050.00	29%	$2,875.50	29%	$2,875.50
7100402	Spare: FC assembly for HP LTO5 tape drive	Spare parts	$9,540.00	29%	$6,773.40	29%	$6,773.40
7100417	Sun Netra 6000 chassis DC with midplane, accessory kit with dongle and RJ45-DB9 adaptor, 9 server module filler panels, 20 PCIe Express Module filler panels, and 2 Network Express Module filler panels	Sun Netra 6000 Blade Chassis	$15,251.00	15%	$12,963.35	18%	$12,505.82
7100418	Sun Netra 6000 chassis AC with midplane, accessory kit with dongle and RJ45-DB9 adaptor, 9 server module filler panels, 20 PCIe Express Module filler panels, and 2 Network Express Module filler panels	Sun Netra 6000 Blade Chassis	$8,685.00	15%	$7,382.25	18%	$7,121.70
7100444	Spare: HP LTO5 fibre assembly	Spare parts	$9,410.00	29%	$6,681.10	29%	$6,681.10
7100480	Spare: 4 GB USB drive single-level cell unprogrammed	Spare parts	$260.00	29%	$184.60	29%	$184.60
7100485	Spare: virtualized 40 GbE network express module	Spare parts	$6,912.00	29%	$4,907.52	29%	$4,907.52
7100494	Spare: encryption bellsarius for IBM LTO4 and IBM LTO5 tape drives	Spare parts	$920.00	29%	$653.20	29%	$653.20
7100497	Solid filler panel kit	Sun Racks	$103.00	15%	$87.55	18%	$84.46
7100570	Wago DC plug connectors, pack of 10	Netra SPARC T3-1 Server	$165.00	15%	$140.25	18%	$135.30
7100584	Spare: PCIe fabric expansion module	Spare parts	$678.00	29%	$481.38	29%	$481.38
7100591	Spare: chassis management module for Sun Netra 6000 M2 modular system	Spare parts	$1,520.00	29%	$1,079.20	29%	$1,079.20
7100633	Sun Blade PCIe-2 pass-through fabric expansion module	Sun Blade Server Options	$285.00	15%	$242.25	18%	$233.70
7100921	Spare: snap-in rail assembly	Spare parts	$870.00	29%	$617.70	29%	$617.70

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7100922	Spare: bolt-on rail assembly	Spare parts	$890.00	29%	$631.90	29%	$631.90
7101048	Spare: meter riser FC, 50 micron, LC-LC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7101297	Spare: Infiniband gateway switch for Oracle Exalogic Elastic Cloud X2-2	Spare parts	$29,370.00	29%	$20,852.70	29%	$20,852.70
7101647	Spare: power distribution board assembly	Spare parts	$642.00	29%	$455.82	29%	$455.82
7101664	Oracle Solaris and Oracle VM Server for SPARC preinstall (for factory installation)	SPARC T4 Server Configured Options	$0.00	15%	$0.00	18%	$0.00
7102010	Spare: service processor assembly for SPARC T4-1 server	Spare parts	$654.00	29%	$464.34	29%	$464.34
7102011	Spare: logic board assembly for SPARC T4-1 server	Spare parts	$21,282.00	29%	$15,110.22	29%	$15,110.22
7102044	Spare: drive carrier with one 1 TB SATA HDD for Hitachi	Spare parts	$1,452.00	29%	$1,030.92	29%	$1,030.92
7102046	Spare: one 2 TB 7200 rpm 3.5-inch SATA HDD with bracket	Spare parts	$2,850.00	29%	$2,023.50	29%	$2,023.50
7102056	Spare: enclosure services for 1 drive tray with EMI gasket	Spare parts	$1,074.00	29%	$762.54	29%	$762.54
7102058	Spare: fan	Spare parts	$1,026.00	29%	$728.46	29%	$728.46
7102066	Spare: 13th drive carrier with one 1 TB SATA HDD for Hitachi	Spare parts	$1,704.00	29%	$1,209.84	29%	$1,209.84
7102069	Spare: one 2 TB 7200 rpm 3.5-inch SATA HDD with bracket for hot spare position	Spare parts	$3,036.00	29%	$2,155.56	29%	$2,155.56
7102078	Spare: battery	Spare parts	$852.00	29%	$604.92	29%	$604.92
7102109	Spare: I/O unit with K2 RAID	Spare parts	$6,294.00	29%	$4,468.74	29%	$4,468.74
7102110	Spare: cable assembly, 2 meters, 18 awg, C14 plug, SJT wire, 110 V	Spare parts	$48.00	29%	$34.08	29%	$34.08
7102113	Spare: cable assembly, 22 inches, DB9, female-female	Spare parts	$48.00	29%	$34.08	29%	$34.08
7102117	Spare: cable assembly, 0.5 meter, FC, HSSDC2/HSSDC2	Spare parts	$120.00	29%	$85.20	29%	$85.20
7102120	Spare: GbE 4-port network interface module for copper cable	Spare parts	$3,294.00	29%	$2,338.74	29%	$2,338.74
7102121	Spare: cable assembly, 2 meters, FC, HSSDC2/HSSDC2	Spare parts	$144.00	29%	$102.24	29%	$102.24
7102122	Spare: GbE 4-port network interface module for optical cable	Spare parts	$4,314.00	29%	$3,062.94	29%	$3,062.94
7102124	Spare: network interface module with 4 GB SAN adapter	Spare parts	$4,350.00	29%	$3,088.50	29%	$3,088.50
7102128	Spare: private interconnect module for Emulex SOC422	Spare parts	$8,874.00	29%	$6,300.54	29%	$6,300.54
7102133	Spare: PSU with cooling for drive trays	Spare parts	$1,044.00	29%	$741.24	29%	$741.24
7102134	Spare: network cable, 0.5 meter, cat 5E, blue	Spare parts	$42.00	29%	$29.82	29%	$29.82
7102135	Spare: optical SFP multi-mode transceiver	Spare parts	$180.00	29%	$127.80	29%	$127.80
7102136	Spare: optical cable, 2 meters, duplex multi-mode, 50/125 core, LC/LC	Spare parts	$102.00	29%	$72.42	29%	$72.42
7102137	Spare: optical cable, 0.5 meter, duplex multi-mode, 50/125 core, LC/LC	Spare parts	$96.00	29%	$68.16	29%	$68.16
7102138	Spare: optical cable, 1 meter, duplex single-mode, 50/125 core, SC/LC	Spare parts	$126.00	29%	$89.46	29%	$89.46
7102141	Spare: SFP module, multi-mode optical, 1 and 2 GB/sec, SAN	Spare parts	$258.00	29%	$183.18	29%	$183.18
7102355	Spare: module bezel slammer	Spare parts	$1,092.00	29%	$775.32	29%	$775.32
7102356	Spare: 4U rack rail kit	Spare parts	$348.00	29%	$247.08	29%	$247.08
7102357	Spare: 2U rack rail kit	Spare parts	$246.00	29%	$174.66	29%	$174.66
7102358	Spare: Rack Rail Kit, 2U Pilot	Spare parts	$516.00	29%	$366.36	29%	$366.36
7102359	Spare: module bezel 2U chassis	Spare parts	$666.00	29%	$472.86	29%	$472.86

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7102360	Spare: ISCI HBA	Spare parts	$5,688.00	29%	$4,038.48	29%	$4,038.48
7102361	Spare: module bezel with automatic storage management and brick with EMI	Spare parts	$672.00	29%	$477.12	29%	$477.12
7102362	Spare: generic flyover module network interface module and iSCSI base	Spare parts	$3,846.00	29%	$2,730.66	29%	$2,730.66
7102363	Spare: module 1U pilot server with brackets	Spare parts	$6,270.00	29%	$4,451.70	29%	$4,451.70
7102364	Spare: generic PCIx PCIe flyover module network interface module and blank base	Spare parts	$4,086.00	29%	$2,901.06	29%	$2,901.06
7102365	Spare: enhanced 1U pilot server module with brackets	Spare parts	$7,560.00	29%	$5,367.60	29%	$5,367.60
7102366	Spare: 10 Gb PCIe HBA dual port	Spare parts	$4,206.00	29%	$2,986.26	29%	$2,986.26
7102369	Spare: cable kit, PC to Brick, 3.5 millimeters stereo mini-Jack-M/DB9-F/USB	Spare parts	$276.00	29%	$195.96	29%	$195.96
7102370	Spare: PBF optical SFP+ short range transceiver, 10 G ethernet	Spare parts	$1,548.00	29%	$1,099.08	29%	$1,099.08
7102371	Spare: PBR optical SFP+ short range transceiver, 8 G FC	Spare parts	$1,410.00	29%	$1,001.10	29%	$1,001.10
7102692	Spare: air filter	Spare parts	$300.00	29%	$213.00	29%	$213.00
7102693	Spare: DC Wago assembly kit	Spare parts	$144.00	29%	$102.24	29%	$102.24
12002105	Localized Power Cord Kit North American/Asian,RoHS-6 compliant	Other Server X-Options	$10.00	14%	$8.60	20%	$8.00
#10083243-Z-N	Spare: CORDSET,2,3,JAPAN,F/IEC320	Spare parts	$78.00	29%	$55.38	29%	$55.38
#10148031-N	Spare: TERM,LVD/SE,ULTRA-SCSI	Spare parts	$108.00	29%	$76.68	29%	$76.68
#10148031-Z-N	Spare: TERM,LVD/SE,ULTRA-SCSI	Spare parts	$108.00	29%	$76.68	29%	$76.68
#10187005-N	Spare: SCSI,UNIVSL,68MD-68MD,500MM	Spare parts	$109.00	29%	$77.39	29%	$77.39
#10187005-Z-N	Spare: SCSI,UNIVSL,68MD-68MD,500MM	Spare parts	$117.00	29%	$83.07	29%	$83.07
#10187012-Z-N	Spare: SCSI,UNIVSL,68MD-68VHDCI,5M	Spare parts	$306.00	29%	$217.26	29%	$217.26
#10187015-N	Spare: CAB ASSY,LVD,68MD-VHDCI,3M	Spare parts	$240.00	29%	$170.40	29%	$170.40
#10187016-N	Spare: CAB ASSY,LVD,68MD-VHDCI,5M	Spare parts	$254.00	29%	$180.34	29%	$180.34
#10187075-Z-N	Spare: TERMINATOR,SCSI3,68POS,DIFF	Spare parts	$84.00	29%	$59.64	29%	$59.64
#10421356-N	Spare: ELECTRIC LATCH, 12VDC, 450mA.	Spare parts	$596.00	29%	$423.16	29%	$423.16
#10501902-N	Spare: CMRA,VSN,12VDC,F2.0,4X,10T/100	Spare parts	$1,513.00	29%	$1,074.23	29%	$1,074.23
#10800160-N	Spare: LC DUPLEX COUPLING RECEPTACLES	Spare parts	$34.00	29%	$24.14	29%	$24.14
#10800316-Z-N	Spare: LC TO LC DPLX,0.5M,50/125,RSR	Spare parts	$57.00	29%	$40.47	29%	$40.47
#10800340-Z-N	Spare: LC-LC,DPLX,3M,50/125,RSR	Spare parts	$95.00	29%	$67.45	29%	$67.45
#10800614-N	Spare: 24 PORT ETHERNET SL3000	Spare parts	$641.00	29%	$455.11	29%	$455.11
#135-1204	Spare: Sun 10Gb QSFP Transcvr	Spare parts	$2,035.00	29%	$1,444.85	29%	$1,444.85
#135-1205	Spare: XCVR,10GBE/1GBE SFP+	Spare parts	$1,595.00	29%	$1,132.45	29%	$1,132.45
#150-1204-N	Spare: BATTERY 3V LITHIUM COI	Spare parts	$156.00	29%	$110.76	29%	$110.76
#180-1097-N	Spare: AC POWER CORD 115V	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-1662	Spare: power cord, Korea, 2.5 meters, KSC 8305 plug, IEC 320 C13 connector, 15 A, 250 V	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-1997	Spare: power cord, United Kingdom, 2.5 meters, BS 1363 plug, IEC-320-C13 connector, 10 A, 250 V	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-2004	Spare: international AC power cord	Spare parts	$30.00	29%	$21.30	29%	$21.30
#180-2005-N	Spare: DOM AC POWER CORD 4M	Spare parts	$140.00	29%	$99.40	29%	$99.40
#180-2082-N	Spare: POWER CORD STK 6540	Spare parts	$45.00	29%	$31.95	29%	$31.95
#180-2085	Spare: jumper cable, 2.5 meters, right angle plug, IEC-320-C13 connector, 13 A	Spare parts	$100.00	29%	$71.00	29%	$71.00

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#180-2130	Spare: power cord, Israel, 2.5 meters, SI-32 plug, IEC60320-C13 connector, 10 A, 250 V	Spare parts	$50.00	29%	$35.50	29%	$35.50
#180-2164-N	Spare: IEC 320 C13 to NEMA 6-15P, 10 A, 250V, 2 meters, black	Spare parts	$43.00	29%	$30.53	29%	$30.53
#180-2243	Spare: power cord, Japan, 2.5 meters, PSE 6-15 plug, IEC-320-C13 connector, 15 A, 125 V	Spare parts	$42.00	29%	$29.82	29%	$29.82
#180-2244	Spare: power cord, Japan, 2.5 meters, PSE 6-15P plug, C13 connector, 15 A	Spare parts	$48.00	29%	$34.08	29%	$34.08
#180-2298	Spare: power cord, South Africa, 2.5 meters, SANS164-1 plug, IEC-320-C13 connector, 10 A, 250 V	Spare parts	$42.00	29%	$29.82	29%	$29.82
#180-2379-N	Spare: jumper cable, 1 meter, right angle plug, IEC-320-C13 connector, 13 A, 250 V	Spare parts	$35.00	29%	$24.85	29%	$24.85
#180-2380-N	Spare: jumper cable, 2 meters, right angle plug, IEC-320-C13 connector, 13 A, 250 V	Spare parts	$40.00	29%	$28.40	29%	$28.40
#180-2443	Spare: rack jumper cable, straight plug connector, 3 meters, 16 A	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-2449	Spare: power cord, India, 2.5 meters, IS 1293 plug, IEC-320-C13 connector, 10 A, 250 V	Spare parts	$60.00	29%	$42.60	29%	$42.60
#260800537-Z-N	Spare: FC,2,13GBD,LC,850NM,MM,OPTOXCV	Spare parts	$221.00	29%	$156.91	29%	$156.91
#300-2186-N	Spare: 660W DC D218 POWER SUP	Spare parts	$1,152.00	29%	$817.92	29%	$817.92
#300-2299	Spare: 760 W PSU	Spare parts	$726.00	29%	$515.46	29%	$515.46
#300-2304	Spare: 1200 W AC PSU, 12 V	Spare parts	$1,020.00	29%	$724.20	29%	$724.20
#300-2305	Spare: 1200 W DC PSU, 12 V	Spare parts	$2,780.00	29%	$1,973.80	29%	$1,973.80
#310-0228	Spare: HEATSINK, X4470	Spare parts	$336.00	29%	$238.56	29%	$238.56
#313818304	Spare: printed wire assembly HBX board	Spare parts	$678.00	29%	$481.38	29%	$481.38
#313819303	Spare: printed wire assembly HBY board	Spare parts	$1,104.00	29%	$783.84	29%	$783.84
#313830204	Spare: printed wire assembly HBO board	Spare parts	$288.00	29%	$204.48	29%	$204.48
#313838304	Spare: printed wire assembly HBLW board	Spare parts	$206.00	29%	$146.26	29%	$146.26
#313839304	Spare: printed wire assembly HBLY board	Spare parts	$180.00	29%	$127.80	29%	$127.80
#313907409	Spare:printed wiring assembly, RLE	Spare parts	$710.00	29%	$504.10	29%	$504.10
#313909511	Spare: printed wiring assembly, RLM	Spare parts	$1,690.00	29%	$1,199.90	29%	$1,199.90
#313935502	Spare: BEZEL,HP LTO/LTO2	Spare parts	$32.00	29%	$22.72	29%	$22.72
#313958206	Spare: printed wire assembly HBF board	Spare parts	$540.00	29%	$383.40	29%	$383.40
#313980501	Spare: radius control assembly	Spare parts	$60.00	29%	$42.60	29%	$42.60
#313994503	Spare: load plate	Spare parts	$90.00	29%	$63.90	29%	$63.90
#313998701	Spare: vacancy plate drive array	Spare parts	$60.00	29%	$42.60	29%	$42.60
#3143458-Z-N	Spare: T10A Power Supply, SL8500	Spare parts	$440.00	29%	$312.40	29%	$312.40
#314346801-N	Spare: 1200W DC PWR SUP SL3000	Spare parts	$1,188.00	29%	$843.48	29%	$843.48
#3144571-Z-N	Spare: BEZEL, UPPER, 9310/L5500, T10000	Spare parts	$32.00	29%	$22.72	29%	$22.72
#3145064-N	Spare: PWA, PUM	Spare parts	$5,629.00	29%	$3,996.59	29%	$3,996.59
#314526-N	Spare: PWA,RLB2	Spare parts	$94.00	29%	$66.74	29%	$66.74
#314821805	Spare: label multimedia kit	Spare parts	$1,123.00	29%	$797.33	29%	$797.33
#3148559-Z-N	Spare: MAGAZINE ASSEMBLY,SL500,LTO	Spare parts	$155.00	29%	$110.05	29%	$110.05
#3154489-Z-N	Spare: POWER SUPPLY	Spare parts	$1,152.00	29%	$817.92	29%	$817.92
#315464001-N	Spare: CABLE ASSY,TTI,T10000,4GB,SL85	Spare parts	$63.00	29%	$44.73	29%	$44.73
#350-1519-N	Spare: SERIAL CABLE SET(3)	Spare parts	$324.00	29%	$230.04	29%	$230.04
#350-1546	Spare: Exadata V2 cable management arm	Spare parts	$137.00	29%	$97.27	29%	$97.27
#350-1694	Spare: cable management arm	Spare parts	$1,263.00	29%	$896.73	29%	$896.73

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#351-0011	Spare: system fan assembly for Netra SPARC T3-1 server	Spare parts	$320.00	29%	$227.20	29%	$227.20
#351-0012	Spare: hard drive fan assembly for Netra SPARC T3-1 server	Spare parts	$200.00	29%	$142.00	29%	$142.00
#370-4743-N	Spare: BATTERY ASSY SE 9960	Spare parts	$1,018.00	29%	$722.78	29%	$722.78
#370-6799-N	Spare: BATTERY MODULE SSE 3510	Spare parts	$2,149.00	29%	$1,525.79	29%	$1,525.79
#371-0239-N	Spare: PRINT CIRCUIT BRD 9985	Spare parts	$2,630.00	29%	$1,867.30	29%	$1,867.30
#371-0322-N	Spare: FIBRE SFP TRNSCVR SHT WL	Spare parts	$504.00	29%	$357.84	29%	$357.84
#371-1247-N	Spare: PRINTED CIRCUIT BRD ALPA	Spare parts	$250.00	29%	$177.50	29%	$177.50
#371-1446-N	Spare: REAR FAN CNTRLR ASSY	Spare parts	$324.00	29%	$230.04	29%	$230.04
#371-1448-N	Spare: FRONT IND MOD (FIM)	Spare parts	$610.00	29%	$433.10	29%	$433.10
#371-1451-N	Spare: 10-PORT, GbE, NEM SB6000	Spare parts	$1,187.00	29%	$842.77	29%	$842.77
#371-2210-N	Spare: BATTERY U20 M2, T5120	Spare parts	$54.00	29%	$38.34	29%	$38.34
#371-2216-N	Spare: SPARC64 VI 2-core 2.4 GHz processor	Spare parts	$9,624.00	29%	$6,833.04	29%	$6,833.04
#371-2482-N	Spare: 1 lithium-ion battery module, 2.5 V	Spare parts	$796.00	29%	$565.16	29%	$565.16
#371-2701-N	Spare: PWR DIST BRD FAN N T5220	Spare parts	$248.00	29%	$176.08	29%	$176.08
#371-2740-N	Spare: snap-in slide rail rackmount kit, 730 millimeters	Spare parts	$252.00	29%	$178.92	29%	$178.92
#371-2742-N	Spare: cable management arm	Spare parts	$90.00	29%	$63.90	29%	$63.90
#371-3038-N	Spare: SVP SUN STK 9990V 9985V	Spare parts	$9,950.00	29%	$7,064.50	29%	$7,064.50
#371-3043-N	Spare: 12V NIC BATTERY 9990V	Spare parts	$4,300.00	29%	$3,053.00	29%	$3,053.00
#371-3064-N	Spare: DISK ADAPTER 9985V	Spare parts	$24,600.00	29%	$17,466.00	29%	$17,466.00
#371-3074-N	Spare: 512GB MEMORY DIMM 9985V	Spare parts	$1,590.00	29%	$1,128.90	29%	$1,128.90
#371-3075-N	Spare: PCB SHARED MEMORY 9985V	Spare parts	$4,770.00	29%	$3,386.70	29%	$3,386.70
#371-3077-N	Spare: FC 8 PORT ADAPTER 9990V	Spare parts	$18,885.00	29%	$13,415.45	29%	$13,415.45
#371-3083-N	Spare: FIBRE SFP TRANSCEIVER	Spare parts	$761.00	29%	$540.31	29%	$540.31
#371-3253-N	Spare: LI ION BATTERY X4150	Spare parts	$995.00	29%	$706.45	29%	$706.45
#371-3638	Spare: Disk drive 300GB/15kmi	Spare parts	$4,157.00	29%	$2,951.47	29%	$2,951.47
#371-3783-N	Spare: PRINTED CIRCUIT BOARD 9985V	Spare parts	$4,896.00	29%	$3,476.16	29%	$3,476.16
#371-3789-N	Spare: FAN ASSY W/THERMAL DE 9985V	Spare parts	$1,484.00	29%	$1,053.64	29%	$1,053.64
#371-3790-N	Spare: FAN ASSEMBLY BOX 9985V	Spare parts	$4,818.00	29%	$3,420.78	29%	$3,420.78
#371-4201-N	Spare: 15KVA PDU	Spare parts	$4,227.00	29%	$3,001.17	29%	$3,001.17
#371-4203-N	Spare: CACHE MEMORY MODULE (1.	Spare parts	$20,885.00	29%	$14,828.35	29%	$14,828.35
#371-4295	Spare: 8 Gb/sec Single Fibre Channel PCIe HBA	Spare parts	$1,908.00	29%	$1,354.68	29%	$1,354.68
#371-4306	Spare: ASSY TOP, PCA,2P,FC,PCIE H	Spare parts	$2,832.00	29%	$2,010.72	29%	$2,010.72
#371-4324-N	Spare: PCI Express Single FC	Spare parts	$2,354.00	29%	$1,671.34	29%	$1,671.34
#371-4325-N	Spare: PCIe HOST BUS	Spare parts	$3,012.00	29%	$2,138.52	29%	$2,138.52
#371-4472-N	Spare: SVP HI RELIABILITY 9990V	Spare parts	$10,140.00	29%	$7,199.40	29%	$7,199.40
#371-4473-N	Spare: ENCRYPT DISK ADAPTER 9985V	Spare parts	$25,200.00	29%	$17,892.00	29%	$17,892.00
#371-4492	Spare: Disk drive 146 Gb/15kmi	Spare parts	$3,715.00	29%	$2,637.65	29%	$2,637.65
#371-4522	Spare: 8 Gb PCI express dual fibre channel module Qlogic	Spare parts	$4,650.00	29%	$3,301.50	29%	$3,301.50
#371-4666	Spare: 8 Gb PCI express dual fibre channel module Emulo	Spare parts	$4,700.00	29%	$3,337.00	29%	$3,337.00
#371-4676	Spare: SS6180 BTRY BACKUP UN	Spare parts	$1,620.00	29%	$1,150.20	29%	$1,150.20
#371-4791	Spare: slide rail rack kit	Spare parts	$765.00	29%	$543.15	29%	$543.15
#371-4812	Spare: SLIDE_RAIL,CMA,G3	Spare parts	$317.00	29%	$225.07	29%	$225.07

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#371-4919	Spare: screw-mount slide rail kit	Spare parts	$282.00	29%	$200.22	29%	$200.22
#371-4938	Spare: power distribution board assembly	Spare parts	$432.00	29%	$306.72	29%	$306.72
#371-4939	Spare: signal interface board	Spare parts	$800.00	29%	$568.00	29%	$568.00
#371-4941	Spare: SAS disk backplane	Spare parts	$440.00	29%	$312.40	29%	$312.40
#371-4942	Spare: PCIe mezzanine board	Spare parts	$858.00	29%	$609.18	29%	$609.18
#371-4976	Spare: 3-phase 15000 VA PDU, International	Spare parts	$4,446.00	29%	$3,156.66	29%	$3,156.66
#371-4977	Spare: 3-phase high voltage 24,000 VA PDU	Spare parts	$5,724.00	29%	$4,064.04	29%	$4,064.04
#371-4978	Spare: 3-phase high voltage 37,000 VA PDU	Spare parts	$7,314.00	29%	$5,192.94	29%	$5,192.94
#371-4982	Spare: 6 Gb SAS RAID PCI battery module	Spare parts	$460.00	29%	$326.60	29%	$326.60
#373-0339	Spare: BROCADE 4GB SW SFP	Spare parts	$330.00	29%	$234.30	29%	$234.30
#373-0341	Spare: BROCADE 4GB LW 10KM SF	Spare parts	$3,743.00	29%	$2,657.53	29%	$2,657.53
#373-0516	Spare: base with 2 PSUs for Brocade 7800 Extension Switch	Spare parts	$28,170.00	29%	$20,000.70	29%	$20,000.70
#375-3609	Spare: 8-port 6 Gb/sec SAS-2 RAID HBA	Spare parts	$1,170.00	29%	$830.70	29%	$830.70
#375-3616	Spare: Sun Dual 10GbE SFP+ PCIe2.0 ExpressModule	Spare parts	$2,675.00	29%	$1,899.25	29%	$1,899.25
#375-3617	Spare: dual 10 GbE SFP+ low profile	Spare parts	$2,340.00	29%	$1,661.40	29%	$1,661.40
#375-3640	Spare: PCIe 8PORT SAS2.0 INT	Spare parts	$714.00	29%	$506.94	29%	$506.94
#375-3641	Spare: 6 Gb SAS PCIe HBA, External	Spare parts	$775.00	29%	$550.25	29%	$550.25
#375-3643	Spare: RAID expansion module	Spare parts	$636.00	29%	$451.56	29%	$451.56
#375-3648	Spare: dual port 10 GbE fabric expansion module	Spare parts	$1,100.00	29%	$781.00	29%	$781.00
#375-3681	Spare: 10 GbE FCoE Converged Network Adapter CRD, dual port and SR optics	Spare parts	$4,575.00	29%	$3,248.25	29%	$3,248.25
#375-3682	Spare: Storage 10 GbE PCIe FCoE Converged Network Adapter: Qlogic	Spare parts	$3,175.00	29%	$2,254.25	29%	$2,254.25
#375-3684	Spare:Sun Storage Dual 10 GbE PCIe FCoE Converged Network Adapter: Qlogic CNA-SR	Spare parts	$5,025.00	29%	$3,567.75	29%	$3,567.75
#375-3685	Spare: 10 GbE FCoE ExpressModule Converged Network Adapter, dual port and twinax	Spare parts	$3,550.00	29%	$2,520.50	29%	$2,520.50
#375-3696	Spare: Sun InfiniBand QDR Host Channel Adapter PCIe: low profile	Spare parts	$4,160.00	29%	$2,953.60	29%	$2,953.60
#375-3697	Spare: SB QDR IB-HCA PCI-e EM(PTO)	Spare parts	$4,190.00	29%	$2,974.90	29%	$2,974.90
#375-3701	Spare: 8-port 6 Gb/sec SAS PCIe RAID HBA	Spare parts	$1,530.00	29%	$1,086.30	29%	$1,086.30
#380-1612	Spare: LTO4 HH SCSI INTERN DR	Spare parts	$4,464.00	29%	$3,169.44	29%	$3,169.44
#410273303	Spare: photoelectrics detector	Spare parts	$220.00	29%	$156.20	29%	$156.20
#410273704	Spare: base assembly detector	Spare parts	$140.00	29%	$99.40	29%	$99.40
#419603601	Spare: cable assembly	Spare parts	$186.00	29%	$132.06	29%	$132.06
#419604501	Spare: PDU cable assembly	Spare parts	$276.00	29%	$195.96	29%	$195.96
#419605001	Spare: fan tray	Spare parts	$350.00	29%	$248.50	29%	$248.50
#419606401	Spare: rail cable assembly	Spare parts	$140.00	29%	$99.40	29%	$99.40
#419608001	Spare: power supply cable assembly	Spare parts	$228.00	29%	$161.88	29%	$161.88
#419616301	Spare: jumper cable assembly	Spare parts	$40.00	29%	$28.40	29%	$28.40
#419621501	Spare: front door cable assembly	Spare parts	$60.00	29%	$42.60	29%	$42.60
#419626401	Spare: HBF jumper cable assembly	Spare parts	$190.00	29%	$134.90	29%	$134.90
#419629201	Spare: door stop keeper	Spare parts	$50.00	29%	$35.50	29%	$35.50
#419630101	Spare: bracket switch	Spare parts	$60.00	29%	$42.60	29%	$42.60
#419632601	Spare: upper right bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00
#419632701	Spare: upper left bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00

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#419633201	Spare: lower left bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00
#419633301	Spare: lower right bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00
#419633601	Spare: right door stop assembly	Spare parts	$230.00	29%	$163.30	29%	$163.30
#419634001	Spare: cable assembly	Spare parts	$550.00	29%	$390.50	29%	$390.50
#419634101	Spare: drive cable	Spare parts	$570.00	29%	$404.70	29%	$404.70
#419634301	Spare: HBZ cable assembly	Spare parts	$280.00	29%	$198.80	29%	$198.80
#4196417-Z-N	Spare: PDU ASSY,AC,1PH	Spare parts	$6,486.00	29%	$4,605.06	29%	$4,605.06
#4196426-Z-N	Spare: ROBOT ASSY	Spare parts	$17,284.00	29%	$12,271.64	29%	$12,271.64
#4196583-Z-N	Spare: BLOCK,BOTTOM CAP	Spare parts	$450.00	29%	$319.50	29%	$319.50
#419801101	Spare: HBS tray assembly	Spare parts	$680.00	29%	$482.80	29%	$482.80
#419802401	Spare: keypad assembly	Spare parts	$1,044.00	29%	$741.24	29%	$741.24
#419802701	Spare: electronics module assembly	Spare parts	$11,170.00	29%	$7,930.70	29%	$7,930.70
#419803704	HBZ module assembly	Spare parts	$3,020.00	29%	$2,144.20	29%	$2,144.20
#4198138-N	Spare: Cable Assy, AC 110V/20A, US	Spare parts	$462.00	29%	$328.02	29%	$328.02
#419887401	Spare: rail terminator assembly	Spare parts	$400.00	29%	$284.00	29%	$284.00
#419894002	Spare: rack alignment tool	Spare parts	$13,296.00	29%	$9,440.16	29%	$9,440.16
#4199000-N	Spare: COVER,SIDE,BASE/DEM,REAR	Spare parts	$1,542.00	29%	$1,094.82	29%	$1,094.82
#4199001-N	Spare: COVER,SIDE	Spare parts	$2,677.00	29%	$1,900.67	29%	$1,900.67
#419942201	Spare: printed wire assembly HBC board	Spare parts	$2,832.00	29%	$2,010.72	29%	$2,010.72
#4199502-N	Spare: PWA, HBCR	Spare parts	$2,550.00	29%	$1,810.50	29%	$1,810.50
#419951602	Spare: ethernet switch assembly	Spare parts	$4,900.00	29%	$3,479.00	29%	$3,479.00
#4199567-Z-N	Spare: CONTROLLER PWA EML 459861-001	Spare parts	$2,670.00	29%	$1,895.70	29%	$1,895.70
#511-1435	Spare: 8 slot disk backplane	Spare parts	$636.00	29%	$451.56	29%	$451.56
#511-1496	Spare: cluster heartbeat card	Spare parts	$660.00	29%	$468.60	29%	$468.60
#511-1525	Spare: 10 GB ethernet module	Spare parts	$1,296.00	29%	$920.16	29%	$920.16
#511-1548	Spare:8-SLOT HDD BACKPLANE, 1U	Spare parts	$749.00	29%	$531.79	29%	$531.79
#525-2146-N	Spare: SSCC NVRAM	Spare parts	$191.00	29%	$135.61	29%	$135.61
#530-3624	Spare: cable, SCSI-3/VHDCI, 68 pin	Spare parts	$159.00	29%	$112.89	29%	$112.89
#530-3627-N	Spare: external SCSI cable HD68 to VHDC, 10 meters	Spare parts	$323.00	29%	$229.33	29%	$229.33
#530-3629-N	Spare: ULTRA3 SCSI CABLE .8M	Spare parts	$95.00	29%	$67.45	29%	$67.45
#530-3630-N	Spare: 2 METER SCSI VHDCI CABLE	Spare parts	$202.00	29%	$143.42	29%	$143.42
#530-3632	Spare: SCSI cable, VHDCI/VHDCI, 68 pin	Spare parts	$370.00	29%	$262.70	29%	$262.70
#530-3882	Spare: 4X mini SAS cable, 1 meter, shielded	Spare parts	$220.00	29%	$156.20	29%	$156.20
#530-3883	Spare: 4X Mini SAS cable, 2 meters, shielded	Spare parts	$330.00	29%	$234.30	29%	$234.30
#530-3884	Spare: 3M,4X MINI SAS CBL,SHL	Spare parts	$342.00	29%	$242.82	29%	$242.82
#530-3888	Spare: disk drive power cable	Spare parts	$90.00	29%	$63.90	29%	$63.90
#530-3936-N	Spare: CBL,36P-DB15,USBX2,RJ45,SE	Spare parts	$284.00	29%	$201.64	29%	$201.64
#530-4349	Spare: FLEX_CIRCUIT CBL, X4470	Spare parts	$231.00	29%	$164.01	29%	$164.01
#530-4432-N	Spare: Ethernet Cable Exadata V2	Spare parts	$52.00	29%	$36.92	29%	$36.92
#530-4433-N	Spare: Ethernet Cable Exadata V2	Spare parts	$60.00	29%	$42.60	29%	$42.60
#530-4434-N	Spare: Ethernet Cable	Spare parts	$36.00	29%	$25.56	29%	$25.56
#530-4435-N	Spare: Ethernet Cable Exadata V2	Spare parts	$45.00	29%	$31.95	29%	$31.95
#530-4436-N	Spare: Ethernet Cable Exadata V2	Spare parts	$52.00	29%	$36.92	29%	$36.92
#530-4437-N	Spare: ETHERNET CABLE EXADATAV2	Spare parts	$45.00	29%	$31.95	29%	$31.95
#530-4438-N	Spare: RJ45 to RJ45 Cabel EXADATA V2	Spare parts	$39.00	29%	$27.69	29%	$27.69

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#530-4441	Spare: SUN 10GE SFP+ TWINX PASSIVE CO	Spare parts	$274.00	29%	$194.54	29%	$194.54
#530-4442	Spare: SUN 10GE SFP+ TWINX PASSIVE CO	Spare parts	$330.00	29%	$234.30	29%	$234.30
#530-4443	Spare: SUN 10GE SFP+ TWINX PASSIVE CO	Spare parts	$463.00	29%	$328.73	29%	$328.73
#530-4444	Spare: Sun 10Gbps QSFP to QSFP Cbl 1m	Spare parts	$275.00	29%	$195.25	29%	$195.25
#530-4445	Spare: Sun 10Gbps QSFP to QSFP Cbl 3m	Spare parts	$325.00	29%	$230.75	29%	$230.75
#530-4446	Spare: Sun 10Gbps QSFP to QSFP Cbl 5m	Spare parts	$450.00	29%	$319.50	29%	$319.50
#530-4449	Spare: XCVR, 850NM, 1/10GBPS DUA	Spare parts	$995.00	29%	$706.45	29%	$706.45
#530-4450	Spare: Sun 10Gbps QSFPtoSFP+ Cble 1m	Spare parts	$775.00	29%	$550.25	29%	$550.25
#530-4451	Spare: Sun 10Gbps QSFPtoSFP+ Cble 3m	Spare parts	$1,090.00	29%	$773.90	29%	$773.90
#530-4452	Spare: Sun 10Gbps QSFPtoSFP+ Cble 5m	Spare parts	$1,450.00	29%	$1,029.50	29%	$1,029.50
#530-4480	Spare: OPT SPLTR,10M,QSFP,10GBPS	Spare parts	$1,174.00	29%	$833.54	29%	$833.54
#530-4481	Spare: OPT SPLTR,20M,QSFP,10GBPS	Spare parts	$1,409.00	29%	$1,000.39	29%	$1,000.39
#530-4482	Spare: OPT SPLTR,50M,QSFP,10GBPS	Spare parts	$2,115.00	29%	$1,501.65	29%	$1,501.65
#530-4502	Spare: blue ethernet cable, 10 feet	Spare parts	$70.00	29%	$49.70	29%	$49.70
#530-4526	Spare: green ethernet cable, 7 feet	Spare parts	$50.00	29%	$35.50	29%	$35.50
#530-4527	Spare: yellow ethernet cable, 7 feet	Spare parts	$50.00	29%	$35.50	29%	$35.50
#537-1081-N	Spare: FC optical cable LC/LC, 2 meters	Spare parts	$131.00	29%	$93.01	29%	$93.01
#537-1082-N	Spare: FC optical cable LC/LC, 5 meters	Spare parts	$149.00	29%	$105.79	29%	$105.79
#537-1083-N	Spare: FC optical cable LC/LC, 15 meters	Spare parts	$187.00	29%	$132.77	29%	$132.77
#537-1084-N	Spare: FC OPTCL CBL, LC/LC, 25M	Spare parts	$192.00	29%	$136.32	29%	$136.32
#537-1085-N	Spare: FC optical cable LC/LC, 50 meters	Spare parts	$300.00	29%	$213.00	29%	$213.00
#541-3490	Spare: disk backplane connector	Spare parts	$850.00	29%	$603.50	29%	$603.50
#541-3495-N	Spare: Sun Datacenter InfiniBand 36 port switch	Spare parts	$30,790.00	29%	$21,860.90	29%	$21,860.90
#541-3539	Spare: FAN_MODULE, X4470	Spare parts	$280.00	29%	$198.80	29%	$198.80
#541-4084	Spare: riser assembly	Spare parts	$486.00	29%	$345.06	29%	$345.06
#541-4085	Spare: express riser assembly	Spare parts	$420.00	29%	$298.20	29%	$298.20
#541-4124	Spare: fan board assembly	Spare parts	$618.00	29%	$438.78	29%	$438.78
#541-4222	Spare: fan assembly	Spare parts	$432.00	29%	$306.72	29%	$306.72
#541-4223	Spare: power distribution assembly	Spare parts	$780.00	29%	$553.80	29%	$553.80
#541-4303	Spare: 24 slot disk backplane	Spare parts	$1,386.00	29%	$984.06	29%	$984.06
#542-0287	Spare: 600GB10K,SAS2,SFF,MAR L	Spare parts	$2,250.00	29%	$1,597.50	29%	$1,597.50
#542-0382	Spare: PCIe riser card	Spare parts	$1,100.00	29%	$781.00	29%	$781.00
#542-0388	Spare: 300 GB 10000 rpm SAS HDD	Spare parts	$1,071.00	29%	$760.41	29%	$760.41
#542-0391	Spare: DVD tray assembly	Spare parts	$870.00	29%	$617.70	29%	$617.70
#542-0422	Spare: 300 GB 10000 rpm 3.7 millisecond SAS HDD	Spare parts	$890.00	29%	$631.90	29%	$631.90
#542-0423	Spare: 600 GB 10000 rpm SAS HDD	Spare parts	$1,600.00	29%	$1,136.00	29%	$1,136.00
#560-2937-N	Spare: CABLE KIT EXADATA V2	Spare parts	$252.00	29%	$178.92	29%	$178.92
#560-2951	Spare: CABLE KIT, X4450	Spare parts	$375.00	29%	$266.25	29%	$266.25
#560-2959	Spare: cable kit	Spare parts	$306.00	29%	$217.26	29%	$217.26
#560-2963	Spare: cable kit	Spare parts	$250.00	29%	$177.50	29%	$177.50
1109A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 Low Profile adapter incorporating Intel 82599 10 Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. ATO option	Network Adaptors	$1,580.00	14%	$1,358.80	20%	$1,264.00

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1110A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 ExpressModule incorporating Intel82599 10Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. ATO-option	Network Adapters	$1,628.00	14%	$1,400.08	20%	$1,302.40
2123A	Sun SFP+ to 1000 Base-T adapter (for factory installation)	Network Transceivers	$448.00	14%	$385.28	20%	$358.40
2124A	QSFP parallel fiber optics short wave transceiver (for factory installation)	10 Gigabit Ethernet Switch Options	$1,595.00	15%	$1,355.75	18%	$1,307.90
2129A	Dual rate transceiver: SFP+ SR. Support 1 Gb/sec and 10 Gb/sec dual rate (for factory installation)	Network Transceivers	$840.00	14%	$722.40	20%	$672.00
2352A	2 memory DIMM slot filler (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
2364A	Cable management arm (for factory installation)	Other Server Configured Options	$40.00	6%	$37.60	6%	$37.60
2365A	Tool-less rackmount rail kit (for factory installation)	Other Server Configured Options	$146.00	6%	$137.24	6%	$137.24
333A-25-10-AR	Power cord: Argentina, 2.5 meters, IRAM2073 plug, C13 co	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-AU	Power cord: Australia, 2.5 meters, SA3112 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-BR	Power cord: Brazil, 2.5 meters, NBR14136 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-CH	Power cord: Switzerland, 2.5 meters, SEV1011 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-CN	Power cord: China, 2.5 meters, GB2099 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-DK	Power cord: Denmark, 2.5 meters, DEMKO107 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-EURO	Power cord: Europe, 2.5 meters, CEE7/VII plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-IL	Power cord: Israel, 2.5 meters, SI-32 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-IN	Power cord: India, 2.5 meters, IS1293 plug, C13 connector, 10 A (for factory installation)	Power Cords	$30.00	14%	$25.80	20%	$24.00
333A-25-10-IT	Power cord: Italy, 2.5 meters, CEI23 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-KR	Power cord: Korea, 2.5 meters, KSC8305 plug, C13 connector, 10 A (for factory installation)	Power Cords	$20.00	14%	$17.20	20%	$16.00
333A-25-10-TW	Power cord: Taiwan, 2.5 meters, CNS10917 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-UK	Power cord: UK, 2.5 meters, BS1363A plug, C13 connector, 10 A (for factory installation)	Power Cords	$19.00	14%	$16.34	20%	$15.20
333A-25-10-ZA	Power cord: South Africa, 2.5 meters, SANS164 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-15-JP	Power cord: Japan, 2.5 meters, PSE5-15 plug, C13 connector, 15 A (for factory installation)	Power Cords	$32.00	14%	$27.52	20%	$25.60
333A-25-15-NEMA	Power cord: North America and Asia, 2.5 meters, 5-15P plug, C13 connector, 15 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-15-TW	Power cord: Taiwan, 2.5 meters, CNS10917 plug, C13 connector, 15 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333F-20-10-NEMA	Power cord: North America and Asia, 2 meters, 5-15P plug C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333F-25-15-JP	Power cord: Japan, 2.5 meters, PSE6-15 plug, C13 connector, 15 A (for factory installation)	Power Cords	$32.00	14%	$27.52	20%	$25.60
333G-25-10-TW	Power cord 250V: Taiwan, 2.5 meter, NEMA6-20 plug, IEC60320-C13 connector, 10A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
333J-40-15-NEMA	Power cord: North America and Asia, 4 meters, L6-20P plug, C13 connector, 15 A (for factory installation)	Power Cords	$50.00	14%	$43.00	20%	$40.00
333R-40-10-309	Power cord: International, 4 meters, IEC309-IP44 plug, C13 connector, 10 A (for factory installation)	Power Cords	$75.00	14%	$64.50	20%	$60.00
333V-20-15-C14	Power cord: Sun Rack jumper, straight, 2 meters, C14 plug C13 connector, 15 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333V-30-15-C14	Power cord: Sun Rack jumper, straight, 3 meters, C14 plug C13 connector, 15 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333W-10-13-C14RA	Power cord: Sun Rack jumper, 1 meter, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$45.00	14%	$38.70	20%	$36.00
333W-25-13-C14RA	Power cord: Sun Rack jumper, 2.5 meters, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$49.00	14%	$42.14	20%	$39.20
334J-40-20-NEMA	Power cord, North America/Asia, 4 meters, NEMA L6-20P plug, IEC60320-C19 connector, 20 A, 250 VAC rated	Power Cords	$45.00	14%	$38.70	20%	$36.00
334R-40-16-309	Power cord, International, 4 meters, IEC309-IP44 plug, IEC60320-C19 connector, 16 A	Power Cords	$45.00	14%	$38.70	20%	$36.00
334T-40-16-309	Power cord, International, 4 meters, IEC309-IP67 watertight plug, IEC60320-C19 connector, 20 A	Power Cords	$50.00	14%	$43.00	20%	$40.00
4061A	19-inch 4-post slide mount kit with adjustable slide rails (for factory installation)	Sun Netra Rack Kits	$995.00	15%	$845.75	18%	$815.90
4242A	Sun InfiniBand QDR Host Channel Adapter PCIe: low profile (for factory installation)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
4243A	Sun InfiniBand QDR Host Channel Adapter PCIe Express Module (for factory installation)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
4460A-N	Sun Blade Server Module slot filler panel for Sun Blade Modular System chassis. RoHS-5. Factory Integration.	Sun Blade Server Options	$0.00	15%	$0.00	18%	$0.00
4462A-N	PCIe ExpressModule slot filler panel for Sun Blade Modular System chassis. RoHS-5. Factory Integration.	Sun Blade Server Options	$0.00	15%	$0.00	18%	$0.00
4623A	Dongle Cable II with RJ45 serial, video connector and RJ45-to-DB9 adaptor (for factory installation)	Sun Blade Server Options	$45.00	15%	$38.25	18%	$36.90
4871A-Z-N	Sun Dual 10GbE Fabric Expansion Module (FEM) for Sun blade server module. The FEM uses Intel 82599 controller. Connects Sun server Modules to 10 GbE Network Express Module (NEM). RoHS-5, ATO-option.	Network Adapters	$720.00	14%	$619.20	20%	$576.00
5394A	PCIe filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
5562A-Z	Sun dual speed 10 GbE SFP+ long reach pluggable transceiver (for factory installation)	Network Transceivers	$1,840.00	14%	$1,582.40	20%	$1,472.00
5879A-N	Memory filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
5894A-N	Solaris 10 pre-installation for Sun Fire X4170, X4270 and X4275 servers. For Factory Integration Only.	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
5897A-N	3.5-inch HDD filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
6000A-N	Sun Crypto Accelerator 6000 PCIe Card	Network Encryption Cards	$9,950.00	14%	$8,557.00	20%	$7,960.00
6331A-N	2.5-inch HDD filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7901A-4	19-inch 2-post rackmount kit (for factory installation)	Sun Netra Rack Kits	$325.00	15%	$276.25	18%	$266.50
7904A-4	600 by 600 millimeters rackmount kit (for factory installation)	Sun Netra Rack Kits	$210.00	15%	$178.50	18%	$172.20
8099A-4	19-inch 4-post slide mount kit (for factory installation)	Sun Netra Rack Kits	$910.00	15%	$773.50	18%	$745.20
8224A-N	SAS cable kit (for factory installation)	Netra SPARC Server Options	$45.00	15%	$38.25	18%	$36.90
8371A	DVD bay filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
8392A	Oracle OVM pre-installation (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
B61301	Oracle Standard System Installation Service, Without Site Audit: Servers - Group I	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B61304	Oracle Standard System Installation Service, Site Audit: Servers - Group II	Enterprise Installation Services	$1,575.00	0%	$1,575.00	0%	$1,575.00
B61307	Oracle Standard System Installation Service, Site Audit: Servers - Group III	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61310	Oracle Standard System Installation Service, Site Audit: Servers - Group IV	Enterprise Installation Services	$8,400.00	0%	$8,400.00	0%	$8,400.00
B61313	Oracle Standard System Installation Service, Site Audit: Servers - Group V	Enterprise Installation Services	$12,600.00	0%	$12,600.00	0%	$12,600.00
B61470	Oracle Standard System Installation Service, Site Audit: Servers - Group VI	Enterprise Installation Services	$21,000.00	0%	$21,000.00	0%	$21,000.00
B61473	Oracle Standard System Installation Service, Basic: Storage Disk - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B61476	De-Installation Service, Servers - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B61477	De-Installation Service, Servers - Group II	Enterprise Installation Services	$788.00	0%	$788.00	0%	$788.00
B61478	De-Installation Service, Servers - Group III	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B61479	De-Installation Service, Servers - Group IV	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61480	De-Installation Service, Servers - Group V	Enterprise Installation Services	$6,300.00	0%	$6,300.00	0%	$6,300.00
B61481	De-Installation Service Fee, Servers - Group VI	Enterprise Installation Services	$10,500.00	0%	$10,500.00	0%	$10,500.00
B61482	De-Installation Service, Storage Disk - Group I	Enterprise Installation Services	$131.00	0%	$131.00	0%	$131.00
B61968	Oracle Standard System Installation Service, Without Site Audit: Storage Disk - Group II	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B61971	Oracle Standard System Installation Service, Without Site Audit: Storage Disk - Group III	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B61974	Oracle Standard System Installation Service, Site Audit: Storage Disk - Group IV	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61977	Oracle Standard System Installation Service, Basic: Storage Tape - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B61980	Oracle Standard System Installation Service, Basic: Storage Tape - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B61983	Oracle Standard System Installation Service, Without Site Audit: Storage Tape - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B61986	Oracle Standard System Installation Service, Without Site Audit: Storage Tape - Group IV	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B61989	Oracle Standard System Installation Service, Site Audit: Storage Tape - Group V	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61992	Oracle Standard System Installation Service, Site Audit: Storage Tape - Group VI	Enterprise Installation Services	$14,700.00	0%	$14,700.00	0%	$14,700.00
B61995	Oracle Standard System Installation Service, Racks - Basic	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B61998	Oracle Standard System Installation Service, Basic: Switches - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62001	Oracle Standard System Installation Service, Without Site Audit: Switches - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62004	Oracle Standard System Installation Service, Without Site Audit: Switches - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B62007	Oracle Standard System Installation Service, Without Site Audit: Switches - Group IV	Enterprise Installation Services	$1,575.00	0%	$1,575.00	0%	$1,575.00
B62010	De-Installation Service, Storage Disk - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62011	De-Installation Service, Storage Disk - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00

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B62012	De-Installation Service, Storage Disk - Group IV	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B62013	De-Installation Service, Storage Tape - Group I	Enterprise Installation Services	$131.00	0%	$131.00	0%	$131.00
B62014	De-Installation Service, Storage Tape - Group II	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62015	De-Installation Service, Storage Tape - Group III	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62016	De-Installation Service, Storage Tape - Group IV	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B62017	De-Installation Service, Storage Tape - Group V	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B62018	De-Installation Service, Storage Tape - Group VI	Enterprise Installation Services	$7,350.00	0%	$7,350.00	0%	$7,350.00
B62019	De-Installation Service, Racks	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62020	De-Installation Service, Switches - Group I	Enterprise Installation Services	$131.00	0%	$131.00	0%	$131.00
B62021	De-Installation Service, Switches - Group II	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62022	De-Installation Service, Switches - Group III	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62023	De-Installation Service, Switches - Group IV	Enterprise Installation Services	$788.00	0%	$788.00	0%	$788.00
B63937	Oracle Standard System Installation Service, Basic: Upgrade - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B63938	Oracle Standard System Installation Service, Basic: Upgrade - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B63939	Oracle Standard System Installation Service, Basic: Upgrade - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B63940	Oracle Standard System Installation Service, Basic: Upgrade - Group IV	Enterprise Installation Services	$1,575.00	0%	$1,575.00	0%	$1,575.00
B63941	Oracle Standard System Installation Service, Basic: Upgrade - Group V	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B63942	Oracle Standard System Installation Service, Basic: Upgrade - Group VI	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B63943	Oracle Standard System Installation Service, Basic: Upgrade - Group VII	Enterprise Installation Services	$6,300.00	0%	$6,300.00	0%	$6,300.00
B63944	Oracle Standard System Installation Service,Basic: Upgrade - Group VIII	Enterprise Installation Services	$8,400.00	0%	$8,400.00	0%	$8,400.00
B63945	Oracle Standard System Installation Service, Basic: Upgrade - Group IX	Enterprise Installation Services	$10,500.00	0%	$10,500.00	0%	$10,500.00
CEC19-LCO-NUP	Sun Ray Software - Named User Plus Perpetual	Sun Ray Server Software	$100.00	15%	$85.00	18%	$82.00
CEC19-LCO-SRD	Sun Ray Software – Sun Ray Device Perpetual	Sun Ray Server Software	$100.00	15%	$85.00	18%	$82.00
CEC19-T02-NUP	Sun Ray Software - Named User Plus 2 Year	Sun Ray Server Software	$35.00	15%	$29.75	18%	$28.70
CEC19-T02-SRD	Sun Ray Software - Sun Ray Device 2 Year	Sun Ray Server Software	$35.00	15%	$29.75	18%	$28.70
CEC19-T03-NUP	Sun Ray Software - Named User Plus 3 Year	Sun Ray Server Software	$50.00	15%	$42.50	18%	$41.00
CEC19-T03-SRD	Sun Ray Software - Sun Ray Device 3 Year	Sun Ray Server Software	$50.00	15%	$42.50	18%	$41.00
CEC19-T04-NUP	Sun Ray Software - Named User Plus 4 Year	Sun Ray Server Software	$60.00	15%	$51.00	18%	$49.20
CEC19-T04-SRD	Sun Ray Software - Sun Ray Device 4 Year	Sun Ray Server Software	$60.00	15%	$51.00	18%	$49.20
CEC19-T05-NUP	Sun Ray Software - Named User Plus 5 Year	Sun Ray Server Software	$70.00	15%	$59.50	18%	$57.40
CEC19-T05-SRD	Sun Ray Software - Sun Ray Device 5 Year	Sun Ray Server Software	$70.00	15%	$59.50	18%	$57.40
L88861	StorageTek QFS Client - Server Perpetual	Oracle Sun QFS Software	$3,250.00	15%	$2,762.50	18%	$2,665.00
L88863	StorageTek QFS Client - Server 2 Year	Oracle Sun QFS Software	$1,138.00	15%	$967.30	18%	$933.16
L88864	StorageTek QFS Client - Server 3 Year	Oracle Sun QFS Software	$1,625.00	15%	$1,381.25	18%	$1,332.50
L88865	StorageTek QFS Client - Server 4 Year	Oracle Sun QFS Software	$1,950.00	15%	$1,657.50	18%	$1,599.00
L88866	StorageTek QFS Client - Server 5 Year	Oracle Sun QFS Software	$2,275.00	15%	$1,933.75	18%	$1,865.50
L88867	StorageTek QFS - Processor Perpetual	Oracle Sun QFS Software	$950.00	15%	$807.50	18%	$779.00
L88869	StorageTek QFS - Processor 2 Year	Oracle Sun QFS Software	$333.00	15%	$283.05	18%	$273.06
L88870	StorageTek QFS - Processor 3 Year	Oracle Sun QFS Software	$475.00	15%	$403.75	18%	$389.50

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
L88871	StorageTek QFS - Processor 4 Year	Oracle Sun QFS Software	$570.00	15%	$484.50	18%	$467.40
L88872	StorageTek QFS - Processor 5 Year	Oracle Sun QFS Software	$665.00	15%	$565.25	18%	$545.30
L90617	Oracle Solaris Cluster, Enterprise Edition - Processor Perpetual	Oracle Solaris Cluster Software	$3,000.00	16%	$2,520.00	50%	$1,500.00
L90619	Oracle Solaris Cluster, Enterprise Edition - Processor 2 Year	Oracle Solaris Cluster Software	$1,050.00	16%	$882.00	50%	$525.00
L90620	Oracle Solaris Cluster, Enterprise Edition - Processor 3 Year	Oracle Solaris Cluster Software	$1,500.00	16%	$1,260.00	50%	$750.00
L90621	Oracle Solaris Cluster, Enterprise Edition - Processor 4 Year	Oracle Solaris Cluster Software	$1,800.00	16%	$1,512.00	50%	$900.00
L90622	Oracle Solaris Cluster, Enterprise Edition - Processor 5 Year	Oracle Solaris Cluster Software	$2,100.00	16%	$1,764.00	50%	$1,050.00
RA-SS2CF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
RA-SS2CM-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
RA-SS2NF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
RA-SS2NF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
RB-SS2CF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
RB-SS2CM-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
SE3X4A11Z	SAS cable kit for installation of internal RAID card	SPARC T3 Server X-Options	$12.00	15%	$10.20	18%	$9.84
SE3X7XA1Z	10 GbE XFP XAUI adapter card	SPARC T3 Server X-Options	$395.00	15%	$335.75	18%	$323.90
SE3X7XT1Z	10 GbE short reach XFP transceiver	SPARC T3 Server X-Options	$499.00	15%	$424.15	18%	$409.18
SE3X7XT2Z	10 GbE long reach XFP transceiver	SPARC T3 Server X-Options	$995.00	15%	$845.75	18%	$815.90
SE3Y4A11Z	SAS cable kit for installation of internal RAID card (for factory installation)	SPARC T3 Server Configured Options	$12.00	15%	$10.20	18%	$9.84
SE3Y7XA1Z	10 GbE XFP XAUI adapter card (for factory installation)	SPARC T3 Server Configured Options	$395.00	15%	$335.75	18%	$323.90
SE3Y7XT1Z	10 GbE short reach XFP transceiver (for factory installation)	SPARC T3 Server Configured Options	$499.00	15%	$424.15	18%	$409.18
SE3Y7XT2Z	10 GbE long reach XFP transceiver (for factory installation)	SPARC T3 Server Configured Options	$995.00	15%	$845.75	18%	$815.90
SE4X5XC1Z	SPARC T3-2 10 Gb Network Module QFSP quad port XAUI adapter card	SPARC T3 Server X-Options	$499.00	15%	$424.15	18%	$409.18
SE4Y5XC1Z	SPARC T3-2 10 Gb Network Module QFSP quad port XAUI	SPARC T3-2 Server	$499.00	15%	$424.15	18%	$409.18
SE6X3G12Z	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00
SE6X3K11Z	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
SE6Y3G12Z	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
SE6Y3K11Z	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
SE6Y5RF1Z	Memory filler panel (for factory installation)	SPARC T3 Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SE6Y9MF1Z	Filler panel for disk drives (for factory installation)	SPARC T3 Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SELX9P11P	Power cord: North America and Asia, 4 meters, NEMA L6-20P plug, IEC60320-C19 connector, 20 A	Power Cords	$99.00	14%	$85.14	20%	$79.20

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
SELX9P21P	Power cord: International, 4.0 meters, IEC309-IP44 plug, IEC60320-C19 connector, 16 A	Power Cords	$68.00	14%	$58.48	20%	$54.40
SELX9P31P	Power cord: global jumper, straight plug-connector, 2.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A	Power Cords	$57.00	14%	$49.02	20%	$45.60
SELX9P61P	Power cord: Argentina, 4 meters, IRAM2073 plug, IEC60320-C19 connector, 16 A	Power Cords	$63.00	14%	$54.18	20%	$50.40
SELX9P81Z	Power cord: Europe, 4.0 meters, CEE7/VII plug, IEC60320-C19 connector, 16 A	Power Cords	$29.00	14%	$24.94	20%	$23.20
SELX9P91Z	Power cord: Global jumper, straight plug-connector, 1.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A	Power Cords	$27.00	14%	$23.22	20%	$21.60
SELY9P11Z	Power cord: North America and Asia, 4 meters, NEMA L6-20P plug, IEC60320-C19 connector, 20 A (for factory installation)	Power Cords	$65.00	14%	$55.90	20%	$52.00
SELY9P21Z	Power cord: International, 4.0 meters, IEC309-IP44 plug, IEC60320-C19 connector, 16 A (for factory installation)	Power Cords	$39.00	14%	$33.54	20%	$31.20
SELY9P31Z	Power cord: global jumper, straight plug-connector, 2.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A (for factory installation)	Power Cords	$29.00	14%	$24.94	20%	$23.20
SELY9P61Z	Power cord: Argentina, 4.0 meters, IRAM2073 plug, IEC60320-C19 connector, 16 A (for factory installation)	Power Cords	$34.00	14%	$29.24	20%	$27.20
SELY9P81Z	Power cord: Europe, 4.0 meters, CEE7/VII plug, IEC60320-C19 connector, 16 A (for factory installation)	Power Cords	$22.00	14%	$18.92	20%	$17.60
SELY9P91Z	Power cord: Global jumper, straight plug-connector, 1.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A (for factory installation)	Power Cords	$20.00	14%	$17.20	20%	$16.00
SG-EMFCOE2-Q-SR	Sun Storage Dual 10 GbE PCIe FCoE Converged Network Adapter: Qlogic and SR optics (for factory installation)	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
SG-EMFCOE2-Q-TA	Sun Storage Dual 10 GbE FCoE ExpressModule Converged Network Adapter: Qlogic, 2 port and Twinax (for factory installation)	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
SG-PCIE1FC-EM8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA single port Emulex (for factory installation)	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
SG-PCIE1FC-QF8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA single port QLogic (for factory installation)	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
SG-PCIE2FC-EB4-Z-N	Sun Storagetek PCI-E Enterprise 4Gb FC Host Bus Adapter, Emulex, ExpressModule Form Factor, Dual Port, factory configurable, RoHS 6 compliant.	Host Bus Adapters	$1,395.00	14%	$1,199.70	20%	$1,116.00
SG-PCIE2FC-EM8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA dual port Emulex (for factory installation)	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-PCIE2FC-QF8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA dual port QLogic (for factory installation)	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-PCIE8SAS-EB-Z-N	Sun Storagetek (TM) EM SAS Host Bus Adapter, ExpressModule form factor, Eight Port, RoHS 6 compliant, factor configure option	Host Bus Adapters	$550.00	14%	$473.00	20%	$440.00
SG-PCIEFCGBE-E8-N	Sun StorageTek Dual 8 Gb FC Dual 1 GbE HBA in ExpressModule form factor, RoHS-6 compliant, Emulex factory configure.	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20
SG-PCIEFCGBE-Q8-N	Sun StorageTek Dual 8 Gb FC Dual 1 GbE HBA in ExpressModule form factor, RoHS-6 compliant, Qlogic. factory configure.	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20

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SG-PCIEFCOE2-Q-SR	Sun Storage 10 GbE PCIe FCoE Converged Network Adapter: Qlogic low profile, dual port and SR optics (for factory installation)	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
SG-PCIEFCOE2-Q-TA	Sun Storage 10 GbE PCIe FCoE Converged Network Adapter: Qlogic low profile, dual port and Twin-AX (for factory installation)	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
SG-SAS6-EM-Z	Sun Storage 6 Gb SAS ExpressModule HBA: 8 port (for factory installation)	Host Bus Adapters	$468.00	14%	$402.48	20%	$374.40
SG-SAS6-EXT-Z	Sun Storage 6 Gb SAS PCIe HBA: 8 port (for factory installation)	Host Bus Adapters	$297.00	14%	$255.42	20%	$237.60
SG-SAS6-INT-Z	Sun Storage 6 Gb SAS PCIe HBA, Internal: 8 port (for factory installation)	Host Bus Adapters	$270.00	14%	$232.20	20%	$216.00
SG-SAS6-REM-Z	Sun Storage 6 Gb SAS REM HBA: 8 port (for factory installation)	Host Bus Adapters	$270.00	14%	$232.20	20%	$216.00
SG-SAS6-R-INT-Z	Sun Storage 6 Gb SAS PCIe RAID HBA, Internal: 8 port and 512 MB memory (for factory installation)	Host Bus Adapters	$699.00	14%	$601.14	20%	$559.20
SG-SAS6-R-REM-Z	Sun Storage 6 Gb SAS REM RAID HBA: 8 port and 512 MB memory (for factory installation)	Host Bus Adapters	$708.00	14%	$608.88	20%	$566.40
SG-XEMFCOE2-Q-SR	Sun Storage Dual 10 GbE PCIe FCoE Converged Network Adapter: Qlogic and SR optics	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
SG-XEMFCOE2-Q-TA	Sun Storage Dual 10 GbE FCoE ExpressModule Converged Network Adapter: Qlogic, 2 port and Twinax	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
SG-XPCIE1FC-QF8-N	Sun StorageTek 8 Gb FC PCIe host bus adaptor, single port includes standard and low profile brackets, low profil form factor. RoHS 6 compliant, Qlogic, x-option	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
SG-XPCIE2FC-EM8-N	Sun StorageTek 8 Gb FC PCIe host bus adapter, dual port includes standard and low profile brackets, low profile form factor. RoHS 6 compliant, Emulex, x-option	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-XPCIE2FC-QF8-N	Sun StorageTek 8 Gb FC PCIe host bus adapter, dual port includes standard and low profile brackets, low profile form factor. RoHS 6 compliant, Qlogic, x-option	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-XPCIEFCGBE-Q8-N	Sun StorageTek Dual 8 Gb FC Dual 1 GbE HBA in ExpressModule form factor, RoHS-6 compliant, Qlogic. X-Option.	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20
SG-XPCIESAS-S7-Z	Sun StorageTek 8-port external SAS PCIe HBA for Sun Storage 7000 Unified Storage System	Host Bus Adapters	$649.00	14%	$558.14	20%	$519.20
SGX-SAS6-INT-Z	Sun Storage 6 Gb SAS PCIe HBA, Internal: 8 port	Host Bus Adapters	$333.00	14%	$286.38	20%	$266.40
SGX-SAS6-REM-Z	Sun Storage 6 Gb SAS REM HBA: 8 port	Host Bus Adapters	$333.00	14%	$286.38	20%	$266.40
SGX-SAS6-R-INT-Z	Sun Storage 6 Gb SAS PCIe RAID HBA, Internal: 8 port and 512 MB memory	Host Bus Adapters	$839.00	14%	$721.54	20%	$671.20
SGX-SAS6-R-REM-Z	Sun Storage 6 Gb SAS REM RAID HBA: 8 port and 512 MB memory	Host Bus Adapters	$850.00	14%	$731.00	20%	$680.00
SLCIS-LCO-1929	Oracle Solaris Legacy Containers (1 to 4 socket server) - Socket Perpetual	Oracle Solaris Legacy Containers	$2,000.00	15%	$1,680.00	50%	$1,000.00
SLCIS-LCO-2929	Oracle Solaris Legacy Containers (5+ socket server) - Socket Perpetual	Oracle Solaris Legacy Containers	$4,000.00	15%	$3,360.00	50%	$2,000.00
SOLZS-10KC9A9S-IP-N	Oracle Solaris 10 5/09 Operating System SPARC Pre-Install (for factory installation)	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SOLZS-10LC9A9S-IP-N	Oracle Solaris 10 10/09 Operating System SPARC Pre-Install (for factory installation)	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SOLZS-10M9A9S-FI-N	Oracle Solaris 10 preInstall UFS root	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SOLZS-10M9A9S-IP-N	Oracle Solaris 10 preInstall ZFS root	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00

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SR-1042E-N	Rack, 42-1000-600mm wide, shipping loaded	Sun Racks	$2,349.00	15%	$1,996.65	18%	$1,926.18
SR-1042-N	Rack, 42-1000-600mm wide, empty shipping only	Sun Racks	$1,649.00	15%	$1,401.65	18%	$1,352.18
SR-10K-IEC309-N	Sun Rack II 10kVA PDU, Single Phase, 48 Supplied Amps Max, IEC309 on 4m captive cord, Data Center Two 32A IEC309-IP44-2P3W 250VAC (25A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering (INTERNATIONAL)	Sun Racks	$900.00	15%	$765.00	18%	$738.00
SR-10K-L630-N	Sun Rack II 10kVA PDU, Single Phase, 48 Supplied Amps Max, NEMA L6-30P on 4m captive cords, Data Center Two 30A NEMA L6-30R (30A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$900.00	15%	$765.00	18%	$738.00
SR-1242E-N	Sun Rack, 42U, 1200mm depth, 600mm width, included Enterprise Packaging suitable for shipping fully loaded	Sun Racks	$2,849.00	15%	$2,421.65	18%	$2,336.18
SR-1242-N	Sun Rack II, 42U, 1200mm depth, 600mm width, empty shipping only (do not install product inside the rack while it is on this pallet)	Sun Racks	$2,149.00	15%	$1,826.65	18%	$1,762.18
SR-15K-IEC309-4P-N	Sun Rack II 15kVA PDU, 3-Phase, 69 Supplied Amps Max, IEC309 on 4m captive cord, Data Center One 60A IEC309-IP67-3P4W 250VAC (60A breaker), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
SR-15K-IEC309-U5P	3-phase high voltage 15 kVA PDU (UL and EN 300 386 compliant, for factory installation)	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
SR-15K-L630-N	Sun Rack II 15kVA PDU, Single Phase, 72 Supplied Amps Max, NEMA L6-30P on 4m captive cords, Data Center Three 30A NEMA L6-30R (30A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
SR-37K-IEC309-4P-N	Sun Rack II 37kVA PDU, 3-Phase, 180 Supplied Amps Max IEC309 on 4m captive cords, Data Center Three 60A IEC309-IP67-3P4W 250VAC (60A breakers), 45 C13 and 9 C19 Outlets in 9 Groups, Current Metering.	Sun Racks	$2,250.00	15%	$1,912.50	18%	$1,845.00
SR-37K-IEC309-U5P	3-phase high voltage 37 kVA PDU (UL and EN 300 386 compliant, for factory installation)	Sun Racks	$2,360.00	15%	$2,006.00	18%	$1,935.20
SR-JUMP-1MC13	Power cord: Sun Rack 2 jumper, 1 meter, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$29.00	14%	$24.94	20%	$23.20
SR-JUMP-1MC19	Power cord, Sun Rack 2 Jumper, 1 meter, IEC60320-2-2 Sheet I (C20) right angle plug, IEC60320-1-C19 connector, 20 A	Power Cords	$36.00	14%	$30.96	20%	$28.80
SR-JUMP-2MC13	Power cord: Sun Rack 2 jumper, 2 meters, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$29.00	14%	$24.94	20%	$23.20
SR-JUMP-2MC19	Power cord, Sun Rack 2 Jumper, 2 meters, IEC60320-2-2 sheet I (C20) right angle plug, IEC60320-1-C19 connector, 20 A	Power Cords	$36.00	14%	$30.96	20%	$28.80
SR-JUMPKIT-N	Jumper Cable Start Up Kit: qty 10 of 1 meter C13 plugs + qty 10 of 2 meter C13 plugs + qty 2 1 meter C19 plugs + Qty 2 2meter C19 plugs	Sun Racks	$198.00	15%	$168.30	18%	$162.36
TA-2.0M-SAS	SAS cable: 2 meters, mini shielded, array to host connection (for factory installation)	Disk Drives	$150.00	14%	$129.00	20%	$120.00
TTAI9-LCO-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus Perpetual	Secure Global Desktop Software	$250.00	16%	$210.00	50%	$125.00

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TTAI9-T02-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 2 Year	Secure Global Desktop Software	$88.00	16%	$73.92	50%	$44.00
TTAI9-T03-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 3 Year	Secure Global Desktop Software	$125.00	16%	$105.00	50%	$62.50
TTAI9-T04-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 4 Year	Secure Global Desktop Software	$150.00	16%	$126.00	50%	$75.00
TTAI9-T05-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 5 Year	Secure Global Desktop Software	$175.00	16%	$147.00	50%	$87.50
TTVI9-LCO-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus Perpetual	Virtual Desktop Infrastructure Software	$150.00	28%	$108.00	34%	$99.00
TTVI9-LCO-SRD	Oracle Virtual Desktop Infrastructure – Sun Ray Device Perpetual	Virtual Desktop Infrastructure Software	$150.00	28%	$108.00	34%	$99.00
TTVI9-T02-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 2 Year	Virtual Desktop Infrastructure Software	$53.00	28%	$38.16	34%	$34.98
TTVI9-T02-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 2 Year	Virtual Desktop Infrastructure Software	$53.00	28%	$38.16	34%	$34.98
TTVI9-T03-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 3 Year	Virtual Desktop Infrastructure Software	$75.00	28%	$54.00	34%	$49.50
TTVI9-T03-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 3 Year	Virtual Desktop Infrastructure Software	$75.00	28%	$54.00	34%	$49.50
TTVI9-T04-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 4 Year	Virtual Desktop Infrastructure Software	$90.00	28%	$64.80	34%	$59.40
TTVI9-T04-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 4 Year	Virtual Desktop Infrastructure Software	$90.00	28%	$64.80	34%	$59.40
TTVI9-T05-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 5 Year	Virtual Desktop Infrastructure Software	$105.00	28%	$75.60	34%	$69.30
TTVI9-T05-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 5 Year	Virtual Desktop Infrastructure Software	$105.00	28%	$75.60	34%	$69.30
TTWI9-LCO-NUP	Oracle Secure Global Desktop for Microsoft Windows only - Named User Plus Perpetual	Secure Global Desktop Software	$150.00	16%	$126.00	50%	$75.00
TTWI9-T02-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 2 Year	Secure Global Desktop Software	$53.00	16%	$44.52	50%	$26.50
TTWI9-T03-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 3 Year	Secure Global Desktop Software	$75.00	16%	$63.00	50%	$37.50
TTWI9-T04-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 4 Year	Secure Global Desktop Software	$90.00	16%	$75.60	50%	$45.00
TTWI9-T05-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 5 Year	Secure Global Desktop Software	$105.00	16%	$88.20	50%	$52.50
X1109A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 Low Profile adapter incorporating Intel 82599 10 Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. X-option	Network Adapters	$1,896.00	14%	$1,630.56	20%	$1,516.80
X1110A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 ExpressModule incorporating Intel82599 10Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. X-option	Network Adapters	$1,954.00	14%	$1,680.44	20%	$1,563.20
X1132A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 0.8m; (RoHS-6)	Disk Drives	$95.00	14%	$81.70	20%	$76.00
X1134A-Z-N	Cable, SCSI, SCSI-3/SCSI-3, 68-pin, 0.8m; (RoHS-6)	Sun Blade Server Options	$85.00	15%	$80.75	18%	$77.90

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X1136A-Z-N	Cable, SCSI, VHDCI/VHDCI, 68-pin, 0.8m; (RoHS-6)	Disk Drives	$95.00	14%	$81.70	20%	$76.00
X1138A-Z-N	Cable, SCSI, VHDCI/VHDCI,68-pin, 2m; (RoHS-6)	Disk Drives	$95.00	14%	$81.70	20%	$76.00
X1139A-Z-N	Cable, SCSI, SCSI-3/SCSI-3, 68-pin, 2m; (RoHS-6)	Sun Blade Server Options	$95.00	15%	$80.75	18%	$77.90
X2073A-N	Sun Blade 6000 Ethernet Switched NEM 24p 10 GbE: 14 uplink ports	Network Adapters	$9,516.00	14%	$8,183.76	20%	$7,612.80
X2074A-F	Sun 10 Gigabit Ethernet Switch: 1 RU switch with 72 ports Front-to-rear airflow	10 Gigabit Ethernet Switches	$42,956.00	15%	$36,512.60	18%	$35,223.92
X2074A-R	Sun 10 Gigabit Ethernet Switch: 1 RU switch with 72 ports Rear-to-front airflow	10 Gigabit Ethernet Switches	$43,056.00	15%	$36,597.60	18%	$35,305.92
X2121A-1M-N	QSFP to QSFP passive copper cable: 1 meter	Network Cables	$140.00	14%	$120.40	20%	$112.00
X2121A-2M	QSFP passive copper cable: 2 meters	Network Cables	$168.00	14%	$144.48	20%	$134.40
X2121A-3M-N	QSFP to QSFP passive copper cable: 3 meters	Network Cables	$180.00	14%	$154.80	20%	$144.00
X2121A-5M-N	QSFP to QSFP passive copper cable: 5 meters	Network Cables	$252.00	14%	$216.72	20%	$201.60
X2123A	Sun SFP+ to 1000 Base-T adapter	Network Transceivers	$538.00	14%	$462.68	20%	$430.40
X2124A-N	QSFP parallel fiber optics short wave transceiver	10 Gigabit Ethernet Switch Options	$1,595.00	15%	$1,355.75	18%	$1,307.90
X2125A-1M-N	Twinax Passive Copper Cable splitter: 1 meter	Network Cables	$380.00	14%	$326.80	20%	$304.00
X2125A-3M-N	Twinax Passive Copper Cable splitter: 3 meters	Network Cables	$548.00	14%	$471.28	20%	$438.40
X2125A-5M-N	Twinax Passive Copper Cable splitter: 5 meters	Network Cables	$880.00	14%	$756.80	20%	$704.00
X2127A-10M	QSFP optical cable splitter: 10 meters, MPO to 4 LC	Network Cables	$708.00	14%	$608.88	20%	$566.40
X2127A-20M	Optical Cable splitter: 20 meters MPO to 4 LC connector	Network Cables	$848.00	14%	$729.28	20%	$678.40
X2127A-50M	QSFP optical cable splitter: 50 meters, MPO to 4 LC	Network Cables	$1,276.00	14%	$1,097.36	20%	$1,020.80
X2129A-N	Dual rate transceiver: SFP+ SR. Support 1 Gb/sec and 10 Gb/sec dual rate	Network Transceivers	$1,008.00	14%	$866.88	20%	$806.40
X2130A-1M-N	Twinax Passive Copper Cable: 1 meter	Network Cables	$164.00	14%	$141.04	20%	$131.20
X2130A-3M-N	Twinax Passive Copper Cable: 3 meters	Network Cables	$212.00	14%	$182.32	20%	$169.60
X2130A-5M-N	Twinax Passive Copper Cable: 5 meters	Network Cables	$280.00	14%	$240.80	20%	$224.00
X2364A	Cable management arm	Other Server X-Options	$100.00	14%	$86.00	20%	$80.00
X2365A	Tool-less rackmount rail kit	Other Server X-Options	$222.00	14%	$190.92	20%	$177.60
X2826A-Z	Sun Network QDR InfiniBand Gateway Switch with 32 InfiniBand ports and 8 ethernet ports.	Infiniband Switches	$20,140.00	28%	$14,500.80	34%	$13,292.40
X311L-N	Power cord: North America and Asia, 2.5 meters, 5-15P plug, C13 connector, 15 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X312E-N	Power cord: China, 2.5 meters, GB2099 plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X312F-N	Power cord: Argentina, 2.5 meters, IRAM2073 plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X312G-N	Power cord: Korea, 2.5 meters, KSC8305 plug C13 connector, 10 A	Power Cords	$20.00	14%	$17.20	20%	$16.00
X312L-N	Power cord: Europe, 2.5 meters, CEE7/VII plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X314L-N	Power cord: Switzerland, 2.5 meters, SEV1011 plug, C13 connector, 10 A	Power Cords	$25.00	14%	$21.50	20%	$20.00
X317L-N	Power cord: UK, 2.5 meters, BS1363A plug, C13 connector, 10 A	Power Cords	$19.00	14%	$16.34	20%	$15.20
X320A-N	Power Cord: : North America direct to wall for Sun Fire 3800-4810 server, Sun Fire V490 server, and Sun Fire V890 server (PTO)	Power Cords	$13.00	14%	$11.18	20%	$10.40
X332A-N	Power cord: Taiwan, 2.5 meters, CNS10917 plug, C13 connector, 10 A	Power Cords	$25.00	14%	$21.50	20%	$20.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
X332T-N	Power cord: International, 4 meters, IEC309-IP44 plug, C13 connector, 10 A	Power Cords	$75.00	14%	$64.50	20%	$60.00
X333A-25-10-BR-N	Localized power cord, Brazil, 2.5 meter, 10Amp rated, Plug NBR14136 with ground,Connector IEC60320-1-C13.	Power Cords	$13.00	14%	$11.18	20%	$10.40
X333A-25-10-IL-N	Localized Power Cord Kit Israel, SI-32 plug, IEC60320-C13 connector 10A, 250VAC rated, 2.5meter RoHS-6 compliant.	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333A-25-10-IN-N	Localized power cord, India, 2.5 meter, 10Amp rated, Plug NBR14136 with ground,Connector IEC60320-1-C13	Power Cords	$30.00	14%	$25.80	20%	$24.00
X333A-25-10-ZA-N	Localized power cord, South Africa, 2.5 meter, 10Amp rated, Plug SANS164 with ground,Connector IEC60320-1-C13.	Power Cords	$13.00	14%	$11.18	20%	$10.40
X333A-25-15-JP-N	Power cord: Japan, 2.5 meters, PSE6-15 plug, C13 connector, 15 A	Power Cords	$32.00	14%	$27.52	20%	$25.60
X333A-25-15-TW-N	Power Cord: : Taiwan 125 VAC 15 amps 2.5 meters (PTO)	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333F-25-15-JP-N	Localized Power Cord Kit Japan, PSE 6-15P plug, IEC6032 C13 connector 15A, 250VAC rated, 2.5meter, RoHS-6 compliant.	Power Cords	$32.00	14%	$27.52	20%	$25.60
X333G-25-10-TW	Power cord: Taiwan, 2.5 meters, NEMA6-20 plug, IEC60320 C13 connector, 10 A, 250 V	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333V-20-15-C14-N	Rack Jumper Cable, Straight Plug Connector, 2.0 meter, 15Amp rated, Plug IEC60320-2-2 Sheet E (C14) Connector IEC60320-1-C13	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333V-30-15-C14-N	Rack Jumper Cable, Straight Plug Connector, 3.0 meter, 15Amp rated, Plug IEC60320-2-2 Sheet E (C14), Connector IEC60320-1-C13	Power Cords	$25.00	14%	$21.50	20%	$20.00
X340L-N	Power cord: North America and Asia, 4 meters, L6-20P plug, C13 connector, 15 A	Power Cords	$50.00	14%	$43.00	20%	$40.00
X3830A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 4m; (RoHS-6)	Disk Drives	$145.00	14%	$124.70	20%	$116.00
X3830B-Z-N	Cable, SCSI VHDCI/VHDCI, 68-pin, 4m; (RoHS-6)	Disk Drives	$145.00	14%	$124.70	20%	$116.00
X3831A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 10m; (RoHS-6)	Disk Drives	$195.00	14%	$167.70	20%	$156.00
X3831B-Z-N	Cable, SCSI, VHDCI/VHDCI, 68-pin, 10m; (RoHS-5)	Disk Drives	$195.00	14%	$167.70	20%	$156.00
X3832A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 2m; (RoHS-6)	Disk Drives	$100.00	14%	$86.00	20%	$80.00
X3837A-N	5 meter Null Ethernet Cable, RoHS-6	Other Server X-Options	$125.00	14%	$107.50	20%	$100.00
X383L-N	Power cord: Denmark, 2.5 meters, DEMKO107 plug, C13 connector, 10 A	Power Cords	$25.00	14%	$21.50	20%	$20.00
X384L-N	Power cord: Italian, 2.5 meters, CEI23 plug, C13 connector 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X386L-N	Power cord: Australia, 2.5 meters, SA3112 plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X4061A-N	19-inch 4-post slide mount kit with adjustable slide rails	Sun Netra Rack Kits	$995.00	15%	$845.75	18%	$815.90
X4234A-Z-N	Sun Netra 2U servers: air filter 10 pack for chassis, which supports 2 HDD	Other Server X-Options	$250.00	14%	$215.00	20%	$200.00
X4242A	Sun InfiniBand QDR Host Channel Adapter PCIe: low profile (for on-site upgrade)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
X4243A	Sun InfiniBand QDR Host Channel Adapter PCIe Express Module (for on-site upgrade)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
X4353A-Z-N	Sun Netra 2U servers: air filter 10 pack for chassis, which supports 4 HDD	Other Server X-Options	$250.00	14%	$215.00	20%	$200.00
X4453A	Air filter, pack of 10 for 2 RU, 4 HDD	Netra SPARC T3-1 Server	$250.00	15%	$212.50	18%	$205.00

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X4622A-N	Sun Blade 6000 Family Dongle Cable II with RJ45 Serial, 2xUSB, Video Connectors and RJ45-to-DB9 adapter. RoHS 5. X-option	Sun Blade Server Options	$60.00	15%	$51.00	18%	$49.20
X4871A-Z-N	Sun Blade server module: Sun Dual 10 GbE Fabric Expansion Module	Network Adapters	$864.00	14%	$743.04	20%	$691.20
X4911A	One 8 GB DDR3-1333 registered low-voltage DIMM	Other Server X-Options	$219.00	14%	$188.34	20%	$175.20
X5074A-Z-N	PWR CORD, QTY 4, AC INPUT, 20A (AMER: L6-20P to IEC 320, 4m) for the Sun Blade 6000 or the Sun Blade 6000 P Modular System, RoHS-6	Sun Blade Server Options	$154.00	15%	$130.90	18%	$126.28
X5075A-Z-N	PWR CORD, QTY 4, AC INPUT, 16A (EPAC: IEC 309 to IEC 320, 4m) for the Sun Blade 6000 or the Sun Blade 6000 P Modular System, RoHS-6	Sun Blade Server Options	$86.00	15%	$73.10	18%	$70.52
X5077A-Z-N	PWR CORD, QTY 4, AC INPUT, 20A (IEC 320-C19 to IEC 320-C20, 2.0 M) Optional cords for connecting a rack mounted Sun Blade Modular System chassis to a Modular Power System (MPS). RoHS-6.	Other Server X-Options	$20.00	14%	$17.20	20%	$16.00
X5180A-N	Air Filter pack containing 10 foam filter to be used as replacement filters in the system behind the front bezel, for use with the Netra X4450 and Netra T5440. ROHS-6 Compliant.	Other Server X-Options	$290.00	14%	$249.40	20%	$232.00
X5562A-Z	Sun dual speed 10 GbE SFP+ long reach pluggable transceiver	Network Transceivers	$2,208.00	14%	$1,898.88	20%	$1,766.40
X5915A-N	2 Sun 30 A to 20 A AC power adapters with 30 A AC branch input with NEMA L6-30P plug and NEMA L6-20R receptacle, 4 meters	Sun Blade Server Options	$1,364.00	15%	$1,159.40	18%	$1,118.48
X6000A-N	Sun Crypto Accelerator 6000 SSL/IPsec Accelerator with keystore and FIPs support, PCI card. RoHS: 6 compliant.	Network Encryption Cards	$9,950.00	14%	$8,557.00	20%	$7,960.00
X7251A-N	Netra CT 820 Server air filter 5 per pack.	Sun Netra T5220 Server	$395.00	15%	$335.75	18%	$323.90
X7901A-4-N	19-inch 2-post rackmount kit	Sun Netra Rack Kits	$325.00	15%	$276.25	18%	$266.50
X7904A-4-N	600 by 600 millimeters rackmount kit	Sun Netra Rack Kits	$210.00	15%	$178.50	18%	$172.20
X8096A-4-N	19-inch 4-post slide mount kit	Sun Netra Rack Kits	$910.00	15%	$773.50	18%	$746.20
X8224A-N	SAS cable kit	Netra SPARC Server Options	$118.00	15%	$100.30	18%	$96.76
X9237-1-A-N	Power Jumper Cable, 1.0meter (qty 1), for Sun Rack 900/1000. RoHS-6 compliant.	Power Cords	$45.00	14%	$38.70	20%	$36.00
X9238-1-A-N	Power Jumper Cable, 2.5 meter (qty 1), for Sun Rack 900/1000. RoHS-6 compliant.	Power Cords	$49.00	14%	$42.14	20%	$39.20
X949A-4-N	Wago DC plug connectors, 10-pack for all Netra servers, Sun Fire X4100, X4100 M2, X4200, X4200 M2 and storage (except Netra ft 1800). X-Option. RoHS-6	Other Server X-Options	$165.00	14%	$141.90	20%	$132.00
X9732A-Z-N	2M LC to LC FC Optical Cable RoHS-6 compliant	Disk Drives	$65.00	14%	$55.90	20%	$52.00
X9733A-Z-N	5M LC to LC FC Optical Cable RoHS-6 compliant	Disk Drives	$80.00	14%	$68.80	20%	$64.00
X9734A-Z-N	15M LC to LC FC Optical Cable RoHS-6 Compliant.	Disk Drives	$105.00	14%	$90.30	20%	$84.00
X9736A-Z-N	25M LC to LC FC Optical Cable. RoHS-6 Compliant.	Disk Drives	$180.00	14%	$154.80	20%	$144.00
X9738A-Z-N	50M LC to LC FC Optical Cable. RoHS-6 Compliant.	Disk Drives	$230.00	14%	$197.80	20%	$184.00
XRA-SS2CF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
XRA-SS2CM-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
XRA-SS2NF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00
XRA-SS2NF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
XRB-SS2CF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00

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XRB-SS2CM-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00
XSESS118FU-N	StorageTek SAS RAID HBA: 8 port, internal for Fujitsu (for factory installation)	Host Bus Adapters	$599.00	14%	$515.14	20%	$479.20
XSR-1042E-N	Sun Rack, 42U, 1000 depth, 600mm width, packaging suitable for shipping fully loaded	Sun Racks	$2,349.00	15%	$1,996.65	18%	$1,926.18
XSR-1042-N	Sun Rack, 42U, 1000 depth, 600mm width, empty shipping only (do not install product inside the rack while it is on th pallet)	Sun Racks	$1,649.00	15%	$1,401.65	18%	$1,352.18
XSR-10K-IEC309-N	1-phase high voltage 10 kVA PDU for non-EU countries	Sun Racks	$900.00	15%	$765.00	18%	$738.00
XSR-10K-L630-N	Sun Rack II 10kVA PDU, Single Phase, 48 Supplied Amps Max, NEMA L6-30P on 4m captive cords, Data Center Two 30A NEMA L6-30R (30A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$900.00	15%	$765.00	18%	$738.00
XSR-1242E-N	Sun Rack, 42U, 1200 depth, 600mm width, packaging suitz	Sun Racks	$2,849.00	15%	$2,421.65	18%	$2,336.18
XSR-1242-N	Sun Rack, 42U, 1200 depth, 600mm width, empty shipping only (do not install product inside the rack while it is on th pallet)	Sun Racks	$2,149.00	15%	$1,826.65	18%	$1,762.18
XSR-15KIEC309-4P-N	3-phase low voltage 15 kVA PDU for non-EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
XSR-15KIEC309-U5P	3-phase high voltage 15 kVA PDU (UL and EN 300 386 compliant)	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
XSR-15K-L630-N	1-phase low voltage 15 kVA PDU for non-EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
XSR-37KIEC309-4P-N	Sun Rack II 37kVA PDU, 3-Phase, 180 Supplied Amps Max IEC309 on 4m captive cords, Data Center Three 60A IEC309-4P67-3P4W 250VAC (60A breakers), 45 C13 and 9 C19 Outlets in 9 Groups, Current Metering.	Sun Racks	$2,250.00	15%	$1,912.50	18%	$1,845.00
XSR-37KIEC309-U5P	3-phase high voltage 37 kVA PDU (UL and EN 300 386 compliant)	Sun Racks	$2,360.00	15%	$2,006.00	18%	$1,935.20
XSR-CLIPNUT-N	Sun Rack II Clip Nut/Screw Kit, M6x1 Nut, M6x1x12mm Screw, Qty 32 EA	Sun Racks	$60.00	15%	$51.00	18%	$49.20
XSR-JUMP-1MC13-N	Single Jumper Cable 1 meter (C13 plug)	Power Cords	$29.00	14%	$24.94	20%	$23.20
XSR-JUMP-1MC19-N	Single Jumper Cable 1 meter (C19 plug)	Power Cords	$36.00	14%	$30.96	20%	$28.80
XSR-JUMP-2MC13-N	Single Jumper Cable 2 meter (C13 plug)	Power Cords	$29.00	14%	$24.94	20%	$23.20
XSR-JUMP-2MC19-N	Single Jumper Cable 2 meter (C19 plug)	Power Cords	$36.00	14%	$30.96	20%	$28.80
XSR-JUMPKIT-N	Jumper Cable Start Up Kit: qty 10 of 1 meter C13 plugs + qty 10 of 2 meter C13 plugs + qty 2 1 meter C19 plugs + Qty 2 2meter C19 plugs	Sun Racks	$198.00	15%	$168.30	18%	$162.36
XSR-JUMPPAC1MC13-N	Jumper Cable Kit: qty 10 mix of 1 meter cable (C13 plug)	Sun Racks	$89.00	15%	$75.65	18%	$72.98
XSR-JUMPPAC2MC13-N	Jumper Cable Kit: qty 10 mix of 2 meter cable (C13 plug)	Sun Racks	$89.00	15%	$75.65	18%	$72.98
XTA-0.5M-SAS-N	Sun Storage 0.5m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$95.00	14%	$81.70	20%	$76.00
XTA-1.0M-SAS-N	Sun Storage 1.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$110.00	14%	$94.60	20%	$88.00
XTA-2.0M-SAS-N	Sun Storage 2.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$150.00	14%	$129.00	20%	$120.00
XTA-3.0M-SAS-N	Sun Storage 3.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$175.00	14%	$150.50	20%	$140.00
XTA-6.0M-SAS-N	Sun Storage 6.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$325.00	14%	$279.50	20%	$260.00
7100115	Spare: cable, 2 meter IB QSFP copper	Spare parts	$258.00	29%	$183.18	29%	$183.18
7100274	SAS cable: 3 meters, 2x1 (for factory installation)	Tape Options	$200.00	24%	$152.00	34%	$132.00

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7100275	SAS cable: 3 meters, 2x1	Tape Options	$200.00	24%	$152.00	34%	$132.00
7100276	4X mini SAS cable: 3 meters, 1x1, shielded (for factory installation)	Tape Options	$120.00	24%	$91.20	34%	$79.20
7100277	4X mini SAS cable: 3 meters, 1x1, shielded	Tape Options	$120.00	24%	$91.20	34%	$79.20
7100477	Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, UTP	Network Adapters	$888.00	14%	$763.68	20%	$710.40
7100479	Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, UTP (for factory installation)	Network Adapters	$740.00	14%	$636.40	20%	$592.00
7100481	Sun Dual Port GbE PCIe 2.0 Low Profile Adapter, MMF	Network Adapters	$1,142.00	14%	$982.12	20%	$913.60
7100482	Sun Dual Port GbE PCIe 2.0 Low Profile Adapter, MMF (for factory installation)	Network Adapters	$952.00	14%	$818.72	20%	$761.60
7100483	Sun Quad Port GbE PCIe 2.0 ExpressModule, UTP	Network Adapters	$1,109.00	14%	$953.74	20%	$887.20
7100484	Sun Quad Port GbE PCIe 2.0 ExpressModule, UTP (for factory installation)	Network Adapters	$924.00	14%	$794.64	20%	$739.20
7100486	Sun Quad Port GbE PCIe 2.0 ExpressModule, MMF	Network Adapters	$2,549.00	14%	$2,192.14	20%	$2,039.20
7100487	Sun Quad Port GbE PCIe 2.0 ExpressModule, MMF (for factory installation)	Network Adapters	$2,124.00	14%	$1,826.64	20%	$1,699.20
7100488	Sun Dual Port 10GBase-T Adapter	Network Adapters	$1,498.00	14%	$1,288.28	20%	$1,198.40
7100490	Sun Dual Port 10GBase-T ExpressModule	Network Adapters	$1,788.00	14%	$1,535.96	20%	$1,428.80
7100492	Sun Dual Port 10GBase-T ExpressModule (for factory installation)	Network Adapters	$1,488.00	14%	$1,279.68	20%	$1,190.40
7100563	Sun Dual Port 10GBase-T Adaptor (for factory installation)	Network Adapters	$1,248.00	14%	$1,073.28	20%	$998.40
7100730	One 8 GB DDR3-1600 DIMM (for factory installation)	Other Server Configured Options	$152.00	6%	$142.88	6%	$142.88
7100731	32 GB DDR3-1066 DIMM (for factory installation)	Sun Fire X4170 M2 Server	$1,182.00	14%	$1,016.52	20%	$945.60
7100733	One 16 GB DDR3-1600 DIMM (for factory installation)	Other Server Configured Options	$302.00	6%	$283.88	6%	$283.88
7100734	Oracle Solaris preinstall (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7100735	Oracle VM preinstall (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7100790	One 8 GB DDR3-1600 DIMM	Other Server X-Options	$182.00	14%	$156.52	20%	$145.60
7100792	32 GB DDR3-1066 DIMM	Sun Fire X4170 M2 Server	$1,418.00	14%	$1,219.48	20%	$1,134.40
7100794	One 16 GB DDR3-1600 DIMM	Other Server X-Options	$362.00	14%	$311.32	20%	$289.60
7100879	StorageTek SL8500 modular library system: base module with 1,448 physical slots and 1,450 activated slots	Sun StorageTek SL8500 Modular Library System	$202,395.00	24%	$153,820.20	34%	$133,580.70
7100880	StorageTek SL8500 modular library system: activation permit for 100 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$4,000.00	24%	$3,040.00	34%	$2,640.00
7100881	StorageTek SL8500 modular library system: activation permit for 250 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$9,500.00	24%	$7,220.00	34%	$6,270.00
7100882	StorageTek SL8500 modular library system: activation permit for 500 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$17,500.00	24%	$13,300.00	34%	$11,550.00
7100883	StorageTek SL8500 modular library system: activation permit for 1,000 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$30,000.00	24%	$22,800.00	34%	$19,800.00
7100885	Rail kit for base frame	System	$4,536.00	24%	$3,447.36	34%	$2,993.76
7100886	Rail kit for 1 expansion frame	System	$7,903.00	24%	$6,006.28	34%	$5,215.98
7100888	Rail kit for 2 expansion frames	System	$10,103.00	24%	$7,678.28	34%	$6,667.98
7100889	Rail kit for 3 expansion frames	System	$16,074.00	24%	$12,216.24	34%	$10,608.84
7100891	Rail kit for 4 expansion frames	System	$18,995.00	24%	$14,436.20	34%	$12,536.70
7100892	Rail kit for 5 expansion frames	System	$21,612.00	24%	$16,425.12	34%	$14,263.92
7100894	Assembly for N+1 power	System	$1,147.00	24%	$871.72	34%	$757.02

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7100898	StorageTek SL8500 modular library system: cartridge expansion frame with 1,728 physical slots and no activated cartridge slots. Separately priced activation permit required	Sun StorageTek SL8500 Modular Library System	$20,778.00	24%	$15,791.28	34%	$13,713.48
7100900	Cartridge CAP magazine with 13 physical slots (for onsite assembly)	Sun StorageTek SL8500 Modular Library System	$132.00	24%	$100.32	34%	$87.12
7100908	Redundant cartridge access port	System	$6,427.00	24%	$4,884.52	34%	$4,241.82
7100917	Performance redundant electronics	System	$8,825.00	24%	$6,707.00	34%	$5,824.50
7100919	Pass-thru port mechanisms	System	$32,419.00	24%	$24,638.44	34%	$21,396.54
7100924	Hub for intra-library communications	System	$2,414.00	24%	$1,834.64	34%	$1,593.24
7100926	Pass-thru port frame	System	$8,100.00	24%	$6,916.00	34%	$6,006.00
7100928	Redundant handbots	System	$39,575.00	24%	$30,077.00	34%	$26,119.50
7100929	Single-phase power	System	$3,981.00	24%	$3,025.56	34%	$2,627.46
7100930	Delta power	System	$3,843.00	24%	$2,920.68	34%	$2,536.38
7100931	DC, 1,200 W PSU	System	$751.00	24%	$570.76	34%	$495.66
7100932	StorageTek SL8500 modular library system: activation permit for redundant TCP/IP host interface	Sun StorageTek SL8500 Modular Library Features	$15,000.00	24%	$11,400.00	34%	$9,900.00
7100936	StorageTek SL8500 Partitioning - Integrated Software Option - per Tape Library Metric	Sun StorageTek SL8500 Modular Library Features	$10,000.00	24%	$7,600.00	34%	$6,600.00
7100938	Wye power	System	$3,856.00	24%	$2,930.56	34%	$2,544.96
7100942	6 rack unit rack	System	$3,426.00	24%	$2,603.76	34%	$2,261.16
7100945	StorageTek SL8500 modular library system: activation permit for 100 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$4,800.00	24%	$3,648.00	34%	$3,168.00
7100946	StorageTek SL8500 modular library system: activation permit for 250 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$11,400.00	24%	$8,664.00	34%	$7,524.00
7100947	StorageTek SL8500 modular library system: activation permit for 500 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$21,000.00	24%	$15,960.00	34%	$13,860.00
7100948	StorageTek SL8500 modular library system: activation permit for 1,000 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$36,000.00	24%	$27,360.00	34%	$23,760.00
7100962	Brocade 300 Switch: activation permit for 8 FC ports. Includes eight 8 Gb SFP short wave optic modules	Brocade Hardware	$4,500.00	24%	$3,420.00	34%	$2,970.00
7100968	StorageTek LTO tape drive: 1 HP LTO5 6 Gb SAS for StorageTek SL500	LTO5 Tape Drives	$14,000.00	24%	$10,640.00	34%	$9,240.00
7101234	One 512 GB SATA SSD 2.5-inch version 2 read-flash accelerator with martin bracket. Minimum 2010.Q3.3 or later appliance software required.	Sun Unified Storage System Options	$4,478.00	24%	$3,403.28	34%	$2,955.48
7101263	Spare: AST2100 chassis management module	Spare parts	$1,128.00	29%	$800.88	29%	$800.88
7101366	StorageTek SL8500 modular library system: performance kit	Sun StorageTek SL8500 Modular Library System	$10,590.00	24%	$8,048.40	34%	$6,989.40
7101409	StorageTek SL500 modular library system: activation permit for second port on dual fibre card, for after original system installation	Sun StorageTek SL500 Modular Library System	$1,000.00	24%	$760.00	34%	$660.00
7101546	StorageTek LTO tape drive: 1 HP LTO5 half height 6 Gb SAS with rackmount	Entry Level LTO 5 Tape Drives	$6,500.00	24%	$4,940.00	34%	$4,290.00
7101568	Netra SPARC T4-2 Server: 4RU base AC with 2 SPARC T4 8-Core processor 2.85 GHz	Netra SPARC T4-2 Server	$36,884.00	15%	$31,351.40	18%	$30,244.88

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7101657	Spare: one 8 GB DDR3-1600 registered DIMM	Spare parts	$480.00	29%	$340.80	29%	$340.80
7101658	Spare: one 16 GB DDR3-1600 registered DIMM	Spare parts	$1,536.00	29%	$1,090.56	29%	$1,090.56
7101750	StorageTek SL150 modular tape library: base unit with 30 slots and 1 LTO5 half-height 8 Gb FC tape drive	SL150 Tape Library	$6,075.00	24%	$4,617.00	34%	$4,009.50
7101751	Spare: Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, UTP	Spare parts	$1,050.00	29%	$745.50	29%	$745.50
7101752	Spare: Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, MMF	Spare parts	$2,022.00	29%	$1,435.62	29%	$1,435.62
7101753	Spare: Sun Quad Port GbE PCIe 2.0 ExpressModule, UTP	Spare parts	$1,254.00	29%	$890.34	29%	$890.34
7101754	Spare: Sun Quad Port GbE PCIe 2.0 ExpressModule, MMF	Spare parts	$3,030.00	29%	$2,151.30	29%	$2,151.30
7101755	Spare: Sun Dual Port 10 GbE PCIe 2.0 Low Profile Adapter Base-T	Spare parts	$1,926.00	29%	$1,367.46	29%	$1,367.46
7101756	Spare: Sun Dual Port 10 GbE PCIe 2.0 ExpressModule, Base-T	Spare parts	$2,250.00	29%	$1,597.50	29%	$1,597.50
7101758	Heatsink (for factory installation)	Other Server Configured Options	$20.00	6%	$18.80	6%	$18.80
7101760	StorageTek SL150 modular tape library: base unit with 30 slots and 1 LTO5 half-height 6 Gb SAS tape drive	SL150 Tape Library	$5,833.00	24%	$4,433.08	34%	$3,849.78
7101761	StorageTek LTO tape drive: 1 HP LTO5 half-height 6 Gb SAS for StorageTek SL150 (for factory installation)	LTO5 Tape Drives (SL150)	$2,470.00	24%	$1,877.20	34%	$1,630.20
7101762	StorageTek LTO tape drive: 1 HP LTO5 half-height 8 Gb FC for StorageTek SL150 (for factory installation)	LTO5 Tape Drives (SL150)	$2,713.00	24%	$2,061.88	34%	$1,790.58
7101763	StorageTek SL150 modular tape library: expansion module with 30 slots (for factory installation)	SL150 Tape Library Options	$793.00	24%	$602.68	34%	$523.38
7101769	StorageTek SL150 modular tape library: power supply (for factory installation)	SL150 Tape Library Options	$223.00	24%	$169.48	34%	$147.18
7101770	StorageTek SL150 modular tape library: expansion module with 30 slots	SL150 Tape Library Options	$968.00	24%	$735.68	34%	$638.88
7101771	StorageTek SL150 modular tape library: power supply	SL150 Tape Library Options	$267.00	24%	$202.92	34%	$176.22
7101772	StorageTek LTO tape drive: 1 HP LTO5 half-height 6 Gb SAS for StorageTek SL150	LTO5 Tape Drives (SL150)	$2,964.00	24%	$2,252.64	34%	$1,956.24
7101773	StorageTek LTO tape drive: 1 HP LTO5 half-height 8 Gb FC for StorageTek SL150	LTO5 Tape Drives (SL150)	$3,255.00	24%	$2,473.80	34%	$2,148.30
7101774	StorageTek SL150 modular library: pair of magazines: 1 left and 1 right	SL150 Tape Library Options	$198.00	24%	$150.48	34%	$130.68
7101883	Brocade SW200R Switch: activation permit for 4 FC ports	Brocade software	$2,100.00	24%	$1,596.00	34%	$1,386.00
7101905	Spare: service processor for Netra SPARC T4-1 server	Spare parts	$900.00	29%	$639.00	29%	$639.00
7101908	FC cable assembly: 6 meters, optical, duplex, multi-mode, 50/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$54.00	15%	$45.90	18%	$44.28
7101914	Ethernet cable assembly: 5 meters, CAT 5E, green	Pillar Axiom SAN Storage System Options	$13.00	15%	$11.05	18%	$10.66
7101915	Ethernet cable assembly: 2 meters, CAT 5E UTP patch, red	Pillar Axiom SAN Storage System Options	$7.00	15%	$5.95	18%	$5.74
7101918	Ethernet cable assembly: 5 meters, SFP+ 10GbE direct attach passive copper cable	Pillar Axiom SAN Storage System Options	$206.00	15%	$175.10	18%	$168.92
7101919	FC cable assembly: 3 meters, optical, duplex, multi-mode, 50/125 core, LC-LC	Pillar Axiom SAN Storage System Options	$48.00	15%	$40.80	18%	$39.36
7101920	FC cable assembly: 6 meters, optical, duplex, multi-mode, 50/125 core, LC-LC	Pillar Axiom SAN Storage System Options	$55.00	15%	$46.75	18%	$45.10
7101921	FC cable assembly: 10 meters, optical, duplex, multi-mode, 50/125 core, LC-LC	Pillar Axiom SAN Storage System Options	$64.00	15%	$54.40	18%	$52.48
7101922	FC cable assembly: 3 meters, optical, duplex, multi-mode, 50/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$46.00	15%	$39.10	18%	$37.72

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7101923	Pillar Axiom SSD Brick with thirteen 50 GB SSDs (for factory installation)	Pillar Axiom SAN Storage System Options	$34,282.00	15%	$29,139.70	18%	$28,111.24
7101924	Pillar Axiom SSD Brick with thirteen 200 GB SSDs (for factory installation)	Pillar Axiom SAN Storage System Options	$127,346.00	15%	$108,244.10	18%	$104,423.72
7101925	Power cord: 3 meters, 18 AWG, 3 conductor, SJT wire, NEMA 5-15 plug, black, 110 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$9.00	15%	$7.65	18%	$7.38
7101926	Pillar Axiom Fibre Channel Brick with twelve 300 GB 15000 rpm 3.5-inch FC HDDs (for factory installation)	Pillar Axiom SAN Storage System Options	$17,909.00	15%	$15,222.65	18%	$14,685.38
7101927	Pillar Axiom Fibre Channel Brick with twelve 600 GB 15000 rpm 3.5-inch FC HDDs (for factory installation)	Pillar Axiom SAN Storage System Options	$23,346.00	15%	$19,844.10	18%	$19,143.72
7101929	Pillar Axiom SATA Brick with thirteen 2 TB 7200 rpm 3.5-inch SATA HDDs (for factory installation)	Pillar Axiom SAN Storage System Options	$21,863.00	15%	$18,583.55	18%	$17,927.66
7101930	Rackmounted slammer installation cable kit for 1 SOC422 slammer with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$1,102.00	15%	$936.70	18%	$903.64
7101931	Rackmounted slammer installation cable kit for 2 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$2,930.00	15%	$2,490.50	18%	$2,402.60
7101932	Rackmounted slammer installation cable kit for 3 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$5,114.00	15%	$4,346.90	18%	$4,193.48
7101934	Pillar Axiom Brick rackmounted installation optical cable kit (for factory installation)	Pillar Axiom SAN Storage System Options	$754.00	15%	$640.90	18%	$618.28
7101935	Installation cable kit with 1 SOC422 slammer with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$1,102.00	15%	$936.70	18%	$903.64
7101936	FC cable assembly: 10 meters, optical, duplex, multi-mode, 50/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$65.00	15%	$55.25	18%	$53.30
7101937	FC cable assembly: 3 meters, optical, duplex, single-mode, 8.3 /125 core, LC-LC	Pillar Axiom SAN Storage System Options	$60.00	15%	$51.00	18%	$49.20
7101938	FC cable assembly: 3 meters, optical, duplex, multi-mode, 8.3/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$50.00	15%	$42.50	18%	$41.00
7101939	Installation cable kit with 2 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$2,930.00	15%	$2,490.50	18%	$2,402.60
7101940	Installation cable kit with 3 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$5,114.00	15%	$4,346.90	18%	$4,193.48
7101941	Installation cable kit with 4 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$7,434.00	15%	$6,318.90	18%	$6,095.88
7101942	Pillar Axiom Brick installation optical cable kit (for factory installation)	Pillar Axiom SAN Storage System Options	$754.00	15%	$640.90	18%	$618.28
7101945	Rackmounted slammer installation cable kit for 4 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$7,434.00	15%	$6,318.90	18%	$6,095.88
7101948	Pillar Axiom Replication Engine 4 Gb FC PCIe HBA: 4 port (for factory installation)	Pillar Axiom SAN Storage System Options	$6,600.00	15%	$5,610.00	18%	$5,412.00
7101960	Power cord: ASM, 3 meters, 18 AWG, 3 conductor, SJT wire, C14 plug, black, 110/240 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$12.00	15%	$10.20	18%	$9.84
7101969	FC cable assembly: 2 meters, SFP to HSSDC2 passive	Pillar Axiom SAN Storage System Options	$125.00	15%	$106.25	18%	$102.50
7101972	FC cable assembly: 0.5 meter, SFP to SFP passive	Pillar Axiom SAN Storage System Options	$86.00	15%	$73.10	18%	$70.52
7101973	Pillar Axiom Pilot with 4 GB memory, rackmounted (for factory installation)	Pillar Axiom SAN Storage System Options	$8,164.00	15%	$6,939.40	18%	$6,694.48

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7101974	Pillar Axiom Pilot with 4 GB memory (for factory installation)	Pillar Axiom SAN 600 Storage System	$8,164.00	15%	$6,939.40	18%	$6,694.48
7101975	FC cable assembly: 1 meter, SFP to SFP passive	Pillar Axiom SAN Storage System Options	$96.00	15%	$81.60	18%	$78.72
7101976	Pillar Axiom Replication Engine with 32 GB memory (for factory installation)	Pillar Axiom SAN Storage System Options	$19,302.00	15%	$16,406.70	18%	$15,827.64
7101980	FC cable assembly: 2 meters, SFP to SFP passive	Pillar Axiom SAN Storage System Options	$114.00	15%	$96.90	18%	$93.48
7101987	Power cord: 15 feet, NEMA L5-30P plug, 30 A, 120 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$209.00	15%	$177.65	18%	$171.38
7101990	Power cord: 15 feet, NEMA L6-30P plug, 30 A, 220 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$209.00	15%	$177.65	18%	$171.38
7101991	Slammer optical cable kit	Pillar Axiom SAN Storage System Options	$905.00	15%	$769.25	18%	$742.10
7101995	Power cord: 15 feet, IEC309 2P+E plug, 16 A (for factory installation)	Pillar Axiom SAN Storage System Options	$67.00	15%	$56.95	18%	$54.94
7101998	Power cord: 15 feet, IEC309 2P+E plug, 32 A (for factory installation)	Pillar Axiom SAN Storage System Options	$311.00	15%	$264.35	18%	$255.02
7101999	PDU assembly: 3-phase, domestic, NEMA L21-30P plug, 30 A (for factory installation)	Pillar Axiom SAN Storage System Options	$5,028.00	15%	$4,273.80	18%	$4,122.96
7102003	Pillar Axiom SSD Brick with thirteen 50 GB SSDs	Pillar Axiom SAN Storage System Options	$41,138.00	15%	$34,967.30	18%	$33,733.18
7102005	Pillar Axiom SSD Brick with thirteen 200 GB SSDs	Pillar Axiom SAN Storage System Options	$152,815.00	15%	$129,892.75	18%	$125,308.30
7102006	PDU with mounting brackets, 30 A (for factory installation)	Pillar Axiom SAN Storage System Options	$1,055.00	15%	$896.75	18%	$865.10
7102007	Pillar Axiom Fibre Channel Brick with twelve 300 GB 15000 rpm 3.5-inch FC HDDs	Pillar Axiom SAN Storage System Options	$21,491.00	15%	$18,267.35	18%	$17,622.62
7102020	Brick copper cable kit	Pillar Axiom SAN Storage System Options	$1,908.00	15%	$1,621.80	18%	$1,564.56
7102021	Pillar Axiom Secure WORMfs - Integrated Software Option - per Management Controller Metric	Pillar Axiom SAN Storage System Features	$25,000.00	15%	$21,250.00	18%	$20,500.00
7102022	Pillar Axiom Storage Domains - Integrated Software Optio - per Management Controller Metric	Pillar Axiom SAN Storage System Features	$25,000.00	15%	$21,250.00	18%	$20,500.00
7102023	42U cabinet with rails (for factory installation)	Pillar Axiom SAN Storage System Options	$9,709.00	15%	$8,252.65	18%	$7,961.38
7102024	Pillar Axiom Copy Services Bundle - Integrated Software Option - per Management Controller Metric	Pillar Axiom SAN Storage System Features	$30,000.00	15%	$25,500.00	18%	$24,600.00
7102025	Rack baying kit (for factory installation)	Pillar Axiom SAN Storage System Options	$61.00	15%	$51.85	18%	$50.02
7102026	Pillar Axiom MaxRep Replication for NAS - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage System Features	$1,000.00	15%	$850.00	18%	$820.00
7102027	Pillar Axiom Fibre Channel Brick with twelve 600 GB 15000 rpm 3.5-inch FC HDDs	Pillar Axiom SAN Storage System Options	$28,015.00	15%	$23,812.75	18%	$22,972.30
7102029	Pillar Axiom SATA Brick with thirteen 2TB 7200 rpm 3.5-inch SATA HDDs	Pillar Axiom SAN Storage System Options	$26,236.00	15%	$22,300.60	18%	$21,513.52
7102030	Pillar Axiom 600 2 Gb FC PCIx HBA with NDMP tape backup	Pillar Axiom SAN Storage System Options	$558.00	15%	$474.30	18%	$457.56
7102031	Rack stabilizer kit (for factory installation)	Pillar Axiom SAN Storage System Options	$79.00	15%	$67.15	18%	$64.78
7102032	Pillar Axiom 600 1 Gb iSCSI PCIx TOE HBA: 2 port	Pillar Axiom SAN Storage System Options	$3,409.00	15%	$2,897.65	18%	$2,795.38
7102033	Add-on slammer optical cable kit for 1 slammer series 2/3 to 1 slammer series 2/3	Pillar Axiom SAN Storage System Options	$2,470.00	15%	$2,099.50	18%	$2,025.40
7102034	Add-on slammer optical cable kit for 1 slammer series 2/3 to 2 slammer series 2/3	Pillar Axiom SAN Storage System Options	$2,775.00	15%	$2,358.75	18%	$2,275.50
7102035	Add-on slammer optical cable kit for 2 slammer series 2/3 to 1 slammer series 2/3	Pillar Axiom SAN Storage System Options	$4,943.00	15%	$4,201.55	18%	$4,053.26
7102142	Pillar Axiom Pilot with 2 GB memory (for factory installation)	Pillar Axiom SAN 600 Storage System	$6,874.00	15%	$5,842.90	18%	$5,636.68

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7102143	Pillar Axiom Pilot with 2 GB memory, rackmounted pilot (for factory installation)	Pillar Axiom SAN 600 Storage System	$6,874.00	15%	$5,842.90	18%	$5,636.68
7102154	Pillar Axiom MaxRep Asynchronous Replication - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$1,200.00	15%	$1,020.00	18%	$984.00
7102155	Pillar Axiom MaxRep Asynchronous Replication with Application Protection - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$2,550.00	15%	$2,167.50	18%	$2,091.00
7102156	Pillar Axiom MaxRep Synchronous Replication - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$1,440.00	15%	$1,224.00	18%	$1,180.80
7102157	Pillar Axiom MaxRep Synchronous Replication with Application Protection - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$3,000.00	15%	$2,550.00	18%	$2,460.00
7102254	Pillar Axiom Brick installation copper cable kit	Pillar Axiom SAN Storage System Options	$958.00	15%	$814.30	18%	$785.56
7102257	Add-on slammer copper cable kit for 1 slammer with SOC422 to 2 slammer with 7197	Pillar Axiom SAN Storage System Options	$1,957.00	15%	$1,663.45	18%	$1,604.74
7102259	Add-on slammer copper cable kit for 2 slammer with SOC422 to 1 slammer with 7197	Pillar Axiom SAN Storage System Options	$3,681.00	15%	$3,128.85	18%	$3,018.42
7102260	Add-on slammer copper cable kit for 1 slammer with SOC422 to 1 slammer with SOC422	Pillar Axiom SAN Storage System Options	$1,202.00	15%	$1,021.70	18%	$985.64
7102261	Add-on slammer copper cable kit for 1 slammer with SOC422 to 2 slammer with SOC422	Pillar Axiom SAN Storage System Options	$1,318.00	15%	$1,120.30	18%	$1,080.76
7102262	Add-on slammer copper cable kit for 2 slammer with SOC422 to 2 slammer with SOC422	Pillar Axiom SAN Storage System Options	$2,458.00	15%	$2,089.30	18%	$2,015.56
7102263	Ehternet cable assembly: 0.5 meter, CAT 5E UTP patch, blue	Pillar Axiom SAN Storage System Options	$6.00	15%	$5.10	18%	$4.92
7102266	Power cord: ASM, 3 meters, 18 AWG, 3 conductor, SJT wire, C14 plug, black, 110/240 VAC rated	Pillar Axiom SAN Storage System Options	$14.00	15%	$11.90	18%	$11.48
7102274	PDU assembly: 3-phase, domestic, NEMA L21-30P plug, 30 A	Pillar Axiom SAN Storage System Options	$6,034.00	15%	$5,128.90	18%	$4,947.88
7102277	PDU with mounting brackets: North America, NEMA L6-30P plug, 30 A	Pillar Axiom SAN Storage System Options	$1,266.00	15%	$1,076.10	18%	$1,038.12
7102278	42U cabinet with rails	Pillar Axiom SAN Storage System Options	$7,939.00	15%	$6,748.15	18%	$6,509.98
7102279	Rack baying kit	Pillar Axiom SAN Storage System Options	$73.00	15%	$62.05	18%	$59.86
7102280	Rack stabilizer kit	Pillar Axiom SAN Storage System Options	$95.00	15%	$80.75	18%	$77.90
7102282	Power cord: Australia, 15 feet, 56P320 plug, IEC320 C19 connector, 16 A, 250 VAC rated	Pillar Axiom SAN Storage System Options	$405.00	15%	$344.25	18%	$332.10
7102284	Power cord: Australia, 9 feet, 56P322 plug, hard wire, 24 A (for factory installation)	Pillar Axiom SAN Storage System Options	$465.00	15%	$395.25	18%	$381.30
7102285	Power cord: Australia, 15 feet, 56P320 plug, IEC320 C19 connector, 16 A, 250 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$336.00	15%	$285.60	18%	$275.52
7102286	Power cord: Australia, 15 feet, 56P315S plug, IEC320 C19 connector, 15 A, 250 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$215.00	15%	$182.75	18%	$176.30
7102287	Upgrade slammer copper cable kit for 2 slammers with SOC422 (for factory installation)	Pillar Axiom SAN Storage System Options	$1,305.00	15%	$1,109.25	18%	$1,070.10
7102288	Upgrade add-on slammer copper cable kit for 1 slammer with SOC422 (for factory installation)	Pillar Axiom SAN Storage System Options	$499.00	15%	$424.15	18%	$409.18
7102337	Oracle ZFS Storage Appliance Replication - Integrated Software Option - per Management Controller Metric	Sun ZFS Storage System Features	$15,000.00	24%	$11,400.00	34%	$9,900.00
7102338	Oracle ZFS Storage Appliance Cloning - Integrated Software Option - per Management Controller Metric	Sun ZFS Storage System Features	$7,500.00	24%	$5,700.00	34%	$4,950.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102460	Netra SPARC T4-2 Server: 4RU base DC with 2 SPARC T4 8-Core processor 2.85 GHz	Netra SPARC T4-2 Server	$41,136.00	15%	$34,965.60	18%	$33,731.52
7102498	Netra SPARC T4-1 server : 2RU AC base chassis with 1 SPARC T4 8-Core Processor 2.85 GHz	Netra SPARC T4-1 Server	$19,840.00	15%	$16,864.00	18%	$16,268.80
7102499	Netra SPARC T4-1 server : 2RU DC base chassis with 1 SPARC T4 8-Core Processor 2.85 GHz	Netra SPARC T4-1 Server	$21,984.00	15%	$18,686.40	18%	$18,026.88
7102610	Spare: 8 GB SFP short wave	Spare parts	$642.00	29%	$455.82	29%	$455.82
7102672	Spare: SSD sleeve	Spare parts	$84.00	29%	$59.64	29%	$59.64
7102673	Spare: SSD hub	Spare parts	$84.00	29%	$59.64	29%	$59.64
7102674	Spare: rack set, end, 1EF	Spare parts	$234.00	29%	$166.14	29%	$166.14
7102675	Spare: rack set, end, 5EF	Spare parts	$426.00	29%	$302.46	29%	$302.46
7102676	Spare: cable assembly, 48 V	Spare parts	$324.00	29%	$230.04	29%	$230.04
7102677	Spare: end stop, upper left	Spare parts	$108.00	29%	$76.68	29%	$76.68
7102678	Spare: end stop, upper right	Spare parts	$108.00	29%	$76.68	29%	$76.68
7102679	Spare: end stop floor, left	Spare parts	$114.00	29%	$80.94	29%	$80.94
7102680	Spare: end stop floor, right	Spare parts	$108.00	29%	$76.68	29%	$76.68
7102681	Spare: cable assembly	Spare parts	$132.00	29%	$93.72	29%	$93.72
7102682	Spare: cable assembly, jumper	Spare parts	$54.00	29%	$38.34	29%	$38.34
7102740	Four 2.5-inch drive slots and 1 DVD-RW disk cage	Other Server Configured Options	$506.00	6%	$477.52	6%	$477.52
7102741	Eight 2.5-inch drive slots, 1 DVD-RW disk cage, and rear slot disk filler panel	Other Server Configured Options	$722.00	6%	$678.68	6%	$678.68
7102742	Twenty-four 2.5-inch drive slots disk cage and two 2.5-inch drive rear slots disk cage	Other Server Configured Options	$1,214.00	6%	$1,141.16	6%	$1,141.16
7102743	Twelve 3.5-inch drive slots disk cage and two 2.5-inch drive rear slots disk cage	Other Server Configured Options	$1,108.00	6%	$1,041.52	6%	$1,041.52
7102744	Eight 2.5-inch drive slots disk cage	Other Server Configured Options	$538.00	6%	$505.72	6%	$505.72
7102745	Heat sink (for factory installation)	Other Server Configured Options	$28.00	6%	$26.32	6%	$26.32
7102748	PCIe filler panel (for factory installation)	Other Server Configured Options	$2.00	6%	$1.88	6%	$1.88
7102752	Spare: power distribution board	Spare parts	$1,674.00	29%	$1,188.54	29%	$1,188.54
7102753	Spare: air filter assembly	Spare parts	$648.00	29%	$460.08	29%	$460.08
7102754	Spare: system fan assembly	Spare parts	$638.00	29%	$451.56	29%	$451.56
7102755	Spare: rear fan assembly	Spare parts	$600.00	29%	$426.00	29%	$426.00
7102756	Spare: 1 motherboard and tray assembly for Netra SPARC T4-2 server	Spare parts	$35,238.00	29%	$25,018.98	29%	$25,018.98
7102757	Spare: LED board assembly for Netra SPARC T4-2 server	Spare parts	$330.00	29%	$234.30	29%	$234.30
7102762	Spare: 1000 W 12 V PSU	Spare parts	$930.00	29%	$660.30	29%	$660.30
7102763	Spare: 2U CPU heat sink	Spare parts	$226.00	29%	$161.88	29%	$161.88
7102764	Spare: left indicator	Spare parts	$216.00	29%	$153.36	29%	$153.36
7102765	Spare: right indicator	Spare parts	$390.00	29%	$276.90	29%	$276.90
7102766	Spare: fan module	Spare parts	$275.00	29%	$195.96	29%	$195.96
7102767	Spare: motherboard assembly	Spare parts	$10,314.00	29%	$7,322.94	29%	$7,322.94
7102769	Spare: rear disk backplane	Spare parts	$426.00	29%	$302.46	29%	$302.46
7102770	Spare: 2U SAS disk expander	Spare parts	$3,192.00	29%	$2,266.32	29%	$2,266.32
7102772	Spare: 24-disk backplane with bracket	Spare parts	$1,800.00	29%	$1,278.00	29%	$1,278.00
7102773	Spare: four 2.5-inch disk backplane	Spare parts	$498.00	29%	$353.58	29%	$353.58
7102774	Spare: interlock cable, 125 millimeters	Spare parts	$84.00	29%	$59.64	29%	$59.64
7102775	Spare: 8-disk 2U cable kit	Spare parts	$426.00	29%	$302.46	29%	$302.46

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102776	Spare: 12-disk 2U cable kit	Spare parts	$480.00	29%	$340.80	29%	$340.80
7102777	Spare: four 3.5-inch disk backplane	Spare parts	$498.00	29%	$353.58	29%	$353.58
7102779	Spare: 6-disk backplane board	Spare parts	$780.00	29%	$553.80	29%	$553.80
7102780	Spare: 8-disk backplane board	Spare parts	$780.00	29%	$553.80	29%	$553.80
7102781	Spare: single fan module	Spare parts	$210.00	29%	$149.10	29%	$149.10
7102782	Spare: motherboard assembly tray	Spare parts	$7,920.00	29%	$5,623.20	29%	$5,623.20
7102783	Spare: USB front cable	Spare parts	$378.00	29%	$268.38	29%	$268.38
7102784	Spare: LED alarm indicator with cable	Spare parts	$390.00	29%	$276.90	29%	$276.90
7102785	Spare: power distribution board	Spare parts	$684.00	29%	$485.64	29%	$485.64
7102786	Spare: PCIe riser board	Spare parts	$384.00	29%	$272.64	29%	$272.64
7102787	Spare: 1 Intel(R) Xeon(R) E5-2658 8-core 2.1 GHz processor	Spare parts	$5,442.00	29%	$3,863.82	29%	$3,863.82
7102789	Spare: heat sink	Spare parts	$192.00	29%	$136.32	29%	$136.32
7102792	Spare: cable kit	Spare parts	$198.00	29%	$140.58	29%	$140.58
7102793	Spare: RAID SAS cable kit	Spare parts	$174.00	29%	$123.54	29%	$123.54
7102795	Spare: 600 W PSU, 12 V	Spare parts	$708.00	29%	$502.68	29%	$502.68
7102797	One 8 GB DDR3-1600 registered DIMM	Netra Server X3-2	$182.00	15%	$154.70	18%	$149.24
7102800	One 16 GB DDR3-1600 registered DIMM	Netra Server X3-2	$362.00	15%	$307.70	18%	$296.84
7102802	SAS cable kit	Netra Server X3-2	$44.00	15%	$37.40	18%	$36.08
7102805	Spare: 1U heat sink CPU	Spare parts	$204.00	29%	$144.84	29%	$144.84
7102807	Spare: motherboard assembly	Spare parts	$5,658.00	29%	$4,017.18	29%	$4,017.18
7102808	Spare: fan module	Spare parts	$150.00	29%	$106.50	29%	$106.50
7102810	Spare: 1U single riser card	Spare parts	$204.00	29%	$144.84	29%	$144.84
7102812	Spare: double stacked riser card	Spare parts	$258.00	29%	$183.18	29%	$183.18
7102814	Spare: 3.5-inch indicator	Spare parts	$306.00	29%	$217.26	29%	$217.26
7102816	Spare: 2.5-inch indicator	Spare parts	$246.00	29%	$174.66	29%	$174.66
7102818	Spare: cable kit	Spare parts	$642.00	29%	$455.82	29%	$455.82
7102869	High bandwidth QSFP optical cable: 10 meters, MPO to MPO	Network Cables	$948.00	14%	$815.28	20%	$758.40
7102870	High bandwidth QSFP optical cable: 20 meters, MPO to MPO	Network Cables	$1,233.00	14%	$1,060.38	20%	$986.40
7102871	High bandwidth QSFP optical cable: 50 meters, MPO to MPO	Network Cables	$1,953.00	14%	$1,679.58	20%	$1,562.40
7102883	Spare: base chassis for StorageTek SL150	Spare parts	$1,440.00	29%	$1,022.40	29%	$1,022.40
7102886	Spare: expansion chassis for StorageTek SL150	Spare parts	$1,128.00	29%	$800.88	29%	$800.88
7102887	Spare: robot assembly	Spare parts	$4,638.00	29%	$3,292.98	29%	$3,292.98
7102888	Spare: POWER SUPPLY	Spare parts	$564.00	29%	$400.44	29%	$400.44
7102891	Spare: set of left and right magazine	Spare parts	$474.00	29%	$336.54	29%	$336.54
7102892	Spare: operator panel	Spare parts	$1,056.00	29%	$749.76	29%	$749.76
7102893	Spare: library expansion controller printed circuit assembly	Spare parts	$306.00	29%	$217.26	29%	$217.26
7102894	Spare: library control module printed circuit assembl	Spare parts	$138.00	29%	$97.98	29%	$97.98
7102895	Spare: StorageTek LTO tape drive: 1 LTO5 6 Gb SAS for SL150	Spare parts	$6,018.00	29%	$4,272.78	29%	$4,272.78
7102896	Spare: StorageTek LTO tape drive: 1 LTO5 8 Gb FC for SL150	Spare parts	$6,594.00	29%	$4,681.74	29%	$4,681.74

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102898	Pillar Axiom NAS Slammer with eight 1 Gb/sec copper por and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,194.00	15%	$29,064.90	18%	$28,039.08
7102899	Pillar Axiom NAS Slammer with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$35,214.00	15%	$29,931.90	18%	$28,875.48
7102900	Pillar Axiom NAS Slammer with four 10 Gb/sec copper ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$39,188.00	15%	$33,309.80	18%	$32,134.16
7102901	Pillar Axiom NAS Slammer with four 10 Gb/sec optical por and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,284.00	15%	$35,941.40	18%	$34,672.88
7102902	Pillar Axiom iSCSI Slammer with four 1 Gb/sec copper po and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$40,378.00	15%	$34,321.30	18%	$33,109.96
7102903	Pillar Axiom Fibre Channel SAN Slammer with four 4 Gb/s FC ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,705.00	15%	$29,499.25	18%	$28,458.10
7102904	Pillar Axiom Fibre Channel SAN Slammer with four 8 Gb/s FC ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,039.00	15%	$35,733.15	18%	$34,471.98
7102905	Pillar Axiom NAS Slammer with eight 1 Gb/sec copper por and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,194.00	15%	$29,064.90	18%	$28,039.08
7102906	Pillar Axiom NAS Slammer with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$35,214.00	15%	$29,931.90	18%	$28,875.48
7102907	Pillar Axiom NAS Slammer with four 10 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$39,188.00	15%	$33,309.80	18%	$32,134.16
7102908	Pillar Axiom NAS Slammer with four 10 Gb/sec optical por and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,284.00	15%	$35,941.40	18%	$34,672.88
7102909	Pillar Axiom iSCSI Slammer with four 1 Gb/sec copper po and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$40,387.00	15%	$34,328.95	18%	$33,117.34
7102910	Pillar Axiom Fibre Channel SAN Slammer with four 4 Gb/s FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,705.00	15%	$29,499.25	18%	$28,458.10
7102911	Pillar Axiom Fibre Channel SAN Slammer with four 8 Gb/s FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,038.00	15%	$35,732.30	18%	$34,471.16
7102912	Pillar Axiom NAS Slammer with eight 1 Gb/sec copper por and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$41,033.00	15%	$34,878.05	18%	$33,647.06
7102913	Pillar Axiom NAS Slammer with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$42,257.00	15%	$35,918.45	18%	$34,650.74
7102914	Pillar Axiom NAS Slammer with four 10 Gb/sec copper ports and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$47,025.00	15%	$39,971.25	18%	$38,560.50
7102915	Pillar Axiom NAS Slammer with four 10 Gb/sec optical por and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$50,740.00	15%	$43,129.00	18%	$41,606.80
7102916	Pillar Axiom iSCSI Slammer with four 1 Gb/sec copper po and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$48,465.00	15%	$41,195.25	18%	$39,741.30

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102917	Pillar Axiom Fibre Channel Slammer with four 4 Gb FC por and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$41,655.00	15%	$35,406.75	18%	$34,157.10
7102918	Pillar Axiom Fibre Channel Slammer with four 8 Gb/sec FC ports and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$50,466.00	15%	$42,896.10	18%	$41,382.12
7102919	Pillar Axiom NAS Slammer upgrade with eight 1 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$34,194.00	15%	$29,064.90	18%	$28,039.08
7102920	Pillar Axiom NAS Slammer upgrade with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$35,214.00	15%	$29,931.90	18%	$28,875.48
7102921	Pillar Axiom NAS Slammer upgrade with four 10 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$39,188.00	15%	$33,309.80	18%	$32,134.16
7102922	Pillar Axiom NAS Slammer upgrade with four 10 Gb/sec optical ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$42,284.00	15%	$35,941.40	18%	$34,672.88
7102923	Pillar Axiom iSCSI Slammer upgrade with four 1 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$40,387.00	15%	$34,328.95	18%	$33,117.34
7102924	Pillar Axiom Fibre Channel SAN Slammer upgrade with four 4 Gb/sec FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$34,705.00	15%	$29,499.25	18%	$28,458.10
7102925	Pillar Axiom Fibre Channel Slammer upgrade with four 8 Gb/sec FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$42,038.00	15%	$35,732.30	18%	$34,471.16
7102926	Pillar Axiom Replication Engine add-on with 32 GB memory (for factory installation)	Pillar Axiom SAN Storage System Options	$23,162.00	15%	$19,687.70	18%	$18,992.84
7102927	Pillar Axiom MaxRep Asynchronous Replication add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$1,200.00	15%	$1,020.00	18%	$984.00
7102928	Pillar Axiom MaxRep Asynchronous Replication with Application Protection add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$2,550.00	15%	$2,167.50	18%	$2,091.00
7102929	Pillar Axiom MaxRep Synchronous Replication add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$1,440.00	15%	$1,224.00	18%	$1,180.80
7102930	Pillar Axiom MaxRep Synchronous Replication with Application Protection add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$3,000.00	15%	$2,550.00	18%	$2,460.00
7102975	Netra Server X3-2: 2 RU DC base chassis with motherboard and 6 HDDs and DVD	Netra Server X3-2	$5,194.00	15%	$4,414.90	18%	$4,259.08
7102976	Netra Server X3-2: 2 RU AC base chassis with motherboard and 6 HDDs and DVD	Netra Server X3-2	$5,048.00	15%	$4,290.80	18%	$4,139.36
7102978	Netra Server X3-2: 2 RU DC base chassis with motherboard and 8 HDDs	Netra Server X3-2	$5,108.00	15%	$4,341.80	18%	$4,188.56
7102979	Netra Server X3-2: 2 RU AC base chassis with motherboard and 8 HDDs	Netra Server X3-2	$4,930.00	15%	$4,190.50	18%	$4,042.60
7102980	1 Intel(R) Xeon(R) E5-2658 8-core 2.1 GHz processor (for factory installation)	Netra Server X3-2	$1,780.00	15%	$1,513.00	18%	$1,459.60
7102981	Heat sink (for factory installation)	Netra Server X3-2	$26.00	15%	$22.10	18%	$21.32
7102982	One 8 GB DDR3-1600 registered DIMM (for factory installation)	Netra Server X3-2	$152.00	15%	$129.20	18%	$124.64
7102983	Oracle System Assistant (for factory installation)	Netra Server X3-2	$0.00	15%	$0.00	18%	$0.00

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7102984	One 16 GB DDR3-1600 registered DIMM (for factory installation)	Netra Server X3-2	$302.00	15%	$256.70	18%	$247.64
7102986	SAS cable kit (for factory installation)	Netra Server X3-2	$34.00	15%	$28.90	18%	$27.88
7102989	Spare: cooling tray tool	Spare parts	$2,124.00	29%	$1,508.04	29%	$1,508.04
7103040	Spare: 6-disk air filter	Spare parts	$258.00	29%	$183.18	29%	$183.18
7103041	Spare: 8-disk air filter	Spare parts	$252.00	29%	$178.92	29%	$178.92
7103042	Spares: 2 wago DC connectors	Spare parts	$396.00	29%	$281.16	29%	$281.16
7103058	Spare: cable, 50 meters, MPO high bandwidth QSFP	Spare parts	$2,934.00	29%	$2,083.14	29%	$2,083.14
7103059	Spare: cable, 20 meters, MPO high bandwidth QSFP	Spare parts	$1,854.00	29%	$1,316.34	29%	$1,316.34
7103060	Spare: cable, 10 meters, MPO high bandwidth QSFP	Spare parts	$1,428.00	29%	$1,013.88	29%	$1,013.88
7103063	Spare: 32 GB DIMM	Spare parts	$7,584.00	29%	$5,384.64	29%	$5,384.64
7103064	Spare: 24 disk 2U cable kit	Spare parts	$462.00	29%	$328.02	29%	$328.02
7103065	Spare: 4 GB USB flash memory	Spare parts	$186.00	29%	$132.06	29%	$132.06
7103071	Netra Blade X3-2B: base blade assembly (for factory installation)	Netra Blade X3-2B	$2,100.00	15%	$1,785.00	18%	$1,722.00
7103087	Oracle System Assistant (for factory installation)	Netra Blade X3-2B	$0.00	15%	$0.00	18%	$0.00
7103118	Spare: optical cable, 1 meter, duplex, multi-mode, 50/125 core, LC-LC	Spare parts	$90.00	29%	$63.90	29%	$63.90
7103119	Spare: optical cable, 3 meters, duplex, multi-mode, 50/125 core, LC-LC	Spare parts	$102.00	29%	$72.42	29%	$72.42
7103120	Spare: cable, 2 meters, CAT 5E UTP patch, red	Spare parts	$30.00	29%	$21.30	29%	$21.30
7103122	Spare: cable, 1 meter, passive, SFP to SFP	Spare parts	$174.00	29%	$123.54	29%	$123.54
7103123	Spare: cable, 0.5 meter, passive, SFP to SFP,	Spare parts	$162.00	29%	$115.02	29%	$115.02
7103124	Spare: cable, 2 meters, passive, SFP to HSSDC2	Spare parts	$216.00	29%	$153.36	29%	$153.36
7103131	Spare: cable assembly with USB	Spare parts	$30.00	29%	$21.30	29%	$21.30
7103132	Spare: 8 Gb FC PCIe HBA with optical interface: 2 port	Spare parts	$7,062.00	29%	$5,014.02	29%	$5,014.02
7103314	Spare: tape drive clutch tool	Spare parts	$426.00	29%	$302.46	29%	$302.46
7103315	spare: tape drive leader bundle	Spare parts	$360.00	29%	$255.60	29%	$255.60
7103316	spare: tape drive retaining strip	Spare parts	$42.00	29%	$29.82	29%	$29.82
7103317	spare: tape drive splicing block	Spare parts	$294.00	29%	$208.74	29%	$208.74
7103318	spare: tape drive splicing tabs	Spare parts	$66.00	29%	$46.86	29%	$46.86
7103365	StorageTek Virtual Library Extension: capacity upgrade with 330 TB effective capacity	StorageTek Virtual Library Extension	$146,656.00	15%	$124,657.60	18%	$120,257.92
7103428	StorageTek Virtual Storage Manager 5: activation permit for 1 TB effective capacity	StorageTek Virtual Storage Manager Features	$18,000.00	24%	$13,680.00	34%	$11,880.00
7103494	Spare: 4-Core Motherboard	Spare parts	$20,976.00	29%	$14,892.96	29%	$14,892.96
7103495	Netra SPARC T4-1 server: 2 RU AC base chassis with 1 SPARC T4 4-core processor 2.85 GHz	Netra SPARC T4-1 (4 core) Server	$12,395.00	15%	$10,535.75	18%	$10,163.90
7103496	Netra SPARC T4-1 server: 2 RU DC base chassis with 1 SPARC T4 4-core processor 2.85 GHz	Netra SPARC T4-1 (4 core) Server	$13,735.00	15%	$11,674.75	18%	$11,262.70
7103527	Spare: cable kit for RAID expansion module	Spare parts	$156.00	29%	$110.76	29%	$110.76
7103529	Spare: one 8 GB DDR3-1600 DIMM	Spare parts	$480.00	29%	$340.80	29%	$340.80
7103530	Spare: one 16 GB DDR3-1600 DIMM	Spare parts	$1,536.00	29%	$1,090.56	29%	$1,090.56
7103568	Spare: high efficiency power supply assembly	Spare parts	$1,200.00	29%	$852.00	29%	$852.00
7103792	Spare: Sun Netra X6270 M3 server module	Spare parts	$6,882.00	29%	$4,886.22	29%	$4,886.22
7103942	Spare: C4 Quad Core, eShanghai Motherboard, w/Flyover, Slammer, w/loader, HSF	Spare parts	$24,000.00	29%	$17,040.00	29%	$17,040.00
7103958	Spare: cable,powor,15ft,c19 to nema,125v,20a	Spare parts	$102.00	29%	$72.42	29%	$72.42

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7103959	Spare: cable,power,15ft,c19 to nema,250v,20a	Spare parts	$96.00	29%	$68.16	29%	$68.16
7103960	Spare: cable,power,15ft,c19 to nema,120v,20a	Spare parts	$54.00	29%	$38.34	29%	$38.34
7103961	Spare: cable,optical,duplex,multimode,50/125 core,sc-lc,3-meter	Spare parts	$132.00	29%	$93.72	29%	$93.72
7103962	Spare: cable,optical,duplex,multimode,62.5/125 core,lc-lc,3-meter	Spare parts	$180.00	29%	$127.80	29%	$127.80
7103963	Spare: cable,optical,duplex,multimode,62.5/125 core,sc-lc,3-meter	Spare parts	$132.00	29%	$93.72	29%	$93.72
7103964	Spare: cable,cat-5e network,5m,green	Spare parts	$30.00	29%	$21.30	29%	$21.30
7103965	Spare: cable,optical,duplex,singlemode,8.3/125 core,sc-lc,3-meter	Spare parts	$150.00	29%	$106.50	29%	$106.50
7103966	Spare: cable,sfp to sfp passive,2m long	Spare parts	$192.00	29%	$136.32	29%	$136.32
7103967	Spare: cable,sfp+ 10gbe direct attach passive copper,5m	Spare parts	$372.00	29%	$264.12	29%	$264.12
7103973	Spare: asm,3-phase pdu,30a,nema,l21-30p plug,domestic	Spare parts	$10,056.00	29%	$7,139.76	29%	$7,139.76
7103974	Spare: hba,fibre channel to pci-x	Spare parts	$930.00	29%	$660.30	29%	$660.30
7103975	Spare: cable,optical,duplex,singlemode,8.3 /125 core,lc-lc,meter	Spare parts	$198.00	29%	$140.58	29%	$140.58
7103996	StorageTek Tape Analytics for StorageTek SL8500 modular library system - Integrated Software Option - per Tape Library Metric	Tape Library Features	$32,000.00	24%	$24,320.00	34%	$21,120.00
7103997	StorageTek Tape Analytics for StorageTek SL3000 modular library system - Integrated Software Option - per Tape Library Metric	Tape Library Features	$16,000.00	24%	$12,160.00	34%	$10,560.00
7104018	Spare: brush assembly	Spare parts	$3,600.00	29%	$2,556.00	29%	$2,556.00
7104075	Spare: StorageTek LTO tape drive: 1 IBM LTO5 8 GB FC for StorageTek SL8500, StorageTek SL3000, and StorageTek SL500	Spare parts	$32,256.00	29%	$22,901.76	29%	$22,901.76
7104076	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL8500 and IBM AS400	Entry Level LTO 5 Tape Drives	$28,250.00	24%	$21,470.00	34%	$18,645.00
7104105	Spare: service processor for Netra SPARC T4-2 server	Spare parts	$720.00	29%	$511.20	29%	$511.20
7104106	Spare: two 32 GB DDR3-1066 low voltage registered DIMMs	Spare parts	$13,200.00	29%	$9,372.00	29%	$9,372.00
7104117	Spare: tape drive rackmount fan assembly	Spare parts	$636.00	29%	$451.56	29%	$451.56
7104118	Spare: tape drive fan assembly for StorageTek SL8500	Spare parts	$576.00	29%	$408.96	29%	$408.96
7104119	Spare: tape drive fan assembly for StorageTek SL3000	Spare parts	$516.00	29%	$366.36	29%	$366.36
7104120	Spare: library operator panel for StorageTek SL500	Spare parts	$3,192.00	29%	$2,266.32	29%	$2,266.32
7104198	One 16 GB DDR3-1066 registered DIMM (for factory installation)	SPARC T4 Server Configured Options	$690.00	15%	$586.50	18%	$565.80
7104199	One 16 GB DDR3-1066 registered DIMM	SPARC T4 Server X-Options	$828.00	15%	$703.80	18%	$678.96
7104200	One 32 GB DDR3-1066 registered DIMM (for factory installation)	SPARC T4 Server Configured Options	$2,000.00	15%	$1,700.00	18%	$1,640.00
7104201	One 32 GB DDR3-1066 registered DIMM	SPARC T4 Server X-Options	$2,400.00	15%	$2,040.00	18%	$1,968.00
7104412	Spare: cable assembly, European Union, 15 feet, 16 A	Spare parts	$30.00	29%	$21.30	29%	$21.30
7104413	Spare: cable assembly, European Union, 15 feet, 16 A	Spare parts	$138.00	29%	$97.98	29%	$97.98
7104414	Spare: one 600 GB 15000 rpm 3.5-inch FC HDD with bracket	Spare parts	$2,088.00	29%	$1,482.48	29%	$1,482.48
7104415	Spare: one 300 GB 15000 rpm 3.5-inch FC HDD with bracket	Spare parts	$2,550.00	29%	$1,810.50	29%	$1,810.50
7104444	Spare: one 16GB DDR3-1066 DIMM	Spare parts	$888.00	29%	$630.48	29%	$630.48
7104445	Spare: one 32GB DDR3-1066 DIMM	Spare parts	$4,932.00	29%	$3,501.72	29%	$3,501.72

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7104568	Spare: blank cable labels	Spare parts	$324.00	29%	$230.04	29%	$230.04
7104613	Spare: cable kit	Spare parts	$270.00	29%	$191.70	29%	$191.70
7104615	Spare: Intel(R) Xeon(R) E5-2630L 6-core 2.0 GHz processor	Spare parts	$4,278.00	29%	$3,037.38	29%	$3,037.38
7104900	Single processor I/O cover kit (for factory installation)	Other Server Configured Options	$10.00	6%	$9.40	6%	$9.40
7104901	Single processor I/O cover kit (for factory installation)	Other Server Configured Options	$40.00	6%	$37.60	6%	$37.60
7104916	Spare: cooling fan tray	Spare parts	$840.00	29%	$596.40	29%	$596.40
7104917	Spare: 300 W AC PSU	Spare parts	$3,600.00	29%	$2,556.00	29%	$2,556.00
7104918	Spare: Cisco Catalyst 4948E Ethernet Switch	Spare parts	$93,564.00	29%	$66,430.44	29%	$66,430.44
7104930	One 16 GB DDR3-1066 registered DIMMs (for factory installation)	SPARC T4 Server Configured Options	$690.00	15%	$586.50	18%	$565.80
7104931	One 16 GB DDR3-1066 registered DIMMs	SPARC T4 Server X-Options	$828.00	15%	$703.80	18%	$678.96
7104966	Spare: operator panel for StorageTek SL150 modular tape library for OEM	Spare parts	$1,068.00	29%	$758.28	29%	$758.28
7105054	Spare: one 16 GB DDR3-1066 DIMM	Spare parts	$786.00	29%	$558.06	29%	$558.06
#160-3993-N	Spare: 1 lithium system board battery, 3 V	Spare parts	$96.00	29%	$68.16	29%	$68.16
#350-1312-N	Spare: fan module for Sun Datacenter Infiniband switches	Spare parts	$912.00	29%	$647.52	29%	$647.52
#371-4198	Spare: 10 kVA single phase PDU with L6-30P plugs	Spare parts	$3,822.00	29%	$2,713.62	29%	$2,713.62
#371-4200	Spare: 10 kVA single phase PDU with IEC 60309 plugs	Spare parts	$3,534.00	29%	$2,509.14	29%	$2,509.14
#371-4779	Spare: 32-port keyboard, video and mouse switch	Spare parts	$16,866.00	29%	$11,974.86	29%	$11,974.86
#371-4780	Spare: KMM drawer with US keyboard	Spare parts	$4,584.00	29%	$3,254.64	29%	$3,254.64
#419843204	Spare: printed wiring assembly HBT, HBT2	Spare parts	$3,192.00	29%	$2,266.32	29%	$2,266.32
#501-7439-N	Spare: single 10 GbE XAUI adaptor	Spare parts	$804.00	29%	$570.84	29%	$570.84
#501-7843	Spare: 2-slot rear HDD backplane	Spare parts	$180.00	29%	$127.80	29%	$127.80
333U-10-10-C14	Power cord: Jumper, 1.0 meter, straight IEC60320-2-2 Sheet E (C14) plug, right angle IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
333V-02-10-C14	Power cord: Jumper, straight plug-connector, 0.2 meter, IEC60320-2-2 Sheet E (C14) plug, IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
333V-10-10-C14	Power cord: Jumper, straight plug-connector, 1.0 meter, IEC60320-2-2 Sheet E (C14) plug, IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
333V-29-10-NPLG	Power cord: Jumper, 2.9 meters, IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
9840D-EKEY-A-N	Encryption for StorageTek T9840D tape drives: activation permit for 1 tape drive	Tape Encryption	$5,000.00	24%	$3,800.00	34%	$3,300.00
ACSLS-0001	StorageTek Automated Cartridge System Library Software (ACSLS) - Server Perpetual	StorageTek Automated Cartridge System Library Software	$15,000.00	15%	$12,750.00	18%	$12,300.00
ACSLS-0001-T02	StorageTek Automated Cartridge System Library Software (ACSLS) - server 2 Year	StorageTek Automated Cartridge System Library Software	$5,250.00	15%	$4,462.50	18%	$4,305.00
ACSLS-0001-T03	StorageTek Automated Cartridge System Library Software (ACSLS) - Server 3 Year	StorageTek Automated Cartridge System Library Software	$7,500.00	15%	$6,375.00	18%	$6,150.00
ACSLS-0001-T04	StorageTek Automated Cartridge System Library Software (ACSLS) - Server 4 Year	StorageTek Automated Cartridge System Library Software	$9,000.00	15%	$7,650.00	18%	$7,380.00
ACSLS-0001-T05	StorageTek Automated Cartridge System Library Software (ACSLS) - Server 5 Year	StorageTek Automated Cartridge System Library Software	$10,500.00	15%	$8,925.00	18%	$8,610.00
ACSLS-HA-0001	Sun Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent – Server Perpetual	StorageTek Automated Cartridge System Library Software	$15,000.00	15%	$12,750.00	18%	$12,300.00

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ACSLS-HA-0001-T02	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent - Server 2 year	StorageTek Automated Cartridge System Library Software	$5,250.00	15%	$4,462.50	18%	$4,305.00
ACSLS-HA-0001-T03	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent - Server 3 Year	StorageTek Automated Cartridge System Library Software	$7,500.00	15%	$6,375.00	18%	$6,150.00
ACSLS-HA-0001-T04	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent - Server 4 year	StorageTek Automated Cartridge System Library Software	$9,000.00	15%	$7,650.00	18%	$7,380.00
ACSLS-HA-0001-T05	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent -Server 5 Year	StorageTek Automated Cartridge System Library Software	$10,500.00	15%	$8,925.00	18%	$8,610.00
CABLE10148031-Z-N	Ultra SCSI cable: LVD/SE	Tape Options	$80.00	24%	$60.80	34%	$52.80
CABLE10187000-Z-N	SCSI cable: 3 meters, 68MD-68MD	Tape Options	$100.00	24%	$76.00	34%	$66.00
CABLE10187003-Z-N	SCSI cable: 6 meters, 68MD-68VHDCI	Tape Options	$176.00	24%	$133.76	34%	$116.16
CABLE10187008-Z-N	SCSI cable: universal, 3 meters, 68MD-68MD	Tape Options	$109.00	24%	$82.84	34%	$71.94
CABLE10187009-Z-N	SCSI cable: universal, 5 meters, 68MD-68MD	Tape Options	$137.00	24%	$104.12	34%	$90.42
CABLE10187010-Z-N	SCSI cable: universal, 10 meters, 68MD-68MD	Tape Options	$230.00	24%	$174.80	34%	$151.80
CABLE10187011-Z-N	SCSI cable: universal, 3 meters, 68MD-68VHDCI	Tape Options	$166.00	24%	$126.16	34%	$109.56
CABLE10187012-Z-N	SCSI cable: universal, 5 meters, 68MD-68VHDCI	Tape Options	$188.00	24%	$142.88	34%	$124.08
CABLE10187013-Z-N	SCSI cable: universal, 10 meters, 68MD-68VHDCI	Tape Options	$231.00	24%	$175.56	34%	$152.46
CABLE10187014-Z-N	SCSI cable: universal, 2 meters, 68MD-68VHDCI	Tape Options	$168.00	24%	$127.68	34%	$110.88
CABLE10187015-Z-N	SCSI cable: LVD, 3 meters, 68MD-VHDCI	Tape Options	$156.00	24%	$118.56	34%	$102.96
CABLE10187016-Z-N	SCSI cable: LVD, 5 meters, 68MD-VHDCI	Tape Options	$171.00	24%	$129.96	34%	$112.86
CABLE10187017-Z-N	SCSI cable: LVD, 10 meters, 68MD-VHDCI	Tape Options	$198.00	24%	$150.48	34%	$130.68
CABLE10187033-Z-A	StorageTek cable assembly: 8 feet, 24 awg, shld, cat5E (for factory installation)	Tape Options	$22.00	24%	$16.72	34%	$14.52
CABLE10187033-Z-N	Cable assembly: 8 feet, 24 awg, shld, cat 5E	Tape Options	$22.00	24%	$16.72	34%	$14.52
CABLE10187034-Z-A	StorageTek cable assembly: 35 feet, 24 awg, shld, cat5E (for factory installation)	Tape Options	$32.00	24%	$24.32	34%	$21.12
CABLE10187034-Z-N	Cable assembly: 35 feet, 24 awg, shld, cat 5E	Tape Options	$32.00	24%	$24.32	34%	$21.12
CABLE10187035-Z-A	StorageTek cable assembly: 50 inch, 24 awg, shld, cat5E (for factory installation)	Tape Options	$29.00	24%	$22.04	34%	$19.14
CABLE10187035-Z-N	Cable assembly: 50 inches, 24 awg, shld, cat 5E	Tape Options	$29.00	24%	$22.04	34%	$19.14
CABLE10187037-Z-A	StorageTek cable assembly: 55 feet, 24 awg, shld, cat5E (for factory installation)	Tape Options	$43.00	24%	$32.68	34%	$28.38
CABLE10187037-Z-N	Cable assembly: 55 feet, 24 awg, shld, cat 5E	Tape Options	$43.00	24%	$32.68	34%	$28.38
CABLE10800285-Z-N	ESCON-ESCON cable: plenum, 13 meters, 62.5/125	Tape Options	$112.00	24%	$85.12	34%	$73.92
CABLE10800288-Z-N	ESCON-ESCON cable: plenum, 107 meters, 62.5/125	Tape Options	$473.00	24%	$359.48	34%	$312.18
CABLE10800292-Z-N	ESCON-ESCON cable: riser, 107 meters, 62.5/125	Tape Options	$430.00	24%	$326.80	34%	$283.80
CABLE10800294-Z-N	FC cable: plenum, 10 meters, duplex, SC-SC, 50/125	Tape Options	$64.00	24%	$48.64	34%	$42.24
CABLE10800295-Z-N	FC cable: plenum, 50 meters, duplex, SC-SC, 50/125	Tape Options	$141.00	24%	$107.16	34%	$93.06
CABLE10800298-Z-N	FC cable: riser, 50 meters, duplex, SC-SC, 50/125	Tape Options	$129.00	24%	$98.04	34%	$85.14
CABLE10800302-Z-A	StorateTek FC cable: 3 meters, duplex, single mode, riser, LC-LC connectors (for factory installation)	Tape Options	$62.00	24%	$47.12	34%	$40.92
CABLE10800304-Z-N	FC cable: riser, 100 meters, duplex, LC-SC, 9/125	Tape Options	$204.00	24%	$155.04	34%	$134.64
CABLE10800305-Z-N	FC cable: plenum, 100 meters, duplex, LC-LC, 9/125	Tape Options	$232.00	24%	$176.32	34%	$153.12

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CABLE10800306-Z-A	StorageTek FC cable: 100 meters, 9/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$207.00	24%	$157.32	34%	$136.62
CABLE10800306-Z-N	FC cable: riser, 100 meters, duplex, LC-LC, 9/125	Tape Options	$207.00	24%	$157.32	34%	$136.62
CABLE10800307-Z-A	StorageTek FC cable: OM2, 1 meter, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$59.00	24%	$44.84	34%	$38.94
CABLE10800307-Z-N	StorageTek FC cable: OM2, 1 meter, 50/125, duplex, riser, LC-LC connectors	Tape Options	$59.00	24%	$44.84	34%	$38.94
CABLE10800308-Z-A	StorageTek FC cable: OM2, 2 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800308-Z-N	StorageTek FC cable: OM2, 2 meters, 50/125, duplex, riser, LC-LC connectors	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800310-Z-A	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$76.00	24%	$57.76	34%	$50.16
CABLE10800310-Z-N	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, riser, LC-LC connectors	Tape Options	$76.00	24%	$57.76	34%	$50.16
CABLE10800313-Z-A	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, plenum, LC-LC connectors (for factory installation)	Tape Options	$79.00	24%	$60.04	34%	$52.14
CABLE10800313-Z-N	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, plenum, LC-LC connectors	Tape Options	$79.00	24%	$60.04	34%	$52.14
CABLE10800316-Z-N	FC cable: riser, 0.5 meter, duplex, LC-LC, 50/125	Tape Options	$57.00	24%	$43.32	34%	$37.62
CABLE10800317-Z-N	FC cable: riser, 10 meters, duplex, LC-SC, 50/125	Tape Options	$73.00	24%	$55.48	34%	$48.18
CABLE10800320-Z-N	FC cable: plenum, 10 meters, duplex, LC-SC, 50/125	Tape Options	$76.00	24%	$57.76	34%	$50.16
CABLE10800321-Z-N	FC cable: plenum, 50 meters, duplex, LC-SC, 50/125	Tape Options	$164.00	24%	$124.64	34%	$108.24
CABLE10800325-Z-N	ESCON-MT-RJ cable: riser, 31 meters, 62.5/125	Tape Options	$143.00	24%	$108.68	34%	$94.38
CABLE10800326-Z-N	ESCON-MT-RJ cable: riser, 61 meters, 62.5/125	Tape Options	$188.00	24%	$142.88	34%	$124.08
CABLE10800327-Z-N	ESCON-MT-RJ cable: plenum, 13 meters, 62.5/125	Tape Options	$86.00	24%	$65.36	34%	$56.76
CABLE10800330-Z-A	StorageTek FC cable: 10 meters, 9/125, duplex, plenum, LC-LC connectors (for factory installation)	Tape Options	$74.00	24%	$56.24	34%	$48.84
CABLE10800330-Z-N	FC cable: plenum 10 meters, duplex, LC-LC, 9/125	Tape Options	$74.00	24%	$56.24	34%	$48.84
CABLE10800331-Z-A	StorageTek FC cable: 10 meters, 9/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$72.00	24%	$54.72	34%	$47.52
CABLE10800332-Z-A	StorageTek FC cable: 50 meters, 9/125, duplex, plenum, LC-LC connectors (for factory installation)	Tape Options	$144.00	24%	$109.44	34%	$95.04
CABLE10800332-Z-N	FC cable: plenum, 50 meters, duplex, LC-LC, 9/125	Tape Options	$144.00	24%	$109.44	34%	$95.04
CABLE10800333-Z-A	StorageTek FC cable: 50 meters, 9/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$132.00	24%	$100.32	34%	$87.12
CABLE10800333-Z-N	FC cable: riser, 50 meters, duplex, LC-LC, 9/125	Tape Options	$132.00	24%	$100.32	34%	$87.12
CABLE10800334-Z-N	FC cable: plenum, 10 meters, duplex, LC-SC, 9/125	Tape Options	$72.00	24%	$54.72	34%	$47.52
CABLE10800340-Z-A	StorageTek FC cable: 3 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800340-Z-N	FC cable: riser, 3 meters, duplex, LC-LC, 50/125	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800341-Z-A	StorageTek FC cable: 5 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$66.00	24%	$50.16	34%	$43.56
CABLE10800341-Z-N	FC cable: riser, 5 meters, duplex, LC-LC, 50/125	Tape Options	$66.00	24%	$50.16	34%	$43.56
CABLE10800345-Z-N	FC cable: riser, 2 meters, duplex, LC-SC, 50/125	Tape Options	$55.00	24%	$41.80	34%	$36.30
CABLE10800346-Z-N	FC cable: riser, 5 meters, duplex, LC-SC, 50/125	Tape Options	$64.00	24%	$48.64	34%	$42.24
CLUSTEREDVTSS1M-N	StorageTek Virtual Storage Manager System: activation permit to cluster VSM systems together in a disaster recovery environment	Sun StorageTek Virtual Storage Manager System (VSM 4)	$50,000.00	24%	$38,000.00	34%	$33,000.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
DS2-4URK-19U	Sun disk shelf: universal rail kit for 19-inch depth racks (for factory installation)	Sun Unified Storage System Options	$230.00	24%	$174.80	34%	$151.80
ELS-0001	StorageTek Enterprise Library Software - Server Perpetual	StorageTek Enterprise Library Software	$30,000.00	24%	$22,800.00	34%	$19,800.00
ELS-0001-T02	StorageTek Enterprise Library Software - Server 2 year	StorageTek Enterprise Library Software	$10,500.00	24%	$7,980.00	34%	$6,930.00
ELS-0001-T03	StorageTek Enterprise Library Software - Server 3 year	StorageTek Enterprise Library Software	$15,000.00	24%	$11,400.00	34%	$9,900.00
ELS-0001-T04	StorageTek Enterprise Library Software - Server 4 year	StorageTek Enterprise Library Software	$18,000.00	24%	$13,680.00	34%	$11,880.00
ELS-0001-T05	StorageTek Enterprise Library Software - Server 5 year	StorageTek Enterprise Library Software	$21,000.00	24%	$15,960.00	34%	$13,860.00
L88662	StorageTek Storage Archive Manager - Processor 2 Year	Storage Archive Manager	$10,500.00	22%	$8,190.00	50%	$5,250.00
L88663	StorageTek Storage Archive Manager - Processor 3 Year	Storage Archive Manager	$15,000.00	22%	$11,700.00	50%	$7,500.00
L88664	StorageTek Storage Archive Manager - Processor 4 Year	Storage Archive Manager	$18,000.00	22%	$14,040.00	50%	$9,000.00
L88665	StorageTek Storage Archive Manager - Processor 5 Year	Storage Archive Manager	$21,000.00	22%	$16,380.00	50%	$10,500.00
L88855	StorageTek Availability Suite - Terabyte Perpetual	StorageTek Availability Suite Software	$10,000.00	15%	$8,500.00	18%	$8,200.00
L88857	StorageTek Availability Suite - Terabyte 2 Year	StorageTek Availability Suite Software	$3,500.00	15%	$2,975.00	18%	$2,870.00
L88858	StorageTek Availability Suite - Terabyte 3 Year	StorageTek Availability Suite Software	$5,000.00	15%	$4,250.00	18%	$4,100.00
L88859	StorageTek Availability Suite - Terabyte 4 Year	StorageTek Availability Suite Software	$6,000.00	15%	$5,100.00	18%	$4,920.00
L88860	StorageTek Availability Suite - Terabyte 5 Year	StorageTek Availability Suite Software	$7,000.00	15%	$5,950.00	18%	$5,740.00
L93798	StorageTek Tape Analytics - Server Perpetual	StorageTek Tape Analytics Software	$1,000.00	15%	$850.00	34%	$660.00
L93800	StorageTek Tape Analytics - Server 2 Year	StorageTek Tape Analytics Software	$350.00	15%	$297.50	34%	$231.00
L93801	StorageTek Tape Analytics - Server 3 Year	StorageTek Tape Analytics Software	$500.00	15%	$425.00	34%	$330.00
L93802	StorageTek Tape Analytics - Server 4 Year	StorageTek Tape Analytics Software	$600.00	15%	$510.00	34%	$396.00
L93803	StorageTek Tape Analytics - Server 5 Year	StorageTek Tape Analytics Software	$700.00	15%	$595.00	34%	$462.00
LCM-0001	Library Content Manager - CPU, Perpetual	StorageTek Library Content Manager Software	$30,000.00	15%	$25,500.00	18%	$24,600.00
LTO4HH-HPSA1URK2-N	StorageTek LTO tape drive: 1 HP LTO4 half height 3 Gb SAS for rackmount	LTO4 Tape Drives	$4,100.00	24%	$3,116.00	34%	$2,706.00
LTO4HH-HPSA-1URK-N	StorageTek LTO tape drive: 1 HP LTO4 half height 3 Gb SAS with rackmount (for factory installation)	LTO4 Tape Drives	$4,500.00	24%	$3,420.00	34%	$2,970.00
LTO4HH-HPSC-1UR2-N	StorageTek LTO tape drive: 1 HP LTO4 half height SCSI fo rackmount	LTO4 Tape Drives	$4,100.00	24%	$3,116.00	34%	$2,706.00
LTO4HH-HPSC-1URK-N	StorageTek LTO tape drive: 1 HP LTO4 half height SCSI with rackmount (for factory installation)	LTO4 Tape Drives	$4,500.00	24%	$3,420.00	34%	$2,970.00
LTO5HH-HPSA-1URK2Z	StorageTek LTO tape drive: 1 bare HP LTO5 half-height SAS tape drive for second bay in 1 U rackmount	Entry Level LTO 5 Tape Drives	$5,500.00	24%	$4,180.00	34%	$3,630.00
LTO5HH-HPSA-DT-Z	StorageTek LTO tape drive: 1 bare HP LTO5 half-height SAS tape drive in desktop enclosure configuration	Entry Level LTO 5 Tape Drives	$5,750.00	24%	$4,370.00	34%	$3,795.00
LTO5-HP8FC-SL3000Z	StorageTek LTO tape drive: 1 HP LTO5 8 Gb FC tape drive for StorageTek SL3000 modular library system	LTO5 Tape Drives	$15,840.00	24%	$12,038.40	34%	$10,454.40
LTO5-HP8FC-SL500Z	StorageTek LTO tape drive: 1 HP LTO5 8 Gb FC tape drive for StorageTek SL500 modular library system	LTO5 Tape Drives	$14,936.00	24%	$11,351.36	34%	$9,857.76
LTO5-HP8FC-SL85Z	StorageTek LTO tape drive: 1 HP LTO5 8 Gb FC tape drive for StorageTek SL8500 modular library system	LTO5 Tape Drives	$19,060.00	24%	$14,485.60	34%	$12,579.60
LTO5-IB8FC-SL3000Z	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL3000	LTO5 Tape Drives	$15,840.00	24%	$12,038.40	34%	$10,454.40
LTO5-IB8FC-SL500Z	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL500	LTO5 Tape Drives	$17,000.00	24%	$12,920.00	34%	$11,220.00
LTO5-IB8FC-SL85Z	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL8500	LTO5 Tape Drives	$19,060.00	24%	$14,485.60	34%	$12,579.60
LTO-ENCRYPT-ACTIVE	Encryption for StorageTek LTO tape drives: activation permit for 1 tape drive	LTO Tape Drive Features	$1,000.00	24%	$760.00	34%	$660.00

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MCLTO4-CASE-HOR-N	StorageTek LTO4 tape media: horizontal label, jewel case, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-CASEUNLBL-N	StorageTek LTO4 tape media: no label, jewel case, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-CASE-VERT-N	StorageTek LTO4 tape media: vertical label, jewel case, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-LBPK-HOR-N	StorageTek LTO4 tape media: horizontal label, library pack, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-LBPKUNLBL-N	StorageTek LTO4 tape media: no label, library pack, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-LBPK-VERT-N	StorageTek LTO4 tape media: vertical label, library pack, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-WORM-HOR-N	StorageTek LTO4 tape media: WORM, horizontal label, jewel case, pack of 20	Tape Media	$867.00	24%	$658.92	29%	$615.57
MCLTO4-WORM-UNL-N	StorageTek LTO4 tape media: WORM, no label, jewel case pack of 20	Tape Media	$867.00	24%	$658.92	29%	$615.57
MCLTO4-WORM-VERT-N	StorageTek LTO4 tape media: WORM, vertical label, jewel case, pack of 20	Tape Media	$867.00	24%	$658.92	29%	$615.57
MCLTO5-CASE-HOR	StorageTek LTO media: horizontal label, jewel case, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-CASE-UNLBL	StorageTek LTO media: no label, jewel case, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-CASE-VERT	StorageTek LTO media: vertical label, jewel case, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-LBPK-HOR	StorageTek LTO media: horizontal label, library pack, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-LBPK-UNLBL	StorageTek LTO media: no label, library pack, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-LBPK-VERT	StorageTek LTO media: vertical label, library pack, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-WORM-HOR	StorageTek LTO5 tape media: WORM, horizontal label, jewel case, packof 20	Tape Media	$791.00	24%	$601.16	29%	$561.61
MCLTO5-WORM-UNL	StorageTek LTO5 tape media: WORM , no label, jewel case pack of 20	Tape Media	$791.00	24%	$601.16	29%	$561.61
MCLTO5-WORM-VERT	StorageTek LTO5 tape media: WORM, vertical label, jewel case, pack of 20	Tape Media	$791.00	24%	$601.16	29%	$561.61
MCLTOCL-5PK-LBL-N	StorageTek LTO universal cleaning cartridge: labeled, pack of 5	Tape Media	$328.00	24%	$249.28	29%	$232.88
MCLTOCL-5PKUNLBL-N	StorageTek LTO universal cleaning cartridge: no label, pack of 5	Tape Media	$327.00	24%	$248.52	29%	$232.17
MCT10K2CL-5PK-LBL	StorageTek T10000 cleaning cartridges: universal, labeled, pack of 5	Tape Media	$822.00	24%	$624.72	29%	$583.62
MCT10K2CL-5PK-ULBL	StorageTek T10000 cleaning cartridges: universal, no label, pack of 5	Tape Media	$812.00	24%	$617.12	29%	$576.52
MCT10K2S-UNLBL	StorageTek T10000 T2 tape cartridge: sport, no label, not initialized, pack of 20	Tape Media	$3,699.00	24%	$2,811.24	29%	$2,626.29
MCT10K2-UNLBL	StorageTek T10000 T2 tape cartridge: no label, not initialized, pack of 20	Tape Media	$5,440.00	24%	$4,134.40	29%	$3,862.40
MCT10K2V-SP-UNLBL	StorageTek T10000 T2 tape cartridge: volsafe sport, no label, not initialized, pack of 20	Tape Media	$3,869.00	24%	$2,940.44	29%	$2,746.99
MCT10K2V-UNLBL	StorageTek T10000 T2 tape cartridge: volsafe, no label, not initialized, pack of 20	Tape Media	$5,610.00	24%	$4,263.60	29%	$3,983.10
MCT10K-UNLBL-N	StorageTek T10000 tape cartridge: data, no label, not initialized, pack of 20	Tape Media	$2,860.00	24%	$2,173.60	29%	$2,030.60

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MCT10S-UNLBL-N	StorageTek T10000 tape cartridge: sport, no label, not initialized, pack of 20	Tape Media	$2,100.00	24%	$1,596.00	29%	$1,491.00
MCT10V-SP-UNLBL-N	StorageTek T10000 tape cartridge: volsafe sport, no label, not initialized, pack of 20	Tape Media	$2,500.00	24%	$1,900.00	29%	$1,775.00
MCT10V-UNLBL-N	StorageTek T10000 tape cartridge: volsafe, no label, not initialized, pack of 20	Tape Media	$3,500.00	24%	$2,660.00	29%	$2,485.00
NUTIS-111-2011	StorageTek Storage Archive Manager - Processor Perpetual	Storage Archive Manager	$30,000.00	22%	$23,400.00	50%	$15,000.00
PWRCORD10083243-A	Power cord: Japan, 2.5 meters, METI plug, IEC60320-1-C13 connector, 15 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083243-N	Power cord: Japan, 2.5 meters, METI plug, IEC60320-1-C13 connector, 15 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083244-A	Power cord: Australia, 2.5 meters, SA3112 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083244-N	Power cord: Australia, 2.5 meters, SA3112 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083245-A	Power cord: Italy, 2.5 meters, CEI23 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083245-N	Power cord: Italy, 2.5 meters, CEI23 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083246-A	Power cord: Switzerland, 2.5 meters, SEV1011 plug, 10 A, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083246-N	Power cord: Switzerland, 2.5 meters, SEV1011 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083247-A	Power cord: United Kingdom, 2.5 meters, BS1363A plug, 10 A, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$30.00	24%	$22.80	34%	$19.80
PWRCORD10083247-N	Power cord: United Kingdom, 2.5 meters, BS1363A plug, IEC60320-1-C13 connector, 10 A	Tape Options	$30.00	24%	$22.80	34%	$19.80
PWRCORD10083248-A	Power cord: Denmark, 2.5 meters, DEMKO107 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$90.00	24%	$68.40	34%	$59.40
PWRCORD10083248-N	Power cord: Denmark, 2.5 meters, DEMKO107 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$90.00	24%	$68.40	34%	$59.40
PWRCORD10083636-A	Power cord: South Africa, 2.5 meters, BS546 plug, IEC60320-1-C13 connector, 16 A (for factory installation)	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD10083636-N	Power cord: South Africa, 2.5 meters, BS546 plug, IEC60320-1-C13 connector, 16 A	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD10187018-A	Power cord: Europe, 2.5 meters, CEE 7/VII plug, IEC60320-C13 connector, 10 A (for factory installation)	Tape Options	$20.00	24%	$15.20	34%	$13.20
PWRCORD10187018-N	Power cord: Europe, 2.5 meters, CEE 7/VII plug, IEC60320-C13 connector, 10 A	Tape Options	$20.00	24%	$15.20	34%	$13.20
PWRCORD10187019-A	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$15.00	24%	$11.40	34%	$9.90
PWRCORD10187019-N	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 10 A	Tape Options	$15.00	24%	$11.40	34%	$9.90
PWRCORD10187020-A	Power cord: North America and Asia, 3.0 meters, NEMA 6-15P plug, IEC60320-1-C13 connector, 13 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187020-N	Power cord: North America and Asia, 3 meters, NEMA 6-15P plug, IEC60320-1-C13 connector, 13 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187021-N	Power cord: North America, 2.5 meters, C19 connector, 13 A	Tape Options	$35.00	24%	$26.60	34%	$23.10

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PWRCORD10187023-N	Power cord: North America, 2.5 meters, C19 connector, 15 A	Tape Options	$185.00	24%	$140.60	34%	$122.10
PWRCORD10187024-A	Power cord: North America and Asia, 2.5 meters, NEMA L6-15P plug, IEC60320-1-C13 connector, 13 A (for factory installation)	Tape Options	$155.00	24%	$117.80	34%	$102.30
PWRCORD10187025-N	Power cord: North America, 3 meters, C19 connector, 13 A	Tape Options	$115.00	24%	$87.40	34%	$75.90
PWRCORD10187026-N	5	Tape Options	$150.00	24%	$114.00	34%	$99.00
PWRCORD10187028-N	Power cord: Japan, 2.5 meters, C19 connector, 15 A	Tape Options	$190.00	24%	$144.40	34%	$125.40
PWRCORD10187029-N	Power cord: Australia, 2.5 meters, C19 connector, 10 A	Tape Options	$145.00	24%	$110.20	34%	$95.70
PWRCORD10187030-N	Power cord: Italy, 2.5 meters, C19 connector, 10 A	Tape Options	$105.00	24%	$79.80	34%	$69.30
PWRCORD10187031-N	Power cord: United Kingdom, 2.5 meters, C19 connector, 10 A	Tape Options	$70.00	24%	$53.20	34%	$46.20
PWRCORD10187032-N	Power cord: South Africa, 2.5 meters, C19 connector, 16 A	Tape Options	$130.00	24%	$98.80	34%	$85.80
PWRCORD10187045-A	Power cord: Jumper, 2.5 meters, C14 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$10.00	24%	$7.60	34%	$6.60
PWRCORD10187045-N	Power cord: Jumper, 2.5 meters, C14 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$10.00	24%	$7.60	34%	$6.60
PWRCORD10187047-N	Sun StorageTek CORD,3,PWR,F,IEC320,HAR,NOPLG, RoHS-5	Tape Options	$110.00	24%	$83.60	34%	$72.60
PWRCORD10187048-A	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187048-N	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187055-N	Sun StorageTek CORD,18,3,SVT,1M,M/SHFRT, RoHS-5	Tape Options	$20.00	24%	$15.20	34%	$13.20
PWRCORD10187057-A	Power cord: Jumper, 3.0 meters, C14 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187057-N	Power cord: Jumper, 3 meters, C14 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187061-A	Power cord: North America and Asia, 3.0 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187061-N	Power cord: North America and Asia, 3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187064-N	Sun StorageTek CordSet,SJT,IEC320,18AWG,8IN, RoHS-5	Tape Options	$25.00	24%	$19.00	34%	$16.50
PWRCORD10187065-N	5	Tape Options	$130.00	24%	$98.80	34%	$85.80
PWRCORD10187067-N	Cord,SVT,C13 M&F,1M	Tape Options	$0.00	24%	$0.00	34%	$0.00
PWRCORD10187086-A	Power cord: Taiwan, 2.5 meters, CNS10917 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD10187086-N	Power cord: Taiwan, 2.5 meters, CNS10917 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD419728301-N	Power cord: North America, 10 feet	Tape Options	$635.00	24%	$482.60	34%	$419.10
SG-XSWBRO10GE-24P	Brocade DCX Backbone: 24-port 10 GbE FCoE blade	Brocade Hardware	$92,999.00	24%	$70,679.24	34%	$61,379.34
SGXSWBRO1GECPSFP-N	Brocade 7800 Extension Switch: 1 GbE copper SFP	Brocade Hardware	$495.00	24%	$376.20	34%	$326.70
SGXSWBRO300-8P8G-N	Brocade 300 Switch with eight 8 Gb activated ports and E_port license	Brocade Hardware	$6,159.00	24%	$4,680.84	34%	$4,064.94
SGXSWBRO300-8PNE-N	Brocade 300 Switch with eight 4 Gb activated ports	Brocade Hardware	$4,395.00	24%	$3,340.20	34%	$2,900.70
SG-XSWBRO3X50-RK-N	Brocade rack rail kit	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00

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SGXSWBRO4100-UPG-N	Brocade 5000 Switch: activation permit for 4 FC ports	Brocade Hardware	$7,800.00	24%	$5,928.00	34%	$5,148.00
SGXSWBRO48KFCI-Z-N	Brocade 48000 Director: activation permit for FCIP WAN connectivity	Brocade software	$30,000.00	24%	$22,800.00	34%	$19,800.00
SG-XSWBRO49-16UP-N	Brocade 5300 Switch: activation permit for CUP	Brocade Hardware	$16,995.00	24%	$12,916.20	34%	$11,216.70
SG-XSWBRO49-CUP-N	Brocade 5300 Switch: activation permit for CUP	Brocade software	$14,995.00	24%	$11,396.20	34%	$9,896.70
SG-XSWBRO49-EXF-N	Brocade 5300 Switch: activation permit for extended fabric	Brocade software	$5,995.00	24%	$4,556.20	34%	$3,956.70
SGXSWBRO5100ANLK-N	Brocade 5100 Switch: activation permit for adaptive networking	Brocade software	$7,595.00	24%	$5,772.20	34%	$5,012.70
SGXSWBRO5100EBLK-N	Brocade 5100 Switch: activation permit for trunking, advanced performance monitoring, fabric watch, extended fabrics and adaptive networking	Brocade software	$18,595.00	24%	$14,132.20	34%	$12,272.70
SGXSWBRO5100IRLK-N	Brocade 5100 Switch: activation permit for integrated routing	Brocade software	$23,595.00	24%	$17,932.20	34%	$15,572.70
SGXSWBRO5100PD8L-N	Brocade 5100 Switch: activation permit for 8 additional ports. Includes eight 8 Gb SFP long wave optic modules	Brocade Hardware	$28,995.00	24%	$22,036.20	34%	$19,136.70
SGXSWBRO5100POD8-N	Brocade 5100 Switch: activation permit for 8 additional ports. Includes eight 8 Gb SFP short wave optic modules	Brocade Hardware	$7,764.00	24%	$5,900.64	34%	$5,124.24
SGXSWBRO5300ANLK-N	Brocade 5300 Switch: activation permit for adaptive networking. Includes 80 activated shortwave 8 Gb/sec SFPs	Brocade software	$11,595.00	24%	$8,812.20	34%	$7,652.70
SGXSWBRO5300EBLK-N	Brocade 5300 Switch: activation permit for trunking, advanced performance monitoring, fabric watch, extended fabrics and adaptive networking	Brocade software	$29,595.00	24%	$22,492.20	34%	$19,532.70
SGXSWBRO5300IRLK-N	Brocade 5300 Switch: activation permit for integrated routing	Brocade software	$35,595.00	24%	$27,052.20	34%	$23,492.70
SGXSWBRO5300PD8L-N	Brocade 5300 Switch: activation permit for 16 additional ports. Includes eight 8 Gb SFP long wave optic modules	Brocade Hardware	$52,995.00	24%	$40,276.20	34%	$34,976.70
SGXSWBRO5300POD8-N	Brocade 5300 Switch: activation permit for 16 additional ports. Includes eight 8 Gb SFP short wave optic modules	Brocade Hardware	$23,995.00	24%	$18,236.20	34%	$15,836.70
SGXSWBRO7800016UP-N	Brocade 7800 Extension Switch: activation permit for 16 additional ports	Brocade Hardware	$61,995.00	24%	$47,116.20	34%	$40,916.70
SGXSWBRO7800-22P-N	Brocade 7800 Extension Switch with four 8 Gb FC activated ports and two 1 GbE activated ports	Brocade Hardware	$18,995.00	24%	$14,436.20	34%	$12,536.70
SG-XSWBRO7800-AE-N	Brocade 7800 Extension Switch: activation permit for adva	Brocade software	$10,795.00	24%	$8,204.20	34%	$7,124.70
SGXSWBRO7800-CUP-N	CUP	Brocade software	$5,975.00	24%	$4,541.00	34%	$3,943.50
SG-XSWBRO7800-EB-N	Brocade 7800 Extension Switch: activation permit for trunking, advanced performance monitoring, fabric watch, extended fabrics and adaptive networking	Brocade software	$15,995.00	24%	$12,156.20	34%	$10,556.70
SG-XSWBRO7800-IR-N	Brocade 7800 Extension Switch: activation permit for integrated routing	Brocade software	$14,100.00	24%	$10,716.00	34%	$9,306.00
SGXSWBRO8GB-16NS-N	Brocade DCX Backbone: 16-port 8 Gb blade	Brocade Hardware	$38,995.00	24%	$29,636.20	34%	$25,736.70
SGXSWBRO8GB-32NS-N	Brocade DCX Backbone: 32-port 8 Gb blade	Brocade Hardware	$61,695.00	24%	$46,888.20	34%	$40,718.70
SGXSWBRO8GB-48NS-N	Brocade DCX Backbone: 48-port 8 Gb blade	Brocade Hardware	$83,495.00	24%	$63,456.20	34%	$55,106.70
SGXSWBRO8GBM16W8-N	Brocade DCX Backbone: 16-port 8 Gb blade with sixteen short wave 8 Gb SFPs	Brocade Hardware	$40,300.00	24%	$30,628.00	34%	$26,598.00
SGXSWBRO8GBM32W8-N	Brocade DCX Backbone: 32-port 8 Gb blade with 16 short wave 8 Gb SFPs	Brocade Hardware	$63,500.00	24%	$48,260.00	34%	$41,910.00
SGXSWBRO8GBM48W8-N	Brocade DCX Backbone: 48-port 8 Gb blade with 16 short wave 8 Gb SFPs	Brocade Hardware	$88,500.00	24%	$67,260.00	34%	$58,410.00
SGXSWBRODCX4-CUP-N	Brocade DCX-4S Backbone: activation permit for CUP	Brocade software	$23,195.00	24%	$17,628.20	34%	$15,308.70

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SGXSWBRODCX4IRLK-N	Brocade DCX-4S Backbone: activation permit for integrated routing	Brocade software	$45,995.00	24%	$34,956.20	34%	$30,356.70
SG-XSWBRODCX-CUP-N	Brocade DCX Backbone: activation permit for CUP	Brocade software	$26,000.00	24%	$19,760.00	34%	$17,160.00
SGXSWBRODCX-IRLK-N	Brocade DCX Backbone: activation permit for integrated routing	Brocade software	$51,995.00	24%	$39,516.20	34%	$34,316.70
SGXSWBROFX82422P-N	Brocade DCX Backbone: 22-port blade with 12 FC ports activated and ten 1 GbE ports activated	Brocade Hardware	$105,995.00	24%	$80,556.20	34%	$69,956.70
SGXSWBROFX824-AE-N	Brocade FX8-24 Extension Blade: activation permit for advanced extension	Brocade software	$14,995.00	24%	$11,396.20	34%	$9,896.70
SGXSWBROFX824EUP-N	Brocade FX8-24 Extension Blade: activation permit for two 10 GbE ports	Brocade software	$38,995.00	24%	$29,636.20	34%	$25,736.70
SGXSWBROPWR-AUST-N	Power cord: Australia, 1.8 meter, AS3112 plug, IEC60320-C19 connector	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SG-XSWBROPWR-EU-N	Power cord: Europe, 1.8 meter, CEE7-7 plug, IEC60320-C19 connector	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROPWRNA110-N	Power cord: North America, 1.8 meter, NEMA 5-20 plug, IEC60320-C19 connector, 110 A	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROPWRNA250-N	Power cord: North America, 1.8 meter, NEMA L6-20P plug, IEC60320-C19 connector, 250 A	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROPWROTHER-N	Power cord: countries other than North America, Europe and Australia, 1.8 meter, EC60309 plug, IEC60320-C19 connector	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROSFP10ES1-N	Brocade 10 GbE SFP+ short range optic module	Brocade Hardware	$1,295.00	24%	$984.20	34%	$854.70
SGXSWBROSFP10ES8-N	Brocade 10 GbE SFP+ short range optic module, pack of 8	Brocade Hardware	$6,795.00	24%	$5,164.20	34%	$4,484.70
SGXSWBROSFP10GEL-N	Brocade 10 GbE SFP+ long range optic module	Brocade Hardware	$3,495.00	24%	$2,656.20	34%	$2,306.70
SG-XSWBROSFP1GE-N	Brocade 1 GbE copper optic module for FCIP	Brocade Hardware	$450.00	24%	$342.00	34%	$297.00
SG-XSWBROSFP-1M1PK	Brocade 10 GbE SFP+ direct attached copper optic module: 1 meter	Brocade Hardware	$249.00	24%	$189.24	34%	$164.34
SG-XSWBROSFP-3M1PK	Brocade 10 GbE SFP+ direct attached copper optic module: 3 meters	Brocade Hardware	$279.00	24%	$212.04	34%	$184.14
SGXSWBROSFP4ELWL-N	Brocade 4 Gb SFP optic module: 30 kilometers	Brocade Hardware	$3,995.00	24%	$3,036.20	34%	$2,636.70
SGXSWBROSFP4GLWS-N	Brocade 4 Gb SFP long wave optic module: 4 kilometers	Brocade Hardware	$745.00	24%	$566.20	34%	$491.70
SGXSWBROSFP4GSWS-N	Brocade 4 Gb SFP short wave optic module	Brocade Hardware	$125.00	24%	$95.00	34%	$82.50
SGXSWBROSFP4LLWS-N	Brocade 4 Gb SFP long wave optic module: 10 kilometers	Brocade Hardware	$1,200.00	24%	$912.00	34%	$792.00
SG-XSWBROSFP-5M1PK	Brocade 10 GbE SFP+ direct attached copper optic module: 5 meters	Brocade Hardware	$339.00	24%	$257.64	34%	$223.74
SGXSWBROSFP8ELWL-N	Brocade 8 Gb SFP extra long wave optic module: 25 kilometers	Brocade Hardware	$9,195.00	24%	$6,988.20	34%	$6,068.70
SGXSWBROSFP8GLWS-N	Brocade 8 Gb SFP long wave optic module: 10 kilometers	Brocade Hardware	$3,095.00	24%	$2,352.20	34%	$2,042.70
SGXSWBROSFP8GSWS-N	Brocade 8Gb SFP short wave optic module	Brocade Hardware	$399.00	24%	$303.24	34%	$263.34
SL3000-1CAP-Z	Cartridge access port	System	$5,155.00	24%	$3,917.80	34%	$3,402.30
SL3000-1CEM-Z	Cartridge expansion module with 438-620 physical slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$4,000.00	24%	$3,040.00	34%	$2,640.00
SL3000-1DCPWR-Z	DC, 1200 W PSU	System	$876.00	24%	$665.76	34%	$578.16
SL3000-25SLOT	StorageTek SL3000 modular library system: activation permit for 25 cartridge slots	Sun StorageTek SL3000 Modular Library System	$2,500.00	24%	$1,900.00	34%	$1,650.00
SL3000-2TCPIP	StorageTek SL3000 modular library system: activation permit for redundant TCP/IP host interface	Sun StorageTek SL3000 Modular Library System	$5,155.00	24%	$3,917.80	34%	$3,402.30

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SL3000-BASE-Z	StorageTek SL3000 modular library system: base module with 1 drive array with 8 slots, no activated cartridge slots and 205 - 421 physical slots for EU countries. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$52,217.00	24%	$39,684.92	34%	$34,463.22
SL3000-CAPMAG-Z	Cartridge magazine with 13 physical slots (for onsite assembly)	Sun StorageTek SL3000 Modular Library System	$500.00	24%	$380.00	34%	$330.00
SL3000-DRVARRAY-Z	One drive array with 8 slots	System	$2,273.00	24%	$1,727.48	34%	$1,500.18
SL3000-DUALBOT-Z	Dual robot with key	System	$36,082.00	24%	$27,422.32	34%	$23,814.12
SL3000-EMDCPWR-Z	DC, 200 W PSU	System	$875.00	24%	$665.76	34%	$578.16
SL3000-IPWCD30220	Power cord: International, 4 meters, 330 P6W plug, L6-30R connector, 30 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
SL3000K-1000SLOT	StorageTek SL3000 modular library system: activation permit for 1,000 cartridge slots	Sun StorageTek SL3000 Modular Library System	$68,763.00	24%	$52,259.88	34%	$45,383.58
SL3000K-100-SLOT	StorageTek SL3000 modular library system: activation permit for 100 cartridge slots	Sun StorageTek SL3000 Modular Library System	$8,763.00	24%	$6,659.88	34%	$5,783.58
SL3000K-200-SLOT	StorageTek SL3000 modular library system: activation permit for 200 cartridge slots	Sun StorageTek SL3000 Modular Library System	$15,773.00	24%	$11,987.48	34%	$10,410.18
SL3000K-2FCPORT	StorageTek SL3000 modular library system: activation permit for dual FC port	Sun StorageTek SL3000 Modular Library System	$3,500.00	24%	$2,660.00	34%	$2,310.00
SL3000K-500-SLOT	StorageTek SL3000 modular library system: activation permit for 500 cartridge slots	Sun StorageTek SL3000 Modular Library System	$36,082.00	24%	$27,422.32	34%	$23,814.12
SL3000K-700-SLOT	StorageTek SL3000 modular library system: activation permit for 700 cartridge slots	Sun StorageTek SL3000 Modular Library System	$44,250.00	24%	$33,630.00	34%	$29,205.00
SL3000K-DEM200-Z	StorageTek SL3000 modular library system: drive expansion module with 1 drive array with 8 slots, 200 activated cartridge slots, and 230-498 physical slots. Separately priced activation permit required for deactivated components	Sun StorageTek SL3000 Modular Library System	$21,340.00	24%	$16,218.40	34%	$14,084.40
SL3000K-PART	StorageTek SL3000 Partitioning - Integrated Software Option - per Tape Library Metric	Sun StorageTek SL3000 Modular Library System	$8,247.00	24%	$6,267.72	34%	$5,443.02
SL3000-LEFTAEM-Z	Left access expansion module	System	$25,000.00	24%	$19,000.00	34%	$16,500.00
SL3000-OPPANL-Z	Operator panel	System	$3,093.00	24%	$2,350.68	34%	$2,041.38
SL3000-PDU110-Z	AC, 20 A, 100-120 V PDU	System	$1,082.00	24%	$822.32	34%	$714.12
SL3000-PDU240-Z	AC, 30 A, 200-240 V PDU	System	$1,082.00	24%	$822.32	34%	$714.12
SL3000-PWCD20110	Power cord: United States and Japan, 3.6 meters, L5-20Pplug, L5-20R connector, 20 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
SL3000-PWCD30220	Power cord: United Sates, 3.6 meters, L6-30P plug, L6-30R connector, 30 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
SL3000-REDELCT-Z	StorageTek SL3000 modular library system: redundant electronics (for onsite assembly)	Sun StorageTek SL3000 Modular Library System	$27,000.00	24%	$20,520.00	34%	$17,820.00
SL3000-RIGHTAEM-Z	Right access expansion module	System	$25,000.00	24%	$19,000.00	34%	$16,500.00
SL3000-WARRAY-Z	2 cartridge magazines with 23 physical cartridge slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$1,031.00	24%	$783.56	34%	$680.46
T10C-4FC-SW-30Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC for StorageTek SL3000	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
T10C-4FC-SW-85Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC for StorageTek SL8500	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
T10C-4FC-SW-RK1Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC rackmount	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
T10C-4FI-LW-30Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON for StorageTek SL3000	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00

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T10C-4FI-LW-85Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON for StorageTek SL8500	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00
T10C-4FI-LW-RK1Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON rackmount	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00
T10C-FC/FI-CKITZ	StorageTek T10000C or StorageTek T10000D tape drive: FC to FICON conversion kit	Enterprise Tape Drive Conversion Options	$7,000.00	24%	$5,320.00	34%	$4,620.00
T10K-EKEY-A-N	Encryption for StorageTek T10000 tape drives: activation permit for 1 tape drive	Tape Encryption	$5,000.00	24%	$3,800.00	34%	$3,300.00
VLE50HZ-POWER-Z	1-phase high voltage 50 Hz 10 kVA PDU (for factory installation)	StorageTek Virtual Library Extension	$10,384.00	15%	$8,826.40	18%	$8,514.88
VLE60HZ-POWER-Z	1-phase low voltage 60 Hz 10 kVA PDU (for factory installation)	StorageTek Virtual Library Extension	$11,216.00	15%	$9,533.60	18%	$9,197.12
VSM4-2.5TBCAP1-M-N	StorageTek Virtual Storage Manager System 4: activation permit for 1.25 TB – 2.5 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$125,000.00	24%	$95,000.00	34%	$82,500.00
VSM4-5.0TB-CAP1M-N	StorageTek Virtual Storage Manager System 4: activation permit for 2.5 TB – 5 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$250,000.00	24%	$190,000.00	34%	$165,000.00
VSM4-7.4TB-CAP1M-N	StorageTek Virtual Storage Manager System 4: activation permit for 5 TB – 7.4 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$240,000.00	24%	$182,400.00	34%	$158,400.00
VSM4-ESC32CH-CBM-N	StorageTek Virtual Storage Manager System 4: LOP channel interface conversion bill	Sun StorageTek Virtual Storage Manager System (VSM 4)	$192,500.00	24%	$146,300.00	34%	$127,050.00
VSM5E1.25TBCAPAD-N	StorageTek Virtual Storage Manager System 5e: activation permit for 0.8 TB – 1.25 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 5)	$164,050.00	24%	$124,678.00	34%	$108,273.00
VSME1.25TB-CAP1M-N	StorageTek Virtual Storage Manager System 4e: activation permit for .8 TB – 1.25 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$164,050.00	24%	$124,678.00	34%	$108,273.00
VSM-IMP-EXPMGMTM-N	Storage Advanced Management Policies software	Sun StorageTek Virtual Storage Manager System (VSM 5)	$25,000.00	24%	$19,000.00	34%	$16,500.00
X2821A-Z-N	Sun Datacenter Switch IB-36 is a 1RU 36 port managed QDR InfiniBand Switch. The switch utilizes standard QSFP connectors. Comes with redundant power supplies.	Infiniband Switches	$14,980.00	28%	$10,785.60	34%	$9,886.80
X984/T10K-2GB-LW-N	Single 2 GB long wave SFP for single port to dual port upgrades and short wave to long wave conversions	Tape Options	$2,000.00	24%	$1,520.00	34%	$1,320.00
X984/T10K-2GB-SW-N	Single 2 GB short wave SFP for single port to dual port upgrades and long wave to short wave conversions	Tape Options	$2,000.00	24%	$1,520.00	34%	$1,320.00
XL5-SL500-DPCK	StorageTek LTO5 FC dual port conversion kit for installation of a second data port in StorageTek LTO5 drive tray assembly	LTO Conversion Options	$500.00	24%	$380.00	34%	$330.00
XL5-SL85-SL30-DPCK	StorageTek LTO5 FC dual port conversion kit for installation of a second data port in StorageTek LTO5 drive tray assembly	LTO Conversion Options	$500.00	24%	$380.00	34%	$330.00
XSL24-48-SAS-CBL-N	StorageTek SL24 tape autoloader and StorageTek SL48 tape library: external mini SAS to mini SAS fan-out cable, 2 meters	Sun StorageTek SL24 Tape Autoloader	$250.00	24%	$190.00	34%	$165.00
XSL3000-1000SLOT-F	StorageTek SL3000 modular library system: activation permit for 1,000 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$68,763.00	24%	$52,259.88	34%	$45,383.58
XSL3000-100-SLOT-F	StorageTek SL3000 modular library system: activation permit for 100 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$8,763.00	24%	$6,659.88	34%	$5,783.58
XSL3000-200-SLOT-F	StorageTek SL3000 modular library system: activation permit for 200 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$15,773.00	24%	$11,987.48	34%	$10,410.18

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XSL3000-25-SLOT-F	StorageTek SL3000 modular library system: activation permit for 25 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$2,500.00	24%	$1,900.00	34%	$1,650.00
XSL3000-2FCPORT-F	StorageTek SL3000 modular library system: activation permit for dual FC port, for after original system installation	Sun StorageTek SL3000 Modular Library System	$3,500.00	24%	$2,660.00	34%	$2,310.00
XSL3000-2TCPIP-F	StorageTek SL3000 modular library system: activation permit for redundant TCP/IP host interface, for after original system installation	Sun StorageTek SL3000 Modular Library System	$5,155.00	24%	$3,917.80	34%	$3,402.30
XSL3000-500-SLOT-F	StorageTek SL3000 modular library system: activation permit for 500 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$36,082.00	24%	$27,422.32	34%	$23,814.12
XSL3000-AEM-LFT-N	StorageTek SL3000 modular library system: left access expansion module	Sun StorageTek SL3000 Modular Library System	$25,000.00	24%	$19,000.00	34%	$16,500.00
XSL3000-AEM-RT-Z-N	StorageTek SL3000 modular library system: right access expansion module	Sun StorageTek SL3000 Modular Library System	$25,000.00	24%	$19,000.00	34%	$16,500.00
XSL3000-CAP-MAG-N	CAP magazine with 13 physical slots	System	$500.00	24%	$380.00	34%	$330.00
XSL3000-CAP-Z-N	26 cartridge access port slots	System	$5,155.00	24%	$3,917.80	34%	$3,402.30
XSL3000-CEM-Z-N	StorageTek SL3000 modular library system: cartridge expansion module with 438-620 physical slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$9,278.00	24%	$7,051.28	34%	$6,123.48
XSL3000-DCPWR-Z-N	StorageTek SL3000 X-Option, DC Power Supply (PS), Used	System	$876.00	24%	$665.76	34%	$578.16
XSL3000-DEM200-F	StorageTek SL3000 modular library system: drive expansion module with 1 drive array with 8 slots, 200 activated cartridge slots, and 230-498 physical slots upgrade. Separately priced activation permit required for deactivated components	Sun StorageTek SL3000 Modular Library System	$21,340.00	24%	$16,218.40	34%	$14,084.40
XSL3000-DRVARY-Z-N	Sun StorageTek SL3000 X-Option, Drive Array (DA), Adds 8 additional drive slots, 2 DAs can be added to BM, 3 DAs can be added to DEM, Cannot add DAs to CEMs, Power options determine max drive support, RoHS-5	Sun StorageTek SL3000 Modular Library System	$2,273.00	24%	$1,727.48	34%	$1,500.18
XSL3000-EM-DCPWR-N	Sun StorageTek SL3000 X-Option, 200 Watt DC Power Supply (PS), Used for Electronics Module, Used in 110V and 240V libraries, Only needed if N+1 and 2N are required See manuals, RoHS-5	Sun StorageTek SL3000 Modular Library System	$876.00	24%	$665.76	34%	$578.16
XSL3000-IPC30220-N	Power cord: International, 4 meters, 330 P6W wall end plug L6-30R library end plug, 220 VAC, 30 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
XSL3000K-2FCCARD	StorageTek SL3000 modular library system: dual FC control card	Sun StorageTek SL3000 Modular Library System	$2,900.00	24%	$2,204.00	34%	$1,914.00
XSL3000K-DUALBOT-N	StorageTek SL3000 X-Option, DualBot feature, Second robot, Requires 240 VAC 30 Amp AC PDU, Requires 2 PEMs or 2 AEMs, 2 CEM/PEM conversion labels included. MUST REQUEST HARDWARE ACTIVATION KEY. ROHS-5.	Sun StorageTek SL3000 Modular Library System	$36,082.00	24%	$27,422.32	34%	$23,814.12
XSL3000-OP-PANL-N	Sun StorageTek SL3000 X-Option, Operations Panel (OP), Color Touch Screen, 9.63 W x 7.25 H, One OP can be added to BM, Cannot add OP to DEM/CEM/PEM/AEM, RoHS-5	Sun StorageTek SL3000 Modular Library System	$3,093.00	24%	$2,350.68	34%	$2,041.38
XSL3000-PART-F	StorageTek SL3000 Partitioning - Integrated Software Option - per Tape Library Metric, for after original system installation	Sun StorageTek SL3000 Modular Library System	$8,247.00	24%	$6,267.72	34%	$5,443.02

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
XSL3000-PC20110-N	Sun StorageTek SL3000 X-Option, US/Japan 12 ft./3.6 m. Power Cord, 110 VAC 20 Amp 10 AWG, L5-20P Wall End Plug, L5-20R Library End Plug, RoHS-5	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
XSL3000-PC30220-N	Sun StorageTek SL3000 X-Option, US 12 ft Power Cord, 220 VAC 30 Amp 10 AWG, L6-30P Wall End Plug, L6-30R Library End Plug, RoHS-5	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
XSL3000-PDU-110-N	Sun StorageTek SL3000 X-Option, AC Power Distribution Unit (PDU), 100-127 VAC 20 Amp, See manuals for drive/power requirements, Second PDU required for 2N power, Used in Base Module and DEM, RoHS-5	Sun StorageTek SL3000 Modular Library System	$1,082.00	24%	$822.32	34%	$714.12
XSL3000-PDU-240-N	Sun StorageTek SL3000 X-Option, AC Power Distribution Unit (PDU), 200-240 VAC 30 Amp, See manuals for drive/power requirements, Second PDU required for 2N, Used in Base Module and DEM, RoHS-5	Sun StorageTek SL3000 Modular Library System	$1,082.00	24%	$822.32	34%	$714.12
XSL3000-REDELCT-Z	Redundant electronics	System	$27,000.00	24%	$20,520.00	34%	$17,820.00
XSL3000-W-ARRAY-N	StorageTek SL3000 modular library system: window cartridge arrays for base module and DEM only, increases physical capacity 23 slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$1,031.00	24%	$783.56	34%	$680.46
XSL48-PWR-Z-N	StorageTek SL48 tape library: redundant power supply	Sun StorageTek SL48 Tape Library	$400.00	24%	$304.00	34%	$264.00
XSL500KBASE30-50-F	StorageTek SL500 modular library system: activation permit for remaining LTO base unit cartridge slots, for after original system installation	Sun StorageTek SL500 Modular Library System	$2,500.00	24%	$1,900.00	34%	$1,650.00
XSL500K-DEMSLOTS-F	StorageTek SL500 modular library system: LTO drive expansion module: activation permit for 1/3 of module slots	Sun StorageTek SL500 Modular Library System	$7,000.00	24%	$5,320.00	34%	$4,620.00
X-SL500K-PARTNG-F	StorageTek SL500: Partitioning- hardware activation permit required	Sun StorageTek SL500 Modular Library System	$3,000.00	24%	$2,280.00	34%	$1,980.00
XSL8500-0EF-RAIL-N	Rails for 0 expansion frame	System	$5,444.00	24%	$4,137.44	34%	$3,593.04
XSL8500-1EF-RAIL-N	Rails for 1 expansion frame	System	$9,483.00	24%	$7,207.08	34%	$6,258.78
XSL8500-1PH-Z-N	Single-phase power	System	$4,777.00	24%	$3,630.52	34%	$3,152.82
XSL8500-2EF-RAIL-N	Rails for 2 expansion frames	System	$12,124.00	24%	$9,214.24	34%	$8,001.84
XSL8500-3EF-RAIL-N	Rails for 3 expansion frames	System	$19,289.00	24%	$14,659.64	34%	$12,730.74
XSL8500-4BOT-Z-N	4 HandBots	System	$47,490.00	24%	$36,092.40	34%	$31,343.40
XSL8500-4EF-RAIL-N	Rails for 4 expansion frames	System	$22,794.00	24%	$17,323.44	34%	$15,044.04
XSL8500-5EF-RAIL-N	Rails for 5 expansion frames	System	$25,934.00	24%	$19,709.84	34%	$17,116.44
XSL8500-DELTAZ-N	Delta power	System	$4,611.00	24%	$3,504.36	34%	$3,043.26
XSL8500-DR-PWR-Z-N	DC, 1,200 W PSU	System	$902.00	24%	$685.52	34%	$595.32
XSL8500-DTCPIP-N	StorageTek SL8500 modular library system: activation permit for redundant TCP/IP host interface, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$18,000.00	24%	$13,680.00	34%	$11,880.00
XSL8500-ETHRNT-Z	Internal ethernet switch	System	$2,044.00	24%	$1,553.44	34%	$1,349.04
XSL8500-EXP-FRZ-N	Expansion frame. Separately priced activation permit required	Sun StorageTek SL8500 Modular Library System	$24,934.00	24%	$18,949.84	34%	$16,456.44
XSL8500-MAG13-Z-N	13 slot magazine for CAP	System	$158.00	24%	$120.08	34%	$104.28
XSL8500-MTCPIP-N	StorageTek SL8500 modular library system: activation permit for multiple TCPIP interface connections to HSC or ACSLS host in a pass-thru port complex, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$18,000.00	24%	$13,680.00	34%	$11,880.00
X-SL8500P-BLANK-N	Pass-thru port frame	System	$10,920.00	24%	$8,299.20	34%	$7,207.20

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XSL8500P-MECH-Z-N	Pass-thru port mechanisms for upgrade	System	$38,903.00	24%	$29,566.28	34%	$25,675.98
XSL8500-RACK-Z-N	6 rack unit rack	System	$4,112.00	24%	$3,125.12	34%	$2,713.92
XSL8500-SVDR-Z-N	Service safety door	System	$6,131.00	24%	$4,659.56	34%	$4,046.46
XSL8500-TSOP-Z-N	Touchscreen op panel	System	$7,298.00	24%	$5,546.48	34%	$4,816.68
XSL8500-UPG-CAP-N	StorageTek SL8500 modular library system: redundant CAP	Sun StorageTek SL8500 Modular Library System	$7,713.00	24%	$5,861.88	34%	$5,090.58
XSL8500-UPG-PART-N	StorageTek SL8500 Partitioning for after original system installation - Integrated Software Option - per Tape Library Metric	Sun StorageTek SL8500 Modular Library Features	$12,000.00	24%	$9,120.00	34%	$7,920.00
XSL8500-WYE-Z-N	Wye power	System	$4,627.00	24%	$3,516.52	34%	$3,053.82
XSL8501P-HUB-Z-N	Hub for intra-library communications	System	$2,896.00	24%	$2,200.96	34%	$1,911.36
XT10C-4-LW-RK1-2Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON second rackmount	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00
XT10C-4-SW-RK1-2Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC second rackmount	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
XT10K-4GB-LW-Z-N	StorageTek T10000A, StorageTek T10000B or StorageTek T10000C tape drive: 4 Gb FC or FICON, long wave upgrade from single port to dual port and conversion from short to long wave	Sun StorageTek T10000B Tape Drive (Open)	$2,000.00	24%	$1,520.00	34%	$1,320.00
XT10K-4GB-SW-Z-N	StorageTek T10000A, StorageTek T10000B or StorageTek T10000C tape drive: 4 Gb FC or FICON, short wave upgrade from single port to dual port and conversion from long to short wave	Sun StorageTek T10000B Tape Drive (Open)	$2,000.00	24%	$1,520.00	34%	$1,320.00
XTA7320-CUK	Cluster upgrade kit to convert 2 Sun ZFS Storage 7320 to 1 cluster configuration with 2 cluster cards and 3 RJ45 cables	Sun ZFS Storage 7320 System	$660.00	24%	$501.60	34%	$435.60
XTA7420-CUK	Cluster upgrade kit to convert from 2 Sun ZFS Storage 7420 to 1 cluster configuration with 2 cluster cards and 3 RJ45 cables	Sun ZFS Storage 7420 System	$660.00	24%	$501.60	34%	$435.60
7105149	Oracle Fabric Interconnect F1-15: base with 20 InfiniBand ports and 15 I/O module slots for non-EU countries	Fabric Interconnect F1-15	$36,970.00	15%	$31,424.50	18%	$30,315.40
7105150	Oracle Fabric Interconnect F1-4: base with 20 InfiniBand ports and 4 I/O module slots for non-EU countries	Fabric Interconnect F1-4	$34,440.00	15%	$29,274.00	18%	$28,240.80
7105381	Sun Storage 10 GbE PCIe FCoE converged network adapter: Qlogic, low profile, dual port and SR optics	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
7105382	Sun Storage 10GbE PCIe FCoE converged network adapter: Qlogic, low profile, dual port and Twinax	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
7105387	Sun Storage 6 Gb SAS PCIe HBA: 8 port	Host Bus Adapters	$356.00	14%	$306.16	20%	$284.80
7105388	Sun Storage 6 Gb SAS ExpressModule HBA: 8 port	Host Bus Adapters	$562.00	14%	$483.32	20%	$449.60
7105391	Sun StorageTek 8 Gb FC PCIe HBA: Emulex, single port, standard and low profile brackets	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
7105393	StorageTek Dual 8 Gb Fibre Channel Dual GbE ExpressModule HBA: Emulex	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20
7105394	Sun Storage 6 Gb SAS PCIe HBA: low profile	Host Bus Adapters	$699.00	14%	$601.14	20%	$559.20
7105146	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for non-EU countries (for factory installation)	I/O Modules	$9,373.00	15%	$7,967.05	18%	$7,685.86
7105130	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for non-EU countries (for factory installation)	I/O Modules	$10,344.00	15%	$8,792.40	18%	$8,482.08
7105131	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for non-EU countries (for factory installation)	I/O Modules	$12,621.00	15%	$10,727.85	18%	$10,349.22

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7105132	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for non-EU countries (for factory installation)	I/O Modules	$11,947.00	15%	$10,154.95	18%	$9,796.54
7105133	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for non-EU countries	I/O Modules	$11,248.00	15%	$9,560.80	18%	$9,223.36
7105134	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for non-EU countries	I/O Modules	$12,412.00	15%	$10,550.20	18%	$10,177.84
7105135	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for non-EU countries	I/O Modules	$15,145.00	15%	$12,873.25	18%	$12,418.90
7105136	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for non-EU countries	Network Cables	$14,337.00	14%	$12,329.82	20%	$11,469.60
7105148	Twinax passive copper cable: 2 meters	Network Cables	$143.00	14%	$122.98	20%	$114.40
7105175	QSFP to CX-4 InfiniBand copper cable: 2 meters	Network Cables	$154.00	14%	$132.44	20%	$123.20
7105173	QSFP to CX-4 InfiniBand copper cable: 3 meters	Network Cables	$190.00	14%	$163.40	20%	$152.00
7105171	QSFP to CX-4 InfiniBand copper cable: 5 meters	Network Cables	$283.00	14%	$243.38	20%	$226.40
7105345	Power cord: Australia, 2.5 meters, C19 connector, 15 A (for factory installation)	Network Cables	$48.00	14%	$41.28	20%	$38.40
7105346	Power cord: Japan, 2.5 meters, C19 connector, 15 A, 125 VAC (for factory installation)	Network Cables	$39.00	14%	$33.54	20%	$31.20
7105347	Power cord: Japan, 2.5 meters, C19 connector, 15 A, 250 VAC (for factory installation)	Network Cables	$37.00	14%	$31.82	20%	$29.60
7105348	Power cord: North America and Asia, 2.5 meters, C19 connector, 15 A, 250 VAC (for factory installation)	Network Cables	$29.00	14%	$24.94	20%	$23.20
7105349	Power cord: North America and Asia, 2.5 meters, NEMA 6-15P plug, C19 connector, 15 A, 250 V (for factory installation)	Network Cables	$32.00	14%	$27.52	20%	$25.60
7105350	Power cord: global jumper, straight plug-connector, 1.8 meter, C14 plug, C19 connector, 15 A (for factory installation)	Network Cables	$27.00	14%	$23.22	20%	$21.60
7105351	Power cord: global jumper, straight plug-connector, 2.4 meters, C20 plug, C19 connector, 20 A (for factory installation)	Network Cables	$48.00	14%	$41.28	20%	$38.40
7105352	Power cord: UK, 2.5 meters, C19 connector, 13 A, 250 VAC (for factory installation)	Network Cables	$46.00	14%	$39.56	20%	$36.80
7105353	Power cord: Europe, 2.5 meters, C19 connector, 15 A, 250 VAC (for factory installation)	Network Cables	$39.00	14%	$33.54	20%	$31.20
7105354	Power cord: India, 2.5 meters, C19 connector, 16 A, 250 VAC (for factory installation)	Network Cables	$50.00	14%	$43.00	20%	$40.00
L96163	Oracle SDN - Physical Server Perpetual	Oracle SDN	$1,300.00	20%	$1,040.00	25%	$975.00
L96165	Oracle SDN - Physical Server 2 Year	Oracle SDN	$455.00	20%	$364.00	25%	$341.25
L96166	Oracle SDN - Physical Server 3 Year	Oracle SDN	$650.00	20%	$520.00	25%	$487.50
L96167	Oracle SDN - Physical Server 4 Year	Oracle SDN	$780.00	20%	$624.00	25%	$585.00
L96168	Oracle SDN - Physical Server 5 Year	Oracle SDN	$910.00	20%	$728.00	25%	$682.50
7105432	SPARC T4-1 server: base with 1 SPARC T4 8-core 2.85 GHz processor (for factory installation)	SPARC T4-1 Server	$19,148.00	15%	$16,275.80	18%	$15,701.36
7105248	Spare: POWER SUPPLY	Spare parts	$1,092.00	29%	$775.32	29%	$775.32
7105250	Spare: fan tray	Spare parts	$390.00	29%	$276.90	29%	$276.90
7105251	Spare: management I/O module	Spare parts	$1,146.00	29%	$813.66	29%	$813.66
7105252	Spare: bezel	Spare parts	$450.00	29%	$319.50	29%	$319.50
7105253	Spare: POWER SUPPLY	Spare parts	$1,074.00	29%	$762.54	29%	$762.54
7105254	Spare: fan tray	Spare parts	$438.00	29%	$310.98	29%	$310.98

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7105257	Spare: QDR fabric board	Spare parts	$26,034.00	29%	$18,484.14	29%	$18,484.14
7105260	Spare: QDR InfiniBand managed switch with reverse airflow and 2 PSUs	Spare parts	$29,928.00	29%	$21,248.88	29%	$21,248.88
7105271	Spare: Twinax passive copper cable: 2 meters (for factory installation)	Spare parts	$216.00	29%	$153.36	29%	$153.36
7105272	Spare: Twinax passive copper cable: 7 meters (for factory installation)	Spare parts	$372.00	29%	$264.12	29%	$264.12
7105286	Spare: QSFP to CX-4 QDR InfiniBand copper cable: 2 meters, 26 AWG	Spare parts	$234.00	29%	$166.14	29%	$166.14
7104064	Spare: SFP short wave 8 GB FC transceiver	Spare parts	$468.00	29%	$332.28	29%	$332.28
7104066	Spare: SFP long wave 8 GB FC transceiver	Spare parts	$1,590.00	29%	$1,128.90	29%	$1,128.90
7100268	Spare: printed wire assembly PCIe card	Spare parts	$10,734.00	29%	$7,621.14	29%	$7,621.14
7103427	StorageTek Virtual Storage Manager System 6: 10 TB effective capacity increment. HW activation permit	StorageTek Virtual Storage Manager Features	$5,000.00	24%	$3,800.00	34%	$3,300.00
7103389	StorageTek Virtual Storage Manager System 6: upgrade, effective capacity 10 – 300 TB Separately priced hardware activation permit required.	StorageTek Virtual Storage Manager System (VSM 6)	$217,104.00	24%	$164,999.04	34%	$143,288.64
7100296	StorageTek Virtual Storage Manager System 6: long wave FICON interface (for factory installation)	StorageTek Virtual Storage Manager System (VSM 6)	$21,020.00	24%	$15,975.20	34%	$13,873.20
7100290	StorageTek Virtual Storage Manager System 6: long wave FICON interface	StorageTek Virtual Storage Manager System (VSM 6)	$25,224.00	24%	$19,170.24	34%	$16,647.84
7100292	StorageTek Virtual Storage Manager System 6: short wave FICON interface	StorageTek Virtual Storage Manager System (VSM 6)	$7,272.00	24%	$5,526.72	34%	$4,799.52
7105379	Sun Blade 6000 chassis with midplane, accessory kit with dongle and RJ45-DB9 adapter, 9 server module filler panels, 20 Express Module filler panels, and 2 Network Express Module filler panels (standard configuration)	Sun Blade 6000 Chassis	$8,645.00	15%	$7,348.25	18%	$7,088.90
7105397	Sun Blade 6000 GbE 10-port Pass-Thru NEM	Sun Blade Server Options	$495.00	15%	$420.75	18%	$405.90
7103539	Brocade DCX 8510-8 Backbone: chassis	Brocade Hardware	$143,511.00	24%	$109,068.36	34%	$94,717.26
7103540	Brocade DCX 8510-4 Backbone: chassis	Brocade Hardware	$80,421.00	24%	$61,119.96	34%	$53,077.86
7103542	Brocade DCX 8510 Backbone: 48-port 16 Gb blade	Brocade Hardware	$86,487.00	24%	$65,730.12	34%	$57,081.42
7103543	Brocade 16 Gb SFP+ short wave optic module	Brocade Hardware	$780.00	24%	$592.80	34%	$514.80
7103544	Brocade 16 Gb SFP+ long wave optic module: 10 kilometers distance	Brocade Hardware	$3,390.00	24%	$2,576.40	34%	$2,237.40
7103545	Brocade 10 Gb SFP+ short wave optic module	Brocade Hardware	$663.00	24%	$503.88	34%	$437.58
7103547	Brocade 10 Gb SFP+ long wave optic module	Brocade Hardware	$2,094.00	24%	$1,591.44	34%	$1,382.04
7103548	Brocade DCX 8510 Backbone: activation permit for inter-chassis link with sixteen 64 Gb QSFPs	Brocade Hardware	$2,037.00	24%	$1,548.12	34%	$1,344.42
7103549	Brocade DCX Backbone: upgrade kit for 16 Gb upgrade	Brocade Hardware	$80,856.00	24%	$61,450.56	34%	$53,364.96
7103553	Brocade 6510 Fibre Channel Switch with twenty-four 16 Gb activated ports	Brocade Hardware	$26,046.00	24%	$19,794.96	34%	$17,190.36
7103554	Brocade 6510 Fibre Channel Switch: activation permit for twelve 16 Gb SFPs	Brocade Hardware	$16,563.00	24%	$12,587.88	34%	$10,931.58
7103555	Brocade 6510 Fibre Channel Switch: activation permit for twelve 8 Gb SFPs	Brocade Hardware	$12,741.00	24%	$9,683.16	34%	$8,409.06
7103556	Brocade 6510 Fibre Channel Switch: activation permit for 10 Gb FC extension	Brocade Hardware	$22,293.00	24%	$16,942.68	34%	$14,713.38
7103769	Brocade DCX-4S Backbone: upgrade kit for 16 Gb upgrade	Brocade Hardware	$57,606.00	24%	$43,780.56	34%	$38,019.96
7103770	Rack rail kit	Brocade Hardware	$282.00	24%	$214.32	34%	$186.12

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L96171	Brocade Network Advisor: Enterprise Bundle - Server Perpetual	Brocade SAN Software	$52,145.00	24%	$39,630.20	34%	$34,415.70
L96174	Brocade Network Advisor: Performance Plus - Server Perpetual	Brocade SAN Software	$20,860.00	24%	$15,853.60	34%	$13,767.60
L96177	Brocade Network Advisor: Upgrade from Performance Plus to Enterprise Bundle - Server Perpetual	Brocade SAN Software	$34,415.00	24%	$26,155.40	34%	$22,713.90
7105053	Two 16 GB DDR3-1066 DIMMs (for factory installation)	Other Server Configured Options	$444.00	6%	$417.36	6%	$417.36
7105342	Oracle Fabric Interconnect F1-15: base with 20 InfiniBand ports and 15 I/O module slots for EU countries	Fabric Interconnect F1-15	$35,970.00	15%	$31,424.50	18%	$30,315.40
7105341	Oracle Fabric Interconnect F1-4: base with 20 InfiniBand ports and 4 I/O module slots for EU countries	Fabric Interconnect F1-4	$34,440.00	15%	$29,274.00	18%	$28,240.80
7105344	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for EU countries (for factory installation)	I/O Modules	$9,373.00	15%	$7,967.05	18%	$7,685.86
7105362	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for EU countries (for factory installation)	I/O Modules	$10,344.00	15%	$8,792.40	18%	$8,482.08
7105363	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for EU countries (for factory installation)	I/O Modules	$12,621.00	15%	$10,727.85	18%	$10,349.22
7105364	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for EU countries (for factory installation)	I/O Modules	$11,947.00	15%	$10,154.95	18%	$9,796.54
7105365	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for EU countries	I/O Modules	$11,248.00	15%	$9,560.80	18%	$9,223.36
7105366	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for EU countries	I/O Modules	$12,412.00	15%	$10,550.20	18%	$10,177.84
7105367	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for EU countries	I/O Modules	$15,145.00	15%	$12,873.25	18%	$12,418.90
7105368	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for EU countries	I/O Modules	$14,337.00	15%	$12,186.45	18%	$11,756.34
7104435	StorageTek LTO tape drive: 1 IBM LTO6 8 Gb FC for StorageTek SL8500	LTO6 Tape Drives: High-End Libraries	$22,430.00	24%	$17,046.80	34%	$14,803.80
7104436	StorageTek LTO tape drive: 1 IBM LTO6 8 Gb FC for StorageTek SL3000	LTO6 Tape Drives: Midrange Libraries	$18,648.00	24%	$14,172.48	34%	$12,307.68
7105236	One 8 GB DDR3-1066 registered DIMMs (for factory installation)	Netra SPARC Server Options	$280.00	15%	$238.00	18%	$229.60
7105237	One 8 GB DDR3-1066 registered DIMMs	Netra SPARC Server Options	$336.00	15%	$285.60	18%	$275.52
7105181	High bandwidth QSFP optical cable: 5 meters, MPO to MPO (for factory installation)	Network Cables	$840.00	14%	$722.40	20%	$672.00
7105193	High bandwidth QSFP optical cable: 100 meters, MPO to MPO (for factory installation)	Network Cables	$2,860.00	14%	$2,459.60	20%	$2,288.00
7105199	High bandwidth QSFP optical cable: 5 meters, MPO to MPO	Network Cables	$840.00	14%	$722.40	20%	$672.00
7105206	High bandwidth QSFP optical cable: 100 meters, MPO to MPO	Network Cables	$2,860.00	14%	$2,459.60	20%	$2,288.00
7105137	Twinax passive copper cable: 1 meter (for factory installation)	Network Cables	$183.00	14%	$157.38	20%	$146.40
7105139	Twinax passive copper cable: 2 meters (for factory installation)	Network Cables	$143.00	14%	$122.98	20%	$114.40
7105140	Twinax passive copper cable: 3 meters (for factory installation)	Network Cables	$152.00	14%	$130.72	20%	$121.60
7105141	Twinax passive copper cable: 5 meters (for factory installation)	Network Cables	$244.00	14%	$209.84	20%	$195.20
7105169	QSFP to QSFP passive copper cable: 1 meter (for factory installation)	Network Cables	$139.00	14%	$119.54	20%	$111.20

State of Michigan Pricelist 12/2/2014

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7105172	QSFP to QSFP passive copper cable: 2 meters (for factory installation)	Network Cables	$184.00	14%	$158.24	20%	$147.20
7105174	QSFP to QSFP passive copper cable: 3 meters (for factory installation)	Network Cables	$180.00	14%	$154.80	20%	$144.00
7105177	QSFP to QSFP passive copper cable: 5 meters (for factory installation)	Network Cables	$252.00	14%	$216.72	20%	$201.60
7105182	High bandwidth QSFP optical cable: 10 meters, MPO to MPO (for factory installation)	Network Cables	$723.00	14%	$621.78	20%	$578.40
7105186	High bandwidth QSFP optical cable: 20 meters, MPO to MPO (for factory installation)	Network Cables	$1,057.00	14%	$909.02	20%	$845.60
7105191	High bandwidth QSFP optical cable: 50 meters, MPO to MPO (for factory installation)	Network Cables	$1,838.00	14%	$1,580.68	20%	$1,470.40
7104926	Two 16 GB DDR3-1066 DIMMs	Other Server X-Options	$533.00	14%	$458.38	20%	$426.40
7105243	PDU with mounting brackets: EMEA and APAC, IEC309 32A plug, 30 A	Pillar Axiom SAN Storage System Options	$1,505.00	15%	$1,279.25	18%	$1,234.10
7105244	PDU with mounting brackets: Australia, 56P332 plug, 30 A	Pillar Axiom SAN Storage System Options	$3,024.00	15%	$2,570.40	18%	$2,479.68
7104196	One 8 GB DDR3-1066 registered DIMM (for factory installation)	SPARC T4 Server Configured Options	$280.00	15%	$238.00	18%	$229.60
7104197	One 8 GB DDR3-1066 registered DIMM	SPARC T4 Server X-Options	$336.00	15%	$285.60	18%	$275.52
7104443	Spare: one 8 GB DDR3-1066 DIMM	Spare parts	$360.00	29%	$255.60	29%	$255.60
7105308	Spare: 2000 W AC PSU	Spare parts	$1,674.00	29%	$1,188.54	29%	$1,188.54
7103017	Spare: Brocade 16 Gb SFP+ short wave optic module	Spare parts	$1,560.00	29%	$1,107.60	29%	$1,107.60
7103018	Spare: Brocade 16 Gb SFP+ long wave optic module: 10 kilometers distance	Spare parts	$6,780.00	29%	$4,813.80	29%	$4,813.80
7103019	Spare: Brocade 10 Gb FC SFP+ long wave optic module: 10 kilometers distance	Spare parts	$4,188.00	29%	$2,973.48	29%	$2,973.48
7103020	Spare: Brocade 10 Gb FC SFP+ short wave optic module	Spare parts	$1,326.00	29%	$941.46	29%	$941.46
7103021	Spare: Brocade 64 Gb QSFP short wave optic module	Spare parts	$4,074.00	29%	$2,892.54	29%	$2,892.54
7103030	Spare: worldwide name (WWN) cover for Brocade DCX 8510-4 Backbone	Spare parts	$2,412.00	29%	$1,712.52	29%	$1,712.52
7103033	Spare: worldwide name (WWN) cover for Brocade DCX 8510-8 Backbone	Spare parts	$2,412.00	29%	$1,712.52	29%	$1,712.52
7103034	Spare: fixed rack mount kit for Brocade 6510 Fibre Channel Switch	Spare parts	$564.00	29%	$400.44	29%	$400.44
7103023	Spare: chassis for Brocade 6510 Fibre Channel Switch	Spare parts	$47,790.00	29%	$33,930.90	29%	$33,930.90
7103025	Spare: 48-port 16 Gb blade for Brocade DCX 8510 Backbone	Spare parts	$172,974.00	29%	$122,811.54	29%	$122,811.54
7103028	Spare: chassis for Brocade DCX 8510-4 Backbone	Spare parts	$95,664.00	29%	$67,921.44	29%	$67,921.44
7103029	Spare: core blade for Brocade DCX 8510-4 Backbone	Spare parts	$57,606.00	29%	$40,900.26	29%	$40,900.26
7103031	Spare: chassis for Brocade DCX 8510-8 Backbone	Spare parts	$115,692.00	29%	$82,141.32	29%	$82,141.32
7103032	Spare: core blade for Brocade DCX 8510-8 Backbone	Spare parts	$80,856.00	29%	$57,407.76	29%	$57,407.76
7104570	Spare: StorageTek LTO tape drive: 1 IBM LTO6 8 Gb FC for StorageTek SL8500 and StorageTek SL3000	Spare parts	$11,082.00	29%	$7,868.22	29%	$7,868.22
7105029	Spare: two 16 GB DDR3-1066 registered DIMMs	Spare parts	$1,380.00	29%	$979.80	29%	$979.80
7105028	Spare: 1U-2U slim rail cable management arm	Spare parts	$168.00	29%	$119.28	29%	$119.28
7101833	Spare: motherboard for Netra SPARC T4-1 server	Spare parts	$17,736.00	29%	$12,592.56	29%	$12,592.56
#300-2259	Spare: 5740 W AC PSU	Spare parts	$4,230.00	29%	$3,003.30	29%	$3,003.30
7105792	3-phase low voltage 15 kVA PDU for EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
7105793	1-phase low voltage 15 kVA PDU for EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
7105794	1-phase high voltage 10 kVA PDU for EU countries	Sun Racks	$900.00	15%	$765.00	18%	$738.00

State of Michigan Pricelist 12/2/2014

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7104449	StorageTek LTO tape drive: 1 HP LTO6 half-height 8 Gb FC for StorageTek SL150	LTO6 Tape Drives: Entry Level	$4,272.00	24%	$3,246.72	34%	$2,819.52
7104473	StorageTek LTO tape drive: 1 HP LTO6 half-height 8 Gb FC for StorageTek SL150 (for factory installation)	LTO6 Tape Drives: Entry Level	$3,560.00	24%	$2,705.60	34%	$2,349.60
7104450	StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb SAS for StorageTek SL150	LTO6 Tape Drives: Entry Level	$3,777.00	24%	$2,870.52	34%	$2,492.82
7104474	StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb SAS for StorageTek SL150 (for factory installation)	LTO6 Tape Drives: Entry Level	$3,148.00	24%	$2,392.48	34%	$2,077.68
7104451	StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL8500	LTO6 Tape Drives: High-End Libraries	$22,430.00	24%	$17,046.80	34%	$14,803.80
7104452	StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL3000	LTO6 Tape Drives: Midrange Libraries	$18,648.00	24%	$14,172.48	34%	$12,307.68
7104453	StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL500	LTO6 Tape Drives: Midrange Libraries	$14,936.00	24%	$11,351.36	34%	$9,857.76
7105726	Oracle Linux preinstall (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7104476	StorageTek SL150 modular library system: base with 30 activated cartridge slots, 1 HP LTO6 half-height 6 Gb SAS tape drive, and rackmounting kit	SL150 Tape Library	$6,795.00	24%	$5,164.20	34%	$4,484.70
7104475	StorageTek SL150 modular tape library: base unit with 30 slots and 1 HP LTO6 half-height 8 Gb FC tape drive	SL150 Tape Library	$7,190.00	24%	$5,464.40	34%	$4,745.40
#418614701	Spare: hardware FRU kit	Spare parts	$204.00	29%	$144.84	29%	$144.84
7103872	Spare: 580 W AC power cooling module	Spare parts	$1,812.00	29%	$1,286.52	29%	$1,286.52
7103873	Spare: I/O module	Spare parts	$2,844.00	29%	$2,019.24	29%	$2,019.24
7103874	Spare: 2U chassis with midplane	Spare parts	$3,534.00	29%	$2,508.14	29%	$2,508.14
7103875	Spare: 4U chassis with midplane	Spare parts	$4,770.00	29%	$3,386.70	29%	$3,386.70
7103877	Spare: one 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Spare parts	$690.00	29%	$489.90	29%	$489.90
7103878	Spare: one 900 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Spare parts	$1,722.00	29%	$1,222.62	29%	$1,222.62
7105032	Spare: one 50 GB SLC SATA SSD with bracket for hot spare position	Spare parts	$4,896.00	29%	$3,476.16	29%	$3,476.16
7105033	Spare: one 50 GB SLC SATA SSD with bracket	Spare parts	$4,716.00	29%	$3,348.36	29%	$3,348.36
7105034	Spare: one 200 GB SLC SATA SSD with bracket for hot spare position	Spare parts	$13,494.00	29%	$9,580.74	29%	$9,580.74
7105035	Spare: one 200 GB SLC SATA SSD with bracket	Spare parts	$13,278.00	29%	$9,427.38	29%	$9,427.38
7106158	Spare: 1U-2U remote battery upgrade kit	Spare parts	$492.00	29%	$349.32	29%	$349.32
#541-3765	Spare: Sun Network 10 GbE Switch 72p	Spare parts	$56,928.00	29%	$40,418.88	29%	$40,418.88
7105062	Spare: Velcro(TM) tape, 25 yard roll	Spare parts	$282.00	29%	$200.22	29%	$200.22
7105638	Spare: SFP+ 10GbE Twinax cable: 2 meters	Spare parts	$312.00	29%	$221.52	29%	$221.52
7105640	Spare: QDR InfiniBand QSFP optical cable: 5 meters	Spare parts	$900.00	29%	$639.00	29%	$639.00
7105644	Spare: high bandwidth QSFP optical cable: 100 meters, MPO to MPO	Spare parts	$4,806.00	29%	$3,412.26	29%	$3,412.26
7105645	Spare: power cord, Australia, 2.5 meters, C19 connector, 15 A	Spare parts	$72.00	29%	$51.12	29%	$51.12
7105646	Spare: power cord, Japan, 2.5 meters, C19 connector, 15 A, 125 VAC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7105647	Spare: power cord, Japan, 2.5 meters, C19 connector, 15 A, 250 VAC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7105648	Spare: power cord, North America and Asia, 2.5 meters, NEMA 5-15P plug, C19 connector, 15 A, 125 VAC	Spare parts	$48.00	29%	$34.08	29%	$34.08

Form No. DTMB-3522 (Rev. 4/2012)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CONTRACT NO. 071B4300149
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
Oracle America, Inc. 500 Oracle Parkway Redwood Shores, CA 94065	Joe Mudroch	joe.mudroch@oracle.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	314-477-4418	(2) 94-2805249 (000)

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR (CCI):	DTMB	Reid Sisson	517-241-1638	SissonR@michigan.gov
BUYER:	DTMB	Whitnie Zuker	517-284-7030	zukerw@michigan.gov

CONTRACT SUMMARY:

Oracle Software and Technical Support Services

INITIAL TERM	EFFECTIVE DATE	INITIAL EXPIRATION DATE	AVAILABLE OPTIONS
5 years	August 29, 2014	August 28, 2019	Three (3), one-year
PAYMENT TERMS	**F.O.B**	**SHIPPED**	**SHIPPED FROM**
Net 30	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☒ YES ☐ NO
MINIMUM DELIVERY REQUIREMENTS:			
N/A			
MISCELLANEOUS INFORMATION:			
N/A			
ESTIMATED CONTRACT VALUE AT TIME OF EXECUTION:	**$65,000,000.00**		

THIS IS NOT AN ORDER: This Contract is awarded on the basis of our inquiry bearing the solicitation #0071141114B0000937. Orders for delivery will be issued directly by the Department of Technology, Management & Budget through the issuance of a Purchase Order Form.

$65,000,000.00 has been initially allocated for Oracle Licensed Software and Oracle Software Updates and Technical Support. Additional funding for hardware, additional software, consulting services, advanced customer support services, training, cloud services, and/or any other services or products made available for purchase by Oracle (to the extent the Contract Agreement is amended to permit the sale and purchase of such products and/or services), etc. may be allocated at later date per State Ad Board Approval on August 26, 2014.

Form No. DTMB-3522 (Rev. 4/2012)

Notice of Contract #: 071B4300149

FOR THE CONTRACTOR:	FOR THE STATE:
Oracle America, Inc.	Sharon W Maynard
Firm Name	Signature
Deborah Vaughn	Sharon Walenga-Maynard, Sourcing Director
Authorized Agent Signature	Name/Title
Deborah Vaughn, Contracts Manager	DTMB Procurement
Authorized Agent (Print or Type)	Enter Name of Agency
8/29/14	8/29/14
Date	Date

Article 1

1.000 Contract Identification

1.001 CONTRACT REQUEST

The purpose of the attached Software License and Service Agreement (this "Contract" or "SLSA") is to provide the State of Michigan, Department of Technology, Management and Budget (DTMB) with a contract vehicle for the procurement of Oracle Software and Technical Support Services.

This Contract is authorized to be available and used by all government branches of the State of Michigan, by all Michigan Local Units of Government, and by any other Authorized Contract Users (as such term is defined in the SLSA).

This Contract is for a period of five (5) years beginning August 29, 2014 through August 28, 2019. Pursuant to Section 8.1 of the SLSA, the Contract may be renewed for up to three (3) additional one-year periods.

1.100 Scope of Contract

1.101 SCOPE OF CONTRACT

Subject to the terms and conditions of the SLSA, Contractor will make available for purchase the following products and services to the extent Contractor is making such products and services available to its other customers:

A. All Oracle Technology software products, including but not limited to:
   a. Oracle Database, including Enterprise Edition Options, and Database Enterprise Management Packs
   b. Siebel CRM
   c. Oracle Fusion Middleware Products
   d. Oracle Peoplesoft
   e. Oracle Hyperion and Business Intelligence
   f. Oracle Primavera
   g. Oracle E-Business Suite Applications, limited to Financial and Discrete Manufacturing

B. Oracle Software Update and Technical Support for all purchased software products.

C. The parties agree that the Contract may be amended to permit the sale and purchase of, including but not limited to, hardware, additional software, consulting services, advanced customer services, training, cloud services, and/or any other services or products made available for purchase by Contractor.

1.102 OUT OF SCOPE - RESERVED

1.103 ENVIRONMENT - RESERVED

1.104 WORK AND DELIVERABLES - RESERVED

1.200 Roles and Responsibilities

1.201 CONTRACTOR STAFF, ROLES, AND RESPONSIBILITIES

Points of Contact

The following is Contractor's Points of Contact (POC) for DTMB/MiDEAL authorized personnel to facilitate inquiries and communications relating to the Contract:

Deborah Vaughn
Contracts
Phone 703-364-0925

or

Oracle - main number
Redwood Shores, California
650-506-7000

or

Oracle – Public Sector business unit
Reston, Virginia
703-478-9000 or via email at State-local-agreements_us@oracle.com

1.202 STATE STAFF, ROLES, AND RESPONSIBILITIES

The State shall provide a Contract Compliance Inspector (CCI) whose duties shall include, but not be limited to, supporting the management of the Contract.

1.203 OTHER ROLES AND RESPONSIBILITIES - RESERVED

1.300 Planning and Reporting - Reserved

1.301 PROJECT PLAN - RESERVED

1.302 REPORTS

Quarterly Reporting
Contractor will report, within one month and ten (10) days following the end of each quarter to DTMB, all purchases made by the SOM and MiDEAL partners from this Contract. At a minimum, the report shall include:

- PO Number
- PO Date
- Customer Name (State Agency/Municipality)
- Bill to contact name & address, and ship to customer name
- Manufacturer item number (if available)
- Manufacturer/Subcontractor name
- Product/Services Engagement Description
- Invoiced amounts by category (Cost of Software, Hardware, Support, Training, Deliverable, Hours, etc. Total Invoice)
- Invoice # and Invoice Date
- State the extended invoice price for each product or service
- Quantity (if available)
- Shipping Cost, required for Expedited Delivery only
- Total invoice amount

Reporting formats must be submitted to the State's CCI for approval within ten (10) business days after the execution of the Contract. Once both parties have agreed to the format of the report, it shall become the standard to follow for the duration of the contract.

1.400 Project and Operations Management - RESERVED

1.500 Acceptance Criteria for Services - RESERVED

1.600 Compensation and Payment

1.601 COMPENSATION AND PAYMENT

Contractor will provide pricing and discount terms for Programs and Technical Support services, per the terms and conditions of the attached SLSA.

To the extent Contractor is willing to provide an additional discount with respect to a product or service, such discount will be set forth in the applicable sales' quotation.

Contractor will submit an Administrative Fee, per the terms and conditions of the attached SLSA.

Invoicing
Contractor will submit itemized invoices to

DTMB – Financial Services
Accounts Payable
P.O. Box 30026
Lansing, MI 48909
or
DTMB-Accounts-Payable@michigan.gov

Invoices will provide and itemize, as applicable:

- Contract number;
- Purchase Order number
- Contractor name, address, phone number, and Federal Tax Identification Number;
- Description of any commodities, including quantity ordered (as per Contractor invoicing standards);
- Price for each item;
- Net invoice price for each item;
- Other applicable service charges, if any;
- Total invoice price; and
- Payment terms

1.602 HOLDBACK - RESERVED

SOFTWARE LICENSE AND SERVICE AGREEMENT

This Software License and Services Agreement (the "Agreement") is between Oracle America, Inc. with its principal place of business at 500 Oracle Parkway, Redwood City, CA 94055 ("Oracle") and the State of Michigan ("State", "Customer" or "you"). The terms of this Agreement shall apply to each Program license granted and to all Services provided by Oracle pursuant to this Agreement. When completed and executed by both parties, an Order Form shall evidence the Program licenses granted and the services to be provided.

All public entities located within the State of Michigan, including, but not limited to, departments, institutions, institutions of higher education, agencies, legislative, executive or judicial bodies, offices, authorities, posts, committees, institutions, boards, or political subdivisions created by law to exercise sovereign power or to perform governmental duties of the State, cities, counties, towns and political subdivisions (each such entity, an "Authorized Contract User") may also order Programs and Services from Oracle in accordance with the terms and conditions of this Agreement. By placing an order under this Agreement, each Authorized Contract User agrees to be bound by the terms and conditions of the applicable ordering document and this Agreement and, for the purposes of such order, "Customer", "you" and "your" as used in this Agreement shall be deemed to refer to such Authorized Contract User, unless indicated otherwise herein. Each Authorized Contract User shall be responsible for its breach(es) of such terms and conditions. "Parties" shall mean Customer and Oracle, and each of us may be referred to individually as a "party."

Notwithstanding the foregoing, each Authorized Contract User must provide a valid sales tax exemption certificate prior to placing an order pursuant to this Agreement.

This Agreement covers the sale or purchase of Programs and Technical Support services only, and may not be utilized for the sale or purchase of hardware, cloud services, consulting services, advanced customer support services, or any other services, whether Program-related services or otherwise (other than Technical Support services). For the avoidance of doubt, on-site services shall NOT be ordered through this Agreement.

I. DEFINITIONS

1.1 **"Commencement date"** shall mean the date of shipment of tangible media, or if no delivery of tangible media is necessary, the effective date set forth on the relevant Order Form.

1.2 **"Limited Production Program"** shall be a Program which does not appear on the Price List or which is designated as Limited Production by Oracle.

1.3 **"Order Form", "Ordering Document", "ordering document"** or **"order"** shall mean the document by which Customer orders Program licenses and Services, and which is agreed to by the parties. The Order Form shall reference the Effective Date of this Agreement.

1.4 **"Programs"** shall mean (a) the computer software owned or distributed by Oracle for which Customer is granted a license pursuant to this Agreement; (b) the user and installation guides and manuals for use of the software, which may be delivered with the Programs and accessed at http://oracle.com/contracts ("Documentation"); and (c) Updates. Programs shall be used in the United States.

1.5 **"Price List"** shall mean Oracle's applicable standard commercial fee schedule that is in effect when a Program license or any other product or service is ordered by Customer.

1.6 **"Separate Terms"** refers to separate license terms that are specified in the Program Documentation, readmes or notice files and that apply to Separately Licensed Third Party Technology.

1.7 **"Separately Licensed Third Party Technology"** refers to third party technology that is licensed under Separate Terms and not under the terms of this Agreement.

1.8 **"Services"** refers to Technical Support services which you have ordered.

1.9 **"Supported Program License"** shall mean a Program license for which Customer has ordered Technical Support for the relevant time period.

1.10 **"Technical Support"** shall mean Program support provided under Oracle's policies in effect on the date Technical Support is ordered.

1.11 **"Update"** shall mean any Program update acquired through Technical Support.

1.12 **"User"** unless otherwise specified on the Order Form, shall mean an individual authorized by Customer to use specified Programs, regardless of whether the individual is actively using the Programs at any given time.

II. PROGRAM LICENSE

2.1 Rights Granted

A. Oracle grants to Customer a nonexclusive, non-assignable (except as otherwise specified herein), royalty free, perpetual (unless otherwise specified in the Order Form), license to use the Programs Customer obtains under this Agreement pursuant to an Order Form, as follows:

i. to use the Programs solely for Customer's own internal business operations and subject to the terms of this Agreement, including the definitions and rules set forth in the order and the Documentation.

ii. to use the Documentation provided with the Programs in support of customer's authorized use of the Programs; and

iii. to make a sufficient number of copies of the Programs for your licensed use and one copy of each Program media. All titles, trademarks, and copyright and restricted rights notices shall be reproduced in such copies. All copies of the Programs are subject to the terms of this Agreement.

Customer shall not copy or use the Programs (including the Documentation) except as otherwise specified in this Agreement or an Order Form. Customer shall have the right to allow Customer's third party agents ("Agents") to use the Programs for Customer's internal business operations so long as Customer is responsible for Agents' use of the Programs in accordance with the terms of this Agreement. For Programs that are specifically designed to allow your customers (which may include State agencies) and suppliers to interact with you in the furtherance of your internal business operations, such use is allowed under this Agreement.

Upon payment for the Services, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under the Agreement ("deliverables").

B. Customer agrees not to cause or permit the reverse engineering (unless required by law for interoperability), disassembly or decompilation of the Programs (the foregoing prohibition includes but is not limited to review of data structures or similar materials produced by Programs).

C. Oracle or its licensors shall retain all title, copyright and other intellectual proprietary rights in the Programs and anything delivered under the Agreement. Customer does not acquire any rights, express or implied, in the Programs, other than those specified in this Agreement.

D. You may not:

a. remove or modify any Program markings or any notice of Oracle's or its licensors' proprietary rights;

b. make the Programs or materials resulting from the Services available in any manner to any third party for use in the third party's business operations (unless such access is expressly

permitted for the specific Program license or materials from the Services you have acquired); or

c. subject to the non-disclosure provisions contained in Section 7.1 of this Agreement, disclose results of any Program benchmark tests without Oracle's prior written consent.

E. To use a Program specified on an Order Form, Customer may need to use third party technology embedded in or delivered with the ordered Programs. Oracle may provide certain notices to you in the Documentation, readmes or notice files in connection with such third party technology. Third party technology will be licensed to you either under the terms of the Agreement or, if specified in the Documentation, readmes or notice files, under Separate Terms. Your rights to use Separately Licensed Third Party Technology under Separate Terms are not restricted in any way by the Agreement. However, for clarity, notwithstanding the existence of a notice, third party technology that is not Separately Licensed Third Party Technology shall be deemed part of the Programs and is licensed to you under the terms of the Agreement.

If you are permitted under an Order Form to distribute the Programs, You must include with the distribution all such notices and any associated source code for Separately Licensed Third Party Technology as specified, in the form and to the extent such source code is provided by Oracle, and you must distribute Separately Licensed Third Party Technology under Separate Terms (in the form and to the extent Separate Terms are provided by Oracle). Notwithstanding the foregoing, your rights to the Programs are solely limited to the rights granted in your order.

F. You may order trial Programs, or Oracle may include additional Programs with your order which you may use for trial, non-production purposes only. You may not use the trial Programs to provide or attend third party training on the content and/or functionality of the Programs. You have 30 days from the Commencement Date to evaluate these Programs. To use any of these Programs after the 30 day trial period, you must obtain a license for such Programs from Oracle or an authorized reseller. If you decide not to obtain a license for any Program after the 30-day trial period, you will cease using and promptly delete any such Programs from your computer systems. Programs licensed for trial purposes are provided "as is" and Oracle does not provide Technical Support or offer any warranties for these Programs.

If, when you install the Programs licensed by you under an ordering document, a Program that is not licensed by you is inadvertently loaded and left on a computer, then you will not be charged license fees for such unlicensed Program provided that you have not used (loading alone does not constitute use) the unlicensed Program and that you promptly remove such unlicensed Program when it is discovered.

2.2 Transfer and Assignment

A. You may not assign, give or transfer the Programs and/or any Services or an interest in them to another individual or entity, without the prior written consent of Oracle. Notwithstanding the foregoing, upon advance written notice to Oracle, you may transfer your rights to the Programs and/or any Services acquired under this Agreement to another State of Michigan Executive Agency or the Michigan Economic Development Corp. due to a consolidation or transfer of your statutory duties by Executive Order of the Governor of Michigan; provided that such assignee entity agrees in writing to the terms and conditions of the Agreement and the applicable Ordering Document. You may not grant a security interest in or finance the acquisition of any Programs or Services acquired under this Agreement.

B. The foregoing shall not be construed to limit the rights you may otherwise have with respect to third party technology or Separately Licensed Third Party Technology licensed under open source or similar license terms.

C. The prohibition on the assignment or transfer of the Programs or any interest in them under this Section 2.2 of this Agreement shall apply to all Programs licensed under this Agreement, except to the extent that such prohibition is rendered unenforceable under applicable law.

2.3 Verification

Upon 45 days written notice ("Audit Notice"), Oracle may, at its expense, audit Customer's use of the Programs. Any such audit shall be conducted during regular business hours and shall not unreasonably interfere with Customer's business activities. Customer agrees to cooperate with Oracle's audit and provide reasonable assistance and access to information. If an audit reveals that Customer has underpaid fees to Oracle, Customer shall either (i) pay within 30 days of written notification any fees applicable to your use of the Programs in excess of your license rights or (ii) promptly cease usage of the applicable Programs and promptly delete all copies of the Program from your hardware, network, etc., and promptly pay Oracle applicable fees as for the unlicensed usage in accordance with the price list and discounts set forth in this Agreement. If you do not pay, Oracle can end (a) Technical Support, (b) Program licenses ordered under the Agreement and related agreements and/or (c) the Agreement. You agree that Oracle shall not be responsible for any of your costs incurred in cooperating with the audit. Notwithstanding the foregoing, upon your written request received by Oracle within 5 days of receipt by you of the Audit Notice, Oracle will provide for your review an audit plan that Oracle anticipates utilizing, provided that such review may not exceed a 5 day period. You may, within such 5 day period, provide Oracle with any concerns or questions about the audit plan. Oracle will work cooperatively with you to agree on a final audit plan.

Audits shall be conducted no more than once annually.

2.4 Delivery and Installation

You are responsible for installation of the Programs unless the Programs have been pre-installed by Oracle on the hardware you are purchasing under the order or unless you purchase installation services from Oracle for those Programs.

Oracle has made available to you for electronic download at the electronic delivery web site located at the following Internet URL: http://edelivery.oracle.com the Programs listed in the Programs and Program Support Service Offerings section of the applicable order. Through the Internet URL, you can access and electronically download to your location the latest production release as of the effective date of the applicable order of the software and related Program Documentation for each Program listed. Provided that you have continuously maintained technical support for the listed Programs, you may continue to download the Programs and related Program Documentation. Please be advised that not all Programs are available on all hardware/operating system combinations. For the most recent Program availability please check the electronic delivery web site specified above. You acknowledge that Oracle is under no further delivery obligation with respect to Programs under the applicable order, electronic download or otherwise unless otherwise stated in your Order Form.

If ordered, Oracle will deliver the tangible media to the delivery address specified on the applicable order. You agree to pay applicable media and shipping charges. The applicable shipping terms for the delivery of tangible media are: FCA Shipping Point, Prepaid, and Add.

III. TECHNICAL SERVICES

3.1 Technical Support Services

Technical Support services ordered by Customer will be provided under Oracle's Technical Support policies in effect and attached hereto as Appendix B on the date Technical Support services are provided, subject to the payment by Customer of the applicable fees. You agree to cooperate with Oracle and provide the access, resources, materials, personnel, information and consents that Oracle may require in order to perform the technical support services. The Technical Support policies are incorporated in the Agreement as Appendix B and Appendix B shall be amended annually to include Oracle's then current Technical Support Policies. The Technical Support policies are subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of technical support services provided for supported Programs during the period for which fees for technical support have been paid. You should review the policies prior to entering into the order for the applicable technical support services.

Technical Support is effective upon the Commencement Date unless otherwise stated in your Order Form.

Software Update License & Support (or any successor technical support offering to Software Update License & Support, "SULS") acquired with your order may be renewed annually and, if you renew SULS for the same number of licenses for the same Programs, for the first and second renewal years the fee

for SULS will not increase by more than 3% over the prior year's fees. If your order is fulfilled by an authorized reseller, the fee for SULS for the first renewal year will be the price quoted to you by your authorized reseller; the fee for SULS for the second renewal year will not increase by more than 3% over the prior year's fees.

If you decide to purchase technical support for any Program license within a license set, you are required to purchase technical support at the same level for all licenses within that license set. You may desupport a subset of licenses in a license set only if you agree to terminate that subset of licenses. The technical support fees for the remaining licenses will be priced in accordance with the technical support policies in effect at the time of termination. Oracle's license set definition is available in the current technical support policies. If you decide not to purchase technical support, you may not update any unsupported Program licenses with new versions of the Program.

IV. TERM AND TERMINATON

4.1 Term

If not otherwise specified on the Order Form, each Program license granted under this Agreement shall remain in effect perpetually unless the licenses or this Agreement is terminated as provided for in this Agreement.

4.2 Termination by Customer

Customer may terminate any Program license at any time; however, termination shall not relieve Customer's obligations specified in Section 4.4.

4.3 Termination by Oracle or Customer

If either of us breaches a material term of the Agreement and fails to correct the breach within 30 days of written specification of the breach, then the breaching party is in default and the non-breaching party may terminate the Agreement. If Oracle terminates the Agreement as specified in the preceding sentence, you must pay within 30 days all amounts which have accrued prior to such termination, as well as all sums remaining unpaid for Programs ordered and/or Services received under the Agreement. Except for nonpayment of fees, the non-breaching party may agree in its sole discretion to extend the 30-day period for so long as the breaching party continues reasonable efforts to cure the breach. You agree that if you are in default under the Agreement, you may not use those Programs or Services that are related or subject to such breach.

You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. If you end this Agreement as specified in the preceding sentence, you agree you must pay within 30 days all amounts which have accrued prior to the end of this Agreement, as well as all sums remaining unpaid for Programs ordered and/or Services received under this Agreement. For the sake of clarity, Authorized Contract Users may not modify or terminate this Agreement.
If you have used an Oracle Financing Division contract to pay for the fees due under an order and you are in default under that contract, you may not use the Programs and/or Services that are subject to such contract.

4.4 Customer's Obligation

Customer's payment obligation is payable only and solely from funds appropriated for the purpose of this Agreement. All funds for payments after the end of the current fiscal year are subject to the availability of a legislative appropriation for the purpose of this agreement. Payments during subsequent fiscal periods are dependent upon the same action. Customer agrees to give Oracle written notice of such nonappropriation within thirty (30) days after it receives notice of such non-appropriation; provided, however that such non-appropriation of funds shall not relieve Customer's obligation to pay fees that have accrued, for which Customer has received products and/or service(s) under this Agreement; provided, further, that: (1) with each executed order, you must have provided both of the following: (a) a signed ordering document referencing the Agreement, and (b) a purchase order; and (2) your signature on an ordering document referencing the Agreement and issuance of a purchase order by you shall signify to Oracle that all funds for the order, which funds are or will become, pursuant to such order, due and payable in the then current fiscal year, have been fully appropriated and are available and no longer subject to any appropriations contingency.

4.5 Effect of Termination

Termination of this Agreement or any license shall not limit either party from pursuing other remedies available to it, including injunctive relief, nor shall such termination relieve Customer's obligation to pay all fees that have accrued or are otherwise owed by Customer under any Order Form or other similar ordering document under this Agreement, for which Customer has received licenses(s) and/or services(s) under this Agreement. The parties' rights and obligations under Sections 2.1B, 2.1C, 2.1E, and 2.3A, and Articles IV, V, VI and VII, and other provisions which by their nature are intended to survive, shall survive termination of this Agreement.

4.6 Handling of Programs upon Termination

If a license granted under an Ordering Document expires or otherwise terminates, Customer shall (a) cease using the applicable Programs, and (b) certify to Oracle within one month after expiration or termination that customer has destroyed or had returned to Oracle the Programs and all copies. This requirement applies to copies in all forms, partial and completed, in all types of media and computer memory, and whether or not modified or merged into other materials.

V. INDEMNITY, WARRANTIES, REMEDIES

5.1 Infringement Indemnity

Oracle will, at its sole cost and expense, defend and indemnify Customer against a claim (and for the damages, liabilities, costs and expenses awarded by the court to the third party claiming infringement or the settlement agreed to by Oracle)that any information, design, specification, instruction, software, data, hardware or material (collectively, "Material") furnished to you by Oracle and used by you infringes a third party's intellectual property rights, provided that: (a) Customer notifies Oracle in writing within 30 days of the claim (or sooner if required by law); provided however that your failure to notify Oracle within 30 days or sooner if required by law, shall only relieve Oracle of its obligation to indemnify you under this paragraph if Oracle's defense of such claim is materially prejudiced by such failure; (b)

Oracle has sole control of the defense and all related settlement negotiations, subject to approval and consent of the Michigan Attorney General; and (c) Customer provides Oracle with the assistance, information and authority (subject to approval and consent of the Michigan Attorney General) necessary to perform Oracle's obligations under this Section. Reasonable out-of-pocket expenses incurred by Customer in providing such assistance will be reimbursed by Oracle.

Oracle shall have no liability for any claim of infringement based on use of a superseded or altered release of Programs in the infringement which would have been avoided by the use of a current unaltered release of the Programs which Oracle provides to Customer, or if you alter the Material or use it outside the scope of use identified in the user documentation, or if you continue to use the applicable Material after the end of the license to use that Material. Oracle will not indemnify the Recipient to the extent that an infringement claim is based upon any information, design, specification, instruction, software, data, or material not furnished by you. Oracle will not indemnify you for any portion of an infringement claim that is based upon the combination of any Material with any products or services not provided by Oracle. Solely with respect to Separately Licensed Third Party Technology that is part of or is required to use a Program and that is used: (a) in unmodified form; (b) as part of or as required to use a Program; and (c) in accordance with the license grant for the relevant Program and all other terms and conditions of this Agreement, Oracle will indemnify you for infringement claims for Separately Licensed Third Party Technology to the same extent as Oracle is required to provide infringement indemnification for the Program under the terms of this Agreement. Oracle will not indemnify you for infringement caused by your actions against any third party if the Program(s) as delivered to you and used in accordance with the terms of this Agreement would not otherwise infringe any third party intellectual property rights. Oracle will not indemnify you for any intellectual property infringement claim(s) known to you at the time license rights are obtained.

In the event the Material is held or believed by Oracle to infringe, Oracle shall have the option, at its expense, to (a) modify the Material to be non-infringing; (b) obtain for customer a license to continue using the Material; or (c) terminate the license for the infringing Material and refund the license fees paid for the Material and any unused prepaid technical support fees. If such return materially affects Oracle's ability to meet its obligation under the relevant order, then Oracle may, at its option and upon 30 days prior written notice, terminate the order.

In the event that the Material is Separately Licensed Third Party Technology and the associated Separate Terms do not allow termination of the license, in lieu of ending the license for the Material, Oracle may end the license for, and require return of, the Program associated with that Separately Licensed Third Party Technology and shall refund any Program license fees you may have paid to Oracle for the Program.

This Section 5.1 states Oracle's entire liability and customer's exclusive remedy for infringement claims or damages.

5.2 Indemnification For Bodily Injury and Personal Property Damage

Oracle shall defend and indemnify Customer, its agents and employees from and against all claims, damages, losses and expenses arising out of or resulting from the performance of services by Oracle while on Customer's premises under this Agreement, provided that any such claim, damage, loss or expenses (1) is attributable to bodily injury, sickness, disease or death or to injury to or destruction of tangible personal property (excluding the services itself, software, data, files and documentations) and (2) is caused in whole or in part by the negligent act or omission to act by Oracle and its subcontractors; provided however, that (a) Customer notifies Oracle within thirty (30) days of the Customer's receipt of a claim (or sooner if required by law); provided however that the Customer's failure to notify Oracle within 30 days or soon if required by law, shall only relive Oracle of its obligations to indemnify you under this paragraph if oracle's defense of such claims is materially prejudiced by such failure; (b) Oracle has sole control of the defense and all related settlement negotiations, subject to approval and consent of the Michigan Attorney General; and (c) Customer gives Oracle the information, authority (subject to approval and consent of the Michigan Attorney General) and reasonable assistance necessary to perform the above; reasonable out-of-pocket expenses incurred by Customer in providing such assistance will be reimbursed by Oracle.

In any and all claims against Customer or any of its agents or employees by any employee or Oracle, any subcontractor, anyone directly or indirectly employed by any of them or anyone of them, may be liable, the indemnification obligation under this Agreement shall not be limited in any way by the amount or type of damages, compensation or benefits payable by or for Oracle or any subcontractor under Workmen's Compensation acts, disability benefits acts or other employee benefit acts.

The obligations of Oracle under this Agreement shall not extend to the liability of the Customer, its agents or employees arising out of (1) the preparation or approval of maps, drawings, opinions, reports, surveys, Change Orders, designs or specifications, or (2) the giving of or the failure to give directions or instructions by the Customer, its agents or employees provided such giving or failure to give is the primary cause of the injury or failure.

Oracle shall have no liability for any claim of bodily injury and/or tangible personal property damage arising from use of software or hardware. **This Section states the parties' entire liability and exclusive remedy for bodily injury and property damage.**

5.3 Warranties and Disclaimers

A. Program Warranty

Oracle warrants (1) for a period of one year from the Commencement Date that each Program licensed to Customer will operate in all material respects as described in the applicable Program Documentation and (2) as of the effective date of the ordering document under which such Program is licensed, unless otherwise disclosed to you in such ordering document or applicable Documentation, Oracle has not designed such Program to contain any Disabling Devices. For the purpose of this Section, a "Disabling Device" shall mean code intentionally embedded in a

program by Oracle for the sole purpose of completely halting all use of the Program on conditions set by Oracle.

B. Media Warranty

Oracle warrants the tapes, diskettes or other media to be free of defects in materials and workmanship under normal use for 90 days from the Commencement Date.

C. Services Warranty

Oracle warrants that Technical Support services will be performed in a professional manner consistent with industry standards. You must notify Oracle of any Technical Support service deficiencies within 90 days from performance of the deficient service.

D. Virus Warranty

During the warranty period specified above in this Section for the applicable Program or service, Oracle warrants that the programs and software deliverables resulting from the services shall be designed by Oracle so that they do not purposely contain any virus or other contaminants that may be used to access, alter, delete, threaten, infect, assault, vandalize, defraud, disrupt, damages, disable, inhibit, or shut down your computer systems, databases or software in a manner other than in accordance with the terms of this Agreement ("Virus"). In the event that upon delivery any Program or software deliverables resulting from the services contains a Virus, then upon your written notice, as Oracle's sole liability and your exclusive remedy, (a) Oracle will provide you with another copy of the Program or software deliverables resulting from the services free of the Virus, and (b) if Oracle is unable to provide the Program or software deliverables resulting from the services free of the Virus within 30 days of receiving notice of the Virus, you may end your license for the Program or software deliverables resulting from the services that contains the Virus and recover of the fees paid for such license or service and any unused, prepaid technical support fees you have paid for the Program license.

E. Disclaimers

TO THE EXTENT NOT PROHIBITED BY LAW, THE WARRANTIES ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, OR CONDITIONS INCLUDING THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

ORACLE DOES NOT WARRANT THAT THE PROGRAMS WILL MEET CUSTOMER'S REQUIREMENTS, THAT THE PROGRAMS WILL OPERATE IN THE COMBINATIONS WHICH CLIENT MAY SELECT FOR USE, THAT THE OPERATIONS OF THE PROGRAMS WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT ALL PROGRAM ERRORS WILL BE CORRECTED. LIMITED PRODUCTION PROGRAMS, PRE-PRODUCTION RELEASES OF PROGRAMS, AND COMPUTER-BASED TRAINING PRODUCTS ARE DISTRIBUTED "AS IS."

5.4 Exclusive Remedies

For any breach of the warranties contained in Section 5.3 Customer's exclusive remedy, and Oracle's entire liability shall be:

A. **For Programs**

The correction of Program errors that cause breach of the warranty, or if Oracle is unable to substantially correct the errors of the applicable Program in a commercially reasonable manner, Customer shall be entitled to recover the fees paid to Oracle for the Program license and any unused prepaid technical support fees you have paid for the Program licenses.

B. **For Media**

The replacement of defective media returned within 90 days of the Commencement Date

C. **For Services**

The re-performance of the deficient Services, or if Oracle is unable to substantially correct the deficiency in a commercially reasonable manner, Customer shall be entitled to end the deficient Service and recover the fees paid to Oracle for the deficient services.

VI PAYMENT PROVISION

6.1 Invoicing and Payment

All fees payable to Oracle are due and payable 30 days from the invoice date. Technical Support fees shall be invoiced annually in arrears. The period of performance for Technical Support services is effective upon the Commencement Date. Program fees are invoiced as of the Commencement Date. All other applicable fees shall be payable 30 days from the invoice date, and shall be deemed overdue if they remain unpaid thereafter. Customer agrees to applicable media and shipping charges. Customer shall issue a purchase order, or alternative document acceptable to Oracle, on or before the Effective Date of the applicable Order Form. You understand that You may receive multiple invoices for the products and services you ordered.

In entering into payment obligations under an order, you agree and acknowledge that you have not relied on the future availability of any hardware, program or updates. However, (a) if you order technical support, the preceding sentence does not relieve Oracle of its obligation to provide such technical support under this Agreement, if and when available, in accordance with Oracle's then current technical support policies, and (b) the preceding sentence does not change the rights granted to you under an order and this Agreement.

VII. GENERAL TERMS

7.1 Nondisclosure

By virtue of this Agreement, the parties may have access to information that is confidential to one another ("Confidential Information"). Confidential information shall be limited to the Programs and all information clearly identified as confidential at the time of disclosure. We each agree to disclose only information that is required for the performance of obligations under this Agreement.

A party's Confidential Information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party:(b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on disclosure; or (d) is independently developed by the other party. Except as otherwise provided for in this section, Customer shall not disclose the results of any benchmark tests of the Programs to any third party without Oracle's prior written approval.

Subject to applicable law, the parties agree to hold each other's Confidential Information in confidence during the term of this Agreement and for a period of three years after date of the disclosing party's disclosure of the Confidential Information to the receiving party. We may disclose Confidential Information only to those employees or agents or subcontractors who are required to protect it against unauthorized disclosure in a manner no less protective than under this Agreement. Nothing shall prevent either party from disclosing the terms or pricing under this Agreement or orders submitted under this Agreement in any legal proceeding arising from or in connection with this Agreement or disclosing the Confidential Information to a governmental entity as required by law.

Notwithstanding the foregoing, the parties acknowledge that you are subject to the Michigan Freedom of Information Act, 1976 Public Act No. 442, as amended, MCL 15.231, et seq. ("FOIA"). In the event you receive a valid request for Oracle's Confidential Information pursuant to applicable law, you will provide Oracle with reasonable notice of such request and give Oracle an opportunity to object to or limit any such disclosure, subject to your obligations to otherwise comply with FOIA.

7.2 Governing Law

This Agreement, and all matters arising out of or relating to this Agreement, shall be governed by the laws of the State of Michigan, and shall be deemed to be executed in Ingham County, Michigan.

7.3 Jurisdiction

Any legal action or proceeding relating to this Agreement shall be instituted in a state or federal court in Ingham County, Michigan, Oracle and Customer agree to submit to the jurisdiction of, and agree that venue is proper in, these courts in any such legal action or proceeding.

7.4 Limitation of Liability

IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, DATA OR DATA USE, INCURRED BY EITHER PARTY OR ANY THIRD PARTY, WHETHER IN AN ACTION IN CONTRACT OR TORT, EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT WITH RESPECT TO THE EXCLUSIVE INFRINGEMENT INDEMNIFICATION ABOVE, ORACLE'S LIABILITY FOR DAMAGES HEREUNDER, WHETHER IN AN ACTION IN CONTRACT OR TORT OR OTHERWISE, SHALL IN NO EVENT EXCEED THE AMOUNT OF FEES PAID BY CUSTOMER UNDER THIS AGREEMENT, AND IF SUCH DAMAGES RESULT FROM CUSTOMER'S USE OF THE PROGRAM OR SERVICES, SUCH LIABILITY SHALL BE LIMITED TO FEES PAID FOR THE RELEVANT PROGRAM OR SERVICES GIVING RISE TO THE LIABILITY.

Oracle's obligation to indemnify for claim(s) of bodily injury and tangible personal property damage under Section 5.2 (Indemnification For Bodily Injury and Property Damage) shall apply without regard to whether the damages under such claim(s) exceed the limit on liability set forth in the second sentence of the first paragraph of this section.

The provisions of this Agreement allocate the risks between Oracle and customer. Oracle's pricing reflects this allocation of risk and the limitation of liability specified herein.

7.5 Severability

In the event any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of this Agreement will remain in full force, and such provision shall be replaced with a provision consistent with the purpose and intent of this Agreement.

7.6 Waiver

The waiver by either party of any default or breach of this Agreement shall not constitute a waiver of any other or subsequent default or breach.

7.7 Export Administration

Customer agrees to comply fully with all relevant export laws and regulations of the United states ("Export Laws") to assure that neither the Programs nor any direct product thereof are (1) exported, directly or indirectly, in violation of Export Law; or (2) are intended to be used for any purposes prohibited by the Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation.

7.8 Relationship between the Parties

Oracle is an independent contractor; nothing in this Agreement shall be construed to create a partnership, joint venture or agency relationship between the parties.

7.9 Order of Precedence

You agree that this Agreement and the information which is incorporated into this Agreement by written reference (including reference to information contained in a URL specifically identified in this

Agreement (which, for the avoidance of doubt, includes information contained in any URLs linked to the original URL or subsequent URLs) or referenced policy specifically identified in this Agreement), together with the applicable order, are the complete agreement for the products and/or services ordered by you and supersede all prior or contemporaneous agreements or representations, written or oral, regarding such products and/or services.

For the avoidance of doubt, the only URLs (which includes any URLs linked to the original URL or subsequent URLs) applicable to this Agreement are those URLs which pertain to the subject matter of the provisions or definitions of this Agreement in which the original URL was found or referenced.

Notwithstanding the foregoing, if any information contained in a URL or policy includes a disclaimer stating that such information may not be incorporated into any contract and does not constitute a contract or a commitment to any specific terms, then that information will not be deemed to be incorporated into this Agreement.

The Oracle Processor Core Factor Table is attached hereto as Appendix C and shall be amended annually to include Oracle's then current Oracle Processor Core Factor Table.

It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal or any other similar non-Oracle document and no terms included in any such purchase order, portal or other non-Oracle document shall apply to the products and/or services ordered. In the event of any inconsistencies between the terms of an order and this Agreement, this Agreement shall take precedence, unless otherwise specified in the ordering document. Notwithstanding the foregoing, the parties agree that to the extent an ordering document sets forth transaction-specific terms that were expressly negotiated by the parties to the ordering document, such transaction-specific terms in the ordering document shall control. This Agreement and orders may not be modified and the rights and restrictions may not be altered or waived except in a writing signed by authorized representatives of you and of Oracle. Any notice required under this Agreement shall be provided to the other party in writing.

VIII. Miscellaneous

8.1 Term of the Agreement

Orders may be placed under this Agreement for 5 years from the Effective Date of this Agreement. After the initial term of this Agreement, by mutual written amendment to this Agreement, the parties may extend the term of this Agreement for not more than three additional one-year terms. All Programs and Technical Support services as ordered under this Agreement shall be under Oracle's standard fees and policies in effect at the time of such order. The current pricing and discount terms are attached hereto as Appendix A and shall be updated annually.

8.2 Liability Insurance

For the purpose of this Section, "State" includes its departments, divisions, agencies, offices, commissions, officers, employees, and agents; and "Contractor" shall mean Oracle.

(a) The Contractor must provide proof that it has obtained the minimum levels of insurance coverage indicated or required by law, whichever is greater. The insurance must protect the State from claims that may arise out of, or result from, or are alleged to arise out of, or result from, the Contractor's performance or the performance of a subcontractor performing services under this Agreement, including any person directly or indirectly employed by the Contractor or such subcontractor, or any person for whose acts the Contractor or such subcontractor may be liable.

(b) The Contractor waives all rights against the State for the recovery of damages that are covered by the insurance policies the Contractor is required to maintain under this Section. The Contractor's failure to obtain and maintain the required insurance will not limit this waiver.

(c) All insurance coverage provided relative to this Contract is primary and non-contributing to any comparable liability insurance (including self-insurance) carried by the State.

(d) The State, in its sole discretion, may approve the use of a fully-funded self-insurance program in place of any specified insurance identified in this Section.

(e) Unless the State approves otherwise, any insurer must have an A.M. Best rating of "A" or better and a financial size of VII or better, or if those ratings are not available, a comparable rating from an insurance rating agency approved by the State. All policies of insurance must be issued by companies that have been approved to do business in the State.

(f) Where specific coverage limits are listed in this Section, they represent the minimum acceptable limits. If the Contractor's policy contains higher limits, the State is entitled to coverage to the extent of the higher limits.

(g) The Contractor must maintain all required insurance coverage throughout the term of this Contract and any extensions. However, in the case of claims-made Commercial General Liability policies, the Contractor must secure tail coverage for at least three (3) years following the termination of this Contract.

(h) The Contractor must provide, within five (5) business days, written notice to the Director of the Department of Technology, Management and Budget, Procurement and Strategic Service Provider Partnership Office ("DTMB-Procurement") if any policy required under this section is cancelled. The notice must include the applicable Contract or Purchase Order number.

(i) The minimum limits of coverage specified are not intended, and may not be construed, to limit any liability or indemnity of the Contractor to any indemnified party or other persons.

(j) The Contractor is responsible for the payment of all deductibles.

(k) If the Contractor fails to pay any premium for a required insurance policy, or if any insurer cancels or significantly reduces any required insurance without the State's approval, the State may, after giving the Contractor at least 30 days' notice, pay the premium or procure similar insurance coverage

from another company or companies. The State may deduct any part of the cost from any payment due the Contractor, or require the Contractor to pay that cost upon demand.

(l) In the event the State approves the representation of the State by the insurer's attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Michigan Attorney General.

(m) The Contractor is required to pay for and provide the type and amount of insurance checked ☑ below:

☑ **(i) Commercial General Liability**

Minimal Limits:

$2,000,000 General Aggregate Limit other than Products/Completed Operations;

$2,000,000 Products/Completed Operations Aggregate Limit;

$1,000,000 Personal & Advertising Injury Limit; and

$1,000,000 Each Occurrence Limit.

Additional Requirements:

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the Commercial General Liability certificate. The Contractor also agrees to provide evidence that the insurance policy contains a waiver of subrogation by the insurance company.

The Products/Completed Operations sublimit requirement may be satisfied by evidence of the manufacturer's Commercial General Liability Insurance. The manufacturer must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the Commercial General Liablity certificate and must provide evidence that the policy contains a waiver of subrogation by the insurance company.

☑ **(iii) Motor Vehicle**

Minimal Limits:

If a motor vehicle is used in relation to the Contractor's performance, the Contractor must have vehicle liability insurance on the motor vehicle for bodily injury and property damage as required by law.

☑ **(v) Workers' Compensation**

Minimal Limits:

The Contractor must provide Workers' Compensation coverage according to applicable laws governing work activities in the state of the Contractor's domicile. If the applicable coverage is provided by a self-insurer, the Contractor must provide proof of an approved self-insured authority by the jurisdiction of domicile.

For employees working outside of the state of the Contractor's domicile, the Contractor must provide certificates of insurance proving mandated coverage levels for the jurisdictions where the employees' activities occur.

Additional Requirements:

The Contractor must provide the applicable certificates of insurance and a list of states where the coverage is applicable. Contractor must provide proof that the Workers' Compensation insurance policies contain a waiver of subrogation by the insurance company, except where such a provision is prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

☑ **(vi) Employers Liability**

Minimal Limits:

$100,000 Each Incident;

$100,000 Each Employee by Disease

$500,000 Aggregate Disease

Additional Requirements:

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the certificate.

☑ **(viii) Professional Liability (Errors and Omissions)**

Minimal Limits:

$3,000,000 Each Occurrence

$3,000,000 Annual Aggregate

☑ **(ix) Cyber Liability**

Minimal Limits:

$1,000,000 Each Occurrence

$1,000,000 Annual Aggregate

Additional Requirements:

Insurance should cover (a)unauthorized acquisition, access, use, physical taking, identity theft, mysterious disappearance, release, distribution or disclosures of personal and corporate information; (b) Transmitting or receiving malicious code via the insured's computer system; (c) Denial of service attacks or the inability to access websites or computer systems.

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the certificate.

8.3 Segmentation

The purchase of any products and related services are all separate offers and separate from any other order for any products and related services or other services you may receive or have received from Oracle. You understand that you may purchase any products and related services or other services independently of any other products or services. Your obligation to pay for (a) any products and related services is not contingent on performance of any other services or delivery of any other products or (b) other services is not contingent on delivery of any products or performance of any additional/other service.

8.4 Force Majeure

Neither of us shall be responsible for failure or delay of performance if caused by: an act of war, hostility, or sabotage; act of God; pandemic, electrical, internet, or telecommunication outage that is not caused by the obligated party; government restrictions (including the denial or cancellation of any export, import or other license); other event outside the reasonable control of the obligated party. We both will use reasonable efforts to mitigate the effect of a force majeure event. If such event continues for more than 30 days, either of us may cancel unperformed services and affected orders upon written notice. This section does not excuse either party's obligation to take reasonable steps to follow its normal disaster recovery procedures or your obligation to pay for products and services ordered or delivered.

8.5 Notice

If the parties have a dispute or if you wish to provide a notice under the Indemnification section of the Agreement, or if you become subject to insolvency or other similar legal proceedings, you will promptly send written notice to: Oracle America, Inc., 500 Oracle Parkway, Redwood City, California, United States, 94065, Attention: General Counsel, Legal Department and Oracle shall promptly send written notice to: State of Michigan Procurement, Attention: Reid Sisson, PO Box 30026, 530 West Allegan, Lansing Michigan 48909.

8.6 Other

A. Products and services deliverables are not designed for or specifically intended for use in nuclear facilities or other hazardous applications. You agree that it is your responsibility to ensure safe use of products and service deliverables in such applications.

B. The Uniform Computer Information Transactions Act does not apply to the Agreement or orders placed under it.

C. You understand that Oracle's business partners, including any third party firms retained by you to provide consulting services, are independent of Oracle and are not Oracle's agents. Oracle is not liable for nor bound by any acts of any such business partner unless (i) the business partner is providing services as an Oracle subcontractor in furtherance of an order placed under the Agreement and (ii) only to the same extent as Oracle would be responsible for the performance of Oracle resources under that order.

8.7 Successor Products

If Oracle makes successor products available for the Oracle Programs ("new software") that includes substantially similar functionality and features as a Program for which you have purchased a Program license ("old software"), Oracle will provide you with a migration path from the old software to the new software and the right to use the new software under this Agreement and the applicable ordering document at no charge, provided that (i) you are current on technical support for the old software; (ii) this right shall only apply to new software that is available in production release status on the operating system identified by you at the time of the request; and (iii) Oracle is currently making available, at no charge, such migration path from the old software to the new software to its other supported customers.

If Oracle does not provide to all of its supported customers a migration path from the old software to the new software at no additional charge, then Oracle will provide you with the right to use under this Agreement and the applicable ordering document at no additional charge only the functionality and features contained in the new software that is substantially similar to the functionality and features contained in the old software, provided that you shall not have the right to use, nor shall you use, any additional functionality or features in such new software.

Technical support is provided in accordance with Oracle's Technical Support Policies.

8.8 Legal Effect

Oracle accepts this Agreement by signing two copies of this Agreement and returning them to DTMB-Procurement. The Agreement shall be effective on the Effective Date, which shall be the date set forth on the signature page hereto, on which date both parties shall have signed the Agreement to show acceptance of its terms. This Agreement may be executed in any number of counterparts and by different parties in separate counterparts, each of which when so executed shall be deemed to be an original and all of which taken together shall constitute one and the same agreement. Signature pages may be detached from multiple separate counterparts and attached to a single counterpart. Delivery of an executed signature page of this Agreement by facsimile transmission or other electronic transmission shall be as effective as delivery of a manually executed counterpart hereof.

8.9 Attachments, Appendices **and Exhibits**
All Attachments, Appendices and Exhibits affixed to this Agreement are incorporated in their entirety and form part of this Agreement.

8.10 Ordering

An Authorized Contract User must execute an Oracle ordering document and issue an approved written Purchase Order, Blanket Purchase Order, Direct Voucher or Procurement Card Order to order any products or services under this Agreement. All orders are subject to the terms and conditions of this Agreement.

8.11 Contract Administration

A. ISSUING OFFICE
DTMB-Procurement is the sole point of contact in the State with regard to all procurement and contractual matters relating to this Agreement. The DTMB-Procurement Contract Administrator for this Contract is:

Whitnie Zuker
Buyer
Procurement
Department of Technology, Management and Budget
Mason Bldg, 2nd Floor
PO Box 30026
Lansing, MI 48909
zukerw@michigan.gov
517-335-5306

or such other DTMB-Procurement Administrator as shall be notified by DTMB-Procurement to Oracle in writing.

B CONTRACT COMPLIANCE INSPECTOR
The Director of DTMB-Procurement directs the person named below, or his or her designee, to monitor and coordinate the activities for this Agreement on a day-to-day basis during its term. **Monitoring Contract activities does not imply the authority to change, modify, clarify, amend, or otherwise alter the prices, terms, conditions and specifications of this Agreement. DTMB-Procurement is the only State office authorized to change, modify, amend, alter or clarify the prices, specifications, terms and conditions of this Agreement (upon written consent of Oracle).** The Contract Compliance Inspector for this Agreement is:

Reid Sisson
Program Manager
Michigan Dept. of Technology Management & Budget
Strategic Service Provider Partnerships
517-241-1638
SissonR@michigan.gov

8.12 Administrative Fee and Reporting

Oracle must remit an administrative fee on all software sales transacted under this Agreement, and remit the fee within 30 days after the end of each quarter. The State's fiscal year begins October 1 of each year. The administrative fee equals one percent (1%) of the total quarterly software sales reported. The administrative fee will apply to new license purchases only, and shall not apply to Services including, but not limited to, first year technical support and renewal of technical support. Oracle must pay the administrative fee by check payable to the State of Michigan. Oracle must identify the check as an "Administrative Fee" and include the following information with the payment: the applicable Contract Number, the total quarterly software sales by volume and dollar amount, and the quarter covered.

The administrative fee payments shall be made by check payable to the State of Michigan and mailed to:

The Department of Technology, Management and Budget
Financial Services – Cashier Unit
Lewis Cass Building
320 South Walnut St.
P.O. Box 30681
Lansing, MI 48909

8.13 Media Releases

News releases (including promotional literature and commercial advertisements) pertaining to this Agreement shall not be made without prior written State approval, except as otherwise required by law.

8.14 Electronic Payment Requirement

Electronic transfer of funds is required for payments on State Contracts. Contractors are required to register with the State electronically at http://www.cpexpress.state.mi.us. As stated in Public Act 431 of 1984, all contracts that the State enters into for the purchase of goods and services shall provide that payment shall be made by electronic fund transfer (EFT).

8.15 Taxes

A. EMPLOYMENT TAXES

Contractor shall collect and pay all applicable federal, state, and local employment taxes, including the taxes.

B. SALES AND USE TAXES

Contractor shall register and remit sales and use taxes on taxable sales of tangible personal property or services delivered into the State.

8.16 Compliance with Laws

Oracle shall comply with all laws to the extent that such laws, by their terms, are expressly applicable to Oracle's delivery of programs or services under this Agreement and impose obligations directly upon Oracle in its role as an information technology services provider with respect to the programs delivered

or services performed under this Agreement. Notwithstanding the foregoing sentence, to the extent you may provide Oracle access to health, payment card or other sensitive personal information that requires the application of specific regulatory, legal or industry data security obligations, you and Oracle agree to specify such security obligations in the applicable order for services. Your data may be maintained in one of several Oracle data centers globally and/or accessed by Oracle's global personnel as required to perform services under this Agreement. You remain responsible for providing any notices and obtaining any consents necessary for Oracle to access and process your data as specified in the applicable order for services.

8.17 Inspection and Records

For a period of seven (7) years from the effective date of an ordering document under this Agreement, you shall have the right to audit records relating to invoices and payments for the Programs licensed thereunder and any services provided to you thereunder, upon reasonable written notice to Oracle, no more than one time per year, at your cost, and provided that such audit does not unreasonably interfere with Oracle's normal business operations. You shall have the right to contract a third-party audit firm to conduct such an audit, provided that such third-party audit firm agrees to Oracle's standard nondisclosure terms.

8.18 Dispute Resolution

In the event of any dispute or disagreement (including, without limitation, any dispute or disagreement involving alleged errors in the amount of underpaid fees due Oracle as a result of an audit conducted pursuant to Section 2.3) between the parties arising out of or relating to this Agreement (the "dispute"), the parties will endeavor to resolve the dispute in accordance with this section. Either party may invoke this section by providing the other party written notice of its decision to do so, including a description of the issues subject to the dispute. Each party will appoint a Vice President (or equal level) to discuss the dispute and no formal proceedings for the judicial resolution of such dispute, except for the seeking of equitable relief, may begin until Vice President concludes, after a good faith effort to resolve the dispute, that resolution through continued discussion is unlikely. The parties shall refrain from exercising any termination right and shall continue to perform their respective obligations under this Agreement and any related ordering document while the parties endeavor to resolve the dispute under this section, provided that, any party alleged to be in breach promptly makes good faith efforts to cure the breach and pursues the cure in good faith.

8.19 Federal and State Requirements

A. NONDISCRIMINATION

In the performance of this Agreement, Oracle agrees not to discriminate against any employee or applicant for employment, with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, and marital status, physical or mental disability. Oracle further agrees that every subcontract entered into for the performance of this Agreement or any purchase order resulting from this Agreement will contain a provision requiring non-discrimination in employment, as specified here, binding upon such subcontractor. This covenant is required under the

Elliot Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, et seq., and the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, et seq., and any breach of this provision may be regarded as a material breach of this Agreement.

B. UNFAIR LABOR PRACTICES

Under 1980 PA 278, MCL 423.321, et seq. (the "Labor Act"), the State shall not award a contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled under section 2 of the Labor Act. This information is compiled by the United States National Labor Relations Board. Oracle shall not enter into a contract with a subcontractor, manufacturer, or supplier, in each case, which subcontractor, manufacturer, or supplier is providing products or Services under this Agreement, if such subcontractor's, manufacturer's, or supplier's name appears in this register. Under section 4 of 1980 PA 278, MCL 423.324, the State may void any contract if, after award of the contract, the name of contractor as an employer or the name of the subcontractor, manufacturer or supplier of the contractor appears in the register.

C. WORKPLACE SAFETY AND DISCRIMINATORY HARASSMENT

In performing Services for the State, Oracle shall comply with the Department of Civil Services Rule 2-20 regarding Workplace Safety and Rule 1-8.3 regarding Discriminatory Harassment. In addition, Oracle shall comply with Civil Service regulations and any applicable agency rules provided to Oracle at least 30 days prior to the expected start date for any such Services. For Civil Service Rules, see http://www.mi.gov/mdcs/0,1607,7-147-6877---,00.html.

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The Effective Date of this Agreement shall be August 28, 2014 (the "Effective Date")

Executed by the State of Michigan, Department of Technology, Management and Budget (DTMB):

Authorized Signature: Sharon Walenga Maynard

Name: Sharon Walenga-Maynard

Title: Sourcing Director

Signature Date: 8/28/14

Executed by Oracle America, Inc.:

Authorized Signature: Deborah Vaughn

Name: Deborah Vaughn

Title: Contracts Manager

Signature Date: 4/27/14

APPENDIX A
PRICING AND DISCOUNT SCHEDULE

Appendix A
Pricing and Discount Schedule

A. Pricing and Discounting Terms for New Program Licenses and First-Year Technical Support

The following pricing and discounting terms for new Program licenses and first-year technical support services are hereby incorporated into the Agreement:

1. Price Lists[1]. For a period of one (1) year from the effective date of this Agreement, the "Price Lists" in the Agreement shall be defined as the following Price Lists (attached as **Attachment 1** to this Appendix A):

   a. Oracle Technology Global Price List, dated August 7, 2013
   b. Oracle Business Intelligence Applications Global Price List, dated June 1, 2014
   c. Oracle E-Business Suite Applications Global Price List, dated August 8,
   d. Oracle Siebel CRM Pricing, dated April 14, 2014
   e. PeopleSoft Component Global Price List, dated August 7, 2014
   f. JD Edwards Component Global Price List, dated August 7, 2014
   g. Oracle Primavera Global Price List, dated July 30, 2014[2]
   h. Oracle Engineered Systems Price List, dated July 17, 2014[3]
   i. Oracle CRM On Demand Pricing, dated July 25, 2014[4]

2. Pricing and Discounting Terms.

   a. For a period of one (1) year from the effective date of this Master Agreement, You may acquire licenses for the Programs listed on the Price Lists, provided such Programs are available in production release when ordered, and provided You have continuously maintained technical support for your existing licenses, by paying Oracle the fees specified for such licenses on the Price Lists less the discount set forth below in section 3 of this Appendix A. You may also acquire first-year Software Update License & Support ("SULS") for such Programs by paying Oracle the fees specified for such services on the Price Lists, less the discount set forth below.

3. Discounts.

   a. **Non-Exa Software.** For a period of one (1) year from the effective date of this Agreement, a discount of 44.45% shall apply to the fees listed on the Price Lists for program licenses and first-year SULS acquired pursuant to the terms of this Agreement.
   b. **Exa Software.** For a period of one (1) year from the effective date of this Agreement, a discount of 19.20% shall apply to the fees listed on the Oracle Engineered Systems Price List for program licenses and first-year SULS acquired pursuant to the terms of this Agreement.
   c. If, and when, the Price Lists are updated or replaced in the Agreement, this discount shall no longer apply, and discounting terms shall be re-negotiated

---

[1] Any discounts provided in Section A.3 of this Exhibit shall not apply toward any third-party products (including but not limited to the following products: Micro Focus International Ltd.,), CRM On Demand, any products priced in advance of availability, or any products with controlled availability.

[2] Discount schedule in agreement does not apply to the Cloud/SaaS offerings in the Primavera Global Price List.

[3] The attached Oracle Engineered Systems Price List, dated July 17, 2014 is a current Oracle Engineered Systems Price List. Any discounts provided for Software products shall be applied against the then-current Oracle Engineered Systems Price List

[4] Discounts do not apply to CRM On Demand Pricing.

4. Exclusions: For the avoidance of any doubt, the discounts provided in Section A.1.3 above shall not apply to the following:

   a. any third-party products, including but not limited to Micro Focus International Ltd., Business Objects, Ascential, and JWALK products;
   b. any grandfathered Primavera products or any Primavera products with controlled availability;
   c. any CRM OnDemand products; and
   d. any products priced in advance of availability or with controlled availability

5. Any updates or changes to the pricing and discounting terms provided in this Appendix A (Pricing) shall be made by written amendment to this Agreement.

Attachment 1 to Appendix A:
Price Lists[1]

a. Oracle Technology Global Price List, dated August 7, 2013
b. Oracle Business Intelligence Applications Global Price List, dated June 1, 2014
c. Oracle E-Business Suite Applications Global Price List, dated August 8, 2014
d. Oracle Siebel CRM Pricing, dated April 14, 2014
e. PeopleSoft Component Global Price List, dated August 7, 2014
f. JD Edwards Component Global Price List, dated August 7, 2014
g. Oracle Primavera Global Price List, dated July 30, 2014[2]
h. Oracle Engineered Systems Price List, dated July 17, 2014[3]
i. Oracle CRM On Demand Pricing, dated July 25, 2014[4]

[1] Any discounts provided in Section A.3 of this Exhibit shall not apply toward any third-party products (including but not limited to the following products: Micro Focus International Ltd.,), CRM On Demand, any products priced in advance of availability, or any products with controlled availability

[2] Discount schedule in agreement does not apply to the Cloud/SaaS offerings in the Primavera Global Price List.

[3] The attached Oracle Engineered Systems Price List, dated July 17, 2014 is a current Oracle Engineered Systems Price List. Any discounts provided for Software products shall be applied against the then-current Oracle Engineered Systems Price List.

[4] Discounts do not apply to CRM On Demand Pricing.

Oracle Technology Global Price List

August 7, 2014

Software Investment Guide

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Section I

Prices in USA (Dollar)

Oracle Database

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Database Products				
Oracle Database				
Standard Edition One	180	39.60	5,800	1,276.00
Standard Edition	350	77.00	17,500	3,850.00
Enterprise Edition	950	209.00	47,500	10,450.00
Personal Edition	460	101.20	-	-
Mobile Server	-	-	23,000	5,060.00
NoSQL Database Enterprise Edition	200	44	10,000	2,200.00
Enterprise Edition Options:				
Multitenant	350	77.00	17,500	3,850.00
Real Application Clusters	460	101.20	23,000	5,060.00
Real Application Clusters One Node	200	44.00	10,000	2,200.00
Active Data Guard	230	50.60	11,500	2,530.00
Partitioning	230	50.60	11,500	2,530.00
Real Application Testing	230	50.60	11,500	2,530.00
Advanced Compression	230	50.60	11,500	2,530.00
Advanced Security	300	66.00	15,000	3,300.00
Label Security	230	50.60	11,500	2,530.00
Database Vault	230	50.60	11,500	2,530.00
OLAP	460	101.20	23,000	5,060.00
Advanced Analytics	460	101.20	23,000	5,060.00
Spatial and Graph	350	77.00	17,500	3,850.00
TimesTen Application-Tier Database Cache	460	101.20	23,000	5,060.00
Database In-Memory	460	101.20	23,000	5,060.00
Retail Data Model	800	176.00	40,000	8,800.00
Communications Data Model	1,500	330.00	50,000	11,000.00
Airlines Data Model	800	176.00	40,000	8,800.00
Utilities Data Model	800	176.00	40,000	8,800.00
Database Enterprise Management				
Diagnostics Pack	150	33.00	7,500	1,650.00
Tuning Pack	100	22.00	5,000	1,100.00
Database Lifecycle Management Pack	240	52.80	12,000	2,640.00
Data Masking and Subsetting Pack	230	50.60	11,500	2,530.00
Cloud Management Pack for Oracle Database	100	22.00	5,000	1,100.00

	License Price	Software Update License & Support	Licensing Metric	Minimum
Secure Backup	3,500	770.00	Per Tape Drive	-

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
TimesTen				
TimesTen In-Memory Database	460	101.20	23,000	5,060.00
Berkeley Database				
Berkeley DB - High Availability	-	-	9,800	2,156.00

	Per Wireless Handset	Software Update License & Support	Processor License	Software Update License & Support
Berkeley DB - Transactional Data Store	6	1.32	5,800	1,276.00
Berkeley DB - Concurrent Data Store	6	1.32	1,800	396.00
Berkeley DB - Data Store	6	1.32	900	198.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Berkeley DB - Transactional Data Store	-	-	5,800	1,276.00
Berkeley DB - Concurrent Data Store	-	-	1,800	396.00
Berkeley DB - Data Store	-	-	900	198.00
Berkeley DB Java Edition - High Availability	-	-	9,800	2,156.00
Berkeley DB Java Edition - Transactional Data Store	-	-	5,800	1,276.00
Berkeley DB Java Edition - Concurrent Data Store	-	-	1,800	396.00
Berkeley DB XML - High Availability	-	-	13,800	3,036.00
Berkeley DB XML - Transactional Data Store	-	-	8,100	1,782.00
Berkeley DB XML - Concurrent Data Store	-	-	2,600	572.00
Berkeley DB XML - Data Store	-	-	1,800	396.00
Other Products				
Audit Vault and Database Firewall	-	-	6,000	1,320.00
Cloud File System	100	22.00	5,000	1,100.00
Big Data Connectors	-	-	2,000	440.00

	License Price	Software Update License & Support	Licensing Metric
Key Vault	50,000	11,000.00	Per Server

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Section I

	Named User Plus	Software Update License & Support	Computer License	Software Update License & Support
Integration Products				
Database Gateway for Sybase	-	-	17,500	3,850.00
Database Gateway for SQL Server	-	-	17,500	3,850.00
Database Gateway for Informix	-	-	17,500	3,850.00
Database Gateway for Teradata	-	-	109,500	24,090.00
Database Gateway for DRDA	-	-	46,000	10,120.00
Database Gateway for APPC	-	-	46,000	10,120.00
Database Gateway for WebSphere MQ	-	-	46,000	10,120.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Rdb Products				
Rdb Server Products				
Rdb Enterprise Edition	950	209.00	47,500	10,450.00
CODASYL DBMS	950	209.00	-	-
Rdb Server Options:				
TRACE	120	26.40	5,800	1,276.00
Rdb Development, Query and Reporting Tools				
Programmer for Rdb	1,200	264.00	-	-
CDD/ Repository	5,800	1,276.00	-	-
CDD/R Runtime	-	-	5,800	1,276.00

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Section II

Oracle Fusion Middleware

Prices in USA (Dollar)

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Java Platform Products				
Java SE Advanced Desktop	40	8.80	-	-
Java SE Advanced	100	22.00	5,000	1,100.00
Java SE Suite	300	66.00	15,000	3,300.00
Application Server Products				
TopLink and Application Development Framework	120	26.40	5,800	1,276.00
WebLogic Server Standard Edition	200	44.00	10,000	2,200.00
WebLogic Server Enterprise Edition	500	110.00	25,000	5,500.00
WebLogic Suite	900	198.00	45,000	9,900.00
Web Tier	100	22.00	5,000	1,100.00
Internet Application Server Standard Edition	230	50.60	11,500	2,530.00
Internet Application Server Enterprise Edition	700	154.00	35,000	7,700.00
GlassFish Server	100	22.00	5,000	1,100.00
Coherence Standard Edition	100	22.00	4,600	1,012.00
Coherence Enterprise Edition	230	50.60	11,500	2,530.00
Coherence Grid Edition	500	110.00	25,000	5,500.00
API Gateway	1,100	242.00	55,000	12,100.00
BPEL Process Manager	1,200	264.00	60,000	13,200.00
WebLogic Integration	1,400	308.00	70,000	15,400.00
Service Registry	920	202.40	46,000	10,120.00
Enterprise Repository	2,900	638.00	145,000	31,900.00
SOA Suite for Non Oracle Middleware	1,500	330.00	75,000	16,500.00
Business Process Management Standard Edition	800	176.00	-	-
Unified Business Process Management Suite for Non Oracle Middleware	1,150	253.00	57,500	12,650.00
Event Processing	1,000	220.00	50,000	11,000.00
Forms and Reports	460	101.20	23,000	5,060.00
Managed File Transfer	600	132.00	30,000	6,600.00

	License Price	Software Update License & Support	Licensing Metric
Mobile Suite Technology			
Mobile Suite	45,000	9,900.00	Processor
Mobile Suite Client Runtime	100	22.00	Named User Plus
	50,000	11,000.00	Application Developed
Mobile Application Framework	110	24.20	Named User Plus
	55,000	12,100.00	Application Developed

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Data Integration Technology				
Data Service Integrator	1,440	316.80	72,000	15,840.00
Data Integrator Enterprise Edition	900	198.00	30,000	6,600.00
Enterprise Data Quality Profiling for Data Integration	-	-	100,000	22,000.00
Enterprise Data Quality Audit and Dashboard for Data Integration	-	-	50,000	11,000.00
Enterprise Data Quality Real-Time Processing for Data Integration	-	-	100,000	22,000.00
Enterprise Data Quality Batch Processing for Data Integration			100,000	22,000.00
Enterprise Data Quality Address Verification Server for Data Integration			63,360	13,926.00
Data Integration Suite	-	-	70,000	15,400.00
GoldenGate	350	77.00	17,500	3,850.00
GoldenGate for Non Oracle Database	350	77.00	17,500	3,850.00
GoldenGate for Mainframe	2,000	440.00	100,000	22,000.00
GoldenGate Veridata	600	132.00	30,000	6,600.00
GoldenGate for Teradata Replication Services	350	77.00	17,500	3,850.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
WebLogic Suite Options:				
BPEL Process Manager Option	460	101.20	23,000	5,060.00
Service Bus	460	101.20	23,000	5,060.00
SOA Suite for Oracle Middleware	1,200	264.00	57,500	12,650.00
Unified Business Process Management Suite	1,150	253.00	57,500	12,650.00
WebLogic Coherence Grid Edition Option	200	44.00	10,000	2,200.00
Application Server Enterprise Management				
WebLogic Server Management Pack Enterprise Edition	240	52.80	12,000	2,640.00
SOA Management Pack Enterprise Edition	500	110.00	25,000	5,500.00
Management Pack for Oracle Coherence	70	15.40	3,500	770.00
Management Pack for Oracle GoldenGate	70	15.40	3,500	770.00
Cloud Management Pack for Oracle Fusion Middleware	100	22.00	5,000	1,100.00
Management Pack for Oracle Data Integrator	205	45.10	6,900	1,518.00
Fusion Middleware Adapters:				
Application Adapters	350	77.00	17,500	3,850.00
Oracle E-Business Suite Adapter	350	77.00	17,500	3,850.00
Cloud Adapters	350	77.00	17,500	3,850.00
Integration Adapter for SAP R/3	350	77.00	17,500	3,850.00
Integration Adapter for JD Edwards World	350	77.00	17,500	3,850.00
Mainframe and TP-Monitor Adapters	-	-	34,500	7,590.00
Changed Data Capture Adapters	-	-	60,000	13,200.00
Application Adapters for Data Integration	60	19.80	3,000	660.00
GoldenGate Application Adapters	-	-	20,000	4,400.00
Application Adapters for Warehouse Builder	-	-	2,300	506.00
B2B for RosettaNet	690	151.80	34,500	7,590.00
B2B for EDI	690	151.80	34,500	7,590.00
Healthcare Adapter	690	151.80	34,500	7,590.00
B2B for ebXML	230	50.60	11,500	2,530.00

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	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Tuxedo and Adapters				
Tuxedo	1,800	396.00	50,000	13,200.00
Tuxedo Jolt	-	-	9,000	1,980.00
Service Architecture Leveraging Tuxedo (SALT)	-	-	12,000	2,640.00
Tuxedo System and Applications Monitor Plus (TSAM Plus)	-	-	14,000	3,080.00
Tuxedo Mainframe Adapter for SNA	-	-	22,000	4,840.00
Tuxedo Mainframe Adapter for TCP	-	-	22,000	4,840.00
Tuxedo JCA Adapter	-	-	22,000	4,840.00
Tuxedo Application Runtime for CICS and Batch	-	-	22,000	4,840.00
Tuxedo Application Runtime for Batch	-	-	9,000	1,980.00
Tuxedo Application Runtime for IMS	-	-	19,500	4,290.00
Tuxedo Application Rehosting Workbench	42,500	9,350.00	-	-
Tuxedo Message Queue	-	-	18,000	3,960.00
MessageQ	-	-	6,000	1,320.00
Application Integration Architecture				
Application Integration Architecture Foundation Pack	920	202.40	46,000	10,120.00
Business Intelligence Technology Products				
Business Intelligence				
Standard Edition One	1,200	264.00	-	-
Suite Enterprise Edition Plus	2,000	440.00	221,250	48,675.00
Suite Enterprise Edition Plus Upgrade Only	230	50.60	34,500	7,590.00
Server Enterprise Edition	350	77.00	51,800	11,396.00
Business Intelligence Publisher	460	101.20	46,000	10,120.00
Business Intelligence Foundation Suite	3,675	808.50	300,000	66,000.00
Disconnected Analytics	580	127.60	-	-
Server Administrator	5,800	1,276.00	-	-
Scorecard and Strategy Management	995	218.90	89,550	19,701.00
Business Intelligence Mobile	360	79.20	-	-
Business Intelligence Server Enterprise Edition Options:				
Interactive Dashboard	580	127.60	86,500	19,030.00
Delivers	350	77.00	51,800	11,396.00
Answers	580	127.60	86,500	19,030.00
Office Plug-In	230	50.60	34,500	7,590.00
Reporting and Publishing	460	101.20	70,000	15,400.00
Business Intelligence Suite Enterprise Edition Plus Options:				
Business Intelligence Management Pack	230	50.60	11,500	2,530.00
Business Intelligence Data Integration Technology				
Data Integrator for Oracle Business Intelligence	690	151.80	23,000	5,060.00
Informatica PowerCenter and PowerConnect Adapters	690	151.80	25,300	5,566.00

	License Price	Software Update License & Support	Licensing Metric
Real-Time Decision (RTD) Technology			
Real-Time Decision Server	92,000	20,240.00	Processor

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Hyperion Business Intelligence Technology				
Essbase Plus	2,900	638.00	138,000	30,360.00
Hyperion Interactive Reporting	800	176.00	69,000	15,180.00
Hyperion SQR Production Reporting	460	101.20	23,000	5,060.00
Hyperion Financial Reporting	520	114.40	40,500	8,910.00
Hyperion Web Analysis	520	114.40	40,500	8,910.00
Endeca Business Intelligence				
Endeca Information Discovery Studio	2,000	440.00	180,000	39,600.00
Endeca Information Discovery Integrator	690	151.80	23,000	5,060.00
Endeca Server	-	-	50,000	11,000.00
Endeca Text Enrichment	-	-	15,000	3,300.00
Endeca Text Enrichment with Sentiment Analytics	-	-	45,000	9,900.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
WebCenter Products				
WebCenter Suite Plus	4,000	880.00	200,000	44,000.00
WebCenter Portal	2,500	550.00	125,000	27,500.00
WebCenter Content	3,450	759.00	172,500	37,950.00
WebCenter Sites	2,000	440.00	100,000	22,000.00
WebCenter Sites Satellite Server	500	110.00	25,000	5,500.00
WebCenter Universal Content Management	2,300	506.00	115,000	25,300.00
WebCenter Imaging	1,840	404.80	92,000	20,240.00
WebCenter Forms Recognition	2,000	440	100,000	22,000.00
WebCenter Enterprise Capture	1,200	264.00	60,000	13,200.00
WebCenter Capture	-	-	7,000	1,540.00
WebCenter Distributed Capture	1,200	264.00	-	-
WebCenter Real-Time Collaboration	100	22.00	20,000	4,400.00
WebCenter Sites Options:				
WebCenter Sites Mobile Option	400	88.00	20,000	4,400.00

	License Price	Software Update License & Support	Licensing Metric
WebCenter Sites Mobility Server	30,000	6,600.00	Server

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
WebCenter Adapters:				
WebCenter Applications Adapter	-	-	20,000	4,400.00
WebCenter Adapter for EMC Documentum	-	-	11,500	2,530.00
WebCenter Adapter for IBM FileNet	-	-	11,500	2,530.00
WebCenter Adapter for IBM Lotus Domino	-	-	11,500	2,530.00
WebCenter Adapter for Microsoft SharePoint	-	-	11,500	2,530.00
WebCenter Adapter for Symantec Enterprise Vault	-	-	11,500	2,530.00
WebCenter Adapter Framework	-	-	11,500	2,530.00
WebCenter Management				
Management Pack for WebCenter	240	52.80	12,000	2,640.00

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Prices in USA (Dollar)

Section II

	License Price	Software Update License & Support	Licensing Metric	Minimum
Identity Management Products				
Enterprise Identity Services Suite	4,400	968.00	Named User Plus	-
	220,000	48,400.00	Processor	1
Identity Governance Suite	3,600	792.00	Named User Plus	
	180,000	39,600.00	Processor	1
Entitlements Server	35,000	7,700.00	Processor	1
	700	154.00	Named User Plus	
Entitlements Server Security Module	35,000	7,700.00	Processor	1
	700	154.00	Named User Plus	
Directory Services Plus	12	2.64	Employee User	2000
	4.00	0.8800	Non Employee User - External	5000
	50,000	11,000.00	Processor	
Access Manager	25	5.5	Employee User	2,000
	6	1.32	Non Employee User - External	5,000
Identity Federation	35,000	7,700.00	Processor	1
Identity Manager	70	15.40	Employee User	2,000
	6	1.32	Non Employee User - External	5,000
Identity Manager Connector	46,000	10,120.00	Connector	1
Mobile Security Suite	85	18.70	Employee User	2,000
	8	1.76	Non Employee User - External	5,000
Secure Mobile Mail Manager	50	11.00	Named User Plus	10
Enterprise Single Sign-On Suite Plus	85	18.70	Named User Plus	-
Access Management Suite Plus	180,000	39,600.00	Processor	1
	3,600	792.00	Named User Plus	
Identity and Access Management Suite Plus	110	24.20	Employee User	-
	15	3.30	Non Employee User - External	-
Identity Management Enterprise Management Management Pack Plus for Identity Management	8.00	1.76	Employee User	-
	2.00	0.44	Non Employee User - External	-
	25,000	5,500	Processor	
Tools				
Discoverer Desktop Edition	1,200	264.00	Named User Plus	-
Programmer	1,200	264.00	Named User Plus	-
Internet Developer Suite	5,800	1,276.00	Named User Plus	-

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Section III

Prices in USA (Dollar)

Applications and Systems Management

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Database Enterprise Management				
Diagnostics Pack	150	33.00	7,500	1,650.00
Tuning Pack	100	22.00	5,000	1,100.00
Database Lifecycle Management Pack	240	52.80	12,000	2,640.00
Data Masking and Subsetting Pack	230	50.60	11,500	2,530.00
Cloud Management Pack for Oracle Database	100	22.00	5,000	1,100.00
Application Server Enterprise Management				
WebLogic Server Management Pack Enterprise Edition	240	52.80	12,000	2,640.00
SOA Management Pack Enterprise Edition	500	110.00	25,000	5,500.00
Management Pack for Oracle Coherence	70	15.40	3,500	770.00
Management Pack for Oracle GoldenGate	70	15.40	3,500	770.00
Cloud Management Pack for Oracle Fusion Middleware	100	22.00	5,000	1,100.00
Management Pack for Oracle Data Integrator	205	45.10	6,900	1,518.00
Business Intelligence Management				
Business Intelligence Management Pack	230	50.60	11,500	2,530.00
WebCenter Management				
Management Pack for WebCenter	240	52.80	12,000	2,640.00

	License Price	Software Update License & Support	Licensing Metric	Minimum
Identity Management Enterprise Management				
Management Pack Plus for Identity Management	8.00	1.76	Employee User	-
	2.00	0.44	Non Employee User - External	-
	25,000	5,500	Processor	

	License Price	Software Update License & Support	Licensing Metric	Minimum
Other Infrastructure Management				
Configuration Management Pack for Applications	5,000	1,100.00	Per Processor	-
	100	22.00	Per Named User Plus	-
System Monitoring Plug-in for Non Oracle Databases	1,800	396.00	Per Processor	-
	35	7.70	Per Named User Plus	-
System Monitoring Plug-in for Non Oracle Middleware	1,800	396.00	Per Processor	-
	35	7.70	Per Named User Plus	-
Management Pack for Non-Oracle Middleware	9,500	2,090.00	Per Processor	-
	190	41.80	Per Named User Plus	-
Data Masking and Subsetting Pack for Non-Oracle Databases	11,500	2,530.00	Per Processor	-
	230	50.60	Per Named User Plus	-
Service Management				
Real User Experience Insight	8,000	1,760.00	Per Processor	10
	160	35.20	Per Named User Plus	500

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Application Testing				
Load Testing Developer Edition	8,000	1,760.00	-	-
Load Testing Controller	-	-	7,000	1,540.00
Load Testing	100	22.00	-	-
Load Testing Accelerator for Web Services	25	5.50	-	-
Application Replay Pack	100	22.00	5,000	1,100.00
Load Testing Accelerator for Oracle Database	25	5.50	-	-
Functional Testing	8,000	1,760.00	-	-
Functional Testing Accelerator for Web Services	2,000	440.00	-	-
Test Manager	2,000	440.00	-	-
Cloud Management Pack for Testing	100	22.00	5,000	1,100.00

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Section III

Prices in USA (Dollar)

	Collaboration			
	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Collaboration				
Beehive Enterprise Collaboration Server	275	60.50	55,000	12,100.00

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Section IV

Prices in USA (Dollar)

Oracle Application Specific Technology Products

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support	Employee (for HCM)	Software Update License & Support
Application Server Products						
WebLogic Suite for Oracle Applications	180	39.60	18,000	3,960.00	54	11.88
Coherence Enterprise Edition for Oracle Applications	46	10.12	4,600	1,012.00	14	3.08
WebLogic Suite Options for Oracle Applications:						
BPEL Process Manager Option for Oracle Applications	92	20.24	9,200	2,024.00	27	5.94
SOA Suite for Oracle Middleware for Oracle Applications	240	52.80	23,000	5,060.00	72	15.84
Unified Business Process Management Suite for Oracle Applications	230	50.60	23,000	5,060.00	69	15.18
Application Management						
Application Management Pack for Oracle Fusion Applications	50	11.00	5,000	1,100.00	15	3.30
WebCenter Products						
WebCenter Portal for Oracle Applications	350	77.00	50,000	11,000.00	105	23.10
WebCenter Imaging for Oracle Applications	368	80.96	36,800	8,096.00	110	24.20
Identity Management Product						
Identity and Access Management Suite Plus for Oracle Applications	9	1.98	80,000	17,600.00	9	1.98
Business Intelligence Technology Products						
Business Intelligence Publisher for Oracle Applications	60	13.20	18,400	4,048.00	18	3.96
Business Intelligence Foundation Suite for Oracle Applications	500	110.00	180,000	39,600.00	150	33.00
Business Intelligence Suite Enterprise Edition Plus for Oracle Applications	267	58.74	85,000	18,700.00	80	17.60
Data Integration Technology Product						
Data Integrator Enterprise Edition for Oracle Applications	180	39.60	12,000	2,640.00	27	5.94
GoldenGate for Oracle Applications	140	30.80	7,000	1,540.00	-	-
Endeca Business Intelligence						
Endeca Discovery Foundation for Oracle Applications	750	165.00	18,750	4,125.00		
Database Product						
Oracle Database Enterprise Edition Option:						
TimesTen Application-Tier Database Cache for Oracle Applications	184	40.48	9,200	2,024.00		
Berkeley Database						
Berkeley DB – High Availability for Oracle Applications	-	-	3,920	862.40	-	-
Berkeley DB – Transactional Data Store for Oracle Applications	-	-	2,320	510.40	-	-
Berkeley DB Java Edition – High Availability for Oracle Applications	-	-	3,920	862.40	-	-
Berkeley DB Java Edition – Transactional Data Store for Oracle	-	-	2,320	510.40	-	-

Application Specific Technology Products Licensing Rules and General Notes

Programs that contain "for Oracle Applications" in the program name are limited use programs. These limited use programs may only be used with "eligible" Oracle application programs that contain the following prefixes in the program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance and Oracle Primavera. For these prefixes designated above with a "*" not all programs with that prefix are eligible for use with the "for Oracle Applications" limited use programs. For a list of excluded programs please review the Applications Licensing Table, which may be accessed at http://www.oracle.com/us/corporate/pricing/application-licensing-table-070571.pdf.

Notwithstanding anything above, Business Intelligence Suite Enterprise Edition Plus for Oracle Applications may only be used with "eligible" Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name and provided that the Oracle Fusion Human Capital Management programs are the only programs configured to run against the database instance.
Endeca Discovery Foundation for Oracle Applications is eligible for use with products that contain "Extensions for Oracle Endeca" in the product name.

Business Intelligence Foundation Suite for Oracle Applications is eligible for use with the following Oracle Business Intelligence Applications provided Oracle Fusion Applications is the only data source: Sales Analytics, Fusion Edition; Marketing Analytics, Fusion Edition; Partner Analytics, Fusion Edition; Supply Chain and Order Management Analytics, Fusion Edition; Financial Analytics, Fusion Edition; Procurement & Spend Analytics, Fusion Edition; Project Analytics; and Human Resources Analytics, Fusion Edition.

Business Intelligence Foundation Suite for Oracle Applications is also eligible for use with: Oracle Product Information Management Analytics, Fusion Edition; Oracle Customer Data Management Analytics, Fusion Edition; and Oracle Product Lifecycle Analytics.

WebLogic Suite for Oracle Applications is eligible for use with Oracle Agile Applications (available on the Oracle E-Business Suite Applications Global Price Lists).

Any use of limited use programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list. Support for all term licenses is 22% of net perpetual fee.

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Definitions

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edward's EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integration, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, and In-Memory Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored, or audited must be counted for the purpose of determining the number of licenses required.

Application Developed: is defined as a software program developed by you that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. Applications Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

Application Read-Only User: is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses.

Annual Transaction Volume: is defined as the U.S. dollar denominated total value of all purchase orders transacted and all auctions conducted through the Oracle Exchange Platform by you and others during the applicable year of the Oracle Exchange Platform license regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12-month period. You may not exceed the licensed number of CRF pages during any 12-month period unless you acquire additional CRF pages licenses from us.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product with which the software product is required to interface.

Cost of Goods Sold: is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Customer: is defined as the Customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

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Definitions (continued)

Electronic Order Line: is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Employee for HCM: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs. Employees for HCM may only use the licensed programs with Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name.

Employee User: is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Entry: is defined as a unique item (e.g., object, person, entity or item of information) stored within the programs. Replicated entries stored within the program on multiple servers are counted as a single entry.

Expense Report: is defined as the total number of expense reports processed by the iExpenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

FTE Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Invoice Line: is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from us.

IVR Port: is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. Customers must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

Module: is defined as each production database running the programs.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Partner Organization: is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Physical Server: is defined as each physical server on which the programs are installed.

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. "-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application.. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For all application programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at _http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

1000 Records: is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator program.

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Rule Set: is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

Server: is defined as the computer on which the programs are installed. A Server license allows you to use the licensed program on a single specified computer.

Service Order Line: is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from us.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter . The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Tape Drive: Tape drives are defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For Cloud based backups, Oracle counts each parallel stream of Recovery Manager (RMAN) channel as equivalent to a tape drive.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

Transaction: is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

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Definitions (continued)

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Employee: is defined as an active employee of yours. (note: The value of these applications is determined by the size of the active employee population and not the number of actual users. Therefore, all of your active employees must be included in your order when licensing these applications). UPK Employees may view and interact with simulations and documentation but may not create or modify simulations or documentation.

UPK User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Users may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Wireless Handset: is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

Workstation: is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

$M Freight Under Management: is defined as one million U.S. dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

$M in Revenue: is defined as one million United States dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$M in Managed Assets: is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:
http://edelivery.oracle.com

GENERAL LICENSING RULES

TERM DESIGNATION

If your Program License does not specify a term, the Program license is perpetual and shall continue unless terminated as otherwise provided in the Agreement.

5 Year Term: A Program license specifying a 5 Year Term shall commence on the Effective Date of the order and shall continue for a period of 5 years. At the end of the 5 Year Term the Program license shall terminate automatically.

4 Year Term: A Program license specifying a 4 Year Term shall commence on the Effective Date of the order and shall continue for a period of 4 years. At the end of the 4 Year Term the Program license shall terminate automatically.

3 Year Term: A Program license specifying a 3 Year Term shall commence on the Effective Date of the order and shall continue for a period of 3 years. At the end of the 3 Year Term the Program license shall terminate automatically.

2 Year Term: A Program license specifying a 2 Year Term shall commence on the Effective Date of the order and shall continue for a period of 2 years. At the end of the 2 Year Term the Program license shall terminate automatically.

1 Year Term: A Program license specifying a 1 Year Term shall commence on the Effective Date of the order and shall continue for a period of 1 year. At the end of the 1 Year Term the Program license shall terminate automatically.

ORACLE-BEA GRANDFATHERED GLOBAL PRICE LIST

Oracle PartnerNetwork members with a valid distribution agreement may distribute the programs specified on the Oracle-BEA Grandfathered Global Price List to existing end users for add-on capacity only, subject to the terms of such valid distribution agreement and any restrictions set forth in the Oracle-BEA Grandfathered Price List.

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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Oracle Business Intelligence Applications Global Price List

Software Investment Guide

June 1, 2014

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All Business Intelligence Technology products are listed only on the Oracle Technology Global Price List, including prerequisites.
Application-Specific Full-Use (ASFU) pricing and licensing is not available for Business Intelligence Application Products, unless specifically provided for in a valid Oracle distribution agreement effective prior to August 2, 2007.

Enterprise Performance Management Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Enterprise Performance Management Suites and Associated Options				
Hyperion Financial Close Suite	14,995	3,298.90	Application User	50
Option: Hyperion Disclosure Management for Oracle Hyperion Financial Close Suite	2,000	440.00	Application User	50
Option: Data Relationship Management for Oracle Hyperion Financial Close Suite	5,000	1,100.00	Application User	50
Data Relationship Steward	5,800	1,276.00	Application User	
Hyperion Enterprise Financial Planning Suite	9,995	2,198.90	Application User	50
Option: Crystal Ball Enterprise Performance Management for Oracle Hyperion Enterprise Financial Planning Suite	1,500	330.00	Application User	50
Option: Data Relationship Management for Oracle Hyperion Enterprise Financial Planning Suite	5,000	1,100.00	Application User	50
Data Relationship Steward	5,800	1,276.00	Application User	
Enterprise Performance Management Standalone Products				
Hyperion Financial Management Plus	5,200	1,144.00	Application User	25
Hyperion Financial Close Management	5,000	1,100.00	Application User	50
Hyperion Disclosure Management	10,000	2,200.00	Application User	15
Financial Management Analytics	1,000	220.00	Application User	25
Quantitative Management and Reporting for Solvency II	8,000	1,760.00	Application User	50
Hyperion Tax Provision	9,900	2,178.00	Application User	25
Hyperion Planning Plus	3,500	770.00	Application User	25
Hyperion Public Sector Planning and Budgeting	2,000	440.00	Application User	25
Hyperion Project Financial Planning	2,000	440.00	Application User	25
Hyperion Strategic Finance	24,500	5,390.00	Application User	5
Hyperion Strategic Finance for Banking	8,100	1,782.00	Application User	10
Hyperion Enterprise	2,900	638.00	Application User	25
Hyperion Financial Data Quality Management, Enterprise Edition	2,900	638.00	Application User	25
Option: Hyperion Financial Data Quality Management, Enterprise Edition Adapter for Financial Management	600	132.00	Application User	25
Option: Hyperion Financial Data Quality Management, Enterprise Edition Adapter Suite	600	132.00	Application User	25
Option: Hyperion Financial Data Quality Management, Enterprise Edition ERP Source Adapter for SAP	600	132.00	Application User	25
Data Relationship Management	16	3.52	Record	20,000
Option: Data Relationship Management Read Only Access	4	0.88	Record	20,000
Data Relationship Steward	5,800	1,276.00	Application User	
Data Relationship Governance	5,000	1,100.00	Application User	50

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Prices in USA (Dollar)

	License Price	Software Update License & Support	Licensing Metric	Minimum
User Productivity Kit				
User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
User Productivity Kit Standard	90	19.80	Application User	50
User Productivity Kit Standard	45	9.90	Employee	500
User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
User Productivity Kit Professional	100	22.00	Application User	50
User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Enterprise Performance Management Applications				
User Productivity Kit for Hyperion Financial Management Plus				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit for Hyperion Planning Plus				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable

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Oracle Business Intelligence Applications, Fusion Edition (Siebel Analytics-based products)

Please check the Oracle Business Intelligence Applications Price List Supplement for prerequisite product information.
All Business Intelligence Technology products are listed only on the Oracle Technology Global Price List, including prerequisites.
The products in the vertical content sections are intended for use only with Siebel CRM applications.
Application-Specific Full-Use (ASFU) pricing and licensing is not available for Business Intelligence Application Products, unless specifically provided for in a valid Oracle distribution agreement effective prior to August 2, 2007.

	License Price	Software Update License & Support	Licensing Metric	Minimum
BI Applications, Fusion Edition - CRM Analytics				
Sales Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Service Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Contact Center Telephony Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Marketing Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Price Analytics	5,800	1,276.00	Application User	20
Partner Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Loyalty Analytics	20,000	4,400.00	100K Member Records	5
BI Applications, Fusion Edition - ERP Analytics				
Supply Chain and Order Management Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Financial Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Procurement & Spend Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Spend Classification	40,000	8,800.00	Application User	5
Project Analytics	5,800	1,276.00	Application User	20
Human Resources Analytics, Fusion Edition	5,800	1,276.00	Application User	100
Manufacturing Analytics	5,800	1,276.00	Application User	20
Enterprise Asset Management Analytics	5,800	1,276.00	Application User	20
Student Information Analytics	5,800	1,276.00	Application User	20
BI Applications, Fusion Edition - Telecom Analytics				
Telecom Sales Analytics Fusion Edition	5,800	1,276.00	Application User	25
Telecom Service Analytics Fusion Edition	5,800	1,276.00	Application User	25
Telecom Marketing Analytics Fusion Edition	5,800	1,276.00	Application User	25
BI Applications, Fusion Edition - Financial Services Analytics				
Finance Sales Analytics Fusion Edition	5,800	1,276.00	Application User	25
Finance Service Analytics Fusion Edition	5,800	1,276.00	Application User	25
Finance Marketing Analytics Fusion Edition	5,800	1,276.00	Application User	25
Finance Retail Analytics Fusion Edition	5,800	1,276.00	Application User	25
Finance Institutional Analytics Fusion Edition	5,800	1,276.00	Application User	25
Financial Services Enterprise Financial Performance Analytics	5,800	1,276.00	Application User	50
Financial Services Asset Liability Management Analytics	11,500	2,530.00	Application User	25
BI Applications, Fusion Edition - Insurance Analytics				
Insurance Sales Analytics Fusion Edition	5,800	1,276.00	Application User	25
Insurance Service Analytics Fusion Edition	5,800	1,276.00	Application User	25
Insurance Marketing Analytics Fusion Edition	5,800	1,276.00	Application User	25
Insurance Partner Manager Analytics Fusion Edition	5,800	1,276.00	Application User	25
BI Applications, Fusion Edition - Life Sciences Analytics				
Pharma Sales Analytics Fusion Edition	5,800	1,276.00	Application User	25
Pharma Marketing Analytics Fusion Edition	5,800	1,276.00	Application User	25
BI Applications, Fusion Edition - Consumer Goods Analytics				
Consumer Goods Trade Funds Analytics, Fusion Edition	5,800	1,276.00	Application User	25
BI Applications, Fusion Edition - Public Sector Analytics				
Case Management Analytics Fusion Edition	5,800	1,276.00	Application User	25

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	License Price	Software Update License & Support	Licensing Metric	Minimum	
Real-Time Decision (RTD) Applications					
Oracle Real-Time Decisions Base Application	57,500	12,650.00	Processor		
Oracle Real-Time Decisions for Siebel Intelligent Offer Generation	1,800	396.00	Application User	25	
Oracle Real-Time Decisions for Siebel E-Commerce	57,500	12,650.00	Processor		

Oracle Business Intelligence Applications - Standalone

The product below is a standalone Business Intelligence Application and does not work in conjunction with the Oracle Business Intelligence Application Product Family. Please check the Oracle Business Intelligence Applications Price List Supplement for prerequisite product information.
All Business Intelligence Technology products are listed only on the Oracle Technology Global Price List, including prerequisites.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Standalone BI Applications				
Incentive Compensation Analytics for Oracle Data Integrator	250	55.00	Compensated Individual	10

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DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

Employee: is defined as all of your full-time, part-time, temporary employees and all of your agents, contractors and consultants. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, all of the company's full-time, part-time, temporary employees and agents, contractors and consultants that are providing the outsourcing services for you must be counted for the purposes of determining the number of Employees.

Member Record: is defined as each unique customer loyalty program Member Record managed by the program. 100k Member Records shall mean one hundred thousand Member Records.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

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Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.
The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application.. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For all application programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at _http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the program documentation.

$B in Total Assets: is defined as one billion US dollars (insert equivalent amount of local currency in these parens using the corporate treasury exchange rate found on esource. Check http://esource.oraclecorp.com License>Pricing>Price List>Exchange Rates) of your latest published or internally available "Total Asset Value" defined per GAAP policies as disclosed in your annual report and/or regulatory filings.

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Oracle E-Business Suite Applications Global Price List
Software Investment Guide
August 8, 2014

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Governance, Risk and Compliance (GRC)				
Advanced Controls for E-Business Suite	2,620	576.40	Monitored User	100
Enterprise Governance, Risk, and Compliance Manager	4,995	1,098.90	Application User	50
Option: Financial Governance	1,595	350.90	Application User	50
Fusion Governance, Risk, and Compliance Intelligence	4,595	1,010.90	Application User	10
Application Access Controls Governor	895	196.90	Monitored User	100
Option: Application Access Controls for E-Business Suite	200	44.00	Monitored User	100
Configuration Controls Governor	315	69.30	Monitored User	100
Option: Configuration Controls for E-Business Suite	255	56.10	Monitored User	100
Enterprise Transaction Controls Governor	805	177.10	Monitored User	100
Option: Procure to Pay Transaction Controls	165	36.30	Monitored User	100
Option: Order to Cash Transaction Controls	110	24.20	Monitored User	100
Option: Connector to E-Business Suite	110	24.20	Monitored User	100
Preventive Controls Governor	575	126.50	Monitored User	100
Marketing and Sales				
Marketing	5,795	1,274.90	Application User	10
TeleSales	6,895	1,516.90	Application User	10
Option: Advanced Pricing	2,295	504.90	Application User	10
Field Sales	4,595	1,010.90	Application User	10
Sales for Handhelds	485	106.70	Application User	10
Quoting	1,395	306.90	Application User	10
Option: Advanced Pricing	2,295	504.90	Application User	10
Partner Management	1,145	251.90	Partner Organization	100
Proposals	455	100.10	Application User	25
Incentive Compensation	750	165.00	Compensated Individual	10
Channel Revenue Management				
Accounts Receivable Deductions Settlement	8,000	1,760.00	Application User	20
Option: Channel Rebates and Point of Sale Management	6,000	1,320.00	Application User	20
Option: Advanced Pricing	2,295	504.90	Application User	20
Option: Supplier Ship and Debit	3,000	660.00	Application User	20
Option: Price Protection	3,000	660.00	Application User	20
Order Management				
Order Management	4,595	1,010.90	Application User	5
	0.2300	0.0506	Electronic Order Line	100,000
Option: Advanced Pricing	2,295	504.90	Application User	10
	0.1200	0.0264	Electronic Order Line	100,000
Option: Release Management	4,595	1,010.90	Application User	10
	0.2300	0.0506	Electronic Order Line	100,000
Sales Contracts	6,895	1,516.90	Application User	5
Configurator	3,495	768.90	Application User	20
Configurator	172,500	37,950.00	Processor	
iStore	115,000	25,300.00	Processor	2
Supply Chain Event Management	60,000	13,200.00	Processor	
Logistics				
Inventory Management	4,595	1,010.90	Application User	5
Option: Mobile Supply Chain Applications	1,725	379.50	Application User	10
Warehouse Management	9,595	2,110.90	Application User	20
Transportation Management	16,100	3,542.00	$M Freight Under Mgt	25
Option: Transportation Operational Planning	5,900	1,298.00	$M Freight Under Mgt	25
Option: Logistics Inventory Visibility	3,100	682.00	$M Freight Under Mgt	25
Option: Forwarding and Brokerage Operations	6,200	1,364.00	$M Freight Under Mgt	25
Option: Freight Payment, Billing and Claims	7,300	1,606.00	$M Freight Under Mgt	25
Option: Transportation Sourcing	3,100	682.00	$M Freight Under Mgt	25
Option: Transportation Cooperative Routing	4,600	1,012.00	$M Freight Under Mgt	25
Option: Fusion Transportation Intelligence	4,600	1,012.00	$M Freight Under Mgt	25
Option: Fleet Management	8,000	1,760.00	$M Freight Under Mgt	25
Landed Cost Management	350	77.00	$M Cost of Goods Sold	50
Option: Advanced Pricing	100	22.00	$M Cost of Goods Sold	50
Global Trade Management	600	132.00	$M in Revenue	200
Option: Trade Compliance	300	66.00	$M in Revenue	200
Option: Customs Management	300	66.00	$M in Revenue	200
Option: Global Trade Intelligence	300	66.00	$M in Revenue	200
Yard Management	800	800.00	$M in Revenue	200
Pedigree and Serialization Manager	1,000	220.00	$M Revenue Under Mgt	50
In-Memory Logistics Command Center	22,000	4,840.00	$M Freight Under Mgt	100

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Supply Chain Planning				
Advanced Supply Chain Planning	1,800	396.00	$M Cost of Goods Sold	60
Option: Constraint Based Optimization	435	95.70	$M Cost of Goods Sold	60
Rapid Planning	1,800	396.00	$M Cost of Goods Sold	75
Inventory Optimization	870	191.40	$M Cost of Goods Sold	60
Global Order Promising	350	77.00	$M Cost of Goods Sold	60
Collaborative Planning	580	127.60	$M Cost of Goods Sold	60
Advanced Planning Command Center	1,200	264.00	$M Cost of Goods Sold	150
Service Parts Planning	2,000	440.00	$M Cost of Goods Sold	150
Strategic Network Optimization	1,400	308.00	$M Cost of Goods Sold	150
Production Scheduling	1,210	266.20	$M Cost of Goods Sold	150
Option: Repetitive Manufacturing Optimization	390	85.80	$M Cost of Goods Sold	150
Demantra Demand Management	1,800	396.00	$M Cost of Goods Sold	150
Option: Demantra Advanced Forecasting and Demand Modeling	870	191.40	$M Cost of Goods Sold	150
Option: Demantra Real-time Sales and Operations Planning	1,200	264.00	$M Cost of Goods Sold	150
Demantra Predictive Trade Planning	1,800	396.00	$M Cost of Goods Sold	150
Option: Demantra Deduction and Settlement Management	870	191.40	$M Cost of Goods Sold	150
Option: Demantra Trade Promotion Optimization	870	191.40	$M Cost of Goods Sold	150
Demand Signal Repository	2,900	638.00	$M Revenue Under Mgt	500
In-Memory Consumption-Driven Planning	1,800	396.00	$M Revenue Under Mgt	500
In-Memory Performance-Driven Planning	1,200	264.00	$M Cost of Goods Sold	300
Procurement				
Purchasing	4,595	1,010.90	Application User	5
Option: Sourcing	9,195	2,022.90	Application User	5
Option: Sourcing Optimization	1,150	253.00	Application User	5
Option: iSupplier Portal	9,195	2,022.90	Application User	5
Option: Procurement Contracts	6,895	1,516.90	Application User	5
Option: Services Procurement	4,595	1,010.90	Application User	5
Option: Advanced Pricing	2,295	504.90	Application User	5
iProcurement	115	25.30	Application User	100
Supplier Lifecycle Management	25	5.50	Record	10,000
Manufacturing				
Discrete Manufacturing	4,595	1,010.90	Application User	10
Option: Manufacturing Execution System for Discrete Manufacturing	1,725	379.50	Application User	10
Option: Mobile Supply Chain Applications	1,725	379.50	Application User	10
Option: Flow Manufacturing	3,495	768.90	Application User	10
Option: Flow Sequencing	575	126.50	Application User	10
Option: Outsourced Manufacturing for Discrete Industries	850	187.00	$M Cost of Goods Sold	50
Process Manufacturing	4,595	1,010.90	Application User	10
Option: Manufacturing Execution System for Process Manufacturing	1,725	379.50	Application User	10
Option: Mobile Supply Chain Applications	1,725	379.50	Application User	10
Manufacturing Operations Center	1,725	379.50	$M Cost of Goods Sold	50
In-Memory Cost Management for Discrete Industries	25,000	5,500.00	Application User	25
In-Memory Cost Management for Process Industries	25,000	5,500.00	Application User	25
Asset Lifecycle Management				
Enterprise Asset Management	4,595	1,010.90	Application User	10
Option: Self-Service Work Requests	575	126.50	Application User	10
Asset Tracking	6,895	1,516.90	Application User	50
Property Manager	4,595	1,010.90	Application User	5
Service				
TeleService	4,595	1,010.90	Application User	10
Service Contracts	6,895	1,516.90	Application User	10
Option: Advanced Pricing	2,295	504.90	Application User	10
Field Service	3,495	768.90	Field Technician	20
Option: Spares Management	1,145	251.90	Field Technician	50
Option: Advanced Scheduler	1,725	379.50	Field Technician	50
Option: Mobile Field Service	1,145	251.90	Field Technician	50
Depot Repair	4,595	1,010.90	Application User	10
iSupport	57,500	12,650.00	Processor	2
Projects				
Project Costing	4,595	1,010.90	Application User	5
Option: Project Billing	3,495	768.90	Application User	5
Project Resource Management	225	49.50	Person	50
Project Collaboration	345	75.90	Application User	50
Project Management	2,895	636.90	Application User	25
Project Portfolio Analysis	6,895	1,516.90	Application User	10
Project Contracts	6,895	1,516.90	Application User	10
Project Procurement	1,000	220.00	Application User	25

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Product Lifecycle Management				
Agile Product Lifecycle Management	6,545	1,439.90	Application User	20
Agile Product Collaboration	3,995	878.90	Application User	20
Agile Product Governance and Compliance	4,995	1,098.90	Application User	20
Agile Product Cost Management	2,995	658.90	Application User	20
Agile Product Quality Management	5,995	1,318.90	Application User	20
Agile Product Portfolio Management	450	99.00	Application User	20
AutoVue 2D Professional for Agile	3,495	768.90	Application User	20
AutoVue Electro-Mechanical Professional for Agile	50,000	11,000.00	Customer	1
Agile Food and Drug Administration Validation Pack	6,995	1,538.90	Application User	10
Agile Engineering Data Management	4,995	1,098.90	Application User	10
Option: Agile Product Workbench	75,000	16,500.00	Processor	2
Option: Agile Distributed File Management	5,800	1,276.00	Application User	50
Product Lifecycle Analytics	3,995	878.90	Application User	20
Agile Customer Needs Management	7,995	1,758.90	Application User	20
Agile Material and Equipment Management for Pharmaceuticals	5,995	1,318.90	Application User	20
Agile Recipe Management for Pharmaceuticals				
Agile Product Lifecycle Management Integration Products	75,000	16,500.00	Processor	2
Agile Engineering Collaboration	4,995	1,098.90	Application User	10
Agile MCAD Connector	6,995	1,538.90	Application User	10
Agile ECAD Connector	75,000	16,500.00	Processor	2
Agile CAD Library Connector	100,000	22,000.00	Processor	2
Agile ERP Adapter				
Agile Product Lifecycle Management for Process	7,995	1,758.90	Application User	20
Agile Product Data Management for Process	6,995	1,538.90	Application User	20
Option: Agile Formulation and Compliance for Process	1,995	438.90	Application User	20
Option: Agile Product Supplier Collaboration for Process	2,995	658.90	Application User	20
Option: Agile Product Quality Management for Process	4,995	1,098.90	Application User	20
Agile New Product Development and Introduction for Process				
Enterprise Visualization	115	25.30	Application User	1
AutoVue Office	450	99.00	Application User	1
AutoVue 2D Professional	1,725	379.50	Application User	1
AutoVue 3D Professional Advanced	1,725	379.50	Application User	1
AutoVue EDA Professional	3,495	768.90	Application User	1
AutoVue Electro-Mechanical Professional	29,000	6,380.00	Computer	1
AutoVue VueLink Integration	25,000	5,500.00	Computer	1
AutoVue Mobile	25,000	5,500.00	Computer	1
AutoVue Office Document Print Service	50,000	11,000.00	Computer	1
AutoVue 2D Document Print Service	75,000	16,500.00	Computer	1
AutoVue 3D Document Print Service				
Financial	4,595	1,010.90	Application User	5
Financials	1,995	438.90	Application User	5
Option: Environmental Accounting and Reporting	1,395	306.90	Application User	10
Advanced Collections	6	1.32	Expense Report	1,000
Internet Expenses	58	12.76	1K Invoice Line	20
iReceivables	28,795	6,334.90	Application User	4
Treasury	175	38.50	Employee	1,000
Financials Accounting Hub				
Human Resources	185	40.70	Employee	100
Human Resources	40	8.80	Employee	100
Self-Service Human Resources	85	18.70	Employee	500
Advanced Benefits	70	15.40	Employee	100
Compensation Workbench	75	16.50	Employee	500
iRecruitment	225	49.50	Employee	500
Payroll	105	23.10	Employee	100
Performance Management	110	24.20	Employee	100
Time and Labor	225	49.50	Employee	1,000
Workforce Scheduling	70	15.40	Employee	100
Succession Planning				
Learning Management	105	23.10	Trainee	100
Learning Management	52	11.44	Trainee	100
iLearning				
E-Business Suite Extensions for Oracle Endeca	1,000	220.00	Application User	25
E-Business Suite Applications Extensions for Oracle Endeca (Licensed per product for Channel Revenue Management, Cost Management, Depot Repair, Discrete Manufacturing, Enterprise Asset Management, Field Service, Installed Base, Inventory Management, Order Management, Payables, Process Manufacturing, Project Management, Quality, Receivables, Service Contracts, TeleService or Warehouse Management.)				
E-Business Suite Self-Service Applications Extensions for Oracle Endeca	50	11.00	Application User	100
iProcurement Extensions for Oracle Endeca	25	5.50	Trainee	100
Learning Management Extensions for Oracle Endeca	25	5.50	Employee	100
Human Resources Extensions for Oracle Endeca	25	5.50	Employee	500
iRecruitment Extensions for Oracle Endeca				

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Master Data Management				
Master Data Management - Customer Hub for B2B				
Customer Hub B2B	9	1.98	Record	50,000
Customer Hub Add-On B2B for Siebel CRM and Oracle E-Business Suite	4.50	0.9900	Record	50,000
Customer Hub & Customer Hub Add-on Options *(Customer Hub options are available only with Siebel Universal Customer Master (UCM))*				
Option: Activity Hub B2B	3.20	0.7000	Record	50,000
Option: Field Service Hub B2B	3.20	0.7000	Record	50,000
Option: Marketing Hub B2B	3.20	0.7000	Record	50,000
Option: Sales Hub B2B	3.20	0.7000	Record	50,000
Option: Service Hub B2B	3.20	0.7000	Record	50,000
Master Data Management - Customer Hub for B2C				
Customer Hub B2C	0.4600	0.1000	Record	1,000,000
Customer Hub Add-On B2C for Siebel CRM and Oracle E-Business Suite	0.2300	0.0500	Record	1,000,000
Customer Hub & Customer Hub Add-on Options *(Customer Hub options are available only with Siebel Universal Customer Master (UCM))*				
Option: Activity Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Field Service Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Marketing Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Privacy Management Policy Hub B2C	0.3200	0.0700	Record	1,000,000
Option: Sales Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Service Hub B2C	0.1600	0.0400	Record	1,000,000
Master Data Management - Site Hub				
Site Hub	200	44.00	Record	1,000
Site Hub Add-On for Oracle E-Business Suite	100	22.00	Record	1,000
Master Data Management - Supplier Hub				
Supplier Hub	33	7.26	Record	10,000
Supplier Hub Add-On for Oracle E-Business Suite	17	3.63	Record	10,000
Master Data Management - Vertical Customer Hub				
Automotive Captive Finance Customer Hub	1.60	0.3500	Record	1,000,000
Case Hub	0.3700	0.0800	Record	1,000,000
Higher Education Constituent Hub	1.30	0.2900	Record	300,000
Life Sciences Customer Hub	2.90	0.6400	Record	1,000,000
Master Data Management - Product Information Management				
Product Hub	14	3.08	Record	20,000
Product Hub Add-on	7	1.54	Record	20,000
Master Data Management - Vertical Product Hub				
Product Hub for Retail	6	1.32	Record	200,000
Product Hub for Retail Add-on	3.00	0.6600	Record	200,000
Product Hub for Communications	150	33.00	Record	5,000
Product Hub for Communications Add-on	75	16.50	Record	5,000
Master Data Management - Administrative & Development				
Customer Hub Data Steward	5,795	1,274.90	Application User	10
Higher Education Constituent Hub Data Steward	5,795	1,274.90	Application User	10
Product Hub Data Steward	5,795	1,274.90	Application User	20
Site Hub Data Steward	5,795	1,274.90	Application User	1
Supplier Hub Data Steward	5,795	1,274.90	Application User	10
Master Data Management - Data Quality				
Enterprise Data Quality Standardization and Match	275,000	60,500.00	Processor	4
Enterprise Data Quality Product Data Extension	150,000	33,000.00	Processor	4
Enterprise Data Quality Address Verification Server	63,300	13,926.00	Processor	4
Enterprise Data Quality Profile and Audit	150,000	33,000.00	Processor	4
Watchlist Screening	200,000	44,000.00	Processor	4
Data Quality Matching Server	125,000	27,500.00	Processor	4
Data Quality Address Validation Server	63,300	13,926.00	Processor	4
Data Quality Profiling Server	150,000	33,000.00	Processor	4
Data Quality Parsing and Standardization Server	150,000	33,000.00	Processor	4

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Application Management				
Application Management Suite for Oracle E-Business Suite Applications	400	88.00	Named User Plus	200
	20,000	4,400.00	Processor	4
Application Testing				
Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	not applicable
Functional Testing Suite Advanced Pack for Oracle E-Business Suite	6,000	1,320.00	Named User Plus	not applicable
Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50
Application Integration Architecture				
Application Integration Architecture Foundation Pack	46,000	10,120.00	Processor	1
	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Communications	46,000	10,120.00	Processor	1
	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Insurance	46,000	10,120.00	Processor	1
	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Utilities	46,000	10,120.00	Processor	1
	920	202.40	Named User Plus	1
Agile Product Lifecycle Management Integration Pack for Oracle E-Business Suite: Design to Release	70,000	15,400.00	Processor	1
Agile Product Lifecycle Management Integration Pack for SAP: Design to Release	50,000	11,000.00	Processor	1
Communications Billing and Revenue Management Integration Pack for Oracle E-Business Suite: Revenue Accounting	35,000	7,700.00	Processor	1
Demantra Sales and Operations Planning Integration to Hyperion Planning	35,000	7,700.00	Processor	1
Design to Release Integration Pack for Agile Product Lifecycle Management and JD Edwards EnterpriseOne	70,000	15,400.00	Processor	1
Driver Management Integration Pack for Oracle Transportation Management and Oracle E-Business Suite	70,000	15,400.00	Processor	1
Enterprise Taxation Management Integration for Oracle E-Business Suite Financials General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
Financial Management Integration Pack for Oracle Transportation Management and Oracle E-Business Suite	70,000	15,400.00	Processor	1
Financial Operations Control Integration Pack for Oracle Retail Merchandise Operations Management and E-Business Suite Financials	70,000	15,400.00	Processor	1
Lead to Order Integration Pack for Oracle CRM On Demand and Oracle E-Business Suite	35,000	7,700.00	Processor	1
Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business Suite and Siebel CRM	105,000	23,100.00	Processor	1
Customer Master Data Management Integration Base Pack	15,000	3,300.00	Processor	1
Customer Master Data Management Integration Option	10,000	2,200.00	Processor	1
Product Master Data Management Integration Base Pack	15,000	3,300.00	Processor	1
Product Master Data Management Integration Option	10,000	2,200.00	Processor	1
Siebel Call Center Integration Pack for Oracle Adverse Event Reporting System	35,000	7,700.00	Processor	1
Siebel CRM Integration to Oracle Incentive Compensation	35,000	7,700.00	Processor	1
Siebel CRM Integration Pack for Oracle Order Management	105,000	23,100.00	Processor	1
Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
Interaction Center Technology				
Advanced Inbound Telephony	1,145	251.90	Workstation	50
Advanced Outbound Telephony	1,145	251.90	Workstation	50
Scripting	695	152.90	Workstation	50
Email Center	2,295	504.90	Workstation	50
Other				
Applications Read-Only User (Licensed per product for Financials, Purchasing, Project Costing, Service Contracts, Project Contracts, Sales Contracts, Discrete Manufacturing, or Process Manufacturing)	1,725	379.50	Application Read-Only User	1
Exchange Marketplace	5,800	1,276.00	$M Annual Transaction Volume	300

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
User Productivity Kit				
User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
User Productivity Kit Standard	90	19.80	Application User	50
User Productivity Kit Standard	45	9.90	Employee	500
User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
User Productivity Kit Professional	100	22.00	Application User	50
User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Marketing and Sales				
Oracle E-Business Suite UPK for Oracle Incentive Compensation				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Channel Revenue Management				
Oracle E-Business Suite UPK for Oracle Price Protection				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Order Management				
Oracle E-Business Suite UPK for Order Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Shipping Execution				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Logistics				
Oracle E-Business Suite UPK for Inventory				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Warehouse Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Supply Chain Planning				
Oracle E-Business Suite UPK for Oracle Advanced Supply Chain Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Rapid Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Inventory Optimization				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Global Order Promising				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Collaborative Planning				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Service Parts Planning				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Strategic Network Optimization				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Demantra UPK for Demantra Demand Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Demantra UPK Fundamentals for Demantra Demand Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Demantra UPK for Demantra Real-Time Sales and Operations Planning				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Demantra UPK for Demantra Predictive Trade Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Demantra UPK for Demantra Deduction and Settlement Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Procurement				
Oracle E-Business Suite UPK Purchasing				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Sourcing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK iSupplier Portal				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK iProcurement				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
User Productivity Kit Content Materials for Manufacturing				
Oracle E-Business Suite UPK for Work in Process				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Discrete Manufacturing Bills of Material				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Discrete Manufacturing, Engineering				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Discrete Manufacturing Quality				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Manufacturing Execution System for Discrete Manufacturing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Flow Manufacturing, Electronic Kanban				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Process Manufacturing: Product Development				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Process Manufacturing Process Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Process Manufacturing: Process Execution				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Process Manufacturing, Process Quality				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Process Manufacturing: System Administration				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Manufacturing Execution System for Process Execution				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Process Manufacturing Regulatory Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Manufacturing Operations Center				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Asset Lifecycle Management				
Oracle E-Business Suite UPK for Oracle Enterprise Asset Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit Content Materials for Service				
Oracle E-Business Suite UPK for Oracle Service Contracts				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Field Service				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Depot Repair				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle iSupport				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Projects				
Oracle E-Business Suite UPK for Project Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Billing				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Resource Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Foundation				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
User Productivity Content Materials for Product Lifecycle Management				
Agile UPK for Agile Administrator				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Collaboration				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Governance and Compliance				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Cost Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Quality Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Portfolio Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK Fundamentals for Product Lifecycle Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Customer Needs Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Material and Equipment Management for Pharmaceuticals				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Recipe Management for Pharmaceuticals				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Financials				
Oracle E-Business Suite UPK Payables				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Receivables				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK General Ledger				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle E-Business Suite UPK Financials Centralized Solution Set				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Assets				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Advanced Collections				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Internet Expenses				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle U.S. Federal Financials				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Human Resources				
Oracle E-Business Suite UPK Human Resources				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Self-Service Human Resources				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Compensation Workbench				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for iRecruitment				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Payroll				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Performance Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Time and Labor				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Learning Management				
Oracle E-Business Suite UPK for Learning Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Master Data Management				
Oracle E-Business Suite UPK for Oracle Site Hub				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Product Hub				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
User Productivity Kit Content Materials for Public Sector/University				
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Purchasing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Sourcing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle iSupplier Portal				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Procurement Contracts				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle iProcurement				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Financial Services				
Oracle E-Business Suite UPK for Oracle Lease and Finance Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for High Tech				
Oracle E-Business Suite UPK for Shop Floor Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Aerospace, Defense and Transportation				
Oracle E-Business Suite UPK for Oracle Complex Maintenance, Repair, and Overhaul				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Other User Productivity Kit Content Materials				
Oracle E-Business Suite UPK Fundamentals for Oracle E-Business Suite				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Install Base				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for E-Business Suite Tools and Technologies				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Vertical Applications				
Communications/Utilities				
CRL Financial Management	287,500	63,250.00	Module	1
	0.2900	0.0638	Per Subscriber Thereafter	1
Telco Provisioning	287,500	63,250.00	Module	1
	1.75	0.3850	Per Subscriber Thereafter	1
Number Portability	287,500	63,250.00	Module	1
	12	2.64	Ported Number/Year	1
Telecommunications Billing Integrator	6	1.32	Employee	50,000
Public Sector/University				
Grants	4,595	1,010.90	Application User	5
Loans	4,595	1,010.90	Application User	10
Contract Lifecycle Management for Public Sector	19,995	4,398.90	Application User	10
Financial Services				
Financial Services Funds Transfer Pricing	12,500	2,750.00	$B in Total Assets	30
Financial Services Asset Liability Management	12,500	2,750.00	$B in Total Assets	30
Financial Services Analytical Applications Infrastructure	5,000	1,100.00	$B in Total Assets	30
Financial Services Profitability Management	12,500	2,750.00	$B in Total Assets	30
Financial Services Pricing Management, Transfer Pricing Component	12,500	2,750.00	$B in Total Assets	30
Financial Services Provisioning	0.2300	0.0506	Service Order Line	50,000
Lease and Finance Management	2,300	506.00	$M Managed Assets	500
High Tech				
Shop Floor Management	2,300	506.00	$M Cost of Goods Sold	30
Supply Chain Trading Connector for RosettaNet	57,500	12,650.00	PIP	2
Aerospace, Defense and Transportation				
Complex Maintenance, Repair & Overhaul	17,300	3,806.00	Application User	10

	Subscription	Licensing Metric	Frequency	Minimum
Oracle Education Subscription				
iLearning Subscription*	55	Hosted Named User	Yearly	$5,000.00

* At the minimum, the customer must license a number of Named Users and Months that are equal to 5,000 USA (Dollar).

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list.

The list support price for term licenses is 22% of the list perpetual license fee, as listed in the price list. The term license percentages are not applied to the list support price.

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DEFINITIONS

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integrations, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: TimesTen Application-Tier Database Cache, and TimesTen Application-Tier Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.1

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.2

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.3

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.4

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.5

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.6

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. Applications Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

Application Read-Only User: is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses, regardless of whether the individual is actively using the programs at any given time.

Collaboration Program User: is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. For the purposes of counting and licensing the number of Real-Time Collaboration users, a Collaboration Program User within your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to your company and attending a web conference are not required to be licensed.

Annual Transaction Volume: is defined as the U.S. dollar denominated total value of all purchase orders transacted and all auctions conducted through the Oracle Exchange Platform by you and others during the applicable year of the Oracle Exchange Platform license regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12-month period. You may not exceed the licensed number of CRF pages during any 12-month period unless you acquire additional CRF pages licenses from us.

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DEFINITIONS (Continued)

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product with which the software product is required to interface.

Warehouse Builder Connector: is defined as a software product that connects an Oracle database where the Oracle Warehouse Builder code is deployed, to an external product (e.g., SAP). A unique connector is required for each distinct external product for which the Oracle database is required to interface.

Cost of Goods Sold: is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Customer: is defined as the customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

Electronic Order Line: is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the Oracle Programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Employee User: is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Entry: is defined as a unique item (e.g., object, person, entity or item of information) stored within the programs. Replicated entries stored within the program on multiple servers are counted as a single entry.

Expense Report: is defined as the total number of expense reports processed by the iExpenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

FTE Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Invoice Line: is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from us.

Module: is defined as each production database running the programs.

Monitored User: is defined as an individual who is monitored by an Analytics program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time.

Individual users who are licensed for an Analytics program by either Named User Plus or Application User may not be licensed by Monitored User.

For the purpose of the Usage Accelerator Analytics program, every user of your licensed CRM Sales application program must be licensed.

For the purpose of the Human Resources Compensation Analytics program, all of your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Advanced Controls for E-Business Suite, Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, and Preventive Controls Governor, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Advanced Controls for PeopleSoft Enterprise, Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / programs) users (individuals) that the program monitors.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not li, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Partner Organization: is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application.. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For purposes of the Site Hub application, a record will be defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub application. A site database record is a unique site (e.g., an asset, a building, part of a building, such as a store or a franchise within the store, an ATM, etc.) which is stored as a site in the Oracle Site Hub product.

For the purpose of Oracle Supplier Lifecycle Management and Oracle Supplier Hub applications, a record is a unique business entity or company record, which is stored as Supplier in AP_SUPPLIERS table of the Oracle Supplier Lifecycle Management and Oracle Supplier Hub products.

For all programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at _http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

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DEFINITIONS (Continued)

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Service Order Line: is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from us.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider, or (d) a live connected utility meter . The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Tape Drive: Tape drives are defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

Trainee: is defined as an employee, contractor, student or other person who is being recorded by the program.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the program documentation.

Workstation: is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

$B in Total Assets: is defined as one billion US dollars (insert equivalent amount of local currency in these parens using the corporate treasury exchange rate found on eSource. Check http://esource.oraclecorp.com License > Pricing > Price List > Exchange Rates) of your latest published or internally available "Total Asset Value" defined per GAAP policies as disclosed in your annual report and/or regulatory filings.

$M Freight Under Management: is defined as one million U.S. dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

$M in Revenue: is defined as one million United States dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$M in Managed Assets: is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

$M Revenue Under Management: is defined as one million U.S. dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:
http://edelivery.oracle.com

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

North American Payroll Tax Updates

North American Payroll Tax Updates is available for programs in the Sustaining Support phase of Oracle's product support lifecycle. Customers who acquire North American Payroll Tax Updates will receive a tax year of tax updates for Oracle payroll applications. North American Payroll Tax Updates is available for $50,000 per annum. This service does not attract the eBusiness Discount, and will not be pro-rated to partial years.

In order to acquire North American Payroll Tax Updates, programs must be currently supported with Software Update License & Support.

North American Payroll Tax Updates is not available in all countries or for all programs. Please contact your Support Sales Representative for service availability.

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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Oracle Software Investment Guide

Siebel CRM Pricing

April 14, 2014

Prices in USA (Dollar)

Siebel Pricing and Quoting Notes

- For each Employee user, Siebel modules must be licensed at the same level or less then the Siebel base application. For Example, if the customer licensed 100 Siebel CRM Base, then Siebel Contracts must have a quantity of 100 or less--not more then 100. This rule applies only to modules using the Application User metric.
- Customers using the Siebel SEA repository DO NOT have the industry options available to them. Only the Siebel CRM Base and Siebel CRM options are available in the SEA repository. Customers wishing to use Siebel industry functionality must have implemented the Siebel SIA repository--which they may do without triggering a licensing migration or any additional purchase.
- Technology products: There are NO technology products included with Siebel licenses. Any required technology, Oracle or otherwise, must be licensed separately.

Siebel CRM Applications

Siebel CRM Applications Pricing
Siebel Base Applications

Every Siebel customer must license, at a minimum, one Siebel CRM Base Application. Typically, each employee user of Siebel applications requires a base. Start by selecting the Siebel CRM Base for each Siebel user. All users requiring a base must license the Siebel CRM Base. Then, if the customer requires industry specific functionality, select the industry base option(s) that most appropriately meet customer needs--in addition to the CRM Base. Note that if the customer requires an industry solution, all users must have an industry base option and the Siebel CRM Base (exceptions require HQAPP approval).

For Existing Customers running Siebel v8.0 or earlier

Customers using the Siebel SEA repository DO NOT have the industry options available to them. Only the Siebel CRM Base and Siebel CRM options are available in the SEA repository. Customers wishing to use Siebel industry functionality must have implemented the Siebel SIA repository--which they may do without triggering a licensing migration or any additional purchase.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Base Applications				
Siebel CRM Base	3,750	825.00	Application User	
Siebel Communications, Media and Energy CRM Base Option	400	88.00	Application User	
Siebel Financial Services CRM Base Option	400	88.00	Application User	
Siebel Life Sciences CRM Base Option	400	88.00	Application User	
Siebel Manufacturing CRM Base Option	400	88.00	Application User	
Siebel Distribution CRM Base Option	400	88.00	Application User	
Siebel Public Sector CRM Base Option	400	88.00	Application User	
Siebel CRM Tools and Servers				
Siebel Tools	20,000	4,400.00	Application User	
Siebel Test Automation Interfaces	5,800	1,276.00	Application User	
Siebel Web UI Dynamic Developer Kit	5,800	1,276.00	Application User	
Siebel Server Extensions for UNIX	1,150	253.00	Computer	
Application Testing				
Oracle Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	
Oracle Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50

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Prices in USA (Dollar)

Siebel CRM Applications Pricing
Siebel CRM - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM General				
Siebel Advanced Market Development Funds	500	110.00	Application User	
Siebel Anywhere	200	44.00	Application User	
Siebel Server Sync - Microsoft Exchange Server	120	26.40	Application User	
Siebel Content Publishing	120	26.40	Application User	
Siebel Contracts	700	154.00	Application User	
Siebel CRM Desktop	300	66.00	Application User	
Siebel CTI	200	44.00	Application User	
Siebel Customer Content	350	77.00	Application User	
Siebel Data Quality	120	26.40	Application User	
Siebel Employee Self-Service	120	26.40	Application User	
Siebel Events Manager	350	77.00	Application User	
Siebel Forecasting	300	66.00	Application User	
Siebel Handheld	575	126.50	Application User	
Siebel HelpDesk Online	60	13.20	Application User	
Siebel Lead Management	230	50.60	Application User	
Siebel Mobile	575	126.50	Application User	
Siebel Mobile Sales Assistant Data Access	575	126.50	Application User	
Siebel Mobile Connector	300	66.00	Application User	
Siebel Partner Manager	500	110.00	Application User	
Siebel Remote Client	300	66.00	Application User	
Siebel Signature Capture Tool	60	13.20	Application User	
Siebel Smart Answer Connector	200	44.00	Application User	
Siebel SmartScript	300	66.00	Application User	
Siebel Territory Management	575	126.50	Application User	
Siebel Time and Expense Reporting	120	26.40	Application User	
Siebel Wireless	575	126.50	Application User	
Siebel Connector for Satmetrix Exchange	60	13.20	Application User	
Siebel CRM Customer Order Management				
Siebel Advisor	1,600	352.00	Application User	
Siebel Configurator Administration Server	115,000	25,300.00	Computer	
Siebel Configurator Runtime	2,200	484.00	Application User	
Siebel Customer Order Management Administration Server	230,000	50,600.00	Customer	
Siebel Customer Order Management Administrator	5,800	1,276.00	Application User	
Siebel Dynamic Catalog	1,000	220.00	Application User	
Siebel Dynamic Pricer	1,400	308.00	Application User	
Siebel Quote and Order Capture	1,150	253.00	Application User	
Siebel Quotes	460	101.20	Application User	
Siebel CRM Sales				
Oracle Business Approvals Connector for Sales Managers	350	77.00	Application User	25
Siebel Enterprise Selling Process (ESP)	200	44.00	Application User	
Siebel Portfolio Management Process (PMP)	200	44.00	Application User	
Siebel Proposals and Presentations	400	88.00	Application User	
Siebel Target Account Selling (TAS)	200	44.00	Application User	
Siebel CRM Service				
Siebel Asset Management	350	77.00	Application User	
Siebel Change Management	230	50.60	Application User	
Siebel Email Response	800	176.00	Application User	
Siebel Field Service	575	126.50	Application User	
Siebel HelpDesk Option	500	110.00	Application User	
Siebel Quality Management	300	66.00	Application User	
Siebel Smart Answer for Service	1,050	231.00	Application User	

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Siebel CRM Pricing

Prices In USA (Dollar)

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Field Service				
Siebel Barcode	120	26.40	Application User	
Siebel Logistics Manager	300	66.00	Application User	
Siebel Preventive Maintenance	200	44.00	Application User	
Siebel Repair	200	44.00	Application User	
Siebel Scheduling	400	88.00	Application User	
Oracle Real-Time Scheduler	2,650	583.00	Field Resource	40
Siebel CRM Marketing Automation				
Siebel Campaign Management	2,530	556.60	Application User	
Siebel Email/Web Offer Designer	175	38.50	Application User	
Siebel Email Marketing Server	115,000	25,300.00	Computer	
Siebel Marketing Resource Manager	230	50.60	Application User	
Siebel CRM Marketing Server				
Siebel Marketing Server - up to 500,000 records	172,500	37,950.00	Computer	
Siebel Marketing Server - up to 1,000,000 records	230,000	50,600.00	Computer	
Siebel Marketing Server - up to 3,000,000 records	316,500	69,630.00	Computer	
Siebel Marketing Server - up to 5,000,000 records	402,500	88,550.00	Computer	
Siebel Marketing Server - up to 10,000,000 records	490,000	107,800.00	Computer	
Siebel Marketing Server - unlimited records	575,000	126,500.00	Computer	
Siebel CRM Loyalty				
Siebel CRM Loyalty applications are only available to customers using the Siebel SIA repository. Customers using the SEA repository must first move to the SIA repository.				
Siebel Loyalty Engine Standard Edition	46,000	10,120.00	100K Member Records	5
Siebel Loyalty Engine Multi-Partner Edition	105,000	23,100.00	100K Member Records	5
Siebel Loyalty In-Store Engine	115	25.30	Retail Register	500
Siebel Loyalty Manager	1,150	253.00	Application User	
Siebel Loyalty Member Services Representative	575	126.50	Application User	
Siebel CRM Warranty				
Siebel Warranty Claims	1,500	330.00	Application User	10
Siebel Warranty Validation Server	100,000	22,000.00	Computer	2
Siebel Warranty Processing	3,000	660.00	1,000 Claims	
Siebel Warranty Management Administrator	25,000	5,500.00	Application User	2

Siebel CRM Applications Pricing

Siebel CRM - Employee Applications Not Requiring a Base

Note that while these modules do not require a base application for the individual user, the customer must license some number of base applications.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Not Requiring a Base - General				
Siebel Content Publishing	120	26.40	Application User	
Siebel Customer Content	350	77.00	Application User	
Siebel Handheld Stand Alone	1,150	253.00	Application User	
Siebel HelpDesk	1,150	253.00	Application User	
Siebel CRM Not Requiring Base - Marketing and Loyalty				
Siebel Loyalty Service Agent Console	2,700	594.00	Application User	
Siebel Segment Manager Stand Alone	2,900	638.00	Application User	
Siebel CRM Not Requiring Base - Customer Order Management				
Siebel Configurator Administration Server	115,000	25,300.00	Computer	
Siebel Customer Order Management Administration Server	230,000	50,600.00	Customer	
Siebel Order Validation Engine	0.2300	0.0500	Electronic Order Line	
Siebel CRM Not Requiring Base - HelpDesk				
Siebel Asset Management	350	77.00	Application User	
Siebel Change Management	230	50.60	Application User	
Siebel HelpDesk Online	60	13.20	Application User	

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Siebel CRM Applications Pricing

Siebel CRM - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Self-Service				
Siebel E-Commerce	345,000	75,900.00	Processor	2
Siebel E-Support	172,500	37,950.00	Processor	2
Siebel Configurator Runtime for E-Commerce	115,000	25,300.00	Processor	2
Siebel Dynamic Pricer for E-Commerce	57,500	12,650.00	Processor	2
Siebel CRM Customer Portal				
Siebel eCustomer	172,500	37,950.00	Processor	
Siebel eSales	115,000	25,300.00	Processor	
Siebel eService	57,500	12,650.00	Processor	
Siebel Web Marketing	34,500	7,590.00	Processor	
Siebel Loyalty Customer Portal	11,500	2,530.00	Processor	
Siebel CRM Customer Portal Modules				
Siebel Advisor for Customers	46,000	10,120.00	Processor	
Siebel Configurator Runtime for Customers	57,500	12,650.00	Processor	
Siebel Content Publishing for Customers	5,800	1,276.00	Processor	
Siebel Dynamic Pricer for Customers	46,000	10,120.00	Processor	
Siebel Events	30,000	6,600.00	Processor	
Siebel Self-Service Wireless for Customers	17,300	3,806.00	Processor	
Siebel SmartScript for Customers	11,500	2,530.00	Processor	
Siebel CRM Customer Modules not Requiring a Customer Portal				
Siebel Advisor Stand Alone	57,500	12,650.00	Processor	

Siebel CRM Applications Pricing

Siebel CRM - Partner Applications

For each Partner user, Siebel partner options must be licensed at the same level or less then the Siebel Partner Portal. For Example, if the customer licensed 100 Siebel Partner Portal then Siebel Partner Commerce must have a quantity of 100 or less. This rule applies only to options using the Registered User metric.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Partner Portal				
Siebel Partner Portal	500	110.00	Registered User	
Siebel Loyalty Partner Portal	230	50.60	Registered User	
Siebel CRM Partner Portal Modules				
Siebel Advanced Market Development Funds for Partners	350	77.00	Registered User	
Siebel Advisor for Partners	150	33.00	Registered User	
Siebel Anywhere for Partners	200	44.00	Registered User	
Siebel Basic Pricer for Partners	120	26.40	Registered User	
Siebel Campaign Management for Partners	700	154.00	Registered User	
Siebel Campaigns for Partners	120	26.40	Registered User	
Siebel Configurator Runtime for Partners	575	126.50	Registered User	
Siebel Content Publishing for Partners	60	13.20	Registered User	
Siebel Customer Order Management Administrator for Partners	1,150	253.00	Registered User	
Siebel Dynamic Pricer for Partners	350	77.00	Registered User	
Siebel Field Service for Partners	350	77.00	Registered User	
Siebel Forecasting for Partners	120	26.40	Registered User	
Siebel Logistics Manager for Partners	120	26.40	Registered User	
Siebel Marketing Resource Manager for Partners	120	26.40	Registered User	
Siebel Partner Commerce	400	88.00	Registered User	
Siebel PRM Wireless	175	38.50	Registered User	
Siebel Proposals and Presentations for Partners	175	38.50	Registered User	
Siebel Remote Client for Partners	120	26.40	Registered User	
Siebel SmartScript for Partners	120	26.40	Registered User	
Siebel Warranty for Partners	300	66.00	Registered User	
Siebel CRM Partner Modules Not Requiring Partner Portal				
Siebel PRM Wireless Stand Alone	400	88.00	Registered User	

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Siebel CRM Applications Pricing
Siebel CRM Web Channel

Siebel CRM Web Channel is intended for customers that have an existing Siebel implementation and have a functionality hole or two they need to fill that cannot easily be filled any other way. Siebel CRM Web Channel should never be used where standard Siebel licensing is available.

Siebel CRM Web Channel requires, at a minimum, the customer license one User of Siebel Tools and 100 user of Siebel CRM Base or equivalent.

A licensed user of a Siebel CRM Base does not require additional Web Channel licensing as the Web Channel deployment option is included in their license. Siebel CRM Web Channel pricing is available for Siebel CRM objects as well as Siebel Industry objects and all quote the same set of products.

Siebel CRM Web Channel pricing is designed for Siebel customers who desire to extend the usefulness of their Siebel deployment by providing additional users access to Siebel Business Objects with defined methods, events, and data and reuse Siebel Business Objects and project Siebel Data through an independent User Interface via:

- Built-in scripting of Siebel objects using Siebel VB, Siebel eScript, and Browser Script
- Component Object Model (COM) using the Siebel Web Client Automation Server, Siebel COM Data Control, Siebel COM Data Server, and Siebel Mobile/Dedicated Web Client Automation Server
- CORBA using Siebel CORBA Object Manager
- Java or J2EE using Siebel Java Data Bean, JMS or JCA
- HTTP-based Integration Objects
- Transport technologies such as: MQ Series, MSMQ, BizTalk, OLE DB

Siebel CRM Web Channel user capabilities include:

- Full access to the data model corresponding to the business objects licensed
- Reduced access to specialized application behavior, especially within specialized applet classes
- Ability to customize and extend application behavior via Siebel business services and scripting

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Web Channel				
Siebel CRM Web Channel for Employees- up to 15 Objects	700	154.00	Application User	
Siebel CRM Web Channel for Customers- up to 15 Objects	69,000	15,180.00	Processor	

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Siebel Communications, Media and Energy Applications Pricing
Siebel Communications, Media and Energy - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Communications, Media and Energy General				
Siebel CME Contracts	700	154.00	Application User	
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Premises	175	38.50	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Work Orders	175	38.50	Application User	
Siebel Communications, Media and Energy Customer Order Management				
Siebel Bulk Order Capture	750	165.00	Application User	
Siebel Bulk Orders Administration Server	115,000	25,300.00	Customer	
Siebel CME Quote and Order Capture	1,500	330.00	Application User	
Siebel Multisite Ordering	595	130.90	100 Sites	300
Siebel Promotion Groups	750	165.00	Application User	
Siebel Communications, Media and Energy Sales				
Siebel Call Reports	120	26.40	Application User	
Siebel Design Opportunity Management	300	66.00	Application User	
Siebel Field Service Assets	175	38.50	Application User	
Siebel Pricing Authorization Management	200	44.00	Application User	
Siebel Pricing Claims Server - Up to 20 Users	115,000	25,300.00	Computer	
Siebel Communications, Media and Energy Service				
Siebel Billing Management	175	38.50	Application User	
Siebel Credit Management	175	38.50	Application User	
Siebel Fraud Management	120	26.40	Application User	
Siebel Price Comparison	2,500	550.00	Application User	

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Siebel Communications, Media and Energy Applications Pricing
Siebel Communications, Media and Energy - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Communications, Media and Energy Self-Service				
Siebel Communications E-Commerce	415,000	91,300.00	Processor	2
Siebel Communications E-Support	210,000	46,200.00	Processor	2
Siebel Communications, Media and Energy Customer Portal				
Siebel CME eCustomer	175,000	38,500.00	Processor	
Siebel CME eSales	115,000	25,300.00	Processor	
Siebel CME eService	57,500	12,650.00	Processor	
Siebel CME Web Marketing	34,500	7,590.00	Processor	
Siebel Communications, Media and Energy Customer Portal Modules				
Siebel Price Comparison for Customers	57,500	12,650.00	Processor	
Siebel CME Quote and Order Capture for Customers	40,000	8,800.00	Processor	

Siebel Communications, Media and Energy Applications Pricing
Siebel Communications, Media and Energy - Partner Applications

For each Partner user, Siebel partner options must be licensed at the same level or less then the Siebel CME Partner Portal. For Example, if the customer licensed 100 Siebel CME Partner Portal then Siebel CME Partner Commerce must have a quantity of 100 or less. This rule applies only to options using the Registered User metric.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Communications, Media and Energy Partner Portal				
Siebel CME Partner Portal	525	115.50	Registered User	
Siebel Communications, Media and Energy Partner Portal Modules				
Siebel CME Partner Commerce	400	88.00	Registered User	
Siebel Bulk Order Capture for Partners	175	38.50	Registered User	
Siebel Credit Management for Partners	60	13.20	Registered User	
Siebel Design Opportunity Management for Partners	120	26.40	Registered User	
Siebel Fraud Management for Partners	60	13.20	Registered User	
Siebel Pricing Authorization Management for Partners	175	38.50	Registered User	
Siebel Promotion Groups for Partners	175	38.50	Registered User	
Siebel CME Quote and Order Capture for Partners	400	88.00	Registered User	

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Siebel Financial Services Applications Pricing
Siebel Financial Services Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Financial Services General				
Siebel Customer Relationship Console - HTML	850	187.00	Application User	
Siebel Finance Events Manager	400	88.00	Application User	
Siebel Financial Accounts	200	44.00	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Financial Services Proposals and Presentations	400	88.00	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Financial Services Customer Order Management				
Siebel Financial Services Customer Order Management for Banking	1,500	330.00	Application User	
Siebel Financial Services Quote and Order Capture	1,150	253.00	Application User	
Siebel Financial Services Quotes	460	101.20	Application User	
Siebel Financial Services Sales				
Siebel Call Reports	120	26.40	Application User	
Siebel Needs Analysis/Applications - Non credit	200	44.00	Application User	
Siebel Financial Services Finance Line of Business				
Siebel Collections	575	126.50	Application User	
Siebel Commercial Banking Loan Approval	300	66.00	Application User	
Siebel Corporate and Commercial Banking	200	44.00	Application User	
Siebel Credit Origination	260	57.20	Application User	
Siebel Institutional Sales and Research	300	66.00	Application User	
Siebel Investment Banking	200	44.00	Application User	
Siebel Investment Management	300	66.00	Application User	
Siebel Retirement/Pension Management	300	66.00	Application User	
Siebel Small Business Banking	200	44.00	Application User	
Siebel Wealth Management	300	66.00	Application User	
Siebel Financial Services Healthcare				
Siebel Group Coverage	300	66.00	Application User	
Siebel Healthcare Providers and Facilities	200	44.00	Application User	
Siebel Individual Coverage	180	39.60	Application User	
Siebel Financial Services Insurance				
Siebel Group Pensions	300	66.00	Application User	
Siebel Group Policies	300	66.00	Application User	
Siebel Individual Life and Annuities	175	38.50	Application User	
Siebel Personal Lines Claims	230	50.60	Application User	
Siebel Personal Lines Policies	300	66.00	Application User	
Siebel Financial Services Insurance Service				
Siebel Insurance Field Service	575	126.50	Application User	

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Siebel Financial Services Applications Pricing
Siebel Financial Services - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Financial Services Customer Portal				
Siebel Financial Services eCustomer	172,500	37,950.00	Processor	
Siebel Financial Services eSales	115,000	25,300.00	Processor	
Siebel Financial Services eService	57,500	12,650.00	Processor	
Siebel Financial Services Web Marketing	34,500	7,590.00	Processor	
Siebel Enrollment Portal	70,000	15,400.00	Processor	
Siebel Financial Services Customer Portal Modules				
Siebel Finance Events	40,000	8,800.00	Processor	

Siebel Financial Services Applications Pricing
Siebel Financial Services - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Financial Services Partner Portal				
Siebel Agent Portal	500	110.00	Registered User	
Siebel Finance Partner Portal	500	110.00	Registered User	
Siebel Service Provider Portal	175	38.50	Registered User	
Siebel Financial Services Agent Portal Options				
Siebel Individual and Group Coverage for Partners	120	26.40	Registered User	
Siebel Life and Pensions for Partners	120	26.40	Registered User	
Siebel P&C Claims for Partners	120	26.40	Registered User	
Siebel P&C Policies for Partners	175	38.50	Registered User	
Siebel Financial Services Partner Portal Modules				
Siebel Financial Services Proposals and Presentations for Partners	175	38.50	Registered User	

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Siebel Life Sciences Applications Pricing

Siebel Life Sciences - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences General				
Siebel Advanced Contracts	1,450	319.00	Application User	
Siebel Business Rules	400	88.00	Application User	
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Managed Care	1,150	253.00	Application User	
Siebel Managed Care Profile	300	66.00	Application User	
Siebel Medical Education	200	44.00	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Opportunities and Contracts	300	66.00	Application User	
Siebel Pharma Campaigns	575	126.50	Application User	
Siebel Prescription Analysis	300	66.00	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Samples	300	66.00	Application User	
Siebel Life Sciences Sales				
Siebel Design Opportunity Management	300	66.00	Application User	
Siebel Pricing Authorization Management	200	44.00	Application User	
Siebel Pricing Claims Server-Up to 20 Users	115,000	25,300.00	Computer	
Siebel Life Sciences Service				
Siebel Collections	575	126.50	Application User	
Siebel Life Sciences Medical Sales				
Siebel Medical Handheld	700	154.00	Application User	
Siebel Medical Inventory Management	300	66.00	Application User	
Siebel Life Sciences Medical Service				
Siebel Medical Field Service	575	126.50	Application User	
Siebel Life Sciences Pharma Sales				
Siebel Pharma Handheld	700	154.00	Application User	
Siebel Signature Capture	120	26.40	Application User	
Siebel Life Sciences Pharma Marketing Server				
Siebel Pharma Marketing Server-First Brand	1.15	0.2500	Customer Record	
Siebel Pharma Marketing Server-Additional Brand	1.15	0.2500	Customer Record	
Siebel Pharma Marketing Server-Unlimited Brands – Unlimited records	345,000	75,900.00	Processor	

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Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Employee Applications Not Requiring a Base

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences not requiring a Base - General				
Siebel Medical Handheld Stand Alone	1,350	297.00	Application User	
Siebel Pharma Handheld Stand Alone	1,350	297.00	Application User	
Siebel Life Sciences Medical Handheld Stand Alone Modules				
Siebel Medical Inventory Management	300	66.00	Application User	
Siebel Life Sciences Pharma Handheld Stand Alone Modules				
Siebel Expense Reports for Handheld Stand Alone	115	25.30	Application User	
Siebel Medical Education for Handheld Stand Alone	115	25.30	Application User	
Siebel Samples for Handheld Stand Alone	175	38.50	Application User	
Siebel Signature Capture Stand Alone	115	25.30	Application User	

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences Customer Portal				
Siebel Pharma eService	80,000	17,600.00	Processor	
Siebel Life Sciences Pharma eService Modules				
Siebel MedEd for Customers	29,000	6,380.00	Processor	
Siebel Samples for Customers	29,000	6,380.00	Processor	
Siebel Details	175	38.50	Application User	
Siebel Details – Server capacity for an additional 10 concurrent users	27,500	6,050.00	Computer	
Siebel Details – Server capacity for an additional 50 concurrent users	55,000	12,100.00	Computer	
Siebel Details – Server capacity for an additional 100 concurrent users	90,000	19,800.00	Computer	
Siebel Details – Server capacity for an additional 200 concurrent users	126,500	27,830.00	Computer	

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences Partner Portal Modules				
Siebel Delegated Business Rules for Partners	175	38.50	Registered User	
Siebel Design Opportunity Management for Partners	120	26.40	Registered User	
Siebel Details	175	38.50	Application User	
Siebel Details – Server capacity for an additional 10 concurrent users	27,500	6,050.00	Computer	
Siebel Details – Server capacity for an additional 50 concurrent users	55,000	12,100.00	Computer	
Siebel Details – Server capacity for an additional 100 concurrent users	90,000	19,800.00	Computer	
Siebel Details – Server capacity for an additional 200 concurrent users	126,500	27,830.00	Computer	
Siebel Life Sciences Field Service for Partners	350	77.00	Registered User	
Siebel Pricing Authorization Management for Partners	175	38.50	Registered User	

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Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Manufacturing General				
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Manufacturing Automotive				
Siebel Business Rules	400	88.00	Application User	
Siebel Financial Accounts	200	44.00	Application User	
Siebel Lease End-of-Term Processing	200	44.00	Application User	
Siebel Personal Lines Claims	230	50.60	Application User	
Siebel Remarketing	575	126.50	Application User	
Siebel Title Management	120	26.40	Application User	
Siebel Vehicle Contracts	200	44.00	Application User	
Siebel Manufacturing Oil, Gas and Chemicals				
Siebel OGC Contracts	700	154.00	Application User	
Siebel OGC Quote and Order Capture	1,150	253.00	Application User	
Siebel Premises	175	38.50	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Work Orders	175	38.50	Application User	
Siebel Manufacturing Sales				
Siebel Design Opportunity Management	300	66.00	Application User	
Siebel Pricing Authorization Management	200	44.00	Application User	
Siebel Pricing Claims Server-Up to 20 User	115,000	25,300.00	Computer	
Siebel Manufacturing Automotive Sales				
Siebel Credit Origination	260	57.20	Application User	
Siebel Manufacturing Oil, Gas and Chemicals Sales				
Siebel Call Reports	120	26.40	Application User	
Siebel Manufacturing Automotive Service				
Siebel Collections	575	126.50	Application User	
Siebel Manufacturing Oil, Gas and Chemicals Service				
Siebel Billing Management	175	38.50	Application User	
Siebel Credit Management	175	38.50	Application User	
Siebel Fraud Management	120	26.40	Application User	

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Prices in USA (Dollar)

Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Manufacturing Customer Portal				
Siebel OGC eCustomer	172,500	37,950.00	Processor	
Siebel OGC eSales	115,000	25,300.00	Processor	
Siebel OGC eService	57,500	12,650.00	Processor	
Siebel OGC Web Marketing	34,500	7,590.00	Processor	
Siebel Manufacturing Oil, Gas and Chemicals Customer Portal				
Siebel OGC Quote and Order Capture for Customers	40,000	8,800.00	Processor	

Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Manufacturing Partner Portal				
Siebel Dealer Portal	500	110.00	Registered User	
Siebel OGC Partner Portal	500	110.00	Registered User	
Siebel Manufacturing Partner Portal Modules				
Siebel Design Opportunity Management for Partners	120	26.40	Registered User	
Siebel Pricing Authorization Management for Partners	175	38.50	Registered User	
	(Each user of Dealer Portal Options requires a user of Dealer Portal)			
Siebel Manufacturing Dealer Portal Modules				
Siebel Credit Origination for Partners	260	57.20	Registered User	
Siebel Dealer Advanced Marketing	500	110.00	Registered User	
Siebel Delegated Business Rules for Partners	175	38.50	Registered User	
Siebel Financial Accounts for Partners	175	38.50	Registered User	
Siebel Remarketing for Partners	575	126.50	Registered User	
Siebel Showroom for Dealers	575	126.50	Registered User	
	(Each user requires a user of OGC Partner Portal)			
Siebel Manufacturing Oil, Gas and Chemicals Partner Portal Modules				
Siebel OGC Partner Commerce	400	88.00	Registered User	
Siebel Credit Management for Partners	60	13.20	Registered User	
Siebel Fraud Management for Partners	60	13.20	Registered User	
Siebel OGC Quote and Order Capture for Partners	230	50.60	Registered User	

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Siebel Manufacturing and Distribution Applications Pricing
Siebel Distribution - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Distribution General				
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Distribution Consumer Goods General				
Siebel Advanced Contracts	1,450	319.00	Application User	
Siebel Consumer Goods Customer Order Management Administration Server	138,000	30,360.00	Customer	
Siebel Deductions	200	44.00	Application User	
Siebel Consumer Goods Dynamic Catalog	400	88.00	Application User	
Siebel Inventory and Order Management	1,150	253.00	Application User	
Siebel Consumer Goods Quote and Order Capture	870	191.40	Application User	
Siebel Sales Volume Planning	300	66.00	Application User	
Siebel Trade Promotions	350	77.00	Application User	
Demantra Predictive Trade Planning	1,800	396.00	$Million COGS	150
option: Demantra Trade Promotion Optimization	870	191.40	$Million COGS	150
Siebel Distribution Consumer Goods Sales				
Siebel Consumer Goods Sales Handheld	700	154.00	Application User	
Siebel Van Sales/Delivery	460	101.20	Application User	
Siebel Distribution Hospitality Sales				
Siebel Group Inventory and Execution	4,200	924.00	Application User	
Siebel Distribution Not Requiring a Base - General				
Siebel Consumer Goods Sales Handheld DSS	1,350	297.00	Application User	
Siebel Van Sales/Delivery	460	101.20	Application User	
Siebel Group Sales and Event Management	200	44.00	Guest Room	

Siebel Manufacturing and Distribution Applications Pricing
Siebel Distribution - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Distribution Consumer Goods Partner Portal Modules				
Siebel Deductions for Partners	175	38.50	Registered User	
Siebel Sales Volume Planning for Partners	120	26.40	Registered User	
Siebel Trade Promotions for Partners	300	66.00	Registered User	

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Siebel Public Sector Applications Pricing
Siebel Public Sector - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Public Sector General				
Siebel Network Order Entry	460	101.20	Application User	

Siebel Public Sector Applications Pricing
Siebel Public Sector Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Public Sector Self-Service				
Siebel Public Sector E-Support	175,000	38,500.00	Processor	2
Siebel Public Sector Customer Portal				
Siebel Public Sector eService	80,000	17,600.00	Processor	

Siebel Public Sector Applications Pricing
Siebel Public Sector Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Public Sector Partner Portal				
Siebel Public Sector Partner Portal	500	110.00	Registered User	

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Complementary Applications to Siebel CRM

Siebel CRM Applications Pricing
Oracle E-Billing Applications

Licensing Oracle Self-Service E-Billing does not require also licensing any Siebel applications. The customer can run Self-Service E-Billing on its own.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Oracle Self-Service E-Billing				
Oracle Self-Service E-Billing Business Edition	10,500	2,310.00	$M in Application Annual Revenue	50
Oracle Self-Service E-Billing Consumer Edition	8	1.76	Registered User	50,000

Siebel CRM Applications Pricing
Real-Time Decisions (RTD) Applications

RTD				
Oracle Real-Time Decisions Base Application	57,500	12,650.00	Processor	
Oracle Real-Time Decisions for Siebel Intelligent Offer Generation	1,800	396.00	Application User	
Oracle Real-Time Decisions for Siebel E-Commerce	57,500	12,650.00	Processor	

Siebel CRM Applications Pricing
Oracle Policy Automation Applications

NOTE: The number of licenses required for Oracle Policy Automation Connectors is determined by counting the number of processors or application users for the OPA instances being connected to. For instance, if the customer uses Processor licenses to connect Siebel to OPA, the number of processors needed are based on the OPA instance not the Siebel instance.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Policy Automation Authoring				
Oracle Policy Modeling	100,000	22,000.00	Application User	
Policy Automation Deployment				
Oracle Policy Automation	200,000	44,000.00	Processor	
Oracle Policy Automation	1,000	220.00	Application User	500
Oracle Policy Automation for Mobile Devices	1,000	220.00	Application User	500
Oracle Policy Automation for Oracle CRM On Demand	500	110.00	Application User	50
Policy Automation General				
Oracle Policy Automation Connector for Siebel	80,000	17,600.00	Processor	
Oracle Policy Automation Connector for Siebel	400	88.00	Application User	500
Oracle Policy Automation Connector for Oracle CRM On Demand	50,000	11,000.00	Connected Instance	
Oracle Policy Automation Connector for SAP Java Connector	120,000	26,400.00	Processor	
Oracle Policy Automation Connector for SAP Java Connector	600	132.00	Application User	500

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Prices in USA (Dollar)

Siebel CRM Applications Pricing
Oracle ATG and Endeca Offerings

	License Price	Software Update License & Support	Licensing Metric	Minimum
ATG Commerce				
ATG Web Commerce	1,000,000	220,000.00	500,000 Requests per Day	
WebCenter Sites for Oracle ATG Web Commerce	80,000	17,600.00	500,000 Requests per Day	
ATG Web Commerce Merchandising	50,000	11,000.00	Application User	2
ATG Web Commerce Service Center	2,500	550.00	Application User	20
ATG Web Commerce Search	160,000	35,200.00	Processor	
ATG Developer and Administrator				
ATG Web Commerce Developer and Administrator	5,000	1,100.00	Application User	
ATG Knowledge Manager				
ATG Web Knowledge Manager	10,000	2,200.00	Application User	20
ATG Web Knowledge Manager Self-Service	200,000	44,000.00	Processor	
Endeca Search				
Endeca Guided Search	300,000	66,000.00	1,000,000 Queries per Day	
Endeca Experience Manager	200,000	44,000.00	500,000 Requests per Day	
Endeca Search Add-Ons				
Endeca Relationship Discovery	45,000	9,900.00	Processor	
Endeca Text Enrichment	15,000	3,300.00	Processor	
Endeca Text Enrichment with Sentiment Analysis	45,000	9,900.00	Processor	
Endeca Developer and Administrator				
Endeca Developer	5,000	1,100.00	Application User	

Siebel CRM Applications Pricing
Oracle Knowledge Applications

Oracle Knowledge Notes

- Oracle Knowledge Standard Edition offerings are limited to 10 moderators in the community forums and access by 250 partner organizations.
- Oracle Knowledge Standard Edition offerings do not include Industry ontologies (pre-packaged dictionaries with common industry terminology) and Guided Flows (decision tree style question-answer diagnostics).
- Oracle Knowledge Enterprise Edition customers receive everything in the Standard Edition version plus unlimited forum moderators, unlimited partner organization access, as well as industry ontologies and Guided Flows.
- Oracle Knowledge for Web Self-Service (Standard and Enterprise) include all Web Self-Service interfaces owned by the client, including the www support site, extranets for partners, agents or distributors as well as intranets for knowledge sharing.
- Oracle Knowledge for Contact Center licenses are required for all knowledge authors or other users such as approvers and reviewers contributing to knowledge creation workflows.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Knowledge Enterprise Edition				
Oracle Knowledge for Contact Center Enterprise Edition	2,000	440	Application User	
Oracle Knowledge for Web Self Service Enterprise Edition	300,000	66,000	Processor	
Knowledge Standard Edition				
Oracle Knowledge for Contact Center Standard Edition	1,250	275	Application User	
Oracle Knowledge for Web Self Service Standard Edition	150,000	33,000	Processor	
Knowledge Analytics				
Oracle Knowledge Analytics	5,800	1,276	Application User	5

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Prices in USA (Dollar)

Siebel CRM Applications Pricing
Oracle ATG Click-to-Call, Live Help, and Recommendations

	Annual Fee	Support	Licensing Metric	Minimum
Click-to-Call Cloud Service				
Click-to-Call Interactions Cloud Service				
10,000 - 49,999 Interactions	600	Included	1K Interaction Credits	
50,000 - 99,999 Interactions	550	Included	1K Interaction Credits	
100,000 - 249,999 Interactions	500	Included	1K Interaction Credits	
250,000 - 499,999 Interactions	450	Included	1K Interaction Credits	
500,000 - 749,999 Interactions	400	Included	1K Interaction Credits	
750,000 - 1,449,999 Interactions	350	Included	1K Interaction Credits	
1,500,000 + Interactions	300	Included	1K Interaction Credits	
Click-to-Call Standard Telco Cloud Service	See Rate Schedule	Included	Minute	

Siebel CRM Applications Pricing
Oracle User Productivity Kit (UPK) Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
UPK				
Oracle User Productivity Kit Standard (UPK)	17,500	3,850.00	UPK Developer	
Oracle User Productivity Kit Standard (UPK)	90	19.80	Application User	50
Oracle User Productivity Kit Standard (UPK)	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500
UPK Content Materials for CRM				
Siebel UPK Fundamentals for Siebel CRM Base				
(Up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	
Siebel UPK for Oracle Customer Hubs				
(Up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	
Siebel UPK for Siebel Customer Order Management				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Loyalty				
(Up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	
Siebel UPK for Siebel Partner Manager				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Marketing				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Sales				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Service				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Territory Management				
(Up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	

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Prices in USA (Dollar)

Siebel CRM Applications Pricing
Oracle Master Data Management Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Master Data Management - Customer Hub for B2B				
Oracle Customer Hub B2B	9	1.98	Record	50,000
Oracle Customer Hub Add-on B2B for Siebel CRM and Oracle E-Business Suite	4.50	0.9900	Record	50,000
Customer Hub & Customer Hub Add-on options	*(Customer Hub options are available only with Siebel UCM)*			
option: Oracle Activity Hub B2B	3.20	0.7000	Record	50,000
option: Oracle Field Service Hub B2B	3.20	0.7000	Record	50,000
option: Oracle Marketing Hub B2B	3.20	0.7000	Record	50,000
option: Oracle Sales Hub B2B	3.20	0.7000	Record	50,000
option: Oracle Service Hub B2B	3.20	0.7000	Record	50,000
Master Data Management - Customer Hub for B2C				
Oracle Customer Hub B2C	0.4600	0.1000	Record	1,000,000
Oracle Customer Hub Add-on B2C for Siebel CRM and Oracle E-Business Suite	0.2300	0.0500	Record	1,000,000
Customer Hub & Customer Hub Add-on options	*(Customer Hub options are available only with Siebel UCM)*			
option: Oracle Activity Hub B2C	0.1600	0.0400	Record	1,000,000
option: Oracle Field Service Hub B2C	0.1600	0.0400	Record	1,000,000
option: Oracle Marketing Hub B2C	0.1600	0.0400	Record	1,000,000
option: Oracle Privacy Management Policy Hub B2C	0.3200	0.0700	Record	1,000,000
option: Oracle Sales Hub B2C	0.1600	0.0400	Record	1,000,000
option: Oracle Service Hub B2C	0.1600	0.0400	Record	1,000,000
Master Data Management - Vertical Customer Hub	*(Vertical MDM options are available only with Siebel UCM)*			
Oracle Automotive Captive Finance Customer Hub	1.60	0.3500	Record	1,000,000
Oracle Case Hub	0.3700	0.0800	Record	1,000,000
Oracle Higher Education Constituent Hub	1.30	0.2900	Record	300,000
Oracle Life Sciences Customer Hub	2.90	0.6400	Record	100,000
Master Data Management - Product Information Management (PIM)				
Oracle Product Hub	14	3.08	Record	20,000
Oracle Product Hub Add-on	7	1.54	Record	20,000
Master Data Management - Administrative & Development				
Oracle Customer Hub Data Steward	5,795	1,274.90	Application User	10
Oracle Higher Education Constituent Hub Data Steward	5,795	1,274.90	Application User	10
Oracle Product Hub Data Steward	5,795	1,274.90	Application User	20

Siebel CRM Applications Pricing
Oracle Master Data Management Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Master Data Management - Data Quality				
Oracle Enterprise Data Quality Address Verification Server	63,300	13,926.00	Processor	4
Oracle Enterprise Data Quality Standardization and Match	275,000	60,500.00	Processor	4
Oracle Enterprise Data Quality Profile and Audit	150,000	33,000.00	Processor	4
Oracle Enterprise Data Quality Product Data Extension	150,000	33,000.00	Processor	4
Oracle Watchlist Screening	200,000	44,000.00	Processor	4

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DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. For Order Management, application users are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately by Electronic Order Line.

$M in Application Annual Revenue: is defined as one million U.S. dollars excluding taxes processed through the licensed program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

Siebel Branch Teller Services program, Siebel Internet Banking Services program, Siebel Retail Finance Foundation Services program and the Siebel Financial Transactions Workbench program, you may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the program documentation, all in accordance with the program documentation, and provided that such materials or modified materials shall be used solely with your licensed use of such programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the programs, ancillary programs, program documentation, or any other materials provided by Oracle, or to permit third parties to do so.

1,000 Claims: is defined as one thousand unique claims processed through the program during a 12 month period. A unique claim is defined as one of the following: OEM Claims entry, supplier claims entry, adjudication. Claims flow through to OPA for automated processing. **You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle.**

Connected Instance: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product that the software product is required to interface.

Cost of Goods Sold: is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

$M Cost of Goods Sold: is defined as one million U.S. dollars of the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Customer: is defined as the customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

Customer Account: is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such accounts.

Customer Record: is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that you may access using the program.

Contact Record: is defined as each database record of an individual contact that is stored in the Siebel Data Model

The **Siebel Marketing Server** program is licensed on a Computer basis together with the number of unique Customer Records that you may access using the program.

The **Siebel Pharma Marketing Server** is licensed on the basis of the number of unique Customer Records that you may access using the program together with the number of Brands that you may manage using the program.

Brand: is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

The **Siebel Details** Program includes a license for 20 Concurrent Users that authorizes you to use the program on only one Physical Server for a maximum of 20 Concurrent Users at any given time.

Electronic Order Line: is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Order Line is defined as the total number of order entry line items processed by the program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless you acquire additional Order Line licenses from Oracle.

Employee: Enterprise Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the Oracle Programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, all of the company's full-time, part-time, temporary employees and agents, contractors and consultants that are providing the outsourcing services for you who have access to, use, or are tracked by the Oracle Programs must be counted for the purposes of determining the number of Enterprise Employees.

Field Resource: is defined as dispatchers using the programs, as well as engineers, technicians, representatives or other persons scheduled by the programs.

Guest Room: is defined as the number of guest rooms managed by the program.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

1K Interaction Credits: is defined as one thousand interaction credits where one interaction credit is defined as (a) one completed Click to Call session or (b) one Click to Chat session or (c) three Email Response outbound emails sent from the Live Help Agent Console.

A Click to Call session is defined as a user initiated PC-to-phone or phone-to-phone call which is connected to a destination phone number.

A Click to Chat session is defined as a user initiated chat from any channel that is removed from a chat session queue in the Live Help Agent Console via an automatic or manual queue distribution.

An Email Response is defined as an agent reply to an inbound email or an agent-originated email. Any fraction of Email Responses less than three will be rounded up to three for purposes of license quantity requirements.

If at any time the amount of 1K Interaction Credits exceeds the licensed quantity, you are required to order additional services such that the amount of 1K Interaction Credits is equal to or less than the number of licensed quantity.

$M in Managed Assets: is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

Member Record: is defined as each unique customer loyalty program Member Record managed by the program. 100k Member Records shall mean one hundred thousand Member Records.

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Named User Plus / Named User is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Oracle VM Management Pack, and Provisioning and Patch Automation Pack, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft all users of the middleware and/or database software that support the respective application program are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Siebel, Load Testing Accelerator for Oracle E-Business Suite, and Load Testing Accelerator Application Development Framework Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Database Firewall, only the processors of the database sources which are protected or monitored must be counted for the purpose of determining the number of licenses required.

Partner Organization: is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Physical Server: is defined as each physical server on which the programs are installed.

The **Siebel Pricing Claims Server-Up to 20 Application Users** is licensed on a Physical Server basis with a limitation on the number of Application Users.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Ops Center Virtualization management Pack and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the program is running for indexing content in configured content sources as long as the foregoing is the only use of the program on all the processors installed in a given server.

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Siebel CRM Pricing

Product Catalog: is defined as a single instance of your product offerings in a tabular structure which includes product details such as name, price, category, SKU number, and other data fields. Product Catalogs must be provided from you to Oracle via File Transfer Protocol (FTP) or API feed.

For the purposes of Oracle Recommendations Single-Channel On Demand and Oracle Multi-Channel On Demand, hosting is included for one Product Catalog that includes only up to 500,000 products.

For the purposes of Oracle Recommendations Additional Catalog On Demand, a Product Catalog refers to each of your additional deployed Product Catalogs that each include only up to 500,000 products.

For the purposes of Oracle Recommendations Large Catalog On Demand, a Product Catalog refers to each of your deployed Product Catalogs that each include more than 500,000 products per Product Catalog.

If at any time the amount of Product Catalogs exceeds the licensed quantity, you are required to order additional services such that the amount of Product Catalogs is equal to or less than the number of licensed quantity.

Record: For Customer Hub B2B and Hyperion Data Relationship Management for Customer Hub, record is defined as the number of unique customer database records stored in the Customer Hub B2B application (e.g. stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Customer Data Hub product.

For Customer Hub B2C, record is defined as the number of unique customer database records stored in the Customer Hub B2C application. A customer database record is a unique consumer (i.e. physical person) record which is stored as a contact for the Universal Customer Master product or as a person for the Customer Data Hub product.

For Product Hub, record is defined as the number of unique product database records stored in the Product Hub application. A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Life Sciences Customer Hub program a record is defined as the number of unique customer database records stored in the application. A Life Sciences customer database record is a unique physician (i.e. physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub product.

For the purpose of Oracle Supplier Lifecycle Management and Oracle Supplier Hub applications, a record is a unique business entity or company record, which is stored as Supplier in AP_SUPPLIERS table of the Oracle Supplier Lifecycle Management and Oracle Supplier Hub products.

For all programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

The **Siebel Master Data Application** programs (denoted by the word "Master" in the program name) are licensed on the basis of the number of Contact Records that may be stored in the Master Data Application.

The **Siebel Master Data Application** programs (denoted by the word "Master" in the program name) are subject to the following additional terms: (a) you have no right to use the user interface of such programs except through the Customer Data Steward or Product Data Steward modules, and (b) you can use only those components of the Siebel Master Data application program that have been licensed by you.

Registered User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. Registered Users shall be only your business partners and/or customers and shall not be your employees.

1,000,000 Queries Per Day: is defined as one million queries to the MDEX engine, including but not limited to: text searches; changes to facet (refinement); page up/down through results (any text box query, change in facet selection, change in results viewed), from midnight to the next midnight (e.g., a day).

500,000 Requests Per Day is defined as five hundred thousand requests from midnight to the next midnight (e.g., a day).

For the purposes of the following program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: WebCenter Sites for Oracle ATG Web Commerce, requests to the WebCenter Sites or WebCenter Sites Satellite Server programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Endeca Experience Manager, requests at the Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g. ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

Retail Register is defined as any device designed to record any part of a sales transaction.

100 Sites is defined as the number of unique Sites added to Multi-Site Quotes created over the last 12 calendar months. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of the Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. Only unique Sites are counted, i.e., a Site, as defined by its Service Account and Service Point values, added to multiple Multi-Site Quotes created in a 12-month period is only counted once.

100MB per month is defined as 100 megabytes of storage space used each month.

Telephone Number is defined as each unique telephone number for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such telephone numbers.

1K Transactions is defined as one thousand unique transactions processed through the program during a 12 month period. **You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle.**

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

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Siebel CRM Pricing

UPK Module is defined as the functional software component described in the product documentation

The users or processors of the **Siebel Web Channel** program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the programs that is defined in the Siebel Tools program.

1M Web Sessions is defined as one million web sessions where a web session is defined as a sequence of requests from a uniquely identified client that expire after 30 minutes of inactivity. The total number of Web Sessions per calendar year must be aggregated for the purposes of license quantity requirements. If at any time the amount of 1M Web Sessions exceeds the licensed quantity, you are required to order additional services such that the amount of 1M Web Sessions is equal to or less than the number of licensed quantity.

Wireless handset is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:
http://edelivery.oracle.com

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via Oracle MetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

Oracle Database Server Support Package 2,300 USA (Dollar) for 10 incidents on one server:
Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
Oracle Application Server Support Package 1,150 USA (Dollar) for 10 incidents on one server:
Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle MetaLink, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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PeopleSoft Component Global Price List

August 7, 2014

Software Investment Guide

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PeopleSoft Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Customer Relationship Management				
CRM Personal Information Management Server Sync	295	64.90	Application User	5
CTI Integration	2,295	504.90	Application User	5
Event Management	1,750	385.00	Application User	5
HelpDesk	120	26.40	Employee	All Employees
HelpDesk for Employee Self Service	30	6.60	Employee	All Employees
HelpDesk for Human Resources	120	26.40	Employee	All Employees
Integrated FieldService	4,595	1,010.90	Application User	5
Marketing	7,200	1,584.00	Application User	5
Multichannel Communications	1,950	429.00	Application User	5
Online Marketing	7,200	1,584.00	Application User	5
Order Capture	5,800	1,276.00	Application User	5
Order Capture Self Service	3,500	770.00	Application User	5
Sales	7,500	1,650.00	Application User	5
Service Center for Higher Education	15,250	3,355.00	Application User	5
Support	13,795	3,034.90	Application User	5
Support for Customer Self Service	1,450	319.00	Application User	5
Workforce Communications	70	15.40	Employee	All Employees
Workforce Communications for HelpDesk	25	5.50	Employee	All Employees
Supply Chain Management				
Catalog Management	9,100	2,002.00	Application User	5
eProcurement	80	17.60	Application User	5
eSupplier Connection	9,195	2,022.90	Application User	5
Inventory	4,595	1,010.90	Application User	5
Option: Mobile Inventory Management	1,725	379.50	Application User	5
Order Management	5,100	1,122.00	Application User	5
Purchasing	4,595	1,010.90	Application User	5
Services Procurement	2,995	658.90	Application User	5
Strategic Sourcing	9,195	2,022.90	Application User	5
Supplier Contract Management	6,895	1,516.90	Application User	5
Asset Lifecycle Management				
IT Asset Management	1,055	232.10	Application User	5
Maintenance Management	4,595	1,010.90	Application User	5
Option: Self-Service Work Requests	575	126.50	Application User	5
Real Estate Management	4,595	1,010.90	Application User	5
ESA				
Contracts	6,895	1,516.90	Application User	5
Expenses	6	1.32	Expense Report	1,000
Grants	7,125	1,567.50	Application User	5
Pay/Bill Management	5,395	1,186.90	Application User	5
Program Management	2,895	636.90	Application User	10
Project Costing	4,595	1,010.90	Application User	5
Proposal Management	1,725	379.50	Application User	5
Resource Management	3,495	768.90	Application User	5
Financials				
Cash Management	645	141.90	Application User	5
eSettlements	1,950	429.00	Application User	5
Financials	4,595	1,010.90	Application User	5
Transaction Billing Processor	1,595	350.90	Application User	5
Treasury	28,995	6,378.90	Application User	5

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Prices In USA (Dollar)

PeopleSoft Component Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Human Capital Management (HCM)				
Absence Management	52	11.44	Employee	All Employees
Benefits Administration	85	18.70	Employee	All Employees
Directory Interface	12	2.64	Employee	All Employees
eCompensation	35	7.70	Employee	All Employees
ePerformance	105	23.10	Employee	All Employees
Human Resources	185	40.70	Employee	All Employees
In-Memory Labor Rules and Monitoring	30	6.60	Employee	All Employees
Payroll	225	49.50	Employee	All Employees
Payroll Interface	70	15.40	Employee	All Employees
Pension Administration	85	18.70	Employee	All Employees
Recruiting Solutions	75	16.50	Employee	All Employees
Succession Planning	70	15.40	Employee	All Employees
Time and Labor	110	24.20	Employee	All Employees
Oracle Workforce Scheduling	225	49.50	Employee	All Employees
Enterprise Learning Management				
Enterprise Learning Management	105	23.10	Employee	All Employees
Campus Solutions				
Gradebook	12	2.64	FTE Student	All Students
Campus Self Service	42	9.24	FTE Student	All Students
Contributor Relations	1,350	297.00	Application User	5
Student Administration	185	40.70	FTE Student	All Students
Student Administration Integration Pack	6	1.32	FTE Student	All Students
Portals				
Interaction Hub	500	110.00	Application User	5
PeopleTools				
PeopleTools-Enterprise Development	1,150	253.00	Application User	5
PeopleTools-Enterprise Development Starter Kit	260	57.20	Application User	5
Governance, Risk, and Compliance				
Advanced Controls for PeopleSoft	2,100	462.00	Monitored User	100
Oracle Enterprise Governance, Risk, and Compliance Manager	4,995	1,098.90	Application User	50
Option: Oracle Financial Governance	1,595	350.90	Application User	50
Oracle Fusion Governance, Risk, and Compliance Intelligence	4,595	1,010.90	Application User	10
Application Access Controls Governor	895	196.90	Monitored User	100
Option: Application Access Controls for PeopleSoft Enterprise	200	44.00	Monitored User	100
Configuration Controls Governor	315	69.30	Monitored User	100
Option: Configuration Controls for PeopleSoft Enterprise	255	56.10	Monitored User	100
Enterprise Transaction Controls Governor	805	177.10	Monitored User	100
Option: Oracle Enterprise Transaction Controls Governor Connector to PeopleSoft Enterprise	110	24.20	Monitored User	100
Option: Procure to Pay Transaction Controls for PeopleSoft Enterprise	165	36.30	Monitored User	100
Application Management				
Application Management Suite for PeopleSoft	300	66.00	Named User Plus	200
Application Management Suite for PeopleSoft	15,000	3,300.00	Processor	4
Application Testing				
Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	not applicable
Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50

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PeopleSoft Component Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Application Integration Architecture				
Application Integration Architecture Foundation Pack	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Communications	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Communications	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Insurance	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Insurance	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Utilities	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Utilities	920	202.40	Named User Plus	1
Oracle Enterprise Taxation Management Integration to PeopleSoft Enterprise Financials for General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
Oracle Retail Merchandising Integration Pack for PeopleSoft Enterprise Financials: Financial Operations Control	70,000	15,400.00	Processor	1
Oracle Utilities Customer Care and Billing Integration to PeopleSoft Enterprise Financials for General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
UPK				
Oracle User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Standard	90	19.80	Application User	50
Oracle User Productivity Kit Standard	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for CRM				
PeopleSoft Enterprise UPK HelpDesk for Human Resources	8,800	1,936.00	UPK Module	not applicable
(up to 4K employees and up to $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)				
PeopleSoft Enterprise UPK for Online Marketing	17,500	3,850.00	UPK Module	not applicable
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)				
PeopleSoft Enterprise UPK for Support	8,800	1,936.00	UPK Module	not applicable
(up to 4K employees and up to $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)				

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PeopleSoft Component Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
User Productivity Kit Content Materials for Human Capital Management				
PeopleSoft Enterprise UPK Absence Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Benefits Administration				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft UPK for Candidate Gateway				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eBenefits				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eCompensation Manager Desktop				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK ePay				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK ePerformance				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eProfile				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eProfile Manager Desktop				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft UPK for Global Payroll Core				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Human Resources				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Payroll for North America				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Talent Acquisition Manager				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Time & Labor				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Learning Management				
PeopleSoft Enterprise UPK Enterprise Learning Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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PeopleSoft Component Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
User Productivity Kit Content Materials for Financials/ESA Software				
PeopleSoft Enterprise UPK Asset Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK for Cash Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Contracts				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft UPK for eSettlements				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Expenses				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK General Ledger				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Grants				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Payables				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Project Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Receivables				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit Content Materials for EPM Financials/ESA				
PeopleSoft Enterprise UPK Planning and Budgeting				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Supply Chain Management				
PeopleSoft Enterprise UPK Billing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft UPK for eBill Payment				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eProcurement				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Inventory				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Order Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Purchasing				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK for Strategic Sourcing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft UPK for Supplier Contract Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable

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PeopleSoft Component Global Price List

	Component License Price	Software Update License & Support	Licensing Metric	Minimum
User Productivity Kit Content Materials for Campus Solutions				
PeopleSoft Enterprise UPK for Contributor Relations				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Student Administration				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Other User Productivity Kit Content Materials				
PeopleSoft Enterprise UPK Fundamentals for Campus Solutions				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Fundamentals for Financials and Supply Chain Management Software Modules				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Fundamentals for HCM Software Modules				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Reporting Tools for Campus Solutions				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Reporting Tools for Financials/ESA and Supply Chain Management Software Modules				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Reporting Tools for HCM Software Modules				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Reporting Tools for PeopleTools				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
3rd Party Products - Not available for distribution by Oracle partner				
Microfocus - Not available for distribution by Oracle partner				
Micro Focus International Ltd. Net Express COBOL for Windows				
1 Named User	16,000	3,520.00	See Supplement	not applicable
2 Named Users	28,800	6,336.00	See Supplement	not applicable
3 Named Users	40,500	8,910.00	See Supplement	not applicable
5 Named Users	65,500	14,410.00	See Supplement	not applicable
12 Named Users	115,000	25,300.00	See Supplement	not applicable
25 Named Users	172,500	37,950.00	See Supplement	not applicable
Micro Focus International Ltd. Server Express COBOL for UNIX®				
1 Named User	16,000	3,520.00	See Supplement	not applicable
2 Named Users	28,800	6,336.00	See Supplement	not applicable
3 Named Users	40,500	8,910.00	See Supplement	not applicable
5 Named Users	65,500	14,410.00	See Supplement	not applicable
12 Named Users	115,000	25,300.00	See Supplement	not applicable
25 Named Users	172,500	37,950.00	See Supplement	not applicable
Micro Focus International Ltd. Server Express - Migration from Object COBOL				
2 Named Users	23,000	5,060.00	See Supplement	not applicable
3 Named Users	32,000	7,040.00	See Supplement	not applicable
5 Named Users	52,500	11,550.00	See Supplement	not applicable
12 Named Users	92,000	20,240.00	See Supplement	not applicable
25 Named Users	138,000	30,360.00	See Supplement	not applicable

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DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Expense Report: is defined as the total number of expense reports by Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

FTE Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Monitored User: is defined as an individual who is monitored by an Analytics program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time.

Individual users who are licensed for an Analytics program by either Named User Plus or Application User may not be licensed by Monitored User.

For the purpose of the Usage Accelerator Analytics program, every user of your licensed CRM Sales application program must be licensed.

For the purpose of the Human Resources Compensation Analytics program, all of your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Advanced Controls for eBusiness Suite, Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, and Preventive Controls Governor, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Advanced Controls for PeopleSoft Enterprise, Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications/programs) users (individuals) that the program monitors.

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DEFINITIONS continued

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integrations, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: TimesTen Application-Tier Database Cache, and TimesTen Application-Tier Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

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DEFINITIONS continued

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation.

For a complete list of products offered by Oracle Corporation, please visit the Oracle Software Delivery cloud site:
http://edelivery.oracle.com

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower of the CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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JD Edwards Component Global Price List

August 7, 2014

Software Investment Guide

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
EnterpriseOne				
Customer Relationship Management				
Advanced Pricing	2,295	504.90	Application User	5
Case Management	2,375	522.50	Application User	5
CRM Foundation	640	140.80	Application User	5
Customer Self Service	1,025	225.50	Application User	5
Fulfillment Management	4,595	1,010.90	Application User	5
In-Memory Sales Advisor	11,895	2,616.90	Application User	10
Sales Force Automation	1,200	264.00	Application User	5
Sales Order Management	4,595	1,010.90	Application User	5
One View Reporting for Sales Order Management	1,150	253.00	Application User	5
Service Management	2,375	522.50	Application User	5
One View Reporting for Service Management	1,150	253.00	Application User	5
Service Management Foundation	375	82.50	Application User	5
Manufacturing and Supply Chain Management				
Advanced Stock Valuation	2,900	638.00	Application User	5
Agreement Management	4,595	1,010.90	Application User	5
Apparel Management	3,995	878.90	Application User	5
Blend Management	4,595	1,010.90	Application User	5
Bulk Stock Inventory	2,900	638.00	Application User	5
Configurator	3,495	768.90	Application User	5
Demand Flow Manufacturing	3,495	768.90	Application User	5
Demand Scheduling Execution	4,595	1,010.90	Application User	5
Grower Management	4,595	1,010.90	Application User	5
Grower Pricing and Payments	4,595	1,010.90	Application User	5
In-Memory Planning Advisor	11,595	2,550.90	Application User	10
Inventory Management	4,595	1,010.90	Application User	5
One View Reporting for Inventory Management	1,150	253.00	Application User	5
Manufacturing Management	4,595	1,010.90	Application User	5
One View Reporting for Manufacturing Management	1,150	253.00	Application User	5
Product Variants	2,795	614.90	Application User	5
Quality Management	1,495	328.90	Application User	5
Requirements Planning	1,495	328.90	Application User	5
Transportation Management	4,595	1,010.90	Application User	5
One View Reporting for Transportation Management	1,150	253.00	Application User	5
Warehouse Management	3,450	759.00	Application User	5
One View Reporting for Warehouse Management	1,150	253.00	Application User	5
Supply Chain Planning				
Oracle Advanced Planning Command Center	1,200	264.00	$M Cost of Goods Sold	150
Oracle Advanced Supply Chain Planning	1,800	396.00	$M Cost of Goods Sold	60
Option: Oracle Constraint Based Optimization	435	95.70	$M Cost of Goods Sold	60
Oracle Collaborative Planning	580	127.60	$M Cost of Goods Sold	60
Oracle Global Order Promising	350	77.00	$M Cost of Goods Sold	60
Oracle Inventory Optimization	870	191.40	$M Cost of Goods Sold	60
Oracle Production Scheduling	1,210	266.20	$M Cost of Goods Sold	150
Option: Oracle Repetitive Manufacutring Optimization	390	85.80	$M Cost of Goods Sold	150
Oracle Rapid Planning	1,800	396.00	$M Cost of Goods Sold	75
Oracle Service Parts Planning	2,000	440.00	$M Cost of Goods Sold	150
Oracle Strategic Network Optimization	1,400	308.00	$M Cost of Goods Sold	150
Demantra Demand Management	1,800	396.00	$M Cost of Goods Sold	150
Option: Demantra Advanced Forecasting and Demand Modeling	870	191.40	$M Cost of Goods Sold	150
Option: Demantra Real-time Sales and Operations Planning	1,200	264.00	$M Cost of Goods Sold	150
Demantra Predictive Trade Planning	1,800	396.00	$M Cost of Goods Sold	150
Option: Demantra Deduction and Settlement Management	870	191.40	$M Cost of Goods Sold	150
Option: Demantra Trade Promotion Optimization	870	191.40	$M Cost of Goods Sold	150
Demand Signal Repository	2,900	638.00	$M Revenue Under Mgmt	500
In-Memory Consumption Driven Planning	1,800	396.00	$M Revenue Under Mgmt	500
In-Memory Performance Driven Planning	1,200	264.00	$M Cost of Goods Sold	300

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Supply Management				
Buyer Workspace	1,635	359.70	Application User	5
Operational Sourcing	4,595	1,010.90	Application User	5
Procurement and Subcontract Management	4,595	1,010.90	Application User	5
One View Reporting for Procurement and Subcontract Management	1,150	253.00	Application User	5
Requisition Self Service	80	17.60	Application User	5
Supplier Self Service	9,195	2,022.90	Application User	5
Asset Lifecycle Management				
Advanced Real Estate Forecasting	8,500	1,870.00	Application User	5
Capital Asset Management	4,595	1,010.90	Application User	5
One View Reporting for Capital Asset Management	1,150	253.00	Application User	5
Condition-Based Maintenance	800	176.00	Application User	5
Equipment Cost Analysis	800	176.00	Application User	5
Real Estate Management	3,700	814.00	Application User	5
One View Reporting for Real Estate Management	1,150	253.00	Application User	5
Resource Assignments	570	125.40	Application User	5
Project Management				
Advanced Contract Billing	4,595	1,010.90	Application User	5
Contract and Service Billing	3,495	768.90	Application User	5
Homebuilder Management	4,595	1,010.90	Application User	5
In-Memory Project Portfolio Advisor	11,595	2,550.90	Application User	10
Project Costing	4,595	1,010.90	Application User	5
One View Reporting for Project Costing	1,150	253.00	Application User	5
Financial Management Suite				
Expense Management	6	1.32	Expense Report	1,000
Financials	4,595	1,010.90	Application User	5
Option: Environmental Accounting and Reporting	1,995	438.90	Application User	5
One View Reporting for Financials	1,150	253.00	Application User	5
System Foundation	70	15.40	Application User	5
Health and Safety				
Health and Safety Incident Management	50	11.00	Employee	All Employees
One View Reporting for Health and Safety Incident Management	1,150	253.00	Application User	5
Human Capital Management				
Human Resources	185	40.70	Employee	All Employees
One View Reporting for Human Resources	1,150	253.00	Application User	5
Payroll	225	49.50	Employee	All Employees
One View Reporting for Payroll	1,150	253.00	Application User	5
Self-Service Human Resources	75	16.50	Employee	All Employees
Time and Labor	110	24.20	Employee	All Employees
Tools & Technology				
Adapter for MQ Series	160	35.20	Application User	5
Adapter for MSMQ	160	35.20	Application User	5
Core Tools and Infrastructure	225	49.50	Application User	5
Oracle Technology Foundation for JD Edwards EnterpriseOne	525	115.50	Application User	5
Oracle Technology Foundation for JD Edwards EnterpriseOne Upgrade	300	66.00	Application User	5
One View Reporting				
One View Reporting Foundation	1,150	253.00	Application User	5
Application Management				
Application Management Suite for JD Edwards EnterpriseOne	300	66.00	Named User Plus	200
Application Management Suite for JD Edwards EnterpriseOne	15,000	3,300.00	Processor	4
Application Testing				
Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	not applicable
Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Application Integration Architecture				
Application Integration Architecture Foundation Pack	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Communica	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Communica	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Insurance	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Insurance	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Utilities	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Utilities	920	202.40	Named User Plus	1
Oracle Demantra Sales and Operations Planning Integration to Hyperion Planning	35,000	7,700.00	Processor	1
Oracle Design to Release Integration Pack for Agile Product Lifecycle Management and JD Edwards EnterpriseOne	70,000	15,400.00	Processor	1
Oracle Utilities Customer Care and Billing Integration to JD Edwards Financials for General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
UPK				
Oracle User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Standard	90	19.80	Application User	50
Oracle User Productivity Kit Standard	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Manufacturing and Supply Chain Management				
JD Edwards EnterpriseOne UPK for Blend Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Configurator				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Grower Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Grower Pricing and Payments				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Manufacturing Management Discrete Shop Floor Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Manufacturing Management Engineer to Order				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Manufacturing Management, Process Manufacturing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Requirements Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Financial Management				
JD Edwards EnterpriseOne UPK Accounts Payable				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK Accounts Receivable				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Fixed Assets Accounting				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK General Ledger				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
User Productivity Kit Content Materials for Suppy Chain Management				
JD Edwards EnterpriseOne UPK for Advanced Pricing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK Inventory Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK Manufacturing - PDM				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Sales Order Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit Content Materials for Supplier Relationship Management				
JD Edwards EnterpriseOne UPK Procurement and Subcontract Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Asset Lifecycle Management				
JD Edwards EnterpriseOne UPK for Advanced Real Estate Forecasting				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Capital Asset Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Real Estate Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Project Management				
JD Edwards EnterpriseOne UPK for Homebuilder Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Project Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Human Capital Management				
JD Edwards EnterpriseOne UPK for Human Capital Management Fundamentals				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne User Productivity Kit for Human Resources, Benefits				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Time and Labor				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Other User Productivity Kit Content Materials				
JD Edwards EnterpriseOne UPK Fundamentals for EnterpriseOne				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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Prices In USA (Dollar)

J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
World Products				
Distribution Management	4,595	1,010.90	Application User	5
Quality Management	315	69.30	Application User	5
Manufacturing Management	4,595	1,010.90	Application User	5
Project Management	4,595	1,010.90	Application User	5
Financial Management	4,595	1,010.90	Application User	5
Multi-Site Consolidations	520	114.40	Application User	5
Foundation	865	190.30	Application User	5
Human Resources Management	125	27.50	Employee	All Employees
Payroll	225	49.50	Employee	All Employees
Purchase Card Management	500	110.00	1K Transactions	20
UPK				
Oracle User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Standard	90	19.80	Application User	50
Oracle User Productivity Kit Standard	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Distribution Management				
JD Edwards World UPK for Advanced Pricing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Inventory Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Procurement				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Project Costing				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards World UPK for Sales Order Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Manufacturing Management				
JD Edwards World UPK for Base Configurator				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Product Costing and Manufacturing Accounting				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Product Data Management and Shop Floor Control				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Requirements Planning and Production Scheduling				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
User Productivity Kit Content Materials for Financials Management				
JD Edwards World UPK for Accounts Payable				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Accounts Receivable				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for FASTR				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards World UPK for Fixed Assets				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards World UPK for General Ledger				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Foundation				
JD Edwards World UPK for Address Book				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Common Foundation				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards World UPK for EDI				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Technical Foundation				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for World Writer				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Human Capital Management				
JD Edwards World UPK for Human Resources Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Payroll				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time.

$M Cost of Goods Sold: is defined as one million U.S. dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Expense Report: is defined as the total number of expense reports processed by Expense Management during a 12 month period. You may not exceed the licensed number of expense reports during a 12 month period.

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integrations, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

1K Transactions: is defined as one thousand unique transactions processed through the program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle. For Oracle Contact Center Anywhere, a unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents). For JD Edwards World Purchase Card Management, a unique transaction is defined as a single charge processed by the program.

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DEFINITIONS continued

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: TimesTen Application-Tier Database Cache, and TimesTen Application-Tier Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

$M Revenue Under Management: is defined as one million U.S. dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation.

For a complete list of products offered by Oracle Corporation, please visit the Oracle Software Delivery cloud site:
http://edelivery.oracle.com

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower of the CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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ORACLE

Oracle Primavera Global Price List
Software Investment Guide

July 30, 2014

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Oracle Primavera Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Products				
Primavera P6 Enterprise Project Portfolio Management	2,750	605.00	Application User	
Primavera P6 Progress Reporter	295	65.00	Application User	
Primavera P6 Professional Project Management	2,500	550.00	Application User	
Primavera P6 Analytics	2,000	440.00	Application User	25
Primavera Contract Management, Business Intelligence Publisher Edition	2,000	440.00	Application User	
Primavera Earned Value Management	10,000	2,200.00	Application User	
Primavera Risk Analysis	9,500	2,090.00	Application User	
Primavera Portfolio Management	2,900	638.00	Application User	50
Primavera Capital Planning and Investment Control Budgeting	2,000	440.00	Application User	50
Primavera P6 Reporting Database	25,000	5,500.00	Processor	
Primavera Contractor	1,295	285.00	Application User	
Products: Unifier				
Primavera Unifier Project Controls	3,950	869.00	Application User	25
Primavera Facility Management	2,750	605.00	Application User	25
Primavera Real Estate Management	2,750	605.00	Application User	25
Primavera Unifier Portal User	75	17.00	Application User	100
Products: Instantis				
Instantis EnterpriseTrack	2,000	440.00	Application User	25
Instantis EnterpriseTrack Timesheets	400	88.00	Application User	25
Products: Oracle Primavera Prime				
Oracle Primavera Prime Capital Plan Management	2,750	605.00	Application User	10
Integration Products				
Primavera Gateway	20,000	4,400.00	Application User	5
Primavera P6 Enterprise Project Portfolio Management Web Services	500	110.00	Application User	10
Primavera Contract Management Web Services	500	110.00	Application User	10
User Productivity Kit				
User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
User Productivity Kit Standard	90	20.00	Application User	50
User Productivity Kit Standard	45	10.00	Employee	500
User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
User Productivity Kit Professional	100	22.00	Application User	50
User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Primavera				
Oracle User Productivity Kit for Primavera P6 Enterprise Project Portfolio Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera P6 Enterprise Project Portfolio Management, Reporting				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera P6 Progress Reporter				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera Contract Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera Portfolio Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera Unifier Project Controls				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle User Productivity Kit for Instantis EnterpriseTrack				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Oracle Primavera Prime				
Oracle User Productivity Kit for Oracle Primavera Prime Capital Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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Oracle Primavera Global Price List

Note: These are subscription-based software Software as a Service (SaaS) offerings and cannot be sold as licensed-based, perpetual ("on-premise") products and thus require the Oracle Software as a Service Agreement (OSSA) and cannot be included on any Oracle License Services Agreement (OLSA). Please work with your Contracts Specialist.

	Monthly Subscription Fee	Metric	Minimum
Products: Primavera (Cloud Service)			
Primavera P6 Enterprise Project Portfolio Management Cloud Service	125	Hosted Named User	200
Primavera P6 Progress Reporter Cloud Service	12	Hosted Named User	
Primavera P6 Enterprise Project Portfolio Management Web Services Cloud Service	20	Hosted Named User	
Primavera Cloud Service Additional 1 GB Database Storage	10	Gigabyte	
Products: Unifier (Cloud Service)			
Primavera Unifier Project Controls Cloud Service	150	Hosted Named User	25
Primavera Facility Management Cloud Service	60	Hosted Named User	25
Primavera Real Estate Management Cloud Service	80	Hosted Named User	25
Primavera Unifier Portal User Cloud Service	2	Hosted Named User	100
AutoVue 2D Professional Cloud Service	13	Hosted Named User	1
Primavera Cloud Service Additional 1 GB File Storage	10	Gigabyte	
Primavera Cloud Service Additional Nonproduction Environment - Nonproduction Environment	10% of Annual Subscription Fee	Nonproduction Environment	
Products: Instantis (Cloud Service)			
Instantis EnterpriseTrack Cloud Service	80	Hosted Named User	25
Instantis EnterpriseTrack Timesheets Cloud Service	17	Hosted Named User	25
Instantis Cloud Service Additional 1 GB File Storage	10	Gigabyte	
Instantis Cloud Service Additional Nonproduction Environment - Nonproduction Environment	10% of Annual Subscription Fee	Nonproduction Environment	

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 5 4 year 60% of list and 5 year 70% of list.

The list support price for term licenses is 22% of the list perpetual license fee, as listed in the price list. The term license percentages are not applied to the list support price.

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Definitions

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service programs, use by your external suppliers is included with your application user licenses.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Ops Center Virtualization Management Pack, Grid Engine, Oracle VM Management Pack, and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, and In-Memory Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Database Firewall, only the processors of the database sources which are protected or monitored must be counted for the purpose of determining the number of licenses required.

Gigabyte: is defined as a gigabyte of storage space.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Nonproduction environment: is defined as a single nonproduction environment provided to Customer as part of the Cloud Services. A nonproduction environment is used for testing and validating changes prior to promotion to the production environment as well as for recreating events and duplicating issues occurring in the production environment for the purposes of troubleshooting and facilitating incident resolution.

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Oracle Support Services

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.
Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA {Dollar} for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA {Dollar} for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to OracleMetaLink, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

Oracle On Demand

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administrative Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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ORACLE®

Oracle Engineered Systems Price List

July 17, 2014

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Exadata

Prices in USA (Dollar)

Storage Server Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
[redacted]				

Database Machine Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
[redacted]							

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Exadata

Prices in USA (Dollar)

Database Machine Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
[redacted]							

	License Price	Software Update License & Support	Licensing Metric
Exadata Storage Server Software			
Exadata Storage Server Software	10,000	2,200.00	Disk Drive
Exadata System Installation and Software Configuration Services			
Contact your Oracle Sales Representative for pricing information			

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Exalogic

Prices in USA (Dollar)

	Exalogic Elastic Cloud Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
[redacted]								

	License Price	Software Update License & Support	Licensing Metric	
Exalogic Elastic Cloud Software				
Exalogic Elastic Cloud Software	10,000	2,200.00	Processor	
	400	88.00	Named User Plus	12
Exalogic System Installation and Software Configuration Services				
Contact your Oracle Sales Representative for pricing information				

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Exalytics

Prices in USA (Dollar)

	Exalytics In-Memory Machine Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
	License Price	Software Update License &	Licensing Metric					Notes
Exalytics Software								
TimesTen In-Memory Database for Exalytics	300	66.00	Named User Plus					9
	34,500	7,590.00	Processor					9
Exalytics In-Memory Software	370	81.40	Named User Plus					13
	30,000	6,600.00	Processor					13

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Oracle SuperCluster

Prices in USA (Dollar)

Oracle SuperCluster Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
[redacted]							

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Big Data Appliance

Prices in USA (Dollar)

	Big Data Appliance Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes

	License Price	Software Update License & Support	Licensing Metric	Notes
Big Data Software				
Big Data Connectors	2,000	440.00	Processor	

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Oracle Database Appliance

Prices in USA (Dollar)

Database Appliance Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
[redacted]				

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Virtual Compute Appliance

Prices in USA (Dollar)

Virtual Compute Appliance Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
[redacted]				

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Oracle ZFS Storage Appliance IaaS

Prices in USA (Dollar)

	IaaS Subscription Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes

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Footnotes

[1] Exadata Storage Server X4-2 (HP & HC) include: Hardware, Hardware Warranty, and Oracle Enterprise Linux. It does not include hardware installation or software configuration services

[2] Exadata Database Machine X4-2 Full Rack (HP & HC), Exadata Database Machine X3-8 Full Rack (HP & HC), Exadata Database Machine X4-2 Half Rack (HP & HC), Exadata Database Machine X4-2 Quarter Rack (HP & HC), as well as Exadata Database Machine Upgrades include: Hardware, Hardware Warranty, and Oracle Enterprise Linux (including Enterprise Linux installed on the database servers that are provided with the Exadata Database Machine X4-2 Full Rack, Exadata Database Machine X3-8 Full Rack, Exadata Database Machine X4-2 Half Rack, Exadata Database Machine X4-2 Quarter Rack, and the Exadata Database Machine X4-2 Upgrades). Hardware installation and software configuration services are not included.

[3] The included Hardware Warranty is a 1 year warranty with a 4 hour web/phone response during normal business hours (Mon-Fri 8am-5pm), and with a 2 Business Day on-site response/Parts Exchange

[4] Oracle SuperCluster T5-8 Full Rack (HP & HC), Oracle SuperCluster T5-8 Half Rack (HP & HC), Oracle SuperCluster M6-32, and Oracle SuperCluster T5-8 upgrades, include: Hardware, Hardware Warranty, and Oracle Solaris 11 (installed on the compute servers that are provided with the Oracle SuperCluster T5-8 Full Rack, Oracle SuperCluster T5-8 Half Rack, Oracle SuperCluster M6-32, and, Oracle SuperCluster T5-8 upgrades). Hardware installation and software configuration services are not included.

[5] Exalogic Elastic Cloud X4-2 Full Rack, Exalogic Elastic Cloud X4-2 Half Rack, Exalogic Elastic Cloud X4-2 Quarter Rack, Exalogic Elastic Cloud X4-2 Eighth Rack, and Exalogic Elastic Cloud Upgrades include: Hardware, Hardware Warranty, Oracle Enterprise Linux (including Enterprise Linux installed on the physical servers that are provided with the Exalogic Elastic Cloud X4-2 Full Rack, Exalogic Elastic Cloud X4-2 Half Rack, Exalogic Elastic Cloud X4-2 Quarter Rack, Exalogic Elastic Cloud X4-2 Eighth Rack, and Exalogic Elastic Cloud Upgrades) and Oracle Solaris. Hardware installation and software configuration services are not included.

[6] Exadata Database Machine Expansion Switch Kit includes: Hardware and Hardware Warranty. Hardware installation and software configuration services are not included.

[7] Exadata Storage Expansion (HP & HC) Full Rack, Exadata Storage Expansion (HP & HC) Half Rack, Exadata Storage Expansion (HP & HC) Quarter Rack, and Exadata Storage Expansion Upgrades includes: Hardware, Hardware Warranty, and Oracle Enterprise Linux. Hardware installation and software configuration services are not included.

[8] Memory Expansion Kit – Sixteen 32 GB DIMMs and Memory Expansion Kit – Twelve 16 GB DIMMs includes: Hardware and Hardware Warranty. Hardware installation and software configuration services are not included. Valid for use in specific Engineered System models and multiple units needed based on the Engineered Systems configuration size. Refer to the relevant Engineered System documentation for supportability and quantities needed.

[9] If licensing by Named User Plus, the minimum is 20 Named User Plus licenses per Customer. Business Intelligence Foundation Suite or Business Intelligence Suite Enterprise Edition Plus is a licensing pre-requisite for this product. All TimesTen In-Memory Database for Exalytics users must have license entitlement to either Business Intelligence Foundation Suite or Business Intelligence Suite Enterprise Edition Plus.

[10] Subscriptions for IaaS require a minimum term of 3 years.

[11] This product is eligible for Business Critical Service for Systems. Base pricing is 5% of net hardware price. Additional information regarding deliverables and obligations can be found here . Please refer here for a complete list of eligible products.

[12] If licensing by Named User Plus, the minimum is 10 Named User Plus licenses per Processor.

[13] If licensing by Named User Plus, the minimum is 20 Named User Plus licenses per Customer. The licensing prerequisites for this product are Business Intelligence Foundation Suite, or Business Intelligence Foundation Suite for Oracle Applications, or Business Intelligence Suite Enterprise Edition Plus or Business Intelligence Suite Enterprise Edition Plus for Oracle Applications and/or Essbase Plus and/or Hyperion Planning Plus.

Term licensing is available for Oracle Exadata Storage Server Software and Exalogic Elastic Cloud Software. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list. Support for all term licenses is 22% of net perpetual fee.

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Definitions

Disk Drive is defined as a spinning media device that stores data accessed by the Oracle Exadata Storage Server Software.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Ops Center Virtualization Management Pack, and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

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Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Data Masking Pack for Non-Oracle Databases, Test Data Management Pack for Non-Oracle Databases, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Accelerator Application Development Framework Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, and Data Integrator Enterprise Edition for Oracle Applications, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

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APPENDIX B
TECHNICAL SUPPORT POLICIES

ORACLE

Oracle Software Technical Support Policies

Effective Date: 18-July-2014

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1. Overview

Unless otherwise stated, these Software Technical Support Policies apply to technical support for all Oracle software product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

To receive technical support as provided by Oracle Support Services ("OSS") as described in these Oracle Software Technical Support Policies, all programs must be properly licensed.

Technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of an Oracle licensed program, running unaltered, and on a certified hardware, database and operating system configuration, as specified in your order or program documentation.

Product release and supported platforms information for all Oracle programs, other than Phase Forward and Nimbula programs, is available through Oracle's web-based customer support systems as described in the Web-Based Customer Support Systems section below. Product release and supported platforms information for Phase Forward and Nimbula programs will be provided to you in writing.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle's Global Customer Support Security Practices, as referenced below.

References to the Technical Support Policies in former Oracle, or vendors acquired by Oracle, agreements may vary (e.g. Software Support Services Terms and Conditions, Maintenance Services Policy, Standard Maintenance Program, product support policy, Support Services policies, Support Maintenance Agreement, Maintenance and Technical Support Agreement, Maintenance and Support Schedule 2.0, and Licensee Support Services Policy).

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for supported programs during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Software Technical Support Policies and the previous version of the Oracle Software Technical Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the effective date of your order unless stated otherwise in your order. If your order was placed through the Oracle Store, the effective date is the date your order was accepted by Oracle. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

License Set

A license set consists of (i) all of your licenses of a program, including any options* (e.g., Database Enterprise Edition and Enterprise Edition Options; Purchasing and Purchasing Options), Enterprise Manager* (e.g., Database Enterprise Edition and Diagnostics Pack), or self-service module* (e.g., Human Resources and Self-Service Human Resources) licensed for such programs, (ii) all of your licenses of a program that share the same source code**, (iii) for Crystal Ball programs, the same licenses of a program contained on a single order, or (iv) . for Oracle Java Embedded Binary programs, all of the distributed units of each unique Java application product licensed pursuant to the Java BLRA agreement between you and Oracle. Development and demonstration licenses available through the Oracle Partner Network or the Oracle Technology Network are not included in the definition of a license set.

*As specified on Oracle's price list.

**Programs that share the same source code are:

- Database Enterprise Edition, Database Standard Edition, Database Standard Edition One, and Personal Edition.
- Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, WebLogic Server Enterprise Edition, WebLogic Server Standard Edition, WebLogic Suite, and Web Tier.
- Oracle FLEXCUBE Core Banking programs
- Oracle FLEXCUBE Universal Banking for Retail programs
- Oracle FLEXCUBE Universal Banking for Corporate programs
- Oracle FLEXCUBE Lending & Leasing programs
- Oracle Daybreak programs
- Oracle Banking programs

If you are an Oracle partner and provide first line support to an end user (e.g., Embedded Software License ("ESL"), Application Specific Full Use ("ASFU"), or any other Oracle authorized provision of first line support), a license set consists of all of the end user's licenses of the program(s) embedded or included in the Application Package pursuant to the ESL Distribution Agreement, ASFU Distribution Agreement, or other distribution agreement between you and Oracle. If the end user also has Full Use licenses supported directly by you, then those Full Use licenses must also be supported at the same level as the ASFU or ESL licenses.

If Oracle is providing first line support for all of an end user's ASFU and Full Use licenses, then both the ASFU and Full Use licenses must be supported at the same level. However, if Oracle is providing first line support for an end user's Full Use licenses and you are providing first line support for the ASFU and/or ESL licenses, then the licenses would not be considered part of the same license set.

Matching Service Levels

When acquiring technical support, all licenses in any given license set must be supported under the same technical support service level (e.g., Software Update License & Support, Oracle Communications Network Premier Support or unsupported). If you add Extended Support, you still must maintain Software Update License & Support for the entire license set; subject to availability, you must acquire Extended Support for all licenses of a particular version release of a program if you acquire Extended Support for any license in such version release. You may not support a subset of licenses within a license set; the license set must be reduced by terminating any unsupported licenses. You will be required to document license terminations via a termination letter.

Reinstatement of Oracle Technical Support

If technical support lapses or was not originally purchased with a program license, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the relevant program; b) if you never acquired technical support for the relevant programs, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original program license order date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve month support period shall be the last annual technical support fee you paid for the relevant program; (ii) if you never acquired technical support for the relevant program, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired technical support from an Oracle-authorized distributor and are now acquiring technical support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee. If support is not reinstated for the entire license set or if support for a subset of licenses from an order is reinstated, then the "License Set", "Matching Service Levels", and "Pricing following Reduction of Licenses or Support Level" policies will apply.

Pricing following Reduction of Licenses or Support Level

Pricing for support is based upon the level of support and the volume of licenses for which support is ordered. In the event that a subset of licenses on a single order is terminated or if the level of support is reduced, support for the remaining licenses on that license order will be priced at Oracle's list price for support in effect at the time of termination or reduction minus the applicable standard discount. Such support price will not exceed the previous support fees paid for both the remaining licenses and the licenses being terminated or unsupported, and will not be reduced below the previous support fees paid for the licenses continuing to be supported. If the license order from which licenses are being terminated established a price hold for additional licenses, support for all of the licenses ordered pursuant to the price hold will be priced at Oracle's list price for support in effect at the time of reduction minus the applicable standard discount.

Custom Application Bundles

Technical support may not be discontinued for a single program module within a custom application bundle.

Unsupported Programs

Customers with unsupported programs are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported programs. CD packs or

programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported programs.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported programs and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per license set, to serve as liaisons with OSS. With each USD$250,000 in net support fees per license set, you have the option to designate an additional two (2) primary and four (4) backup technical contacts. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

Program Updates

Update means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to Desupport

It may become necessary as a part of Oracle's product lifecycle to desupport certain program releases and, therefore, Oracle reserves that right. However, program releases that are expressly identified within Oracle's Lifetime Support policy will be governed by the terms of the Lifetime Support Policy. Desupport information is subject to change.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide "First Line Support" for the supported programs directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported programs, (ii) a direct response to users with respect to problems or issues with the supported programs, (iii) a diagnosis of problems or issues of the supported programs, and (iv) a resolution of problems or issues of the supported programs.

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported programs, you may contact Oracle for "Second Line Support". You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., access to repository files, log files, or database extracts) required to provide Second Line Support; however please do not provide Oracle with access to any health, payment card, or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices section below.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported programs and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported programs so that such supported programs perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Third Party Vendor-Specific Support Terms

You must remain on a supported environment – including applications and platforms – to receive technical support. If a vendor retires support for its product, you may be required to upgrade to a current certified and supported product, application, hardware platform, framework, database, and/or operating system configuration to continue receiving technical support services from Oracle.

Technical Support for Development, Demonstration and End User Licenses

Technical support for Development and/or Demonstration licenses is provided through your membership in the Oracle PartnerNetwork. Before you may provide technical support for a program you have licensed to an end user you must, in addition to the technical support you may receive for Development and/or Demonstration licenses, acquire technical support for such program from Oracle and continuously maintain it for as long as you provide support to the end user.

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Premier Support (also referred to as, and will be documented on your order as, "Software Update License & Support" or "Oracle Communications Network Software Premier Support")
- Extended Support (if offered)
- Sustaining Support

A description of the services available under Premier Support, Extended Support and Sustaining Support is included in the Oracle Technical Support Levels section below.

When offered and except as noted below, Premier Support will be available for five years from the date a release of the Oracle program becomes generally available. If offered, support may be extended for an additional three years with Extended Support for specific releases. Except as noted below, in addition to the technical support fee, an Extended Support fee applies for each support period for which Extended Support is purchased.

Alternatively, and if offered, support may be extended with Sustaining Support, which will be available for as long as you maintain technical support for your Oracle program licenses.

For specific programs that are, or will be covered by the Lifetime Support Policy, service levels offered, and timeframes refer to the following:

- For server technology programs view "Lifetime Support Policy: Coverage for TechnologyProducts" (PDF)
- For fusion middleware programs view "Lifetime Support Policy: Coverage for Fusion Middleware" (PDF)
- For application programs view "Lifetime Support Policy: Coverage for Applications" (PDF)
- For retail application programs view "Lifetime Support Policy: Coverage for Retail Applications" (PDF)
- For Sun software and operating system products view "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF)
- For Oracle Linux program releases view "Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM" (PDF)

- For OFSS programs view "Lifetime Support Policy: Coverage for Oracle Financial Services Software" (PDF)

Exceptions - For customers with a current support contract running:

1. **PeopleTools.** The PeopleTools program, provided in conjunction with a PeopleSoft application program release, will be supported for as long as such application program release is supported. Patches and platform certifications for a PeopleTools minor release will be provided until 12 months after the next minor release is made generally available or Oracle announces that no future releases will be made; critical patch updates for a PeopleTools minor release may be provided for up to 24 months after the next minor release is made generally available.

   You must apply PeopleTools minor releases in order to continue to receive Premier or Extended Support, if offered, for a PeopleSoft application program release. You may be required to apply PeopleTools minor releases to remain current with versions of third party technologies and products as supported by the provider of the third party product.

   PeopleSoft application maintenance, which includes but is not limited to: images, patches, bundles, and maintenance packs, may require an upgrade to a newer version of PeopleTools.

   Oracle reserves the right to make changes to the third party products included in the PeopleTools program release which includes but is not limited to: (i) requiring newer versions of the third party products, (ii) changing the way in which third party products are packaged and distributed and (iii) replacing or remediating one or more third party products.

2. **Oracle Database 11*g*R2:** The Extended Support fee has been waived for the period of February 2015 – January 2016. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.

3. **Oracle Database 10*g*R2:** Except as otherwise specified in the table below, Extended Support will be made available at Oracle's then current Extended Support pricing from: August 2013 – July 2015. Extended Support for Oracle Database 10*g*R2 will be limited to Severity 1 fixes only; critical patch updates will not be made available.

   For customers running Oracle Database 10*g*R2 on:

Platform	
Fujitsu BS2000	The Extended Support fee will be waived from August 2010 – July 2014.
HP OpenVMS on Itanium	The Extended Support fee will be waived from August 2010 – July 2015. For the period of August 2015 – July 2017, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
IBM z/OS	After July 2013, Extended Support will continue to be available at Oracle's then-current Extended Support fees. Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Linux Itanium and Windows Itanium	For the period of August 2013 – December 2015, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

4. **HP-UX and Itanium-2 Processor:** The following Extended Support exceptions apply to those customers running the supported Oracle program releases on certified OS versions of the HP-UX on the Itanium-2 processor based platform:

Oracle Program Release	
Oracle Database 10*g*R2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of August 2013 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Oracle Database 11*g*R1	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of September 2015 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Oracle Database 11*g*R2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2020. For the period of February 2018 – December 2020, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
WebLogic Server 9.2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of December 2013 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Tuxedo 9.1	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of July 2014 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

5. **Oracle e-Business Suite:**

   a) **Oracle e-Business Suite Extended Support:** The Extended Support fee has been waived for the Oracle program releases and periods stated below.

Oracle Program Release	The Extended Support Fee will be waived from:
Oracle e-Business Suite 12.0	February 2012 – January 2015
Oracle e-Business Suite 12.1	January 2017 – December 2019

   b) **Oracle e-Business Suite 11.5.10 Sustaining Support:** For Sustaining Support for Oracle e-Business Suite 11.5.10, provided from December 2013 – December 2015, Oracle will continue to provide: Severity 1 fixes, critical patch updates and United States Tax Form 1099 updates for the 2013 and 2014 tax years. During this period, payroll regulatory tax updates will only be provided for the countries and tax years specified below.

Country	2013 Tax Year	2014 Tax Year
United States and Canada	January 1, 2013 – December 31, 2013	January 1, 2014 – December 31, 2014
United Kingdom	N/A	April 6, 2013 – April 5, 2014
Australia	N/A	July 1, 2013 – June 30, 2014

6. **PeopleSoft Enterprise 9.0 and PeopleSoft Enterprise 9.1:** The Extended Support fee will be waived for the entire Extended Support period.

7. **JD Edwards EnterpriseOne and JD Edwards World:**
   a. **JD Edwards EnterpriseOne 9.0, JD Edwards EnterpriseOne 9.0 Update 2 (i.e., 9.0.2) and/or JD Edwards EnterpriseOne 9.1 releases:** The Extended Support fee will be waived for the entire Extended Support Period. Please review the Lifetime Support policy for Extended Support timeframes.
   b. **JD Edwards World A9.1:** The Extended Support fee will be waived from: May 2013 – April 2015.
   c. **JD Edwards World A9.2, JD Edwards World A9.2.1, and/or JD Edwards World A9.3:** The Extended Support fee will be waived for the entire Extended Support period. Please review the Lifetime Support policy for Extended Support timeframes.

8. **Oracle Portal 11*g*R1 and Oracle Discoverer 11*g*R1 (Oracle Fusion Middleware):** The Extended Support fee will be waived from July 2014 – June 2015.

9. **Oracle Exadata Storage Server Software 11.2 (program releases 11.2.3.2.2 and above):** The Extended Support fee will be waived from October 2014 – September 2015.

10. **Oracle Insurance Policy Administration System (J2EE) 8.016.43.0 Sustaining Support:** For Sustaining Support for Oracle Insurance Policy Administration Systems (J2EE) 8.016.43.0, Oracle will continue to provide Severity 1 fixes through December 31, 2014.

4. Oracle Technical Support Levels

Software Update License & Support

Program releases in the Premier Support phase of Oracle's product support lifecycle will receive Software Update License & Support. Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise
- Current licensees of MySQL Classic Edition Annual Subscription, MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription or MySQL Standard Edition Annual Subscription ("MySQL Subscription"), may receive Software Update License & Support (SULS) for MySQL Community Edition,* except that SULS for MySQL Community Edition does not include Updates of any kind. MySQL Community Edition may not contain all of the features and functionality of the programs contained in the MySQL Subscription. (*Community Edition refers to MySQL licensed under the GPL license.)
- For Oracle VM VirtualBox Enterprise, Software Update License & Support (SULS) is limited to the platforms specified here. SULS is not available for Oracle VM VirtualBox Enterprise features noted as experimental; such features are specified in the Oracle VM VirtualBox User Manual located here
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs) consists of:

- The Software Update License & Support described above except that fixes specific to Oracle Linux are subject to Note #1 below
- 24x7 access to Oracle Unbreakable Linux Network
- Hardware Certification[2]
- Backport of fixes[1], using commercially reasonable efforts, for any Oracle Linux program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html

Notes:

1. Oracle will only provide bug fixes for certain versions of the Oracle Linux programs as provided on http://linux.oracle.com/supported.html.
2. Hardware certification will be provided for the first six (6) years from the data a release of the Oracle Linux program becomes generally available. After six (6) years, hardware certification may be provided at Oracle's sole discretion; however Oracle is under no obligation to provide such hardware certification.

Limited Software Update License & Support is available for the Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas). The limited Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Assistance with service requests during normal business hours
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/support/contact/health-sciences-license-support/index.html
- Non-technical customer service during normal business hours

Extended Support

Extended Support may be available for certain Oracle program releases after Premier Support expires. When Extended Support is offered, it is generally available for three years following the expiration of Premier Support and only for the terminal patchset release of a program. Unless otherwise stated in this section, supported program releases eligible for Extended Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Extended Support does not include:

- Certification with new third party products/versions

Extended Support for Java SE - Java SE program releases eligible for Extended Support will receive Java SE Support limited to the following:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

- Non-technical customer service during normal business hours

Extended Support for Oracle Linux - Extended Support is not available for the Oracle Linux programs.

Sustaining Support

Sustaining Support will be available after Premier Support expires. As program releases under Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited. The availability of hardware systems to run such program releases may also be limited. Unless otherwise stated in this section, program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates created during Premier Support and Extended Support (if offered and only after the Extended Support period ends)
- Tax, legal, and regulatory updates (availability may vary by country and/or program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade scripts (availability may vary by program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support does not include:

- New program updates, fixes, security alerts, and critical patch updates
- New tax, legal, and regulatory updates
- New upgrade scripts
- Certification with new third party products/versions
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Oracle Linux - Oracle Linux program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to patches, fixes, and security alerts created during the Premier Support period

Sustaining Support for the Oracle Linux programs does not include:

- Access to new patches, fixes, and security alerts
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes

Sustaining Support for Java SE - Java SE program releases eligible for Sustaining Support will receive Java SE Support limited to the following:

- Minor updates and bug and security fixes created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade tools created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days per week

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Java SE program releases does not include:

- New minor updates and bug and security fixes
- New upgrade tools
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Nimbula – Nimbula program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to existing program updates and fixes only (i.e., new program updates and fixes will not be provided)
- Assistance with service requests during normal business hours.
- Ability to log service requests via the following email: Nimbula-Support_WW@oracle.com
- Non-technical customer service during normal business hours

Sustaining Support for the Nimbula program releases does not include:

- Access to new program updates and fixes
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below

Oracle Communications Network Software Premier & Sustaining Support

Oracle Communications Network Software Premier Support is available for the following program categories (collectively "Oracle Communications Network Software"): Oracle Communications EAGLE, Oracle Communications Performance Intelligence Center, Oracle Communications Diameter Signaling Router, Oracle Communications Policy Management and Oracle Communications Subscriber Data Management. Oracle Communications Network Software Premier Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Certification with most new third-party products/versions (availability may vary by program)
- Remote installation of Oracle Communications Network Software
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution

has been offered. The Remote Restoration Time frames do not apply if program code changes are required.

- Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Software program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program Updates
- Fixes and security alerts created during the Premier Support period
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Software program releases does not include:

- New fixes and security alerts
- Remote installation of Oracle Communications Network Software
- Certification with new third party products/versions
- Response Times identified above

5. Additional Support Services Available for Purchase

Incident Server Support Package

Incident Server Support provides web-based technical support on a per server basis in packages of 10 service requests to be used within a 12 month period. Any unused service requests at the end of the support period shall expire. Incident Server Support for a program may be acquired with the initial program license purchase and, if acquired with such purchase, may be renewed for subsequent support periods for as long as Premier Support is available for your Oracle program license. If you want to obtain Software Update License & Support, it will be subject to Oracle's reinstatement policies in effect at the time Software Update License & Support is acquired. Incident Server Support is available for the following across all platforms:

- Oracle Database Incident Server Support Package: Oracle Database Enterprise Edition, Oracle Database Standard Edition, Oracle Database Standard Edition One, Partitioning, and Real Application Clusters
- Oracle Application Incident Server Support Package: Internet Application Server Enterprise Edition Internet Application Server Standard Edition, and Internet Application Server Java Edition

Incident Server Support consists of:

- 10 service requests
- Access to My Oracle Support (24x7 web-based technical support system), including the ability to log service requests online
- Access to downloadable software patches and patchsets

Service requests requiring resolution of a program bug will not be counted against your overall service request total. Your access to Incident Server Support services, including My Oracle Support, ends on the earlier of (i) expiration of the support period; or (ii) resolution of your final service request. The Incident Server Support Packages do not include updates and may not be used, purchased, or sold in conjunction with any other support offering.

If you renew Incident Server Support Package, your renewal fee for such services will be based on Oracle's Incident Server Support Package pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Incident Server Support Package is not subject to the Reinstatement of Oracle Technical Support section above.

Oracle Java Development Tools Support

Oracle Java Development Tools Support is available for the following programs: Sun NetBeans, Oracle Enterprise Pack for Eclipse, and Oracle JDeveloper (downloaded from the Oracle Technology Network after June 28, 2005). If you acquire Oracle Java Development Tools Support, you will receive support for all of the programs included above.

Oracle Java Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Java Development Tools Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Solaris Development Tools Support

Oracle Solaris Development Tools Support is available for the following programs: Oracle Solaris Studio and Oracle Solaris Studio Express. If you acquire Oracle Solaris Development Tools Support, you will receive support for all of the programs included above.

Oracle Solaris Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Solaris Development Tools Support does not include upgrades to new program releases or access to Oracle Solaris updates, fixes or patches. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Application Development Framework Essentials Support

Oracle Application Development Framework Essentials Support is available for Oracle Application Development Framework (ADF) Essentials program releases. Oracle Application Development Framework Essentials Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Application Development Framework Essentials Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Java SE Support

Java SE Support is available for Java SE program releases. Java SE Support consists of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

- Non-technical customer service during normal business hours

If you acquire Java SE Support, the services described above are in support of licenses you acquired separately. Bug fixes, security fixes and minor updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Java SE program. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

NoSQL Database Community Edition Support

NoSQL Database Community Edition Support is available for NoSQL Database Community Edition program releases. NoSQL Database Community Edition Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

NoSQL Database Community Edition Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Service Request Packages

Service Request Packages are made available to members of the Oracle Partner Network. Service Request Packages provide web-based technical support in packages of 10 or 25 service requests, do not include updates, and are not available for all programs. Please contact your OPN Interaction Center at http://partner.oracle.com for program availability.

Service Request Packages are valid for one year from the date of purchase. Any unused service request(s) will expire at the earlier of (i) the end of such year, or (ii) the end of your OPN membership term if such membership is not renewed. Access to log service requests will be restricted at the same time the final service request is resolved.

Priority Service

Priority Service is available for program releases receiving Premier, Extended, or Sustaining Support. Priority Service consists of:

- Support Delivery Management. An Oracle Technical Account Manager ("TAM") will be assigned to you for the duration of the term. The TAM will serve as your primary contact for the administration of the services and will communicate with you in a local language (except as noted below).
    - Your TAM shall provide the following support services:
        - Prepare and maintain quarterly service delivery progress reports;
        - Document the contact details for key Oracle contacts, your technical contacts for Oracle Premier Support, and management escalation team ("Customer Contacts") and Oracle's escalation procedures ("Joint Contacts and Escalation Guide");
        - Document the technical specifications of your OPE ("Environment and Configuration Guide"); and
        - Provide access to a customer-specific web portal.
    - Your TAM will also assist with the following:
        - Conduct an orientation for your Customer Contacts;
        - Conduct quarterly service reviews;
        - Maintain the Joint Contacts and Escalation Guide and the Environment and Configuration Guide.
        - Review all Oracle Support Services activity, including service request ("SR") activity in connection with individual SRs logged by you or your Customer Contacts. The review may consist of status reports, next steps, if any, and review of your SR priorities;

- Serve as your designated point of contact for Severity 1 and mutually agreed upon Severity 2 SR (collectively, "Critical SRs"). The TAM will provide assistance in managing Critical SRs as follows:
  - SR management, prioritization and escalation;
  - Communicate the status of your SRs to your Customer Contact(s) as requested;
  - Facilitate communications between Oracle and your Customer Contacts;
- Facilitate your access to Oracle-sponsored events, as made available to Priority Service customers; and
- Facilitate your access to monthly web conference sessions delivered in English featuring Oracle products.

- SR Prioritization.
  - Oracle will prioritize your SRs above SRs of the same severity level submitted by other Premier Support customers. Reasonable efforts will be made to respond to your SRs per the following guidelines ("Service Request Response Guidelines"):
    - 90% of Severity 1 SRs within one (1) hour (available 24x7);
    - 90% of Severity 2 SRs within two and one half (2.5) local business hours;
    - 90% of Severity 3 SRs within the next local business day; and
    - 90% of Severity 4 SRs within the next local business day.
  - Oracle will initiate internal escalations for Severity 1 and Severity 2 SRs according to the Service Request Response Guidelines; and
  - Oracle will prioritize the repair of product defects encountered during the resolution of service requests.

If you purchase Priority Service, you must maintain a current Software Update License & Support contract for all licenses in a license set for which Priority Service has been acquired. If you have maintained Software Update License & Support and want to purchase Priority Service for a license set, the licenses do not need to be migrated to current license metrics to do so.

If you purchase Priority Service, you acknowledge that Oracle's ability to provide services depends on your fulfillment of the following obligations:

- You will designate Customer Contacts and identify by name, phone number, e-mail address and other appropriate contact methods, for each of your Customer Contacts. Only your Customer Contacts may communicate with Oracle regarding the delivery of Priority Services
- You are responsible for applying bug fixes, critical patches and configuration recommendations provided through Oracle Support Services within a commercially reasonable period of time.
- You will assist Oracle to maintain the Joint Contacts and Escalation Guide and the Environment and Configuration Guide.

If you renew Priority Service, your renewal fee for such services will be based on the Priority Service pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Priority Service is not subject to the Reinstatement policies stated above. Priority Service is not available for all programs. Please contact your Support Sales Representative for service availability.

North American Payroll Tax Updates

North American Payroll Tax Updates is available for the following Peoplesoft HRMS Payroll for North America program releases: 8.8 Service Pack 1 and 8.9. Customers who acquire North American Payroll Tax Updates will receive one (1) calendar year of tax updates for the applicable Peoplesoft HRMS Payroll for North America program release. North American Payroll Tax Updates is only available in the following countries: United States, Canada and Puerto Rico.

In order to acquire North American Payroll Tax Updates, your licensed Peoplesoft HRMS Payroll for North American program must be currently supported with Software Update License & Support. North American Payroll Tax Updates will be delivered through My Oracle Support.

North American Payroll Tax Updates may be acquired for the applicable Peoplesoft HRMS Payroll for North America program releases as follows: (i) through December 2017 for program release 8.9 and (ii) through December 2016 for program release 8.8 Service Pack 1. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. North American Payroll Tax Updates is not subject to the Reinstatement policies stated above.

Global Payroll Legislative Tax Updates

Global Payroll Legislative Updates is available for PeopleSoft HRMS Global Payroll program release 8.9. Customers who acquire Global Payroll Legislative Updates will receive one (1) calendar year of legislative updates for PeopleSoft HRMS Global Payroll program release 8.9. Global Payroll Legislative Updates is only available in the following countries: Australia, New Zealand, Spain, France, Mexico, United Kingdom and India.

In order to acquire Global Payroll Legislative Tax Updates, your licensed PeopleSoft HRMS Global Payroll program must be currently supported with Software Update License & Support. Global Payroll Legislative Tax Updates will be delivered through My Oracle Support.

Global Payroll Legislative Tax Updates may be acquired for up to two (2) years from the availability of Sustaining Support for PeopleSoft HRMS Global Payroll program release 8.9. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Global Payroll Legislative Tax Updates are not subject to the Reinstatement policies stated above.

Financials Legislative Updates for Oracle E-Business Suite 11.5.10

Financials Legislative Updates for Oracle E-Business Suite 11.5.10 is available for Oracle E-Business Suite release 11.5.10 cumulative update 2. If you purchase these services, you will receive one (1) calendar year of financials legislative updates and Severity 1 fixes for the Oracle E-Business Suite 11.5.10 release.

In order to acquire Financials Legislative Updates for Oracle E-Business Suite 11.5.10, your licensed Oracle E-Business Suite must be currently supported with Software Update License & Support.

The Financials Legislative Updates for Oracle E-Business Suite 11.5.10 service consists of three (3) tiers that can be purchased separately. The tiers are as follows:

Tier 1 - Tier 1 consists of: Severity 1 fixes, critical patch updates and United States Tax Form 1099 updates for the applicable tax year(s). Tier 1 is currently available through December 2015 at no additional fee under Sustaining Support to customers currently supported with Software Update License & Support. Please see the Lifetime Support section above for additional information.

Tier 2 - Tier 2 consists of: Severity 1 fixes, critical patch updates, United States Tax Form 1099 updates for the applicable tax year(s), and financials legislative updates for the following countries: United States, Canada, Mexico, United Kingdom, France, Italy, Netherlands, Germany, Switzerland, South Africa, Spain, Saudi Arabia, United Arab Emirates, Bahrain, Kuwait, Australia, Japan, China, and South Korea. If you purchase Tier 2, your fee for such services will be based on the then-current Tier 2 fee.

Tier 3 - Tier 3 consists of: Severity 1 fixes, critical patch updates, United States Tax Form 1099 updates for the applicable tax year(s), and financials legislative updates for the following countries: United States, Canada, Mexico, United Kingdom, France, Italy, Netherlands, Germany, Switzerland, South Africa, Spain, Saudi Arabia, United Arab Emirates, Bahrain, Kuwait, Australia, Japan, China, South Korea, and additional countries as specified on My Oracle Support (i.e., "Financials Legislative Updates for Oracle E-Business Suite 11.5.10" [Doc ID 1597513.1]). If you purchase Tier 3, your fee for such services will be based on the then-current Tier 3 fee.

Information on financials legislative updates and applicable countries is available on My Oracle Support (i.e., "Financials Legislative Updates for Oracle E-Business Suite 11.5.10" [Doc ID 1597513.1]). Financials Legislative Updates for Oracle E-Business Suite 11.5.10 will be delivered through My Oracle Support.

The following applies to Oracle E-Business Suite 11.5.10:

- Oracle will not provide financials legislative updates for Oracle E-Business Suite 11.5.10 any sooner or with any greater scope than what is made available under a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12 or higher).
- Country-specific financials legislative updates ("localized updates") provided under Tier 2 and Tier 3 will only be made available if such localized updates are also made available in a subsequent release of Oracle E-Business Suite. In the event localized updates are provided for additional countries in a subsequent release of Oracle E-Business Suite, such localized updates for the additional countries will not be provided for Oracle E-Business Suite 11.5.10.
- Due to architectural or other changes between a subsequent release of Oracle E-Business Suite and Oracle E-Business Suite 11.5.10, Oracle may not provide all localized updates for Oracle E-Business Suite 11.5.10 that are made available in a subsequent release of Oracle E-Business Suite.

If you renew Financials Legislative Updates for Oracle E-Business Suite 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Financials Legislative Updates for Oracle E-Business Suite 11.5.10 is not subject to the Reinstatement policies stated above.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for Oracle E-Business Suite release 11.5.10 cumulative update 2. Customers who acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will receive one (1) calendar year of payroll legislative updates for the Oracle E-Business Suite 11.5.10 release.

In order to acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your licensed Oracle E-Business Suite Payroll must be currently supported with Software Update License & Support.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for the following countries and tax years:

Country	2014 Tax Year	2015 Tax Year
Australia	See note 1 below	July 1, 2014 – June 30, 2015
United Kingdom	See note 1 below	April 6, 2014 – April 5, 2015
United States	See note 1 below	January 1, 2015 – December 31, 2015
Canada	See note 1 below	Not Available
India	April 1, 2013 – March 31, 2014	April 1, 2014 – March 31, 2015
Japan	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
Mexico	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
Republic of Ireland	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
Saudi Arabia	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
Singapore	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
South Korea	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available

Notes:

1. For the specified countries and tax years noted above, payroll regulatory updates are provided under Sustaining Support to customers with a current support contract. Please see the Lifetime Support section above for additional information.
2. For the specified countries noted above, payroll regulatory updates provided by Oracle from December 1 – December 31, 2013 for the 2013 tax year are included as part of the Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 service for the 2014 tax year.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will be delivered through My Oracle Support and will require the latest available HRMS R11i RUP (See My Oracle Support Doc ID 295406.1).

If you renew Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is not subject to the Reinstatement policies stated above.

Financial and Payroll Legislative Updates for JD Edwards

Financials and Payroll Legislative Updates for JD Edwards is available for JD Edwards EnterpriseOne program releases XE, 8.0 and 8.12 and JD Edwards World program releases A7.3 and A8.1. If you purchase these services, you will receive one (1) calendar year of financials and payroll legislative updates and Severity 1 fixes for the applicable JD Edwards release.

In order to acquire Financials and Payroll Legislative Updates for JD Edwards, your licensed JD Edwards EnterpriseOne and/or JD Edwards World program must be currently supported with Software Update License & Support.

The Financials and Payroll Legislative Updates for JD Edwards service consists of three (3) tiers that can be purchased separately. The tiers are as follows:

Tier 1 - Tier 1 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s), and payroll legislative and financials legislative updates for the applicable tax year(s) for the United States and Canada. If you purchase Tier 1, your fee for such services will be based on the then-current Tier 1 fee.

Tier 2 - Tier 2 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable tax year(s) and for the countries and programs specified in the table below. If you purchase Tier 2, your fee for such services will be based on the then-current Tier 2 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll Legislative Updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials Legislative Updates	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan, China, Colombia, Australia, New Zealand and India	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan and China

Tier 3 - Tier 3 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable tax year(s) and for the countries and programs specified in the table below. If you purchase Tier 3, your fee for such services will be based on the then-current Tier 3 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll legislative updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials legislative updates	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan, China, Colombia, Chile, Peru, Ecuador, Venezuela, Czech Republic, Denmark, Finland, Hungary, Norway, Poland, Sweden, Australia, India, South Korea, Singapore and Taiwan	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan and China

Information on financials and payroll legislative updates for JD Edwards and applicable countries is available on My Oracle Support (i.e JD Edwards EnterpriseOne Globalizations (Document 752291.1) and (JD Edwards World Globalizations (Document 745085.1). Financials and Payroll Legislative Updates for JD Edwards will be delivered through My Oracle Support.

The following apply to the JD Edwards EnterpriseOne and JD Edwards World program releases for which Financials and Payroll Legislative Updates service is available:

- Oracle will not provide financial and payroll legislative updates any sooner or with any greater scope than what is made available under a subsequent release of JD Edwards EnterpriseOne (i.e., JD Edwards EnterpriseOne 9.1 or higher) or JD Edwards World (i.e., JD Edwards World A9.3 or higher).
- Country-specific financials legislative updates ("localized updates") provided under Tier 2 and Tier 3 will only be made available if such localized updates are also made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World. In the event localized updates are provided for additional countries in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World, such localized updates for the additional countries will not be provided for the JD Edwards EnterpriseOne and JD Edwards World program releases included under the Financials and Payroll Legislative Updates service.
- Due to architectural or other changes between a subsequent release of JD Edwards EnterpriseOne or JD Edwards World and the eligible program releases under the Financials and Payroll Legislative Updates for JD Edwards service, Oracle may not provide all localized updates that are made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World.

If you renew Financials and Payroll Legislative Updates for JD Edwards, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Financials and Payroll Legislative Updates for JD Edwards is not subject to the Reinstatement policies stated above.

Oracle Linux Support Services

Oracle offers Oracle Linux support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Oracle VM Support Services

Oracle offers Oracle VM support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Exadata Premier Support

For information regarding renewals of Exadata Premier Support, please refer to the Exadata Technical Support Policies available at http://www.oracle.com/us/support/policies/index.html.

6. Web-Based Customer Support Systems

My Oracle Support

Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle programs are not currently supported under My Oracle Support: Phase Forward (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas) and Nimbula.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs).

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your computer system (e.g., Oracle Web Conferencing)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Oracle Configuration Manager)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at

http://www.oracle.com/support/policies.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1

9. Severity Definitions

Service requests for supported Oracle programs may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the severity definitions specified below.

Severity 1*
Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Except as otherwise specified herein, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For response efforts associated with Oracle Communications Network Software Premier Support, please see the Oracle Communications Network Premier & Sustaining Support section above.

24 Hour Commitment to Severity 1 Service Requests for all supported Oracle programs, except as otherwise specified herein: OSS will work 24x7 until the issue is resolved or as long as useful progress can be made. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

Severity 2*
You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Severity 3*
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality

Severity 4*
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

* For Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas), the severity levels are denoted as P0, P1, P2 and P3 and correspond to the above as follows: P0= Severity 1; P1=Severity 2, P2=Severity 3 and P3=Severity 4.

10. Hyperion and Agile Specific Support Terms

For orders placed pursuant to a Hyperion master agreement or to an Agile master agreement, the following terms apply with respect to the technical support services you have ordered.

Warranties, Disclaimers, and Exclusive Remedies
Oracle warrants that technical support services will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support services warranty deficiencies within 90 days from performance of the defective technical support services.

FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY, AND ORACLE'S ENTIRE LIABILITY, SHALL BE THE REPERFORMANCE OF THE DEFICIENT TECHNICAL SUPPORT SERVICES, OR IF ORACLE CANNOT SUBSTANTIALLY CORRECT A BREACH IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE RELEVANT TECHNICAL SUPPORT SERVICES AND RECOVER THE FEES PAID TO ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES.
TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Liability
NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE. ORACLE'S MAXIMUM LIABILITY FOR ANY DAMAGES ARISING OUT OF OR RELATED TO YOUR ORDER, WHETHER IN CONTRACT OR TORT, OR OTHERWISE, SHALL BE LIMITED TO THE AMOUNT OF THE FEES YOU PAID ORACLE UNDER YOUR ORDER, AND IF SUCH DAMAGES RESULT FROM YOUR USE OF TECHNICAL SUPPORT SERVICES, SUCH LIABILITY SHALL BE LIMITED TO THE FEES YOU PAID ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES GIVING RISE TO THE LIABILITY.

For orders placed pursuant to a Hyperion master agreement, the following terms also apply with respect to the technical support services you have ordered.

Nondisclosure
By virtue of your order, the parties may have access to information that is confidential to one another ("confidential information"). We each agree to disclose only information that is required for the performance of obligations under your order. Confidential information shall be limited to the terms and pricing under your order and all information clearly identified as confidential at the time of disclosure.

A party's confidential information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party.

We each agree to hold each other's confidential information in confidence for a period of three years from the date of disclosure. Also, we each agree to disclose confidential information only to those employees or agents who are required to protect it against unauthorized disclosure. Nothing shall prevent either party from disclosing the terms or pricing under your order in any legal proceeding arising from or in connection with your order or disclosing the confidential information to a federal or state governmental entity as required by law.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

APPENDIX C
ORACLE PROCESSOR CORE FACTOR TABLE

ORACLE

Oracle Processor Core Factor Table

Effective Date: March 16, 2009

Vendor and Processor	Core Processor Licensing Factor
Sun and Fujitsu UltraSPARC T1 processor (1.0 or 1.2 GHz) **Only named servers including:** Sun Fire T1000 Server, SPARC Enterprise T1000 Server*, with 6 or 8-core 1.0 GHz UltraSPARC T1 processor Sun Fire T2000 Server, SPARC Enterprise T2000 Server*, with 4, 6, or 8-core 1.0 GHz, or 8 core 1.2 GHz UltraSPARC T1 processor	0.25
Sun Netra T2000, 1.0 or 1.2 GHz UltraSPARC T1 processor	0.25
SPARC T3 processor	0.25
Sun and Fujitsu UltraSPARC T1 1.4 GHz **Only named servers including:** Sun Fire T2000 Server and SPARC Enterprise T2000 Server*, with 8-core, 1.4 GHz UltraSPARC T1 processor	0.5
Sun T6300, 1.4 GHz UltraSPARC T1 processor	0.5
AMD Opteron Models 13XX, 23XX, 24XX, 32XX, 41XX, 42XX, 43XX, 61XX, 62XX, 63XX, 83XX, 84XX or earlier Multicore chips	0.5
Intel Xeon Series 56XX, Series 65XX, Series 75XX, Series E7-28XX, E7-28XX v2, Series E7-48XX, E7-48XX v2, Series E7-88XX, E7-88XX v2, Series E5-24XX, Series E5-26XX, E5-26XX v2, Series E5-46XX, E5-46XX v2, Series E5-16XX, Series E3-12XX or earlier Multicore chips	0.5
Intel Itanium Series 93XX or earlier Multicore chips *(For servers purchased prior to Dec 1st, 2010)*	0.5
Intel or AMD Desktop, Laptop/Notebook, or Netbook Multicore chips	0.5
Sun UltraSPARC T2+	0.5
SPARC64 VII+	0.5
SPARC64 X, SPARC64 X+	0.5
SPARC T4 processor	0.5
SPARC T5	0.5
SPARC M5	0.5
SPARC M6	0.5
Sun and Fujitsu SPARC64 VI, VII	0.75
Sun UltraSPARC IV, IV+, or earlier Multicore chips	0.75
Sun UltraSPARC T2	0.75
HP PA-RISC	0.75
IBM POWER5+ or earlier Multicore chips	0.75
All Single Core Chips	1.0
Intel Itanium Series 93XX *(For servers purchased on or after Dec 1st, 2010)*	1.0
Intel Itanium Series 95XX	1.0
IBM POWER6	1.0
IBM POWER7, IBM POWER7+	1.0
IBM POWER8	1.0
IBM System z (z10 and earlier)	1.0
All Other Multicore chips	1.0

* SPARC Enterprise T1000 and SPARC Enterprise T2000 Servers may be sold and branded by Oracle, Sun Microsystems, Fujitsu or Fujitsu Siemens.

Please see Statement of Change on the next page

Statement of Change:

On 09/01/2009, clarified that the "AMD Third Generation Opteron or earlier Multicore chips" are "AMD Opteron Models 13XX, 23XX, 24XX, 83XX, 84XX or earlier Multicore chips"

On 09/24/2009, changed the Core Processor Licensing Factor for Sun UltraSPARC T2+ from 0.75 to 0.50

On 02/16/2010, added new Intel Itanium chip 93XX to 0.5 core factor category. Also added IBM POWER7 chip to core factor 1 category

On 04/08/2010, added new Intel Xeon chips (Nehalem EX, Series 75XX and Westmere EP, Series 56XX) and new AMD Opteron chip (Series 61XX) with a core factor of 0.5

On 07/19/2010, added Intel Xeon chip (Nehalem EX, Series 65XX) and AMD Operton chip (Series 41XX) with a core factor of 0.5

On 10/05/2010, added SPARC T3 chip with a core factor of 0.25

On 12/01/2010, changed the Core Processor Licensing Factor for Intel Itanium Series 93XX from 0.5 to 1.0. Also added notes in parenthesis to the affected rows in the table above

On 12/02/2010, added SPARC64 VII+ chip with a core factor of 0.5

On 06/03/2011, added Intel Xeon Series E7-28XX, Series E7-48XX, and Series E7-88XX chips with a core factor of 0.5

On 09/06/2011, added SPARC T4 chip with a core factor of 0.5

On 12/08/2011, added AMD Opteron Chip Models: 32XX, 42XX, and 62XX with a core factor of 0.5

On 04/16/2012, added Intel Xeon Series E5-26XX, Series E5-16XX, and Series E3-12XX chips with a core factor of 0.5

On 07/19/2012, added Intel Xeon Series E5-24XX, and Series E5-46XX chips with a core factor of 0.5

On 11/7/2012, added IBM Power7+ chip with a core factor of 1.0

On 12/14/2012, added Intel Itanium chip 95XX to 1.0 core factor category

On 01/16/2013, added SPARC64 X chip with a core factor of 0.5

On 01/16/2013, added AMD Opteron Chip Models: 43XX, and 63XX with a core factor of 0.5

On 03/26/2013, added SPARC T5 and SPARC M5 Chip Models with a core factor of 0.5

On 09/25/2013, added SPARC M6 Chip Models with a core factor of 0.5

On 04/08/2014, added SPARC64 X+ chip with a core factor of 0.5

On 04/08/2014, added Intel Xeon Series E7-88XX v2, E7-48XX v2, E7-28XX v2, E5-46XX v2, and E5-26XX v2 chips with a core factor of 0.5

On 6/2/2014, added IBM Power8 chip with a core factor of 1.0

APPENDIX D
LICENSE DEFINITIONS AND RULES

For a period of one (1) year from the Effective Date of this Agreement, the Oracle License Definitions and Rules, v012014 (attached hereto) shall apply to all licenses and technical support services listed on the price lists and acquired pursuant to the pricing terms set forth in the Agreement. This Appendix D shall be amended annually to include Oracle's then current License Definitions and Rules.

ORACLE

License Definitions and Rules

Definitions and License Metrics

$M Annual Transaction Volume: is defined as one million U.S. Dollars in all purchase orders transacted and all auctions conducted through the Oracle Exchange Marketplace by you and others during the applicable year of the Oracle Exchange Marketplace license, regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Applications National Language Support (NLS) Supplement Media Packs: Please be advised that only a subset of the products included on an Applications NLS Supplement Media Pack have been translated. For existing supported customers, My Oracle Support has information on which products have been translated for the supported languages (https://support.oracle.com). For new or unsupported customers, please contact your Oracle Account Manager for this information.

$M in Application Annual Revenue: is defined as one million U.S. Dollars excluding taxes processed through the licensed program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

Application Developed: is defined as a software program developed by You that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle Fusion Sourcing, Oracle iSupplier Portal, Oracle Fusion Supplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service programs, use by your external suppliers is included with your application user licenses. For the purpose of the Oracle Financial Services Operational Risk Solution program, employees who are just contributing information to the program via the applicable user interface shall not be counted as application users.

Application Read-Only User: is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses, regardless of whether the individual is actively using the programs at any given time.

Brand: is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the program (measured explicitly in the program as Received Data Collection Instruments) during a 12 month period. You may not exceed the licensed number of CRF Pages during any 12 month period unless you acquire additional CRF Page licenses from Oracle.

Chassis: is defined as a physical enclosure containing hardware. For the purposes of the following programs: Oracle Fabric Manager and Oracle Fabric Monitor, only the chassis (a) that contain networking hardware and (b) that are managed by the program must be counted for the purpose of determining the number of licenses required.

Collaboration Program User: is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. For the purposes of counting and licensing the number of Beehive Synchronous Collaboration users, a Collaboration Program User within

your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to your company and attending a web conference are not required to be licensed.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer. For the purposes of Computer licenses for the Oracle Health Science Integration Engine program, a communication point is an interface to an input system (e.g., a clinical laboratory system in a hospital or healthcare setting) or to an output system (e.g., a healthcare data repository).

Concurrent User: is defined as each individual that may concurrently use or access the programs. Concurrent Users shall be only customers or prospective customers of yours, and shall not be business partners, or employees of yours.

Connected Instance: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product that the software product is required to interface.

$M Cost of Goods Sold: is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

CPU: is defined as a chip that contains a collection of one or more cores on which the program is running. Regardless of the number of cores, each chip counts as 1 CPU.

Custom Suite User: is defined as an individual authorized by you to use the application programs included in the applicable Custom Applications Suite which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time.

Customer: is defined as the customer entity specified on your order. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of computers on which such programs may be copied, installed and used.

Customer Account: is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such accounts.

Oracle Customer Data & Device Retention Service: is defined as a service for which the description may be found in the Technical Support Policies section (Oracle Hardware and Systems Support Policies) at www.oracle.com/contracts and which is incorporated by reference.

Customer Record: is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that you may access using the program.

Developer User / Developer/ Developer Seat: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. With respect to Developer Users only, such users may create, modify, view and interact with the programs and documentation.

Disk Drive: is defined as a spinning media device that stores data accessed by the Oracle Exadata Storage Server Software program.

Electronic Order Line: is defined as the total number of distinct order lines entered electronically into the Oracle program from any source (not manually entered by licensed users) during a 12 month period. This includes order lines originating as external

EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Employee for HCM: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs. Employees for HCM may only use the licensed programs with Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name.

Employee User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Enterprise Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Enterprise Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs. The value of these program licenses is determined by the number of Enterprise Employees. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the number of Enterprise Employees as of the effective date of your order. If at any time the number of Enterprise Employees exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Employees is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Employees. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise Employees as of such date.

Enterprise Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements. The value of these program licenses is determined by the number of Enterprise FTE Students. For these program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise FTE Students as of the effective date of your order. If at any time the number of Enterprise FTE Students exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise FTE Students is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise FTE Students. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise FTE Students as of such date.

Enterprise Trainee: is defined as an employee, contractor, student or other person who is being recorded by the program. The value of these program licenses is determined by the number of Enterprise Trainees. For these program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise Trainees as of the effective date of your order. If at any time the number of Enterprise Trainees exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Trainees is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Trainees. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise Trainees as of such date.

Enterprise $M in Cost of Goods Sold: Enterprise $M Cost of Goods Sold is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue. The value of these program licenses is determined by the amount of Enterprise $M Cost of Goods Sold. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Cost of Goods Sold as of the effective date of your order. If at any time the amount of Enterprise $M Cost of Goods Sold exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Cost of Goods Sold is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Cost of Goods Sold. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M Cost of Goods Sold as of such date.

Enterprise $M in Freight Under Management: $M Freight Under Management is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid). The value of these program licenses is determined by the amount of Enterprise $M Freight Under Management. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Freight Under Management as of the effective date of your order. If at any time the amount of Enterprise $M Freight Under Management exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Freight Under Management is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Freight Under Management. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M Freight Under Management as of such date.

Enterprise $M in Operating Budget: is defined as one million U.S. Dollars of your gross budget reflected in an audited statement from your external accounting firm. The value of these program licenses is determined by the amount of Enterprise $M in Operating Budget. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Operating Budget as of the effective date of your order. If at any time the amount of Enterprise $M in Operating Budget exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Operating Budget is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Operating Budget. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M in Operating Budget as of such date.

Enterprise $M in Revenue: Enterprise $M in Revenue is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year. The value of these program licenses is determined by the amount of Enterprise $M in Revenue. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Revenue as of the effective date of your order. If at any time the amount of Enterprise $M in Revenue exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Revenue is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Revenue. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M in Revenue as of such date.

Expense Report: is defined as the total number of expense reports processed by Internet Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Faculty User: is defined as an active teaching member of the faculty for an accredited academic institution; such user may only use the programs for academic and non-commercial use.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

$M Freight Under Management: is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight

purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Guest Room: is defined as the number of guest rooms managed by the program.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Installation Services, Start-Up Packs and Configuration/Upgrade Services: is defined as a service(s) for which the description may be found in the Advanced Customer Support Services section at www.oracle.com/contracts and which is incorporated by reference.

Invoice Line: is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from Oracle.

IVR Port: is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. You must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

Learning Credits: may be used to acquire education products and services offered in the Oracle University online catalogue posted at http://www.oracle.com/education under the terms specified therein. Learning credits may only be used to acquire products and services at the list price in effect at the time you order the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when you order the relevant product or service. The list price will be reduced by applying the discount specified to you by Oracle. Notwithstanding anything to the contrary in the previous three sentences, learning credits may also be used to pay taxes, materials and/or expenses related to your order; however, the discount specified above will not be applied to such taxes, materials and/or expenses. Learning credits are valid for a period of 12 months from the date your order is accepted by Oracle, and you must acquire products and must use any acquired services prior to the end of such period. You may only use learning credits in the country in which you acquired them, may not use them as a payment method for additional learning credits, and may not use different learning credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning credits are non-transferable and non-assignable. You may be required to execute standard Oracle ordering materials when using learning credits to order products or services.

$M in Managed Assets: is defined as one million U.S. Dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

Managed Resource: is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers, regardless of whether the individual is actively using the programs at any given time. In addition, your employees, contractors, partners and any other individual or entity managed by the programs shall be counted for the purposes of determining the number of Managed Resource licenses required.

Member Record: is defined as each unique customer loyalty program Member Record managed by the program. 100K Member Records shall mean one hundred thousand Member Records.

Module: is defined as each production database running the programs.

Monitored User: is defined as an individual who is monitored by an Analytics program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time. Individual users who are licensed for an Analytics program by either Named User Plus or Application User may not be licensed by Monitored User. For the purposes of the Usage Accelerator Analytics program, every user of your licensed CRM Sales application program must be licensed. For the purposes of the Human Resources Compensation Analytics program, all of your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, Preventive Controls Governor, and Governance, Risk, and Compliance Controls Suite, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / programs) users (individuals) that the program monitors.

MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription and MySQL Standard Edition Annual Subscription: are defined as the right to use the specified program(s) in accordance with the applicable license metric and to receive Oracle Software Update License & Support for the specified program(s) and for MySQL Community Edition for the term specified on the order. MySQL Community Edition refers to MySQL that is licensed under the GPL license. Software Update License & Support for MySQL Community Edition does not include updates of any kind. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in your ordering document. If your order was placed through the Oracle Store, then the effective date is the date your order was accepted by Oracle. Oracle Software Update License & Support services are provided under the applicable technical support policies in effect at the time the services are provided. You must obtain a subscription license for all servers where MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition are deployed. If you obtain Oracle Software Update License & Support services for any servers where MySQL Community Edition is deployed, then you must also purchase a subscription license for all of such servers for which you have obtained Oracle Software Update License & Support services. You may obtain Oracle Software Update License & Support services for the MySQL Community Edition subscription licenses at any level (e.g., at the MySQL Cluster Carrier Grade Edition level, at the MySQL Enterprise Edition level and/or at the MySQL Standard Edition level). At the end of the specified term, you may renew your subscription, if available, at the then current fees for the applicable subscription. If you choose not to renew your subscription, your right to use the program(s) will terminate and you must de-install all applications, tools, and binaries provided to you under the applicable non-Community Edition license (e.g., the license for MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition). If you do not renew a subscription, you will not receive any updates (including patches or subsequent versions) and you may also be subject to reinstatement fees if you later choose to reactivate your subscription.

Named User Plus / Named User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Data Masking Pack for Non-Oracle Databases and Test Data Management Pack for Non-Oracle Databases, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of Named User Plus licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database and Load Testing Suite for Oracle Applications, each emulated human

user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight and Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition and Data Integrator Enterprise Edition for Oracle Applications, only the users that are running or accessing the data transformation processes must be counted for determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Client Runtime and Application Development Framework Mobile, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Oracle Financing Contract: is a contract between you and Oracle (or one of Oracle's affiliates) that provides for payments over time of some or all of the sums due under your order.

Order Line: is defined as the total number of order entry line items processed by the program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless you acquire additional Order Line licenses from Oracle.

Partner Organization: is defined as an external third party business entity that provides value-added services in developing, marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Physical Server: is defined as each physical server on which the programs are installed.

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Data Masking Pack for Non-Oracle Databases and Test Data Management Pack for Non-Oracle Databases, only the processors on which the program that is being managed/monitored are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Application Management Pack for Utilities and Application Management Pack for Taxation and Policy Management, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack and Real User Experience Insight, all processors on which the middleware software that supports the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the non Oracle database from which you capture data and (b) the processors running the non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the program is running for indexing content in configured content sources as long as the foregoing is the only use of the program on all the processors installed in a given server.

1,000,000 Queries Per Day: is defined as one million queries to the MDEX engine, including but not limited to: text searches; changes to facet (refinement); page up/down through results (any text box query, change in facet selection, change in results viewed), from midnight to the next midnight (e.g., a day).

$M in Revenue: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year.

$M Revenue Under Management: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record, which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record, which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records stored in the Case Hub program. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For the purposes of the Site Hub program a record is defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub program. A site database record is a unique site (e.g., an asset, a building, part of a building (such as a store or a franchise within a store, an ATM, etc.)) stored in the Site Hub program.

For the programs listed above, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the purposes of the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

For the purposes of the Supplier Lifecycle Management and Supplier Hub programs, a record is defined as a unique business entity or company record stored as Supplier in the AP_SUPPLIERS table of the Supplier Lifecycle Management and Supplier Hub programs.

For the purposes of the Life Sciences Customer Hub program, a record is defined as the number of unique customer database records stored in such program. A customer database record is a unique physician (i.e., physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub program.

1000 Records: is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator program.

Registered User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. Registered Users shall be business partners and/or customers and shall not be your employees.

500,000 Requests Per Day: is defined as five hundred thousand requests from midnight to the next midnight (e.g., a day).

For the purposes of the following program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Endeca Experience Manager, requests at the Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g., ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: WebCenter Sites for Oracle ATG Web Commerce, requests to the WebCenter Sites or Webcenter Sites Satellite Server programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

Retail Register: is defined as any device designed to record any part of a sales transaction.

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Rule Set: is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

Server: is defined as the computer on which the programs are installed. A Server license allows you to use the licensed program on a single specified computer.

Service Order Line: is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from Oracle.

1,000 Sites: is defined as one thousand unique sites added to Multi-Site Quotes created during a 12 month period. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of a Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. A single Site (as defined by its Service Account and Service Point fields Site) that is added to multiple Multi-Site Quotes created during a 12-month period shall be only counted once.

Socket: is defined as a slot that houses a chip (or a multi-chip module) that contains a collection of one or more cores. Regardless of the number of cores, each chip (or multi-chip module) shall count as a single socket. All occupied sockets on which the program is installed and/or running must be licensed.

Oracle Solaris Premier Subscription for Non-Oracle Hardware per socket: is defined as the right to use the Oracle Solaris programs (as defined below) on hardware not manufactured by or for Sun/Oracle, and to receive Oracle Premier Support for Operating Systems services (limited to the Oracle Solaris programs), for the term specified in the ordering document. "Oracle Solaris programs" refers to the Oracle Solaris operating system and the separately licensed third party technology (as defined below). The Oracle Solaris programs may contain third party technology. Oracle may provide certain notices to you in program documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to you either under the terms of the agreement, or if specified in the program documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement. The Oracle Solaris programs may include or be distributed with certain separately licensed components that are part of Java SE ("Java SE"). Java SE and all components associated with it are licensed to you under the terms of the Oracle Binary Code License Agreement for the Java SE Platform Products, and not under the agreement. A copy of the Oracle Binary Code License Agreement for the Java SE Platform Products can be found at www.oracle.com/contracts.
This subscription is available only for a server that is certified by Oracle and listed on the Hardware Compatibility List (HCL) at http://www.sun.com/bigadmin/hcl. You must obtain a subscription license for each socket in the server. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in your ordering document. If your order was placed through the Oracle Store, then the effective date is the date your order was accepted by Oracle. Oracle Premier Support for Operating System services are provided under the applicable technical support policies in effect at the time the services are provided. At the end of the specified term, you may renew your subscription, if available, at the then current fees for this subscription.

If your order specifies **"1 – 4 socket server"** then you may only use the subscription on a server with not more than 4 sockets. If your order specifies **"5+ socket server"** then you may use the subscription for servers with any number of sockets.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter. The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Sun Ray Device: is defined as the Sun Ray computer on which the program is running.

Tape Drive: is defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For cloud based backups, Oracle counts each parallel stream or Recovery Manager (RMAN) channel as equivalent to a tape drive.

Technical Reference Manuals
Technical Reference Manuals ("TRMs") are Oracle's confidential information. You shall use the TRMs solely for your internal data processing operations for purposes of: (a) implementing applications programs, (b) interfacing other software and hardware systems to the applications programs and (c) building extensions to applications programs. You shall not disclose, use or permit the disclosure or use by others of the TRMs for any other purpose. You shall not use the TRMs to create software that performs the same or similar functions as any of Oracle products. You agree: (a) to exercise either at least the same degree of care to safeguard the confidentiality of the TRMs as you exercise to safeguard the confidentiality of your own most important confidential information or a reasonable degree of care, whichever is greater; (b) to maintain agreements with your employees and agents that protect the confidentiality and proprietary rights of the confidential information of third parties such as Oracle and instruct your employees and agents of these requirements for the TRMs; (c) restrict disclosure of the TRMs to those of your employees and agents who have a "need to know" consistent with the purposes for which such TRMs were disclosed; (d) maintain the TRMs at all times on your premises; and (e) not to remove or destroy any proprietary or confidential legends or markings placed upon the TRMs. Oracle shall retain all title, copyright and other proprietary rights in the TRMs. TRMs are provided to you "as-is" without any warranty of any kind. Upon termination, you shall cease using, and shall return or destroy, all copies of the applicable TRMs.

Telephone Number: is defined as each unique telephone number for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such telephone numbers.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

$B in Total Assets: is defined as one billion U.S. dollars of your latest published or internally available "Total Asset Value" as disclosed in your annual report and/or regulatory filings.

Trainee: is defined as an employee, contractor, student or other person who is being recorded by the program.

Transaction: is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

1K Transactions: is defined as one thousand unique transactions processed through the program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle. For Oracle Contact Center Anywhere, a unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents). For JD Edwards World Purchase Card Management, a unique transaction is defined as a single charge processed by the program.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation

Wireless handset: is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

Workstation: is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

Term Designation
If your program license does not specify a term, the program license is perpetual and shall continue unless terminated as otherwise provided in the agreement.

1, 2, 3, 4, 5 Year Terms: A program license specifying a 1, 2, 3, 4 or 5 Year Term shall commence on the effective date of the order and shall continue for the specified period. At the end of the specified period the program license shall terminate.

1 Year Subscription: A program license specifying a 1 Year Subscription shall commence on the effective date of the order and shall continue for a period of 1 year. At the end of the 1 year the program license shall terminate.

Licensing Rules for Oracle Technology Programs and Oracle Business Intelligence Applications

Failover: Subject to the conditions that follow below, your license for the programs listed on the US Oracle Technology Price List, which may be accessed at http://www.oracle.com/corporate/pricing/pricelists.html, includes the right to run the licensed program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate days in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two days). The above right only applies when a number of machines are arranged in a cluster and share one disk array. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, you must switch back to the primary node. Once the failover period has exceeded ten days, the failover node must be licensed. In addition, only one failover node per clustered environment is at no charge for up to ten separate days even if multiple nodes are configured as failover. Downtime for maintenance purposes counts towards the ten separate days limitation. When licensing options on a failover environment, the options must match the number of licenses of the associated database. Additionally, when licensing by Named User Plus, the user minimums are waived on one failover node only. Any use beyond the right granted in this section must be licensed separately. In a failover environment, the same license metric must be used for the production and failover nodes when licensing a given clustered configuration.

Testing: For the purpose of testing physical copies of backups, your license for the Oracle Database (Enterprise Edition, Standard Edition or Standard Edition One) includes the right to run the database on an unlicensed computer for up to four times, not exceeding 2 days per testing, in any given calendar year. The aforementioned right does not cover any other data recovery method - such as remote mirroring - where the Oracle program binary files are copied or synchronized.

You are responsible for ensuring that the following restrictions are not violated:

- Oracle Database Standard Edition can only be licensed on servers that have a maximum capacity of 4 sockets. Oracle Database Standard Edition, when used with Oracle Real Application Clusters, may only be licensed on a single cluster of servers supporting up to a maximum capacity of 4 sockets.
- Oracle Standard Edition One, Internet Application Server Standard Edition One and Portal Standard Edition One can only be licensed on servers that have a maximum capacity of 2 sockets.
- WebLogic Server Standard Edition does not include WebLogic Server Clustering.
- Business Intelligence Standard Edition One can only be licensed on servers that have the ability to run a maximum of 2 sockets. The data sources for BI Server and BI Publisher are limited to the included Oracle Standard Edition One, one other database, and any number of flat file sources such as CSV, and XLS. You may use Oracle Warehouse Builder Core ETL to pull data from any number of data sources but you must use only the included Oracle Standard Edition One as the target database.
- Informatica PowerCenter and PowerConnect Adapters may not be used on a standalone basis or as a standalone ETL tool. The Informatica PowerCenter and PowerConnect Adapters may be used with any data source provided the target(s) are: (i) the Oracle Business Intelligence applications programs (excluding Hyperion Enterprise Performance Management Applications), (ii) the underlying platforms on which the Oracle Business Intelligence Suite Enterprise Edition Plus program, Oracle Business Intelligence Standard Edition One or associated components of those Business Intelligence applications programs run, or (iii) a staging database for any of the foregoing. Informatica PowerCenter and PowerConnect Adapters may also be used where the Oracle Business Intelligence applications programs (excluding Hyperion Enterprise Performance Management Applications) are the source and non-Oracle Business Intelligence application programs are the target, provided, that users do not use Informatica PowerCenter and PowerConnect Adapters to transform the data.
- With respect to the Java SE Advanced and Java SE Suite programs, you may not create, modify, or change the behavior of, or authorize your users to create, modify, or change the behavior of, classes, interfaces, or subpackages that are in any way identified as "java", "javax" "sun" or "oracle" or any variation of the aforementioned naming conventions. The installation and auto-update processes for these programs transmit a limited amount of data to Oracle (or its service provider) about those specific processes to help Oracle understand and optimize them. Oracle does not associate the data with personally identifiable information. You can find more information about the data Oracle collects at http://oracle.com/contracts. Additional copyright notices and license terms applicable to portions of the programs are set forth at http://oracle.com/contracts.
- Programs that contain "for Oracle Applications" in the program name are limited use programs. These limited use programs may only be used with "eligible" Oracle application programs that contain the following prefixes in the program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Endeca*, Oracle Knowledge, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance and Oracle Primavera. For those prefixes designated above with a "*" not all programs with that prefix are eligible for use with the "for Oracle Applications" limited use programs. For a list of excluded programs please review the Applications Licensing

Table, which may be accessed at http://oracle.com/contracts. Notwithstanding anything above, Oracle Business Intelligence Suite Enterprise Edition Plus for Oracle Applications may only be used with "eligible" Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name provided that the Oracle Fusion Human Capital Management programs are the only programs configured to run against the database instance Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the Oracle Product Information Management Analytics, Fusion Edition, Oracle Customer Data Management Analytics, Fusion Edition and Oracle Product Lifecycle Analytics programs. Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the following programs provided that the Oracle Fusion Applications are the only data source: Oracle Sales Analytics, Fusion Edition; Oracle Partner Analytics, Fusion Edition; Oracle Supply Chain and Order Management Analytics; Oracle Financial Analytics, Fusion Edition; Oracle Procurement and Spend Analytics, Fusion Edition; Oracle Human Resources Analytics, Fusion Edition and Oracle Project Analytics. Any use of limited use programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.

- Oracle BPEL Process Manager Option for Oracle Applications may be used only to enable business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and, other Oracle Applications or third party applications are allowed as long as they are enabled/initiated within the eligible Oracle Applications. Business Processes defined in BPEL are allowed as long as at least one of the services invoked from within the Business Process access an eligible Oracle Application either natively (via Web Services) or via an adapter.
- Oracle Business Intelligence Foundation for Oracle Applications may be used only to perform query, reporting and analysis against a transaction database, data warehouse or an Essbase OLAP cube if: (i) the transaction database is an eligible Oracle Applications transaction database itself or an extraction, in whole or in part, of an eligible Oracle Applications transaction database, without transformation (query, reporting and analysis against a transaction database that is not an eligible Oracle Applications transaction database requires a full use license of Oracle Business Intelligence Foundation Suite); or (ii) the data warehouse is a pre-packaged eligible Oracle Applications data warehouse, with any customizations necessary to reflect customizations made in the eligible Oracle Applications, and restricted only to the eligible Oracle Applications sources (query, reporting and analysis against extensions to the data warehouse drawn from source systems not supported by the pre-packaged data warehouses require a full use license of Oracle Business Intelligence Foundation Suite); or (iii) the dimensions of each Essbase OLAP Cube are sourced from eligible Oracle Applications.
- Oracle WebLogic Suite for Oracle Applications may be used only as an embedded runtime for eligible Oracle Applications or to deploy customizations to an eligible Oracle Application. The WebLogic global datasource or one of the WebLogic application datasources must be configured to access the schema of an eligible Oracle Application.
- Data Integrator Enterprise Edition for Oracle Applications may only be used with the Oracle supplied data integration jobs and customization of the supplied jobs is allowed. For the avoidance of doubt, examples of uses that are not permitted include, but are not limited to, the following: adding new jobs that support different applications, new schemas, or previously unsupported application modules.
- Oracle SOA Suite for Oracle Applications may be used only to enable integration, business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and other non-eligible Oracle Applications or third party applications are allowed as long as they are either initiated or terminated within eligible Oracle Applications. Usage of SOA composites (including but not limited to Rules, Mediator, XSLT transforms, BPEL processes, Spring components, Workflow services and OWSM security policies) is allowed as long as at least one of the services invoked from within each composite accesses an eligible Oracle Application either natively (via Web services) or via an adapter and the invocation is part of a flow that is either initiated or terminated within eligible Oracle Applications. Oracle Service Bus (OSB) usage is allowed as long as each service deployed accesses an eligible Oracle Application either natively (via Web services) or via an adapter.
- Oracle WebCenter Portal for Oracle Applications may be used only to surface eligible Oracle Application(s) and custom applications (collectively, "eligible applications"). Surfacing any third-party applications, including other applications from Oracle, requires a license for Oracle WebCenter Portal. Multiple eligible applications may be surfaced in a single portal instance provided that a WebCenter Portal for Oracle Applications license exists for each eligible application surfaced in the portal. WebCenter Portal for Oracle Applications may be used to integrate the various WebCenter services (e.g., wikis, blogs, and discussions) into an application context, as well as to build out custom workflows and notifications between the eligible application and WebCenter Portal components. The content management features of the Oracle WebCenter Portal for Oracle Applications program may be used to store and manage documents created outside of the eligible application provided that such documents are related to the eligible application or to the application context.
- Oracle WebCenter Imaging for Oracle Applications may be used to create and modify imaging searches, to modify pre-packaged imaging application document types, and to create and modify input mappings to imaging applications. Oracle WebCenter Imaging for Oracle Applications may also be used to invoke web service application programming interfaces (API's) from Oracle Application workflows. A license for WebCenter Imaging for Oracle Applications is required to define

new document types for the management of images unrelated to a pre-packaged Oracle Applications integration, to develop custom workflows, and to invoke APIs from custom workflows or custom application integrations.

- Oracle Identity and Access Management Suite Plus for Oracle Applications may be used only to perform associated actions for users of and within the eligible Oracle Applications. The programs may be used to do the following: (1) add, delete, modify, and manage user identities and roles in the eligible Oracle Applications; (2) provide web access management and single sign-on into eligible Oracle Applications; (3) provide data storage or virtualization to data storage of user identities and user identity related information or authentication and authorization policies for eligible Oracle Applications; (4) provide federated single sign-on to eligible Oracle Applications
- Oracle Coherence Enterprise Edition for Oracle Applications may only be used within the same Java Virtual Machine as the eligible Oracle Application components.
- Oracle GoldenGate for Oracle Applications may only be used with the Oracle supplied integration jobs. Customization of the Oracle supplied integration jobs is allowed if necessitated by (i) customizations of the source application or of the target application or (ii) for performance tuning of the GoldenGate configuration. Oracle GoldenGate for Oracle Applications may not be used (i) for data replication to non-Oracle databases or (ii) by other Oracle applications or (iii) by third party applications for any type of data integration or replication purposes. For the avoidance of doubt, examples of other uses that are not permitted include, but are not limited to, the following: replicating data to non-Oracle databases (including MySQL), adding new source or target schemas, adding unsupported application modules to source or target schemas, supporting other replication topologies (e.g., active-active or multi-master) or adding anything not supplied by Oracle.
- Hyperion Data Integration Management, Hyperion Data Integration Management Team Based Development, and the Hyperion Data Integration Management Adapters for SAP BW, SAP R3, PeopleSoft and Siebel are licensed by Computer. Each Computer license is limited to support the use of up to 8 CPUs and each Computer license must be licensed in increments of 8 CPUs. Each core is recognized as a CPU. For computers that have more than 8 CPUs, additional Computer licenses must be purchased based upon the amount of CPUs that you are using. For example, if you are using Hyperion Data Integration Management on 12 CPUs, you need to purchase 2 Computer licenses; if you are using Hyperion Data Integration Management on 17 CPUs, you need to purchase 3 Computer licenses. These programs may be used solely in connection with moving data into and out of a Hyperion Data Store(s) (data/metadata repository(ies) delivered with the Hyperion programs.) These programs may not be used to extract data from a non-Hyperion Data Store(s) to load a custom data warehouse (a data warehouse not built solely from data from a Hyperion Data Store(s). The Hyperion Data Integration Management Computer license allows for such program to 1) connect to the following relational databases only: Oracle, Sybase, IBM DB2, MS SQL Server and 2) source from and write to an unlimited number of flat file/XML files. Hyperion Data Integration Management Adapters for SAP BW, SAP R3, PeopleSoft and Siebel must be licensed separately to allow Hyperion Data Integration Management to connect to these additional sources.
- The number of Hyperion program option licenses must match the number of licenses of the associated Hyperion program.
- The license for the Hyperion Planning Plus program includes a limited use license for the Hyperion Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis programs. Such limited use license means that the Hyperion Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis programs may only be used to access data from the Hyperion Planning Plus program. The Oracle Data Integrator – Target Database program may be used to load data from any data source provided that the target database is the Hyperion Planning Plus program. Specifically, the Hyperion Essbase Plus program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Planning Plus program and the Aggregate Storage option component of the Hyperion Essbase Plus program may not be used.
- The license for the Hyperion Profitability and Cost Management program includes a limited use license for the Hyperion Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator - Target Database programs. Such limited use license means that the Hyperion Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator - Target Database programs may only be used to access data from the Hyperion Profitability and Cost Management program. Specifically, the Hyperion Essbase Plus program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Profitability and Cost Management program and the Aggregate Storage option component of the Hyperion Essbase Plus program may not be used.

If you purchase Named User Plus licenses for the programs listed below, you must maintain the following user minimums and user maximums:

Program	Named User Plus Minimum
Oracle Database Enterprise Edition	25 Named Users Plus per Processor
Times Ten In-Memory Database	25 Named Users Plus per Processor
Cloud File System	25 Named Users Plus per Processor
Rdb Enterprise Edition	25 Named Users Plus per Processor

CODASYL DBMS	25 Named Users Plus per Processor
Data Integrator Enterprise Edition	25 Named Users Plus per Processor
GoldenGate	25 Named Users Plus per Processor
GoldenGate for Non Oracle Database	25 Named Users Plus per Processor
GoldenGate Veridata	25 Named Users Plus per Processor
GoldenGate for Teradata Replication Services	25 Named Users Plus per Processor
Java SE Advanced	10 Named Users Plus per Processor
Java SE Suite	10 Named Users Plus per Processor
WebLogic Server Standard Edition	10 Named Users Plus per Processor
WebLogic Server Enterprise Edition	10 Named Users Plus per Processor
WebLogic Suite	10 Named Users Plus per Processor
Web Tier	10 Named Users Plus per Processor
Coherence Standard Edition	10 Named Users Plus per Processor
Coherence Enterprise Edition	10 Named Users Plus per Processor
Coherence Grid Edition	10 Named Users Plus per Processor
TopLink and Application Development Framework	10 Named Users Plus per Processor
GlassFish Server	10 Named Users Plus per Processor
Internet Application Server Standard Edition	10 Named Users Plus per Processor*
Internet Application Server Enterprise Edition	10 Named Users Plus per Processor*
Enterprise Gateway	10 Named Users Plus per Processor
BPEL Process Manager	10 Named Users Plus per Processor
WebLogic Integration	10 Named Users Plus per Processor
Service Registry	10 Named Users Plus per Processor
Enterprise Repository	10 Named Users Plus per Processor
Forms and Reports	10 Named Users Plus per Processor
Tuxedo	10 Named Users Plus per Processor
SOA Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Unified Business Process Management Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Event-Driven Architecture Suite	10 Named Users Plus per Processor
Business Intelligence Standard Edition	10 Named Users Plus per Processor
B2B for RosettaNet	10 Named Users Plus per Processor
B2B for EDI	10 Named Users Plus per Processor
Healthcare Adapter	10 Named Users Plus per Processor
B2B for ebXML	10 Named Users Plus per Processor
WebCenter Suite Plus	10 Named Users Plus per Processor
WebCenter Portal	10 Named Users Plus per Processor
WebCenter Content	10 Named Users Plus per Processor
WebCenter Sites	10 Named Users Plus per Processor
WebCenter Sites Satellite Server	10 Named Users Plus per Processor
WebCenter Universal Content Management	10 Named Users Plus per Processor
WebCenter Imaging	10 Named Users Plus per Processor
WebCenter Forms Recognition	10 Named Users Plus per Processor
WebCenter Enterprise Capture	10 Named Users Plus per Processor
WebCenter Distributed Capture	10 Named Users Plus per Processor
WebCenter Real-Time Collaboration	10 Named Users Plus per Processor
On Track Communication Standard Edition	10 Named Users Plus per Processor
On Track Communication Enterprise Edition	10 Named Users Plus per Processor
Enterprise Gateway for Access Management	10 Named Users Plus per Processor
Beehive Enterprise Messaging Server	10 Named Users Plus per Processor
Beehive Enterprise Collaboration Server	10 Named Users Plus per Processor

*The Named User Plus Minimum does not apply if the program is installed on a one-processor machine that allows for a maximum of one user per program.

Program	Named User Plus Maximum
Personal Edition	1 Named User Plus per database
Business Intelligence Standard Edition One	50 Named Users Plus

If licensing by Named User Plus, the number of licenses for the programs listed below in column A must match the number of licenses of the associated program listed in column B. In the case where the minimum number of Named User Plus licenses are/were purchased, the number of licenses may not match due to variance in core factors between the time the respective programs were licensed. If licensing by Processor, the number of licenses for the programs listed below in column A must match the number of licenses of the associated program listed in column B. In the case where the programs are licensed at different times, the number of licenses may not match due to variance in core factors between the time the respective programs were licensed; in that case the number of cores used to determine the number of licensed processors for the programs listed below in column A must match the number of cores used to determine the number of licensed processors of the associated program listed in Column B. Associated programs are those programs being used in conjunction with the program in Column A.

Column A	Column B
Database Enterprise Edition Options*- Real Application Clusters, Real Application Clusters One Node, Partitioning, OLAP, Data Mining, Spatial, Advanced Security, Label Security, Database Vault, Active Data Guard, Real Application Testing, Advanced Compression, Total Recall, Retail Data Model, Communications Data Model **Database Enterprise Management***- Diagnostics Pack, Tuning Pack, Database Lifecycle Management Pack, Cloud Management Pack for Oracle Database	Oracle Database Enterprise Edition, Audit Vault Server
RDB Server Options*- TRACE	Rdb Enterprise Edition, CODASYL DBMS
WebLogic Suite Options**- BPEL Process Manager Option, Service Bus, SOA Suite for Oracle Middleware, Business Process Management Suite	WebLogic Suite
Application Server Enterprise Management**- WebLogic Server Management Pack Enterprise Edition, SOA Management Pack Enterprise Edition, Cloud Management Pack for Oracle Fusion Middleware	Associated application server program being managed by the program in Column A.
Management Pack for Oracle Coherence**	Coherence Enterprise Edition, Coherence Grid Edition
Management Pack for Oracle GoldenGate*	GoldenGate, GoldenGate for Non Oracle Database, GoldenGate for Mainframe
Business Intelligence Server Enterprise Edition Options- Interactive Dashboard, Delivers, Answers, Office Plug-in and Reporting and Publishing	Business Intelligence Server Enterprise Edition
Business Intelligence Suite Enterprise Edition Plus Option- Business Intelligence Management Pack	Business Intelligence Suite Enterprise Edition Plus
Beehive Platform Options- Beehive Messaging, Beehive Team Collaboration, Beehive Synchronous Collaboration, Beehive Voicemail	Beehive Platform
Management Pack for Oracle Data Integrator	Data Integrator Enterprise Edition, Data

	Integrator and Application Adapter for Data Integration, or Oracle Data Integrator Enterprise Edition for Oracle Applications
Hyperion Financial Data Quality Management Options- Hyperion Financial Data Quality Management Adapter for Financial Management, Hyperion Financial Data Quality Management Adapter Suite, Hyperion Financial Data Quality Management Adapter for SAP	Hyperion Financial Data Quality Management
Hyperion Financial Data Quality Management for Hyperion Enterprise Option- Hyperion Financial Data Quality Management Adapter Suite	Hyperion Financial Data Quality Management for Hyperion Enterprise
Hyperion Data Integration Management Options- Hyperion Data Integration Management Source Adapter, Hyperion Data Integration Management Team Based Development	Hyperion Data Integration Management

*If licensing by Named User Plus you must maintain, at a minimum, 25 Named Users Plus per Processor per associated program.

** If licensing by Named User Plus you must maintain, at a minimum, 10 Named Users Plus per Processor per associated program.

Licensing Rules for ATG Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- The Oracle ATG Web Commerce Business Intelligence program and the Oracle ATG Web Commerce Business Intelligence Administrator program may only be used in conjunction with either the Oracle ATG Web Commerce program and/or the Oracle ATG Web Knowledge Manager program. You may, however, expand your data model to include other information provided the additional information supplements information is already included in the Oracle ATG Web Commerce program or in the Oracle ATG Knowledge Manager program.
- The Cognos BI Consumer Bundle is included in the Oracle ATG Web Commerce Business Intelligence program and is comprised of (a) one (1) reporting engine for anonymous viewers consisting of no more than two (2) processors and four (4) total cores, (b) unlimited anonymous report viewer seat licenses, (c) one (1) Named BI Web Administrator seat license and one (1) Named BI Professional Report Author seat license. Any additional seat licenses must be licensed separately by purchase of Oracle ATG Web Commerce BI Administrator seat licenses at an additional cost and are not included in any enterprise-wide or similar license.

Licensing Rules for JD Edwards Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- The programs include GNU libgmp library; copyright 1991 Free Software Foundation, Inc. This library is free software that can be modified and redistributed under the terms of the GNU Library General Public License contained in the programs. The programs may also contain other third party products.
- Your license for the program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards program table located at http://oracle.com/contracts for additional information.
- The Foundation program contains the development foundation environment/toolkit. You understand and acknowledge that any software program developed with the functionality of the development foundation environment/toolkit is subject to the terms and conditions of this agreement. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer programs generated by you utilizing the development tools included in the programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE

- The Oracle Technology Foundation for JD Edwards EnterpriseOne and the Oracle Technology Foundation for JD Edwards EnterpriseOne Upgrade programs each include a limited use license for Oracle Database Standard Edition. The database may be used solely in conjunction with any and all licensed JD Edwards EnterpriseOne programs, including third party programs licensed for use with JD Edwards EnterpriseOne programs. The database may be installed on an unlimited number of processors. If you require features and functions beyond those included with the Oracle Database Standard Edition, or if you require use of Oracle Database beyond your JD Edwards EnterpriseOne implementation, you may purchase a non-limited use license by contracting directly with Oracle or one of its authorized distributors.

  The license for each of these programs also includes a limited use license for the following components of Oracle Fusion Middleware: Oracle Application Server Standard Edition or Oracle WebLogic Server Standard Edition (either of these products may be used, but both products cannot be used for the same function); Oracle JRockit JVM; Oracle Application Server Portal; Oracle WebCenter Services; Oracle BPEL Process Manager; Oracle Business Activity Monitoring; Oracle Application Server Single Sign-On; Oracle Access Manager Basic; Oracle Application Server Web Cache; and Oracle Business Intelligence Publisher. These components may be used solely in conjunction with any and all licensed JD Edwards EnterpriseOne programs, including third party programs licensed for use with JD Edwards EnterpriseOne programs. These components may be installed on an unlimited number of processors. If you require use of these components beyond your JD Edwards EnterpriseOne implementation you may purchase a non-limited use license for any of the Oracle components by contracting directly with Oracle or one of its authorized distributors.

  For the purpose of using Oracle Business Intelligence Publisher, Oracle will include a limited use license of Business Intelligence Publisher for use with JD Edwards EnterpriseOne programs. Any use of Business Intelligence Publisher outside of a JD Edwards EnterpriseOne program, such as with a your own "custom" applications as well as with other Oracle applications (including but not limited to Siebel Applications, PeopleSoft Applications, and/or Oracle Applications) will require a full use license of Business Intelligence Publisher. Business Intelligence Publisher may be installed on an unlimited number of processors.

  The development tools included with these programs may be used solely with the licensed JD Edwards EnterpriseOne programs and may not be used to create new applications. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer programs generated by you utilizing the development tools included in the programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE JD EDWARDS ENTERPRISE ONE PROGRAM WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.
- The Technology Foundation and Technology Foundation Upgrade programs each include the following "IBM Components": IBM DB2 Universal Database, IBM WebSphere Application Server and IBM WebSphere Portal (as contained in Collaborative Portal). IBM Components may be used solely in conjunction with any and all licensed JD Edwards EnterpriseOne programs, including third party programs licensed for use with JD Edwards EnterpriseOne programs. You may obtain a general license for any of the IBM Components by contracting directly with IBM or one of its authorized distributors. The development tools included in this program may be used solely with the licensed JD Edwards EnterpriseOne programs and may not be used to create new applications. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer programs generated by you utilizing the development tools included in the programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.

Licensing Rules for Oracle E-Business Suite Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- The option Activity Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.
- The option Field Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.
- The option Marketing Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.
- The option Sales Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.

- The option Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program
- The option Activity Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Field Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Marketing Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Privacy Management Policy Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Sales Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.

Licensing Rules for PeopleSoft Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- Your license for the program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards program table located at http://oracle.com/contracts for additional information.
- The programs listed below include a license to use Business Analysis Modeler – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft programs you have licensed. Oracle will deliver this program to you per the delivery terms in your order.

  Integrated FieldService, Marketing, Mobile Sales, Online Marketing, Order Capture, Order Capture Self Service, Sales, Support for Customer Self Service
- Your use of the Campus Self Service program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.
- PeopleTools - Enterprise Development shall be used solely to develop applications for your internal data processing operations. In no event shall you market or distribute such applications. Notwithstanding anything to the contrary, you shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this program for the purpose of developing applications.
- Each PeopleTools - Enterprise Development Starter Kit program shall be used solely by 5 application users to develop applications containing no more than a total of 20 components (as defined in the program documentation) for your internal data processing operations. In no event shall you market or distribute such applications. Notwithstanding anything to the contrary, you shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this program for the purpose of developing applications.
- You may use PeopleTools – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft Enterprise programs you have licensed. Oracle will deliver this program to you per the delivery terms in your order
- The Process Modeler Client program may only be used with PeopleSoft Enterprise or JD Edwards EnterpriseOne programs you have licensed from Oracle. You shall not use this program with any other software.
- The license for the Student Administration program includes a limited use license for the Human Resources, Benefits Administration and the Payroll for North America programs. Such limited use license means that the Human Resources, Benefits Administration and the Payroll for North America Software modules shall only be used in order to access the features and functions of the Student Administration program. Your use of the Student Administration program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.

Licensing Rules for Primavera Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- For the purposes of the following Primavera programs: Earned Value Management, Evolve, SureTrak, Contractor and P3 Project Planner, you acknowledge that you have both read and understand the limited Software Update License & Support services that are available for these programs, as described in Oracle's Technical Support Policies.
- For purposes of the Primavera SureTrak and Primavera P3 Project Planner programs, you acknowledge that the agreement delivered to you with these programs, and not the end user license agreement contained in the product installation, governs the end user's use of these programs

- For the purposes of the following programs: Primavera P6 Enterprise Project Portfolio Management and Primavera P6 Enterprise Project Portfolio Management Web Services, developers and/or users (i) who are not already licensed for the Primavera P6 Enterprise Project Portfolio Management program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera P6 Enterprise Project Portfolio Management Web Services program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.
- For the purposes of the following programs: Primavera Contract Management Web Services and Primavera Contract Management, developers and/or users (i) who are not already licensed for the Primavera Contract Management program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera Contract Management Web Services program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.

Licensing Rules for Siebel Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- For the Siebel Branch Teller Services program, Siebel Internet Banking Services program, Siebel Retail Finance Foundation Services program and the Siebel Financial Transactions Workbench program, you may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the program documentation, all in accordance with the program documentation, and provided that such materials or modified materials shall be used solely with your licensed use of such programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the programs, ancillary programs, program documentation, or any other materials provided by Oracle, or to permit third parties to do so.
- The Siebel Details Program includes a license for 20 Concurrent Users that authorizes you to use the program on only one Computer for a maximum of 20 Concurrent Users at any given time.
- The Siebel Marketing Server program is licensed on a Computer basis together with the number of unique Customer Records that you may access using the program.
- The Siebel Pharma Marketing Server is licensed on the basis of the number of unique Customer Records that you may access using the program together with the number of Brands that you may manage using the program.
- The Siebel Pricing Claims Server-Up to 20 Application Users is licensed on a Computer basis with a limitation on the number of Application Users.
- The users or processors of the Siebel Web Channel program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the programs that is defined in the Siebel Tools program.
- The Siebel Data Quality License may only be used with Oracle Master Data Management or Oracle CRM deployments.

Licensing Rules for Programs Licensed per UPK Module

- Oracle grants to you a non-exclusive, nontransferable license for your UPK Developer(s) to: (i) use those User Productivity Kit ("UPK") programs licensed as UPK modules (collectively referred to as "UPK content") only as necessary to create and provide training solely for Employee and/or Application Users to use the underlying programs for your benefit; (ii) make an unlimited number of copies of the UPK content only as necessary to create and provide training solely to Employees and/or Application Users to use the underlying programs for your benefit; and (iii) develop modifications and customizations to the UPK content, if applicable, all subject to the terms and conditions set forth in this agreement, provided all copyright notices are reproduced as provided on the original. You represent and warrant that you have a valid license for the underlying program(s). You are prohibited from reselling or distributing the UPK content to any other party or using the UPK content other than as explicitly permitted in this agreement. Oracle represents that the UPK content and any content created by you using the UPK content contains valuable proprietary information. Oracle retains title to all portions of the UPK content and any copies thereof. You shall use UPK content modifications created by you solely for your internal use in accordance with the terms of this agreement. You may provide access to and use of the UPK content only to those third parties that are licensed as Application Users and that: (a) provide services to you concerning your use of the UPK content; (b) have a need to use and access the UPK content; and (c) have agreed to substantially similar non-disclosure obligations imposed by you as those contained in this agreement. Application and Employee User(s) of UPK programs may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Licensing Rules for MySQL Programs

- The MySQL programs may contain third party technology. Oracle may provide certain notices to you in program documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to you either under the terms of the agreement, or if specified in the program documentation,

"readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement.

Technical	Only Adobe?	Adobe can't provide?	Comments
Solution will be Compatible with Microsoft Windows XP, 7, & 8.			
Solution will be compatible with Microsoft Office 2010 & 2013.			
Creation & Conversion			
Solution will create .PDF files that are compatible with ISO 3200 standards.			
PDF/A			
PDF/E			
PDF/X			
PDF/UA? WCAG 2.0?			
Solution will create .PDF file from multiple files			
Solution will create .PDF file from mutliple file types			
Solution will create .PDF files from Microsoft Office files.			
Solution will create searchable-text .PDF files from converted files.			core function.
Solution will create searchable-text .PDF files from scanned hardcopies.			core function.
Solution will create . PDF files from industry-wide open file formats, including: RFT, HTML, TXT, & image formats.			core function.
Attached PDF to note?			
Solution will convert multiple files to multiple .PDF's.			Additional: split PDF top many?
Convert .PDF files to fully editable Microsoft Office files.			
PDF Viewing			
Solution will provide no-cost PDF viewer.			
Solution will allow end-user to view .PDF files			
Solution will allow end-user to search .PDF files			
Find All			
Solution will allow end-user to print .PDF to hardcopy			
Solution will allow end-user to view all types of .PDF files, including: PDF/A, PDF/E, PDF/X.			
Solution will allow end-user to validate digital signature within the .PDF file.			Differentiate between digital & electronic.
Solution will allow end-user to compare multiple .PDF documents.			
ADA: Read out loud??			Dragon does this?
PDF Linearization??			
Loupe??			
Screenshot??			We have tools already.
Pan & zoom??			nice to have.

State of Michigan Pricelist 12/2/2014

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7105649	Spare: power cord, North America and Asia, 2.5 meters, NEMA 5-15P plug, C19 connector, 15 A, 250 VAC	Spare parts	$48.00	29%	$34.08	29%	$34.08
7105650	Spare: power cord, global jumper, straight plug-connector 1.8 meter, C14 plug, C19 connector, 15 A	Spare parts	$42.00	29%	$29.82	29%	$29.82
7105651	Spare: power cord, global jumper, straight plug-connector 2.4 meters, C20 plug, C19 connector, 20 A	Spare parts	$72.00	29%	$51.12	29%	$51.12
7105652	Spare: power cord, UK, 2.5 meters, C19 connector, 13 A, 250 VAC	Spare parts	$72.00	29%	$51.12	29%	$51.12
7105653	Spare: power cord, Europe, 2.5 meters, C19 connector, 15 A, 250 VAC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7105654	Spare: power cord, India, 2.5 meters, C19 connector, 16 A, 250 VAC	Spare parts	$78.00	29%	$55.38	29%	$55.38
7105658	Spare: QSFP to CX-4 InfiniBand copper cable: 3 meters	Spare parts	$1,272.00	29%	$903.12	29%	$903.12
7105659	Spare: QSFP to CX-4 InfiniBand copper cable: 5 meters	Spare parts	$1,320.00	29%	$937.20	29%	$937.20
7105660	Oracle Fabric Interconnect F1-4	Spare parts	$6,018.00	29%	$4,272.78	29%	$4,272.78
7105661	Spare: XFP transceiver, 10 GbE	Spare parts	$1,254.00	29%	$890.34	29%	$890.34
7105662	Spare: Dual Port 4 Gb Fibre Channel Module, for Oracle Fabric Interconnect hardware only	Spare parts	$16,524.00	29%	$11,732.04	29%	$11,732.04
7105663	Oracle Fabric Interconnect F1-15	Spare parts	$8,025.00	29%	$5,699.88	29%	$5,699.88
7105664	Spare: QSFP to CX-4 InfiniBand copper cable: 1 meter	Spare parts	$1,224.00	29%	$869.04	29%	$869.04
7104569	Spare: StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL8500 and StorageTek SL3000	Spare parts	$10,500.00	29%	$7,455.00	29%	$7,455.00
7105311	Spare: StorageTek LTO tape drive: 1 HP LTO6 6 Gb SAS for StorageTek SL150	Spare parts	$8,388.00	29%	$5,955.48	29%	$5,955.48
7105310	Spare: StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL150	Spare parts	$9,336.00	29%	$6,628.56	29%	$6,628.56
7105625	Spare: StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb FC for StorageTek SL150 for OEM	Spare parts	$9,240.00	29%	$6,560.40	29%	$6,560.40
7105626	Spare: StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb SAS for StorageTek SL150 for OEM	Spare parts	$9,240.00	29%	$6,560.40	29%	$6,560.40
7105775	Spare: SFP assembly	Spare parts	$1,200.00	29%	$852.00	29%	$852.00
7105634	Spare: cable kit with two 7-foot CAT6 ethernet cables	Spare parts	$78.00	29%	$55.38	29%	$55.38
7105627	Spare: battery assembly with carrier	Spare parts	$372.00	29%	$264.12	29%	$264.12
7103910	Oracle Storage Drive Enclosure DE2-24P: base chassis (for factory installation)	Storage Hard Disk Drives	$4,071.00	14%	$3,501.06	20%	$3,256.80
7103911	One 300 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
7103912	One 900 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$840.00	14%	$722.40	20%	$672.00
7103914	Oracle Storage Drive Enclosure DE2-24C: base chassis (for factory installation)	Storage Hard Disk Drives	$4,896.00	14%	$4,210.56	20%	$3,916.80
7103917	Filler panel (for factory installation)	Storage Hard Disk Drives	$9.00	14%	$7.74	20%	$7.20
7103918	Filler panel (for factory installation)	Storage Hard Disk Drives	$15.00	14%	$12.90	20%	$12.00
7104988	Additional 300 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$414.00	14%	$356.04	20%	$331.20
7104989	Additional 900 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$1,008.00	14%	$866.88	20%	$806.40
7104993	Oracle Storage Drive Enclosure: base consolidation box (for factory installation)	Storage Hard Disk Drives	$37.00	14%	$31.82	20%	$29.60
7105734	Oracle Storage Drive Enclosure DE2-24P: base chassis, for after original system installation	Storage Hard Disk Drives	$4,885.00	14%	$4,201.10	20%	$3,908.00

STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **7**

to

Contract Number **071B4300149**

CONTRACTOR	
	ORACLE AMERICA INC
	500 Oracle Parkway
	Redwood Shores, CA 94065
	Russell Schomberger
	248-709-2882
	russell.schomberger@oracle.com
	CV0066538

STATE			
	Program Manager	Reid Sisson	MULTI
		517-241-1638	
		sissonr@Michigan.gov	
	Contract Administrator	Jordan Sherlock	DTMB
		517-243-5556	
		sherlockj@michigan.gov	

CONTRACT SUMMARY

ORACLE SOFTWARE, HARDWARE & RELATED SRVCS

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
August 29, 2014	August 28, 2019	3 - 1 Year	August 28, 2019

PAYMENT TERMS	DELIVERY TIMEFRAME
NET30	

ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
☐ P-Card	☐ PRC	☐ Other	☒ Yes	☐ No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
☒	12 months	☐		August 28, 2020

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
$100,000,000.00	$22,466,666.67	$122,466,666.67

DESCRIPTION

Effective 8/29/2019 the following amendment is incorporated into this contract per attached Amendment 3. This contract is also excersing 1 option year, and is increased by $22,466,666.67. The revised contract expiration date is 8/28/2020.

Please note that the Contract Administrator has been changed to Jordan Sherlock. All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Procurement approval.

AMENDMENT THREE
TO
MASTER AGREEMENT

This Amendment Three (this "**Amendment Three**") amends Contract No. 071B4300149, a/k/a the Master Agreement, dated August 29, 2014, together with all amendments and addenda thereto, (the "**Master Agreement**" or "**Agreement**", Oracle reference number US-GMA-363006) between the State of Michigan ("**State**", "**Customer**" or "**you**") and Oracle America, Inc. ("**Oracle**").

The parties agree to amend the Master Agreement as follows:

1. Article I (DEFINITIONS) is amended by adding the following new definition in the appropriate alphabetical order:

   "**Amendment Three**" refers to Amendment Three to Contract No. 071B4300149, a/k/a the Master Agreement, dated August, 29, 2014, between the State and Oracle.

2. Delete Section 8.1 as amended by Amendment Two and replace it with the following:

   "**8.1 Term of the Agreement and Pricing, Discount, and/or Rate Terms**

   a. Term of the Agreement. Orders may be placed under this Agreement for five (5) years from the Effective Date of this Master Agreement. By mutual written amendment to this Master Agreement, the parties may extend the term of this Master Agreement for not more than three (3) additional one-year terms. All Products and Services as ordered under this Master Agreement shall be under Oracle's standard fees and policies in effect at the time of such order. For the avoidance of doubt, under this Amendment Three to the Master Agreement, the State is exercising the first renewal year by extending the Master Agreement for an additional one-year term. Upon the effective date of this Amendment Three, the parties shall have the option to extend the term of the Master Agreement for not more than two (2) additional one-year terms.

   b. Pricing, Discount, and/or Rate Terms. The pricing, discount, and/or rate terms as of the Effective Date of Amendment Three are as set forth in the following appendices, as applicable:

   (i) **Appendix A (Pricing and Discount Schedule).** Appendix A (Pricing and Discount Schedule) of the Master Agreement is hereby deleted and replaced with Appendix A (Pricing and Discount Schedule) attached hereto. The pricing and discounting terms set forth in the attached **Appendix A** (Pricing and Discount Schedule) supersede any and all pricing and discounting terms for program licenses and first-year technical support services contained in the Master Agreement. All prior Price List(s) associated with Appendix A are hereby deleted and made null and void.

   (ii) **Appendix F (Pricing and Discount Schedule for Hardware).** Appendix F (Pricing and Discount Schedule for Hardware) of the Master Agreement is hereby deleted and replaced with **Appendix F** (Discount Table for Hardware and Engineered Systems and Associated Software) attached hereto. The pricing and discounting terms set forth in the attached Appendix F (Discount Table for Hardware and Engineered Systems and Associated Software) supersede any and all pricing and discounting terms for hardware contained in the Master Agreement. All prior pricing and discount schedule associated with Appendix F are hereby deleted and made null and void.

   (iii) **Appendix G (Hourly Rates for Time and Materials – Consulting Services).** Appendix G (Hourly Rates for Time and Materials – Consulting Services) of the Master Agreement is hereby deleted and replaced with **Appendix G** (Hourly Rates for Time and Materials – Consulting Services) attached hereto. The pricing and discounting terms set forth in the attached Appendix G (Hourly Rates for Time and Materials – Consulting Services) supersede any and all pricing and discounting terms for consulting services contained in the Master Agreement. All prior Consulting Rates associated with Appendix G are hereby deleted and made null and void.

   (iv) **Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support).** Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) of the Master Agreement is hereby deleted and replaced with **Appendix H** (Hourly Rates for Time and Materials Oracle Advanced Customer Support) attached hereto. The pricing and discounting terms set forth in the attached Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) supersede any and all pricing and discounting terms for advanced customer support contained in the Master Agreement. All prior ACS Rates associated with Appendix H are hereby deleted and made null and void.

   (v) **Appendix I (Pricing and Discount Schedule for Oracle University Training).** Appendix I (Pricing and Discount Schedule for Oracle University Training) of the Master Agreement is hereby deleted and replaced with Appendix I (Pricing and Discount Schedule for Oracle University Training) attached hereto. The pricing and discounting terms

set forth in the attached **Appendix I** (Pricing and Discount Schedule for Oracle University Training) supersede any and all pricing and discounting terms for training contained in the Master Agreement. All prior Price List(s) associated with Appendix I are hereby deleted and made null and void.

Notwithstanding the foregoing, the parties may negotiate larger discounts based on the nature and volume of sales at the time of the applicable order."

3. **Appendix B (Oracle Software Technical Support Policies).** Appendix B (Technical Support Policies) of the Master Agreement is hereby deleted and replaced with **Appendix B** (Technical Support Policies) attached hereto. The Oracle Software Technical Support Policies, dated April 5, 2019, attached hereto are for your convenience and for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the technical support policies at http://oracle.com/contracts.

4. **Appendix C (Oracle Processor Core Factor Table).** Appendix C (Oracle Processor Core Factor Table) of the Master Agreement is hereby deleted and replaced with **Appendix C** (Oracle Processor Core Factor Table) attached hereto. The Oracle Processor Core Factor Table, effective March 16, 2009, updated July 29, 2019, attached hereto is for your convenience and for reference purposes only and are subject to change at Oracle's discretion.

5. **Appendix D (License Definitions and Rules).** Appendix D (License Definitions and Rules) of the Master Agreement is hereby deleted and replaced with **Appendix D** (License Definitions and Rules) attached hereto. The Oracle License Definitions and Rules v030819 attached hereto are for your convenience and for reference purposes only and are subject to change at Oracle's discretion.

6. **Appendix J (Oracle Hardware and Systems Support Policies).** Appendix J (Oracle Hardware and Systems Support Policies) of the Master Agreement is hereby deleted and replaced with **Appendix J** (Oracle Hardware and Systems Support Policies) attached hereto. The Oracle Hardware and Systems Support Policies, dated April 5, 2019, are attached hereto for your convenience and for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the hardware and systems support policies at http://oracle.com/us/support/index.html.

7. **Exhibit One to Appendix K (Data Processing Agreement for Oracle Cloud Services).** Exhibit One to Appendix K (Data Processing Agreement for Oracle Cloud Services) of the Master Agreement is hereby deleted and replaced with **Exhibit One to Appendix K** (Data Processing Agreement for Oracle Cloud Services), dated June 26, 2019.For a period of one (1) year from the Effective Date of this Amendment Three, this Data Processing Agreement for Oracle Cloud Services (attached hereto) shall apply to all Cloud Services acquired pursuant to the terms set forth in Appendix K. This Exhibit One to Appendix K shall be amended annually to include Oracle's then current Data Processing Agreement for Oracle Cloud Services.

Subject to the modifications herein, the Master Agreement shall remain in full force and effect.

The Effective Date of this Amendment Three is _____. (to be completed by Oracle)

State of Michigan, Department of Technology, Management and Budget (DTMB)	**Oracle America, Inc.**
Authorized Signature: _____	Authorized Signature: _____
Name: _____	Name: _____
Title: _____	Title: _____
Signature Date: _____	Signature Date: _____

Appendix A
Pricing and Discount Schedule

A. Pricing and Discounting Terms for New Program Licenses and First-Year Technical Support

The following pricing and discounting terms for new Program licenses and first-year technical support services are hereby incorporated into the Master Agreement:

1. On-Prem Price Lists. The "**On-Prem Price Lists**" shall be defined as the then-current versions of the following On-Prem Price Lists at the time of order:

   a. Oracle Technology Global Price List
   b. Oracle Business Intelligence Applications Global Price List
   c. Oracle E-Business Suite Applications Global Price List
   d. Oracle Siebel CRM Global Price List
   e. PeopleSoft Component Global Price List
   f. JD Edwards Component Global Price List
   g. Oracle Fusion Applications Global Price List

   You may access the current version of the On-Prem Price Lists at: http://www.oracle.com/us/corporate/pricing/price-lists/index.html.

2. Pricing and Discounts.

   From the Effective Date of Amendment Three to the Master Agreement until August 31, 2020, You may acquire Products listed on the On-Prem Price Lists, provided such Products are available in production release when ordered, and provided You have continuously maintained technical support for your existing Program licenses, by paying Oracle the fees specified on the On-Prem Price Lists less the discount set forth below in section A.3 of this Appendix A, except as specified in section A.4 below. You may also acquire first-year Software Update License & Support ("**SULS**") for such Programs by paying Oracle the fees specified, less the discount set forth below, except as specified in section A.4 below.

3. Discount Schedule.

   From the Effective Date of Amendment Three to the Master Agreement until August 31, 2020, a discount of 44.45% shall apply to the fees listed on the then-current version of the On-Prem Price Lists at the time of the order for program licenses and first-year SULS acquired pursuant to the terms of this Master Agreement.

4. Exclusions: For the avoidance of any doubt, the discounts provided in Section A.3 above shall not apply to the following:

   a. any price lists listed in section B of this Appendix A;
   b. any third-party products included in any of the On-Prem Price Lists;
   c. any grandfathered Primavera products;
   d. any products priced in advance of availability or with controlled availability;
   e. any Cloud products on any On-Prem Price Lists.

B. Pricing for MySQL, Managed Cloud Services, Linux Support and Oracle VM Support, and RightNow Cloud Services

1. From the Effective Date of Amendment Three to the Master Agreement until August 31, 2020, You may acquire Products listed on the following price lists, provided such Products are available in production release when ordered:

   a. MySQL Global Price List(*)
   b. Oracle Managed Cloud Services Global Price List(*)
   c. Oracle Linux Support and Oracle VM Support Global Price List(*)
   d. Oracle RightNow (Service Cloud) Global Price List, dated March 1, 2019, attached hereto as Exhibit One to Appendix A

   You may access the current version of the Appendix A Price Lists denoted with an asterisk (*) at: http://www.oracle.com/us/corporate/pricing/price-lists/index.html.

C. Any updates or changes to the pricing and discounting terms provided in this Appendix A shall be made by a written amendment to this Master Agreement.

EXHIBIT ONE TO APPENDIX A
ORACLE RIGHTNOW (SERVICE CLOUD) GLOBAL PRICE LIST

Oracle Software Investment Guide

Oracle RightNow (Service Cloud) Pricing

March 1, 2019

Prices in USA (Dollar)

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Oracle RightNow Pricing

RightNow Subscription Services

Oracle RightNow Dynamic Agent Desktop Cloud Service: Seats

The entire organization must be using the same Oracle RightNow Desktop Cloud Service package. For example – the entire organization must be on the same desktop license package, either on a connected or named user model (not both), and on either a pooled or standard capacity model (not both). This applies to both the base desktop package and any add-ons.

Hosted Named Seat Months and Hosted Connected Seat Months are sold as a pool of seats for the Service Period defined on the order form. Hosted Named Users and Hosted Connected Users are sold as a maximum # of seats for each month of the service period.

Sessions are required in addition to the Desktop purchases if the customer wishes to consume any functionality delivered via the web, including: Web Self-Service, Chat, Guided Assistance for Consumers, Product Registration, Feedback and Outreach, Mobile, and Advanced Knowledgebase (Tier 2 Required) capabilities delivered through a web page.

If Sessions or Emails Sent are also purchased with the Oracle RightNow Desktop Cloud Service then minimums do not apply. If Sessions or Emails Sent are not purchased then there is a minimum purchase of 10 Hosted Named Users or 10 Hosted Connected Named Users or a minimum purchase of 100 Hosted Named Seat Months or 100 Hosted Connected Seat Months.

	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Standard Dynamic Agent Desktop Cloud Service	110	-	Hosted Named User	10	B88480
	275	-	Hosted Connected User	10	B88481
	-	110	Hosted Named Seat Month	100	B88482
	-	275	Hosted Connected Seat Month	100	B88483
Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service	140	-	Hosted Named User	10	B88484
	350	-	Hosted Connected User	10	B88485
	-	140	Hosted Named Seat Month	100	B88486
	-	350	Hosted Connected Seat Month	100	B88487
Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service	250	-	Hosted Named User	10	B88488
	450	-	Hosted Connected User	10	B88489
	-	250	Hosted Named Seat Month	100	B88490
	-	450	Hosted Connected Seat Month	100	B88491
Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service	90	-	Hosted Named User	10	B88492
	225	-	Hosted Connected User	10	B88493
	-	90	Hosted Named Seat Month	100	B88494
	-	225	Hosted Connected Seat Month	100	B88495
Oracle Standalone Cobrowse Dynamic Agent Desktop Cloud Service	50	-	Hosted Named User	10	B78652
	125	-	Hosted Connected User	10	B78653
	-	50	Hosted Named Seat Month	100	B78654
	-	125	Hosted Connected Seat Month	100	B78655

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Oracle RightNow Cloud Service: Knowledgebase Add-Ons

Knowledgebase Add-Ons can be added to a subset of the Oracle RightNow desktop seat purchases. Note that they may be already bundled, depending upon the package chosen.

	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service	30	-	Hosted Named User	10	B68542
	75	-	Hosted Connected User	10	B68541
	-	30	Hosted Named Seat Month	100	B68543
	-	75	Hosted Connected Seat Month	100	B68540
Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service	60	-	Hosted Named User	10	B82249
	150	-	Hosted Connected User	10	B82250
	-	60	Hosted Named Seat Month	100	B82251
	-	150	Hosted Connected Seat Month	100	B82252

Oracle RightNow Cloud Service: Desktop Seats Add-Ons

Desktop Seat Add-Ons can be added to a sub-set of the Oracle RightNow desktop seat purchase. For example, a customer can purchase 100 Enterprise Named Users and add on 20 Chat Named Users. They may be already bundled, depending upon the package chosen. Desktop Seat Add-Ons can be added to a sub-set of the entire desktop seat purchase.

	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Chat Cloud Service	40	-	Hosted Named User	-	B68258
	100	-	Hosted Connected User	-	B68259
	-	40	Hosted Named Seat Month	-	B68281
	-	100	Hosted Connected Seat Month	-	B68282
Oracle Cobrowse Cloud Service	30	-	Hosted Named User	-	B68246
	75	-	Hosted Connected User	-	B78656
	-	30	Hosted Named Seat Month	-	B68278
	-	75	Hosted Connected Seat Month	-	B78657
Oracle RightNow Video Chat Cloud Service	*Availavble only in North America. Pricing is found on the CGBU Cloud price list.*				~~B89053~~ ~~B89056~~
Oracle RightNow Virtual Assistant Cloud Service	40,000	Per Service Term	Each	-	B89079
Oracle RightNow Non-Contact Center User Cloud Service	25	-	Hosted Non-Contact Center Named User	-	B82255
	-	25	Hosted Non-Contact Center Named Seat Month	-	B82256
Oracle Service Monitoring for Connected Assets Cloud Service	50	-	Hosted Named User	125	B88214
	125	-	Hosted Connected User	125	B88215
	-	50	Hosted Named Seat Month	1,250	B88216
	-	125	Hosted Connected Seat Month	1,250	B88217
Oracle RightNow Contextual Workspaces Cloud Service	10	-	Hosted Named User	-	B68469
	25	-	Hosted Connected User	-	B68468
	-	10	Hosted Named Seat Month	-	B68470
	-	25	Hosted Connected Seat Month	-	B68467

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	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Guided Assistance Cloud Service	20	-	Hosted Named User	-	B68300
	50	-	Hosted Connected User	-	B68301
	-	20	Hosted Named Seat Month	-	B68283
	-	50	Hosted Connected Seat Month	-	B68284
Oracle RightNow Agent Scripting Cloud Service	30	-	Hosted Named User	-	B68302
	75	-	Hosted Connected User	-	B68303
	-	30	Hosted Named Seat Month	-	B68285
	-	75	Hosted Connected Seat Month	-	B68286
Oracle RightNow Desktop Workflow Cloud Service	40	-	Hosted Named User	-	B68304
	100	-	Hosted Connected User	-	B68305
	-	40	Hosted Named Seat Month	-	B68287
	-	100	Hosted Connected Seat Month	-	B68288
Oracle RightNow Experience Routing Cloud Service	10	-	Hosted Named User	10	B77355
	25	-	Hosted Connected User	10	B77356
	-	10	Hosted Named Seat Month	100	B77357
	-	25	Hosted Connected Seat Month	100	B77358

Oracle RightNow Web Cloud Service: Billable Sessions

RightNow Universal Core Tier 1 Billable Sessions allow consumers to access Web Self-Service, Chat, Guided Assistance (for Consumers), Virtual Assistant, Product Registration, Feedback and Outreach, Mobile, Comments on the KB and Community capabilities delivered through a web page, assuming the customer is licensed at the desktop level for these features. These sessions cannot be sold standalone.

RightNow Universal Advanced Knowledge Tier 2 Billable Sessions allow consumers to access RightNow Advanced Knowledgebase capabilities. These sessions cannot be sold standalone.

RightNow Universal Policy Automation Tier 3 Billable Sessions allow consumers to access Oracle Policy Automation Cloud Service. These sessions can be sold standalone.

An Organization purchases the anticipated number of sessions to be consumed in each tier. These are non-transferable/non-convertible. Consumption is based upon the customer's utilization of the Oracle RightNow applications. A session remains active across applications. For example: If within a 15 minute period, a customer starts in Web Self-Service, then chats with an agent, browses the community, then moves to OPA, then goes to the community, it is a single billable session. In this particular case, it will be classified as a Universal Policy Automation Tier 3 Session for billing purposes due to the high value the customer experienced using OPA. It does not matter where the session originated or ended. In this example, a session began in web self-service and ended in Community, however this is a Universal Policy Automation Tier 3 Session due to the fact that OPA was utilized during the billable session. The rule is to always default to the HIGHEST value.

There is a minimum purchase requirement of 25,000 sessions (quantity of 250) for Pooled Capacity (per service period) or 2,500 session (quantity of 25) for Monthly Capacity (per month) for UNIVERSAL POLICY AUTOMATION TIER 3 SESSIONS ONLY. There are no minimums for Universal Core Tier 1 and Universal Advanced Knowledge Tier 2 Sessions.

Oracle RightNow Web Cloud Service: Billable Sessions	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Universal Core Tier 1 Sessions Monthly	6.40	-	100 Sessions - Monthly Capacity	-	B72236
Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly	12	-	100 Sessions - Monthly Capacity	-	B82253
Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly	33	-	100 Sessions - Monthly Capacity	25	B72233
Oracle RightNow Universal Core Tier 1 Sessions Service Period Pool	-	6.40	100 Sessions - Pooled Capacity	-	B72237
Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool	-	12	100 Sessions - Pooled Capacity	-	B82254
Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool	-	33	100 Sessions - Pooled Capacity	250	B72234

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	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Emails Cloud Service: Emails Sent					
Emails Sent must be purchased for all outbound emails (either broadcast or transactional) sent through Oracle RightNow Outreach or Oracle RightNow Feedback. In addition to Emails Sent, Billable Sessions are required for - Outreach and Feedback functionality delivered through the web.					
Oracle RightNow Emails Sent Monthly	1.20	-	100 Emails Sent - Monthly Capacity	-	B68548
Oracle RightNow Emails Sent Service Period Pool	-	1.20	100 Emails Sent - Pooled Capacity	-	B68251
Oracle RightNow Connect Web Services Cloud Service					
Oracle RightNow Connect Web Services API Operations can be added to a contract if allocations provided with the Oracle RightNow Dynamic Agent Desktop Cloud Service do not suffice.					
Oracle RightNow Connect Web Services API Operations Monthly	25	-	250,000 Web Services API Operations - Monthly Capacity	-	B76483
Oracle RightNow Connect Web Services API Operations Service Period Pool	-	25	250,000 Web Services API Operations - Pooled Capacity	-	B76484
Oracle RightNow Cloud Service: Software Add-Ons					
Oracle RightNow Instance Cloud Service	833	-	Instance	-	B68550
Oracle RightNow Interface Cloud Service	500	-	Interface	-	B73899
Oracle Additional Test Environment for Oracle RightNow Cloud Service	2,500	-	Test Environment	-	B70790
Oracle RightNow Single Sign-On Cloud Service	375	-	Interface	-	B68558
Oracle RightNow Advanced Website Search Cloud Service	560	-	20,000 Documents Indexed	-	B85219

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Oracle RightNow Pricing
Policy Automation Subscription Services

The RightNow base parts are not required to purchase Policy Automation. Oracle Policy Automation may be purchased as standalone functionality, or in combination with Oracle RightNow.

Note that OPA Collaboration can be sold on a different license model from OPA Agents and the OPA Tier 3 sessions. *(e.g. Collaboration can be Seat Months, while the Agents are Hosted Named Users.)*

Hosted Named Seat Months and Hosted Connected Seat Months are sold as a pool of seats for the Service Period defined on the order form. Hosted Named Users and Hosted Connected Users are sold as a maximum # of seats for each month of the service period.

	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle Policy Automation: Base Parts					
Oracle Policy Automation Agent Cloud Service	80	-	Hosted Named User	10	B86965
	200	-	Hosted Connected User	10	B86966
	-	80	Hosted Named Seat Month	100	B86967
	-	200	Hosted Connected Seat Month	100	B86968
Oracle Policy Automation Enterprise Assessment API Cloud Service	9,500	-	1M Monthly Assessments	-	B88133
Oracle Policy Automation Embeddable Models Cloud Service	15,000	-	Hosted Embeddable Model	-	B89462
Oracle Policy Automation Mobile Cloud Service	25	-	Hosted Named User	10	B81060
	65	-	Hosted Connected User	10	B81061
	-	25	Hosted Named Seat Month	100	B81062
	-	65	Hosted Connected Seat Month	100	B81063
Oracle Policy Automation: Add-On Parts					
Oracle Policy Automation Collaboration Cloud Service	100	-	Hosted Named User	5	B78442
	250	-	Hosted Connected User	5	B78443
	-	100	Hosted Named Seat Month	50	B78444
	-	250	Hosted Connected Seat Month	50	B78445

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Oracle RightNow Pricing
Field Service Subscription Services

The Oracle Field Service Professional Cloud Service or the Oracle Field Service Enterprise Cloud Service is required as a base part for all purchases of Oracle Field Service Cloud Service.

Oracle Field Service Cloud Service may be purchased as standalone functionality, or in combination with Oracle RightNow Cloud Service.

The entire organization must choose either the Hosted Named User or the Hosted Named Seat Month Licensing Metric. The metric used must be consistent between the Base Parts and Add-On Parts.

Hosted Named Users are sold as a maximum number of seats for each month of the service period. Hosted Named Seat Months are sold as a pool of Monthly seats for the Service Period defined on the order form.

	Monthly Price	Per Unit Price	License Metric	Minimum Metric Quantity	Part Number
Oracle Field Service Cloud Service: Base Parts					
Oracle Field Service Professional Cloud Service	100		Hosted Named User	50	B90333
		100	Hosted Named Seat Month	500	B90334
Oracle Field Service Enterprise Cloud Service	225		Hosted Named User	50	B90335
		225	Hosted Named Seat Month	500	B90336
Oracle Field Service Cloud Service: Add-On Parts					
Oracle Field Service Contingent Worker Cloud Service	5		Activity - Pooled Capacity	36,000	B90337
Oracle Additional Test Environment for Oracle Field Service Cloud Service	2,500	-	Test Environment	-	B79903
Oracle Field Service Standard Map Cloud Service with Google Maps	0.0000	-	Hosted Named User	50	B87739
		0.0000	Hosted Named Seat Month	500	B88504
Oracle Field Service Standard Map Cloud Service with Baidu Maps	0.0000	-	Hosted Named User	50	B88850
		0.0000	Hosted Named Seat Month	500	B88851

Oracle RightNow Pricing
Field Service Cloud On-Demand Consulting Services

Oracle Field Service Cloud On-Demand Consulting Services					
Oracle Field Service Cloud On-Demand Consulting Services - 3 month Service Period - 50 hours	14,250	One-Time	Each	-	B86610
Oracle Field Service Cloud On-Demand Consulting Services - 6 month Service Period - 100 hours	25,500	One-Time	Each	-	B86611
Oracle Field Service Cloud On-Demand Consulting Services - 12 month Service Period - 200 hours	45,500	One-Time	Each	-	B86612

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Oracle RightNow Pricing

Support and Hosting Services

Note that any offerings below that are priced based on "Net Subscription Fees" have discounting built in so do not discount them further.

	Price	Price Measure	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Cloud Service Cloud Offerings					
Oracle RightNow Cloud Platform Cloud Service	Included with Desktop	-	Not a part, do not order separately	-	N/A
Oracle RightNow Dedicated Database with Encryption Cloud Service	7,500	Monthly	Customer	-	B72235
Oracle RightNow PCI Certified Cloud Platform Cloud Service *(No Discounting)*	10% of Net Subscription Fees	Monthly	Customer	-	B69332
Oracle RightNow HIPAA Cloud Platform Cloud Service *(No Discounting)*	10% of Net Subscription Fees	Monthly	Customer	-	B85994
Oracle RightNow Cloud Platform for United States Government Cloud Service *(No Discounting)*	30% of Net Subscription Fees	Monthly	Customer	-	B69333
Oracle RightNow Cloud Platform for United Kingdom Government Cloud Service *(No Discounting)*	30% of Net Subscription Fees	Monthly	Customer	-	B74851
Oracle RightNow Cloud Platform for United States Department of Defense Cloud Service *(No Discounting)*	30% of Net Subscription Fees	Monthly	Customer	-	B73929
Oracle RightNow Cloud Service Support Offerings					
Oracle Cloud Priority Support for SaaS: Base Fee	1,250	Monthly	Each	-	B86669
Oracle Cloud Priority Support for SaaS *(No Discounting)*	10% of Net Subscription Fees	Monthly	Each	-	B86668
Oracle Solution Support Center for SaaS: Base Fee	10,000	Monthly	Each	-	B90813
Oracle Solution Support Center for SaaS *(No Discounting)*	12% of Net Subscription Fee	Annual	Each	-	B90626
Oracle Technical Account Management for PCI Certification Services - Percentage *(No Discounting)*	5% of Net Subscription Fees	Monthly	Customer	10,000	B76702
Oracle Technical Account Management for PCI Certification Services - Fixed Price Minimum	833.33	Monthly	Customer	-	B76703
Oracle RightNow Cloud Service Support Add-Ons					
Oracle RightNow Custom Domain SSL Application Hosting	140	Monthly	Certificate	-	B68310
Oracle Virtual Private Network for Oracle RightNow Cloud Service	500	Monthly	VPN Connection	-	B70797
Oracle Virtual Private Network for Oracle Field Service Cloud Service	500	Monthly	VPN Connection	2	B81064
Oracle RightNow Additional Mailbox	30	Monthly	Each	-	B68311
Additional 1 GB Peak File Storage	4.17	Monthly	Each	-	B68312
Additional 1 GB Peak Database Storage	33.33	Monthly	Each	-	B68313
Additional 5 GB Monthly Bandwidth	6.25	Monthly	Each	-	B68257
Oracle RightNow Dedicated Outbound IP Address	80	Monthly	External Interface	-	B68551
Oracle Marketing Cloud Customer Success Offerings					
Oracle Customer Success Management: Base Product	1,000	Monthly	Each	-	B90079
Oracle Customer Success Management Product *(No Discounting)*	5% of Net Subscription Fee	Monthly	Each	-	B90080
Oracle Enhanced Customer Success Management: Base Product	2,500	Monthly	Each	-	B90081
Oracle Enhanced Customer Success Management Product *(No Discounting)*	10% of Net Subscription Fee	Monthly	Each	-	B90082
Oracle Enterprise Customer Success Management: Base Product	12,500	Monthly	Each	-	B90011
Oracle Enterprise Customer Success Management Product *(No Discounting)*	15% of Net Subscription Fee	Monthly	Each	-	B90012

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Oracle RightNow Pricing
Consulting Services

	Price	Price Measure	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Service Cloud Implementation Services					
Base Package: Oracle RightNow Solution Implementation Service for Knowledge Management and Incident Management	20,000	One-Time	Each	-	B68944
Base Package: Oracle RightNow Solution Implementation Service for Standalone Cobrowse	3,000.35	One-Time	Each	-	B87639
Base Package: Oracle RightNow Solution Implementation Service for Knowledge Management and Standalone Chat	17,000	One-Time	Each	-	B68945
Base Package: Oracle RightNow Solution Implementation Service for Knowledge Management	14,000	One-Time	Each	-	B68946
Add-On's for Base Packages above:					
Add-On: Managing Multiple Interfaces (First additional interface)	4,750	One-Time	Each	-	B68947
Add-On: Managing Multiple Interfaces (each additional interface after 1st)	1,500	One-Time	Each	-	B68948
Add-On: Customer Portal (Standard Widgets) - Single Interface/Page Set	3,000	One-Time	Each	-	B68949
Add-On: Customer Portal Technical Coaching (Do-It-Yourself)	4,200	One-Time	Each	-	B68950
Add-On: Customer Portal Branding and Styling (Level 1)	4,500	One-Time	Each	-	B68951
Add-On: Customer Portal Branding and Styling (Level 2)	11,800	One-Time	Each	-	B68952
Add-On: Feedback/Closed Incident Survey (1st interface)	3,500	One-Time	Each	-	B68953
Add-On: Feedback/Closed Incident Survey (each additional interface)	1,700	One-Time	Each	-	B68954
Add-On: Chat (1st interface)	4,800	One-Time	Each	-	B68955
Add-On: Chat (each additional interface)	2,250	One-Time	Each	-	B68956
Add-On: Cloud Monitor (1st interface)	2,400	One-Time	Each	-	B68960
Add-On: Cloud Monitor (each additional interface)	1,500	One-Time	Each	-	B68961
Add-On: Dynamic Agent Workspaces/Workflow (1st interface)	3,600	One-Time	Each	-	B68962
Add-On: Dynamic Agent Workspaces/Workflow (each additional interface)	1,500	One-Time	Each	-	B68963
Add-On: Guided Assistance (1st interface)	3,600	One-Time	Each	-	B68964
Add-On: Guided Assistance (each additional interface)	1,500	One-Time	Each	-	B68965
Add-On: Agent Scripting (1st interface)	3,600	One-Time	Each	-	B68966
Add-On: Agent Scripting (each additional interface)	1,500	One-Time	Each	-	B68967
Add-On: Outbound (single interface)	7,000	One-Time	Each	-	B68970
Add-On: Sales (single interface)	7,000	One-Time	Each	-	B68971
Add-On: Using the Data Import Wizard	2,100	One-Time	Each	-	B68972
Add-On: Configuring Web Indexer	2,750	One-Time	Each	-	B68974
Add-On: Basic Screen Pop	2,800	One-Time	Each	-	B68975
Add-On: Technical Coaching-API	3,300	One-Time	Each	-	B68976
Add-On: Technical Coaching - Single Sign-On (SAML/PTA)	2,400	One-Time	Each	-	B68977
Add-On: RightNow Self-Service for Facebook Self- and Assisted-Service	2,400	One-Time	Each	-	B68978
Add-On: Knowledge Syndication	1,900	One-Time	Each	-	B68980
Oracle Virtual Private Network Setup Fee Cloud Service *(No Discounting)*	5,000	One-Time	Each	2	B70817
Oracle Engagement Engine Cloud Service Implementation Services					
Oracle Engagement Engine Cloud Service Set-Up Service	1,000	One-Time	Each	-	B72731
Oracle Engagement Engine Cloud Service Implementation (Small)	5,700	One-Time	Each	-	B73030
Oracle Engagement Engine Cloud Service Implementation (Medium)	11,300	One-Time	Each	-	B73031
Oracle Engagement Engine Cloud Service Implementation (Large)	19,600	One-Time	Each	-	B73032

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	Price	Price Measure	License Metric	Minimum Metric Quantity	Part Number
Oracle RightNow Service Cloud Import/Export Services					
Oracle RightNow Data Export Service - One-Time	900	One-Time	Each	-	B68987
Oracle RightNow Service Cloud Business Services					
Oracle RightNow and Oracle Live Help Remote Product Coaching Service	2,000	One-Time	Up to 8 Hour Block	-	B68991
Oracle RightNow Knowledgebase Optimization Engagement Service - Option 1	3,000	One-Time	Each	-	B68992
Oracle RightNow Knowledgebase Optimization Engagement Service - Option 2	25,000	One-Time	Each	-	B68993
Oracle RightNow Analytics Optimization Engagement Service	10,000	One-Time	Each	-	B68994
Oracle RightNow General Optimization Engagement Onsite Service - Onsite	7,500	One-Time	Each	-	B68995
Oracle RightNow General Optimization Engagement Remote Service - Remote	7,500	One-Time	Each	-	B68996
Oracle RightNow Computer Telephony Integration Discovery Service	5,000	One-Time	Each	-	B68997
Oracle RightNow Customization Support					
Oracle RightNow Customization Support Services Pool	200	Per Year	Hour	50 hours/year	B74115
Oracle RightNow Service Cloud Managed Services					
Oracle RightNow Managed Services - Basic (20-99 hours)	165	Per Year	Hour	20 hours/year	B73313
Oracle RightNow Managed Services - Standard (100-399 hours)	150	Per Year	Hour	100 hours/year	B73312
Oracle RightNow Managed Services - Advanced (400-1199 hours)	140	Per Year	Hour	400 hours/year	B73311
Oracle RightNow Managed Services - Premium (1200 + hours)	135	Per Year	Hour	1200 hours/year	B73310
Oracle RightNow Service Cloud Education Services					
Oracle Learning Credits	1.00	One-Time	Learning Credit	-	D12734
Oracle RightNow Service Cloud Pre-Paid Services					
Oracle RightNow Universal Service Credits	200	One-Time	Each	-	B69019

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Definitions

1M Monthly Assessments: is defined as up to 1,000,000 assessments made using the Oracle Policy Automation Determinations Application Programming Interface (API), during each calendar month of the service period. Unused assessments do not rollover to subsequent months. One (1) assessment corresponds to the following:

1) An invocation of the Determinations API Assess Service Simple Object Access protocol (SOAP) Assess action
2) An invocation of the Determinations API Answer Service Simple Object Access Protocol (SOAP) GetAnswer action
3) Each individual case POSTed to the Determinations API Batch Assessment Representational State Transfer (REST) Service endpoint.

Note that an assessment is deemed to have occurred even if the provided data cannot be processed.

If a policy model has been constructed such that multiple independent assessments are processed together (for example unrelated customers or unrelated incidents), each independent assessment processed via the policy model will be counted separately for the purpose of Oracle Policy Automation Cloud Service.

Bandwidth: is defined as the amount of data transferred between your and Oracle's web servers.

8 Hour Block: is defined as a single block of time lasting up to 8 hours. This block may not be divided up into several smaller blocks. The block of time may be less then 8 hours, but not more then 8 hours.

Certificate: is defined as your previously purchased Secure Socket Layer Certificate from a vendor such as Comodo or VeriSign. The Oracle RightNow Custom Domain SSL Application Hosting offering creates the ability for RightNow to host your Comodo or VeriSign certificates on a custom domain in custom, wildcard or Subject Alternative Name configurations.

Community Instance: is defined as a platform containing all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by Oracle RightNow to host the Community.

Connection: is defined as a secure (encrypted) LAN to LAN link between your network and the RightNow hosting facility.

Customer: is defined as the customer entity specified on your order. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of computers on which such programs may be copied, installed and used.

Database Storage: is defined as the total amount of disk usage you are using through dynamic data stored in database tables.

Documents Indexed: is defined as a document of any type that can be reached through a URI/URL. An example would be http://mydocdomain.com/docfolder.

100 Emails Sent: is defined as 100 emails sent for all outbound broadcast or transactional emails through Oracle RightNow Outreach Cloud Service or Oracle RightNow Feedback Cloud Service. There are a small amount of emails bundled into the Standalone Chat, Enterprise and Enterprise Contact Center Desktops.

With Monthly Capacity, you are purchasing transactions to be used within a single month. This is the quantity that is identified on the order form. A single unit can be used for one transaction per month for each service period in your subscription term. The price identified is a monthly price.

With Pooled Capacity, you are purchasing transactions to be used for the entire service period. This is the quantity that is identified on the order form. The price identified is the per unit price.

External Interface: is defined as a set of configuration files accessed via a unique URL, which is designed to give you an opportunity to permit others to view all or a discrete subset of a Database.

File Storage: is defined as the total amount of disk usage stored in the file attachment server (i.e. - file attachments, archived data).

Hosted Connected Seat Month: is defined as an individual authorized by you to access the hosted service simultaneously with other individuals during one service period month. The Hosted Connected Seat Months are pooled for the Service Period stated on the Order Form. You can consume as many units as you need for each month, but will need to buy more units to fill your pool if you run out of capacity before the Service Period End Date. This is monitored retroactively. At the end of each month, Oracle will look at the previous month's daily peak simultaneous user count, find the maximum number and decrement that amount from the total seat pool. If you go over your purchased capacity prior to purchasing more, you will owe Oracle for back-compliance. You can consume as many seats as you need for each month, but need to buy more seats to fill your pool if you run out of capacity before the service period end date.

Hosted Connected User: is defined as an individual authorized by you to access the hosted service simultaneously with other individuals at any given time. The capacity on the order form will be the number of users required for a single month. If at any time you use more than your purchased capacity, you are out of compliance and are responsible for back-compliance charges for the overage and will be asked to purchase additional seats to accommodate your increased usage. This is monitored retroactively. At the end of each month, Oracle will look at the previous calendar or service month's peak Hosted Connected User count, find the maximum number and count that as your consumption for the month.

Hosted Embeddable Model: Is defined as a named policy model that is enabled for distribution as a self-contained executable package that can be retrieved from Oracle Policy Automation Cloud Service. Subsequent versions of the same named policy model are considered to be the same embeddable model for compliance purposes.

Any policy model enabled for distribution in this way at any time during a month will count towards the total number of hosted embeddable models consumed during that month.
It is not permitted to combine policy models together for the primary purpose of reducing the monthly count of hosted embeddable models.

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Definitions

Hosted Non-Contact Center Named User: is defined as an individual authorized by you to access the Oracle Service Cloud regardless of whether the individual is actively accessing these services at any given time. This individual will be an employee of the organization that reports outside of the Contact Center team. The Contact Center team includes any individual reporting into a group responsible for the service channels the Oracle Service Cloud supports and/or any individual reporting into a group that supports administration, operations or monitoring of the Oracle Service Cloud site, including but not limited to: chat, email, phone, co-browse, social and customer communications around case management. The quantity of Hosted Non-Contact Center Named Users on the ordering document is the maximum number of Hosted Non-Contact Center Named Users. If at any time during the Service Period you use more than your purchased capacity of Hosted Non-Contact Center Named Users, then you are out of compliance and you must pay Oracle for back-compliance charges for the overage and purchase additional Hosted Non-Contact Center Named User seats to accommodate your increased usage. The peak number of Hosted Non-Contact Center Named Users at any given time during each month of the Service Period determines your compliance with this metric.

Hosted Non-Contact Center Named Seat Month: is defined as an individual who is authorized by you to access the Oracle Service Cloud during each month of the Service Period, regardless of whether the individual is actively accessing these service at any given time. This individual will be an employee of the organization that reports outside of the Contact Center team. The Contact Center team includes any individual reporting into a group responsible for the service channels the Oracle Service Cloud supports and/or any individual reporting into a group that supports administration, operations or monitoring of the Oracle Service Cloud site, including but not limited to: chat, email, phone, co-browse, social and customer communications around case management. For each month of the Service Period, the amount of Hosted Non-Contact Center Named Seat Months used is the peak number of individuals authorized by you to access the Oracle Service Cloud at any given time during such month. If at any time use of the Oracle Service Cloud exceeds the purchased quantity of Hosted Non-Contact Center Named Seat Months, then you are required to purchase and pay for additional Hosted Non-Contact Center Named Seat Months in accordance with the terms of your order, such that the amount of Hosted Non-Contact Center Named Seat Months used or to be used is equal to or less than the total purchased quantity.

Hosted Named Seat Month: is defined as an individual authorized by you to access the hosted service by enabling a unique staff account in Oracle RightNow's management and configuration, regardless of whether the individual is actively accessing the hosted service at any given time during one service period month. The Hosted Named Seat Months are pooled for the Service Period stated on the Order Form. You can consume as many units as you need for each month, but will need to buy more units to fill your pool if you run out of capacity before the Service Period End Date. This is monitored retroactively. At the end of each month, Oracle will look at the previous month's daily peak enabled staff account count, find the maximum number and decrement that amount from the total seat pool. If you go over your purchased capacity prior to purchasing more, you will owe Oracle for back-compliance.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

For the purpose of Oracle RightNow Cloud Service, a unique staff account is enabled for each authorized individual in Oracle RightNow's management and configuration. The capacity on the order form will be the number of users required for a single month. If at any time you use more than your purchased capacity, you are out of compliance and are responsible for back-compliance charges for the overage and will be asked to purchase additional seats to accommodate your increased usage. This is monitored retroactively. At the end of each month, Oracle will look at the previous calendar or service period month's daily peak Hosted Named User count, find the maximum number and count that as your consumption for the month.

Instance: is defined as one database which includes the knowledge RightNow foundation (Database), management & administrative capabilities, business rules, process management and reporting.

Interface: is defined as a set of configuration files accessed via a unique URL, which is designed to give you an opportunity to permit certain users to view all or a discrete subset of your data, and may be either an Internal Interface or an External Interface. RightNow Interfaces enable Customer to provide an additional language or additional data segmentation for its employees, agents or the public.

External Interface: is defined as an external facing interface that may be accessed by Customer's customers and the public. External facing capabilities, if enabled, will cause Oracle RightNow Universal Sessions to be incurred.

Internal Interface: is defined as an Internal Interface that may **not** be accessed by Customer's customers or by the public.

Learning Credit: A Learning Credits account is a prepaid commitment or a deposit of funds from which the customer can acquire education products and services offered in the Oracle University online catalog posted at education.oracle.com. Learning Credits may only be used to acquire products and services at the list price in effect at the time the customer orders the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when the customer acquires the relevant product or service. The list price will be reduced by applying the Learning Credits discount specified at the time of the customer's Learning Credits purchase.

Notwithstanding anything to the contrary in the previous three sentences, Learning Credits may also be used to pay taxes, materials and/or expenses related to a customer's order; however, the discount specified in the customer's order will not be applied to such taxes, materials and/or expenses. Learning Credits are valid for a period of 12 months from the date the customer's order is accepted by Oracle, and the customer must acquire products and must use any acquired services prior to the end of such period. A customer may only use Learning Credits in the country in which they were acquired, may not use them as a payment method for additional Learning Credits, and may not use different Learning Credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning Credits are non-transferable and non-assignable. A customer may be required to execute standard Oracle ordering materials when using Learning Credits to order products or services.

Mailbox: is defined as functionality which allow emails to be brought into your Oracle RightNow site and be converted into an incident to be handled by your support agents or to send and feedback emails.

100 Sessions: is defined as 100 15-minute time periods of user activity within a Web Visit.

With Monthly Capacity, you are purchasing transactions to be used within a single month. This is the quantity that is identified on the order form. A single unit can be used for one transaction per month for each service period in your subscription term. The price identified is a monthly price.

With Pooled Capacity, you are purchasing transactions to be used for the entire service period. This is the quantity that is identified on the order form. The price identified is the per unit price.

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Definitions

Peak Total Storage: is defined as the total amount of disk usage you are using through any of the following:

- Dynamic data stored in the database tables
- File attachments
- Archived Incidents
- Oracle RightNow Cloud Service Product (Binaries, Programs, PHP Files, CPS Assets and Code)

Test Environment: is defined as a single test environment provided to Customer as part of the Cloud Services. A test environment is used for testing and validating changes prior to promotion to the production environment as well as for recreating events and duplicating issues occurring in the production environment for the purposes of troubleshooting and facilitating incident resolution.

Universal Service Credit: the purchase of Universal Service Credits ("USC") allows the Customer the flexibility, based on the rate specified in the applicable Order Form, to place pre-funded orders for ORACLE consulting or technical services (i.e., customization/ integration/data imports) in support of the Customer's RightNow Cloud Services implementation. At the time that Customer requires such services, Customer and Oracle/RightNow will agree to a documented scope of work and will reference the USC as form of payment. USCs may not be applied toward education services (i.e., workshops, onsite training). For US Public Sector customers, USCs are paid in arrears of service performance.

VPN Connection: is defined as each Oracle virtual private network connection installed between the Oracle data center and Customer.

250,000 Web Services API Operations: is defined as 250,000 operations to be used by the Connect Web Services Application Programming Interface (API). This corresponds to operations as defined in the Web Services Description Language (WSDL), and sent via a Simple Object Access Protocol (SOAP) request on the wire. These requests are metered at the server, where each SOAP request corresponds to one API Operation. When using batch, one or more metered Operations can be sent in a single SOAP request.

For the purposes of Monthly Capacity, you are purchasing transactions to be used within a single month as specified in Your Ordering Document. A single unit can be used for one transaction per month during the Services Period.

For the purposes of Pooled Capacity, you are purchasing transactions to be used for the entire Services Period as specified in Your Ordering Document.

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APPENDIX B
TECHNICAL SUPPORT POLICIES

The Oracle Software Technical Support Policies, dated April 5, 2019, are attached hereto for your convenience, for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the technical support policies at http://oracle.com/contracts.

Oracle Software Technical Support Policies

Effective Date: 05-April-2019

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1. Overview

Unless otherwise stated, these Software Technical Support Policies apply to technical support for all Oracle software product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

To receive technical support as provided by Oracle Support Services (“OSS”) as described in these Oracle Software Technical Support Policies, all programs must be properly licensed.

Technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of an Oracle licensed program, running unaltered, and on a certified hardware, database and operating system configuration, as specified in your order or program documentation.

Except as otherwise specified in this section, product release and supported platforms information for all Oracle programs, other than Nimbula and MICROS Systems programs (US Cruise only), is available through Oracle’s web-based customer support systems as described in the Web-Based Customer Support Systems section below. Product release and supported platforms information for Nimbula programs will be provided to you in writing.

References to the Technical Support Policies in former Oracle, or vendors acquired by Oracle, agreements may vary (e.g., Software Support Services Terms and Conditions, Maintenance Services Policy, Standard Maintenance Program, product support policy, Support Services policies, Support Maintenance Agreement, Maintenance and Technical Support Agreement, Maintenance and Support Schedule 2.0, and Licensee Support Services Policy).

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for supported programs during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Software Technical Support Policies and the previous version of the Oracle Software Technical Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate (“payment plan”). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the effective date of your order unless stated otherwise in your order. If your order was placed through the Oracle Store, the effective date is the date your order was accepted by Oracle. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

License Set

A license set consists of (i) all of your licenses of a program, including any options* (e.g., Database Enterprise Edition and Enterprise Edition Options; Purchasing and Purchasing Options), Data Enterprise Management programs* (e.g., Database Enterprise Edition and Diagnostics Pack), or self-service module* (e.g., Human Resources and Self-Service Human Resources) licensed for such programs, (ii) all of your licenses of a program that share the same source code**, or (iii) for Crystal Ball programs, the same licenses of a program contained on a single order, (iv) for Java Embedded Binary programs, all of the distributed units of the program(s) embedded in each unique Java Application Product pursuant to the Java Binary License and Redistribution Agreement (“BLRA”) between you and Oracle, or (v) if you are distributing Java Restricted Use Binary programs or if you are distributing Java Embedded Binary programs under the Oracle Java Platform Integrator program (“OJPI”), all of the end user’s licenses of the program(s) embedded or included in the Java Application Product pursuant to the BLRA. Development and demonstration licenses available through the Oracle Partner Network or the Oracle Technology Network are not included in the definition of a license set.

*As specified on Oracle’s price list.

**Programs that share the same source code are:

- Database Enterprise Edition, Database Standard Edition, Database Standard Edition One, Oracle Database Standard Edition 2 and Personal Edition
- Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, WebLogic Server Enterprise Edition, WebLogic Server Standard Edition, WebLogic Suite, and Web Tier
- Oracle FLEXCUBE Core Banking programs
- Oracle FLEXCUBE Universal Banking for Retail programs
- Oracle FLEXCUBE Universal Banking for Corporate programs
- Oracle FLEXCUBE Lending & Leasing programs
- Oracle Daybreak programs
- Oracle Banking programs

If you are an Oracle partner and provide first line support to an end user (e.g., Embedded Software License (“ESL”), Application Specific Full Use (“ASFU”), or any other Oracle authorized provision of first line support), a license set consists of all of the end user’s licenses of the program(s) embedded or included in the Application Package pursuant to the ESL Distribution Agreement, ASFU Distribution Agreement, or other distribution agreement between

you and Oracle. If the end user also has Full Use licenses supported directly by you, then those Full Use licenses must also be supported at the same level as the ASFU or ESL licenses.

If Oracle is providing first line support for all of an end user's ASFU and Full Use licenses, then both the ASFU and Full Use licenses must be supported at the same level. However, if Oracle is providing first line support for an end user's Full Use licenses and you are providing first line support for the ASFU and/or ESL licenses, then the licenses would not be considered part of the same license set.

Matching Service Levels

When acquiring technical support, all licenses in any given license set must be supported under the same technical support service level (e.g., Software Update License & Support, Oracle Communications Network Premier Support or unsupported). If you add Extended Support, you still must maintain Software Update License & Support for the entire license set; subject to availability, you must acquire Extended Support for all licenses of a particular version release of a program if you acquire Extended Support for any license in such version release. You may not support a subset of licenses within a license set; the license set must be reduced by terminating any unsupported licenses. You will be required to document license terminations via a termination letter.

Reinstatement of Oracle Technical Support

If technical support lapses or was not originally purchased with a program license, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: (a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the relevant program; (b) if you never acquired technical support for the relevant programs, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original program license order date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve month support period shall be the last annual technical support fee you paid for the relevant program; (ii) if you never acquired technical support for the relevant program, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired technical support from an Oracle-authorized distributor and are now acquiring technical support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee. If support is not reinstated for the entire license set or if support for a subset of licenses from an order is reinstated, then the "License Set", "Matching Service Levels", and "Pricing following Reduction of Licenses or Support Level" policies will apply.

Pricing following Reduction of Licenses or Support Level

Pricing for support is based upon the level of support and the volume of licenses for which support is ordered. In the event that a subset of licenses on a single order is terminated or if the level of support is reduced, support for the remaining licenses on that license order will be priced at Oracle's list price for support in effect at the time of termination or reduction minus the applicable standard discount. Such support price will not exceed the previous support fees paid for both the remaining licenses and the licenses being terminated or unsupported, and will not be reduced below the previous support fees paid for the licenses continuing to be supported. If the license order from which licenses are being terminated established a price hold for additional licenses, support for all of the licenses ordered pursuant to the price hold will be priced at Oracle's list price for support in effect at the time of reduction minus the applicable standard discount.

Custom Application Bundles

Technical support may not be discontinued for a single program module within a custom application bundle.

Unsupported Programs

Customers with unsupported programs are not entitled to download, or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported programs. CD packs or programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported programs.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported programs and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one primary and four backup individuals ("technical contact") per license set, to serve as liaisons with OSS. With each USD$250,000 in net support fees per license set, you have the option to designate an additional two primary and four backup technical contacts. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

Program Updates

Update means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to Desupport

It may become necessary as a part of Oracle's product lifecycle to desupport certain program releases (including any embedded third-party programs for which support has been retired by the manufacturer or vendor of such programs for which, in Oracle’s good faith determination, it is no longer practicable for Oracle to support) and, therefore, Oracle reserves that right. However, program releases that are expressly identified within Oracle’s Lifetime Support policy will be governed by the terms of the Lifetime Support Policy. Desupport information is subject to change.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide “First Line Support” for the supported programs directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported programs, (ii) a direct response to users with respect to problems or issues with the supported programs, (iii) a diagnosis of problems or issues of the supported programs, and (iv) a resolution of problems or issues of the supported programs.

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported programs, you may contact Oracle for "Second Line Support". You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., access to repository files, log files, or database extracts) required to provide Second Line Support.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported programs and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported programs so that such supported programs perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Third Party Vendor-Specific Support Terms

You must remain on a supported environment – including applications and platforms – to receive technical support. If a vendor retires support for its product, you may be required to upgrade to a current certified and supported product, application, hardware platform, framework, database, and/or operating system configuration to continue receiving technical support services from Oracle.

Technical Support for Development, Demonstration and End User Licenses

Technical support for Development and/or Demonstration licenses is provided through your membership in the Oracle PartnerNetwork. Before you may provide technical support for a program you have licensed to an end user you must, in addition to the technical support you may receive for Development and/or Demonstration licenses, acquire technical support for such program from Oracle and continuously maintain it for as long as you provide support to the end user.

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Premier Support (also referred to as, and will be documented on your order as, "Software Update License & Support" or "Oracle Communications Network Software Premier Support")
- Extended Support (if offered)
- Sustaining Support

A description of the services available under Premier Support, Extended Support and Sustaining Support is included in the Oracle Technical Support Levels section below.

When offered and except as noted below, Premier Support will be available for five years from the date a release of the Oracle program becomes generally available. If offered, support may be extended for an additional three years with Extended Support for specific releases. Except as noted below, in addition to the technical support fee, an Extended Support fee applies for each support period for which Extended Support is purchased.

Alternatively, and if offered, support may be extended with Sustaining Support, which will be available for as long as you maintain technical support for your Oracle program licenses.

For specific programs that are, or will be covered by the Lifetime Support Policy, service levels offered, and timeframes refer to the following:

- For server technology programs view "Lifetime Support Policy: Coverage for Technology Products" (PDF)
- For fusion middleware programs view "Lifetime Support Policy: Coverage for Fusion Middleware" (PDF)
- For application programs view "Lifetime Support Policy: Coverage for Applications" (PDF)
- For retail application programs view "Lifetime Support Policy: Coverage for Retail Applications" (PDF)

- For Sun software and operating system products view "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF)
- For Oracle Linux program releases view "Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM" (PDF)
- For OFSS programs view "Lifetime Support Policy: Coverage for Oracle Financial Services Software"(PDF)

Exceptions - For customers with a current support contract running:

1. **PeopleTools:** The PeopleTools program, provided in conjunction with a PeopleSoft application program release, will be supported for as long as such application program release is supported. Patches and platform certifications for a PeopleTools minor release will be provided until 12 months after the next minor release is made generally available or Oracle announces that no future releases will be made; critical patch updates for a PeopleTools minor release may be provided for up to 24 months after the next minor release is made generally available.

   You must apply PeopleTools minor releases in order to continue to receive Premier or Extended Support, if offered, for a PeopleSoft application program release. You may be required to apply PeopleTools minor releases to remain current with versions of third party technologies and products as supported by the provider of the third party product.

   PeopleSoft application maintenance, which includes but is not limited to: images, patches, bundles, and maintenance packs, may require an upgrade to a newer version of PeopleTools.

   Oracle reserves the right to make changes to the third party products included in the PeopleTools program release which includes but is not limited to: (i) requiring newer versions of the third party products, (ii) changing the way in which third party products are packaged and distributed and (iii) replacing or remediating one or more third party products.

2. **Oracle Database 12*c* Release 1 (12.1):** The Extended Support fee has been waived for the period of August 2018 – July 2019. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.

   For customers running the E-Business Suite programs, the Extended Support fee has been waived through December 2020 for those Oracle database 12.1 licenses that are used for running the E-Business Suite programs.

3. **Oracle Database 11gR2:** For customers running the Oracle database 11.2.0.4 release on the HP OpenVMS on Itanium platform, the Extended Support fee has been waived for the period of January 2019 - December 2020. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.

   For customers running the E-Business Suite programs, the Extended Support fee has been waived through December 2020 for those Oracle database 11.2 licenses that are used for running the E-Business Suite programs.

4. **Oracle Database 10*g*R2:** For customers running Oracle Database 10*g*R2 on the IBM z/OS platform, after July 2013, Extended Support will continue to be available at Oracle's then-current Extended Support fees. Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

5. **PeopleSoft Enterprise Campus Solutions 9.0:** The Extended Support fee will be waived for the period of January 2016 – December 2019. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.

6. **JD Edwards EnterpriseOne 9.1 and JD Edwards World A9.3:** The Extended Support fee will be waived for the period of April 2017 – March 2020. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.

7. **Oracle Database Standard Edition 2:** Customers with a current support contract for Oracle Database Standard Edition 2 will continue to receive technical support for previously licensed Oracle Database Standard Edition or Oracle Database Standard Edition One program releases. License restrictions are as specified in the license definitions and rules of the Oracle Database Standard Edition 2 order.

8. **Governance, Risk and Compliance Programs:** For Sustaining Support for the Governance, Risk and Compliance program releases specified below, Oracle will continue to provide Severity 1 fixes through May 2021.

Program	Program Release
Application Access Controls Governor	8.x
Configuration Controls Governor	5.x
Enterprise Governance, Risk, and Compliance Manager	8.x
Enterprise Transaction Controls Governor	8.x
Fusion Governance, Risk, and Compliance Intelligence	3.x
Preventive Controls Governor	7.x

9. **Clintrial Integration Solutions (CIS) 4.6.2.**: For Sustaining Support for the Clintrial Integration Solutions (CIS) 4.6.2 program release, Oracle will continue to provide Severity 1 fixes through March 2020.

4. Oracle Technical Support Levels

Software Update License & Support

Program releases in the Premier Support phase of Oracle's product support lifecycle will receive Software Update License & Support. Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week. Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise.
- Regulatory updates for certain Oracle Financial Services and Oracle Banking Platform programs and jurisdictions will be delivered in accordance with the OFSAA and OBP Regulatory Update Delivery Policy document located here.
- Current licensees of MySQL Classic Edition Annual Subscription, MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription or MySQL Standard Edition Annual Subscription ("MySQL Subscription"), may receive Software Update License & Support (SULS) for MySQL Community Edition*, except that SULS for MySQL Community Edition does not include Updates of any kind. MySQL Community Edition may not contain all of the features and functionality of the programs contained in the MySQL Subscription. (*Community Edition refers to MySQL licensed under the GPL license.)
- For Oracle VM VirtualBox Enterprise, Software Update License & Support (SULS) is limited to the platforms specified here. SULS is not available for Oracle VM VirtualBox Enterprise features noted as experimental; such features are specified in the Oracle VM VirtualBox User Manual located here

- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs) consists of:

- The Software Update License & Support described above
- 24x7 access to Oracle Unbreakable Linux Network
- Hardware Certification[1]
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux program released from Oracle for a period of six months from the date the next release of the Oracle Linux program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html

Note:
Hardware certification will be provided for the first six years from the data a release of the Oracle Linux program becomes generally available. After six years, hardware certification may be provided at Oracle's sole discretion; however Oracle is under no obligation to provide such hardware certification.

Limited Software Update License & Support is available for the Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas). The limited Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Assistance with service requests during normal business hours
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/support/contact/health-sciences-license-support/index.html
- Non-technical customer service during normal business hours

Software Update License & Support for the qualifying Oracle Hospitality programs listed here: http://www.oracle.com/us/support/library/hospitality-programs-3840568.pdf ("Hospitality Programs") consists of:

- The Software Update License & Support described above
- First Line Support (Level 1)

For Oracle Hospitality programs only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level[1]	Response Time Goal	Update or Resolution
Severity 1	5 minutes	1 hour
Severity 2	2 hours	6 hours
Severity 3	8 hours	24 hours
Severity 4	24 hours	48 hours

For purposes of the above table, the following definitions apply:

- Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)
- Severity 2: Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total Loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for a given date or range of date, an error within the portal that is preventing the customer from doing any function within the MyMicros portal, or very slow page or image loading, inaccessible tools interface
- Severity 3: Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated

workstation/terminal failure, MyMicros unable to review one report within the portal password resets for Oracle Cloud Applications, or Icare loyalty program that is not functioning or has stopped working)

- Severity 4: Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems)

Extended Support

Extended Support may be available for certain Oracle program releases after Premier Support expires. When Extended Support is offered, it is generally available for three years following the expiration of Premier Support and only for the terminal patchset release of a program. In order to receive Extended Support, you must continue to pay the technical support fee for SULS/Premier Support and purchase Extended Support. Unless otherwise stated in this section, Extended Support for eligible program releases consists of the following:

- Program updates, fixes, security alerts, and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days per week
- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Extended Support does not include:

- Certification with new third party products/versions

Extended Support for Java SE - Extended Support for eligible Java SE program releases consists of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support

Sustaining Support will be available after Premier Support expires. As program releases under Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited. The availability of hardware systems to run such program releases may also be limited. Unless otherwise stated in this section, program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates created during Premier Support and Extended Support (if offered and only after the Extended Support period ends)
- Tax, legal, and regulatory updates (availability may vary by country and/or program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade scripts (availability may vary by program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week,

- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise
- Non-technical customer service during normal business hours

Sustaining Support does not include:

- New program updates, fixes, security alerts, and critical patch updates
- New tax, legal, and regulatory updates
- New upgrade scripts
- Certification with new third party products/versions
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Oracle Linux - Oracle Linux program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to patches, fixes, and security alerts created during the Premier Support period

Sustaining Support for the Oracle Linux programs does not include:

- Access to new patches, fixes, and security alerts
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes

Sustaining Support for Java SE - Java SE program releases eligible for Sustaining Support will receive Java SE Support limited to the following:

- Minor updates and bug and security fixes created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade tools created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Java SE program releases does not include:

- New minor updates and bug and security fixes
- New upgrade tools
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Nimbula – Nimbula program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to existing program updates and fixes only (i.e., new program updates and fixes will not be provided)
- Assistance with service requests during normal business hours.
- Ability to log service requests via the following email: Nimbula-Support_WW@oracle.com
- Non-technical customer service during normal business hours

Sustaining Support for the Nimbula program releases does not include:

- Access to new program updates and fixes
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below

Oracle Communications Network Software Premier & Sustaining Support

Oracle Communications Network Software Premier Support is available for the following program categories (collectively "Oracle Communications Network Premier Programs"): Diameter Signaling Router & Integrated Diameter Intelligence Hub - Network Function Editions; Common Signaling; Performance Intelligence Center Network Function Edition; Policy Management Network Function Edition; User Data Repository Network Function Edition; Perpetual license of Session Border Controller, Subscriber-Aware Load Balancer, Core Session Manager, Session Router, Mobile Security Gateway, Operations Monitor, Control Plane Monitor, Fraud Monitor, Application Orchestrator, and Evolved Communications Application Server; Net-Net Central applications; Elastic Charging Engine and Charging Traffic Monitor; Network Service Orchestration; Convergent Charging Controller; Recharge and Voucher Management; and Notification Gateway.

Oracle Communications Network Software Premier Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Remote installation of Oracle Communications Network Premier Programs
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution has been offered. The Remote Restoration Time frames do not apply if program code changes are required.
   - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Premier Program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program updates, fixes, security alerts, and critical patch updates, created during the Premier Support period
- Upgrade scripts (availability may vary by program) created during the Premier Support period

- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates.
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Premier Program releases does not include:

- New program updates, fixes, security alerts, and critical patch updates
- Remote installation of Oracle Communications Network Premier Programs
- New upgrade scripts
- Certification with new third party products/versions
- Response Times identified above
- Previously released fixes or updates that Oracle no longer supports

Oracle Communications Network Software Support & Sustaining Support

Oracle Communications Network Software Support is available for the following program categories (collectively "Oracle Communications Network Software Programs"): Oracle Communications EAGLE (non ISO), Oracle Communications Performance Intelligence Center, Oracle Communications Diameter Signaling Router, Oracle Communications Policy Management, Oracle Communications User Data Repository, and Oracle Communications Subscriber Data Management. Oracle Communications Network Software Support consists of:

- Program updates, fixes, security alerts, and critical patch updates
- Certification with most new third-party products/versions (availability may vary by program)
- Remote installation of Oracle Communications Network Software Programs
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
    - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
    - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution has been offered. The Remote Restoration Time frames do not apply if program code changes are required.
    - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Software Program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program updates, fixes, security alerts, and critical patch updates created during the Support period

- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Software Program releases does not include:

- New program updates, fixes, security alerts, and critical patch updates
- Remote installation of Oracle Communications Network Software
- Certification with new third party products/versions
- Response Times identified above
- Previously released fixes or updates that Oracle no longer supports

5. Additional Support Services Available for Purchase

Incident Server Support Package

Incident Server Support provides web-based technical support on a per server basis in packages of 10 service requests to be used within a 12 month period. Any unused service requests at the end of the support period shall expire. Incident Server Support for a program may be acquired with the initial program license purchase and, if acquired with such purchase, may be renewed for subsequent support periods for as long as Premier Support is available for your Oracle program license. If you want to obtain Software Update License & Support, it will be subject to Oracle's reinstatement policies in effect at the time Software Update License & Support is acquired. Incident Server Support is available for the following across all platforms:

- Oracle Database Incident Server Support Package: Oracle Database Enterprise Edition, Oracle Database Standard Edition, Oracle Database Standard Edition One, Partitioning, and Real Application Clusters
- Oracle Application Incident Server Support Package: Internet Application Server Enterprise Edition Internet Application Server Standard Edition, and Internet Application Server Java Edition

Incident Server Support consists of:

- 10 service requests
- Access to My Oracle Support (24x7 web-based technical support system), including the ability to log service requests online
- Access to downloadable software patches and patchsets

Service requests requiring resolution of a program bug will not be counted against your overall service request total. Your access to Incident Server Support services, including My Oracle Support, ends on the earlier of (i) expiration of the support period; or (ii) resolution of your final service request. The Incident Server Support Packages do not include updates and may not be used, purchased, or sold in conjunction with any other support offering.

If you renew Incident Server Support Package, your renewal fee for such services will be based on Oracle's Incident Server Support Package pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Incident Server Support Package is not subject to the Reinstatement of Oracle Technical Support section above.

Oracle Java Development Tools Support

Oracle Java Development Tools Support is available for the following programs: Sun NetBeans, Oracle Enterprise Pack for Eclipse, and Oracle JDeveloper (downloaded from the Oracle Technology Network after June 28, 2005). If you acquire Oracle Java Development Tools Support, you will receive support for all of the programs included above.

Oracle Java Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week

- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Java Development Tools Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Developer Studio Tools Support

Oracle Developer Studio Tools Support is available for the Oracle Developer Studio program.

Oracle Developer Studio Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Developer Studio Tools Support does not include upgrades to new program releases or access to Oracle Solaris or Oracle Linux updates, fixes or patches. Contractual caps on technical support fees do not apply to this service, unless expressly stated otherwise in the applicable order.

Oracle Application Development Framework Essentials Support

Oracle Application Development Framework Essentials Support is available for Oracle Application Development Framework (ADF) Essentials program releases.

Oracle Application Development Framework Essentials Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Application Development Framework Essentials Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Java SE Support and Java SE Support for Independent Software Vendors

As of June 1, 2017, the Java SE Support and Java SE Support for Independent Software Vendors (“ISVs”) offerings are available for renewal only. These offerings are only in support of Java SE 7 program release.

Java SE Support and Java SE Support for ISVs consist of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

These offerings are available for the following period:

Availability
Through April 30, 2020

The services described above are in support of licenses you acquired separately. Bug fixes, security fixes and any updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Java SE program. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Java Embedded Development Support and Oracle Java Embedded Suite Development Support

Oracle Java Embedded Development Support is available for Oracle Java SE Embedded or Oracle Java ME Embedded program releases per Standard Binary. Oracle Java Embedded Suite Development Support is available for the Oracle Java Embedded Suite.

Both Oracle Java Embedded Development Support and Oracle Java Embedded Suite Development Support consist of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

If you acquire Oracle Java Embedded Development Support or Oracle Java Embedded Suite Development Support, the services described above are in support of licenses you acquired separately. Bug fixes, security fixes and any updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Oracle Java SE Embedded, Oracle Java ME Embedded programs or Oracle Java Embedded Suite. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

NoSQL Database Community Edition Support

NoSQL Database Community Edition Support is available for NoSQL Database Community Edition program releases.

NoSQL Database Community Edition Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

NoSQL Database Community Edition Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Service Request Packages

Service Request Packages are made available to members of the Oracle Partner Network. Service Request Packages provide web-based technical support in packages of 10 or 25 service requests, do not include updates, and are not available for all programs. Please contact your at http://partner.oracle.com for program availability.

Service Request Packages are valid for one year from the date of purchase. Any unused service request(s) will expire at the earlier of (i) the end of such year, or (ii) the end of your OPN membership term if such membership is not renewed. Access to log service requests will be restricted at the same time the final service request is resolved.

Oracle Priority Support

If you acquire Oracle Priority Support on your order, Oracle will provide Oracle Priority Support as described here.

Oracle Priority Support Advantage

If you acquire Oracle Priority Support Advantage on your order, Oracle will provide Oracle Priority Support Advantage as described here.

Oracle Priority Support Connected

If you acquire Oracle Priority Support Connected on your order, Oracle will provide Oracle Priority Support Connected as described here.

Oracle Functional Help Desk for Oracle Retail and Hospitality

If you acquire Oracle Functional Help Desk for Oracle Retail and Hospitality on your order, Oracle will provide Oracle Functional Help Desk for Oracle Retail and Hospitality as described here.

Oracle Hospitality Cruise Help Desk and Monitoring

If you acquire Oracle Hospitality Cruise Help Desk and Monitoring on your order, Oracle will provide Oracle Hospitality Cruise Help Desk and Monitoring as described here.

Oracle Software Enhancement Service for Oracle Entitlements Server 11gR2

If you acquire Oracle Software Enhancement Service for Oracle Entitlements Server 11gR2 ("OSES for OES") on your order, Oracle will provide OSES for OES as described here.

Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite

Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is available for Oracle E-Business Suite release 11.5.10.

If you acquire Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite on your order, Oracle will provide the following (formerly referred to as "Tier 1 Support"):

- Severity 1 fixes, security updates and United States Tax Form 1099 updates for the applicable tax year(s).

For the Oracle E-Business Suite 11.5.10 release, Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is currently available for a fee to customers currently supported with Software Update License & Support. Please see the Lifetime Support section above for additional information.

This service is available for the following period:

Availability
January 1, 2019 – December 31, 2019

Information on Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is available on My Oracle Support (E-Business Suite Releases – Support Policy FAQ (Doc ID 1494891.1)). Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite will be delivered through My Oracle Support.

The following restrictions and limitations apply:

- Oracle will not provide financials legislative updates for Oracle E-Business Suite 11.5.10 any sooner or with any greater scope than what is made available under a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12 or higher).
- Due to architectural or other changes between a subsequent release of Oracle E-Business Suite and Oracle E-Business Suite 11.5.10, Oracle may not provide all localized updates for Oracle E-Business Suite 11.5.10 that are made available in a subsequent release of Oracle E-Business Suite.
- The prerequisite for these services is based on the current minimum prerequisite level as described on My Oracle Support in E-Business Suite 11.5.10 Minimum Patch Level and Extended Support

Information Center (Doc ID 1199724.1) and Oracle E-Business Suite Error Correction Support Policy (Doc ID 11905034.1).

- Limitations of the services are described in E-Business Suite 11.5.10 Configurations with SSL/TLS Encryption (Doc ID 2193395.1).
- Details about the process for creating and releasing Security Updates is described on My Oracle Support in Additional Coverage Options for 11.5.10 E-Business Suite Sustaining Support (Doc ID 1596629.1).

In order to acquire Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10, your licensed Oracle E-Business Suite must be currently supported with Software Update License & Support.

If you renew Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is not subject to the Reinstatement policies stated above.

Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is not available for all programs. Please contact your Oracle Sales Representative for program availability.

PeopleSoft Payroll Tax Updates

PeopleSoft Payroll Tax Updates is available for the PeopleSoft HCM (formerly HRMS) Payroll program releases specified in the Availability Matrix below.

North American Payroll Tax Updates for PeopleSoft
If you acquire North American Payroll Tax Updates for PeopleSoft on your order, Oracle will provide one calendar year of tax updates for the applicable PeopleSoft HCM Payroll for North America program release, including tax updates for that calendar year made available in January of the following calendar year. North American Payroll Tax Updates for PeopleSoft is only available in the following countries: United States, Canada and Puerto Rico.

United Kingdom Payroll Tax Updates for PeopleSoft
If you acquire United Kingdom Payroll Tax Updates for PeopleSoft on your order, Oracle will provide one United Kingdom tax year (April to April) of tax updates for the applicable PeopleSoft HCM Payroll for United Kingdom program release, including any applicable tax updates made available within 30 days following the end of the applicable tax year.

This service is available for the following periods:

PeopleSoft HCM Payroll Tax Update Program Release	North America Availability	United Kingdom Availability
HCM Release 8.8	January 1, 2017 – December 31, 2017 January 1, 2018 – December 31, 2018	N/A
HCM Release 8.9	January 1, 2017 – December 31, 2017	N/A
HCM Release 9.0	January 1, 2017 – December 31, 2017 January 1, 2018 – December 31, 2018 January 1, 2019- December 31, 2019	N/A
HCM Release 9.1	February 1, 2018 – December 31, 2018 January 1, 2019- December 31, 2019 January 1, 2020- December 31, 2020	February 1, 2018- April 5, 2019 April 6, 2019 – April 5, 2020

In order to acquire North American Payroll Tax Updates for PeopleSoft or United Kingdom Payroll Tax Updates for PeopleSoft, your licensed PeopleSoft HCM Payroll program must be currently supported with Software Update License & Support. PeopleSoft Payroll Tax Updates will be delivered through My Oracle Support.

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. PeopleSoft Payroll Tax Updates is not subject to the Reinstatement policies stated above.

Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM is available for the PeopleSoft Human Capital Management (HCM) and Financials and Supply Chain Management (FSCM) releases identified in the Availability Matrix below ("PeopleSoft Enterprise Applications").

If you acquire Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM on your order, Oracle will provide one calendar year of Severity 1 fixes and United States Tax Form 1099 updates.

This service is available for the following periods:

PeopleSoft HCM and FSCM Program Release	Availability	Availability
9.0	January 1, 2019 – December 31, 2019	-
9.1	February 1, 2018 – December 31, 2019	January 1, 2020 – December 31, 2020

In order to acquire this service, your licensed PeopleSoft Enterprise Applications must be currently supported with Software Update License & Support. Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM will be delivered through My Oracle Support.

If you renew Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM is not subject to the Reinstatement policies stated above.

Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0

Severity 1 Fixes and Legislative Updates for Campus Solutions is available only for Oracle PeopleSoft Campus Solutions release 9.0.

If you acquire Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0 on your order, Oracle will provide one calendar year of the following:

- Fixes and/or workarounds for Severity 1 bug fixes
- United States regulatory and legislative updates provided solely at Oracle's discretion for functional areas including, but not limited, to the following:
    - Financial Aid
    - For SEVIS – Student and Exchange Visitor Information System, changes in batch processing for Student (F/M) and Exchange Visitor (J) visas
    - Form 1098-T update(s) for the applicable tax year(s)
    - Veteran's Benefit Reporting
- United Kingdom regulatory and legislative updates, provided solely at Oracle's discretion, for Higher Education Statistics Agency (HESA) Data Futures program for the applicable reporting years
- For other countries, country-specific regulatory and legislative updates, provided solely at Oracle's discretion, for the applicable reporting years
- Security updates for issues that pose a potential Severity 1 business risk, provided solely at Oracle's discretion

This service is available for the following release and period:

PeopleSoft Campus Solutions Program Release	Availability
9.0	January 1, 2020 – December 31, 2020

In order to acquire Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0, your licensed Oracle Campus Solution program must be currently supported with Software Update License & Support and must be, at a minimum, on PeopleTools 8.56 Codeline and Bundle 55. Severity 1 Fixes and Legislative Updates for PeopleSoft Campus Solutions 9.0 will be delivered through My Oracle Support.

If you renew Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne

Payroll Tax Updates for Oracle JD Edwards is available for Oracle JD Edwards EnterpriseOne program releases specified in the Availability Matrix below.

If you acquire North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne on your order, Oracle will provide one calendar year of United States and/or Canadian payroll tax updates for the applicable Oracle JD Edwards Enterprise One program release for North America. Payroll Tax Updates for Oracle JD Edwards EnterpriseOne is only available for the following North American countries: United States and Canada. North American payroll tax updates for Puerto Rico is not included.

This service is available for the following period:

JD Edwards EnterpriseOne Program Release	Availability
9.0	December 1, 2018 - December 31, 2019

In order to acquire North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne, your licensed Oracle JD Edwards EnterpriseOne applications must be currently supported with Software Update License & Support. North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne will be delivered through My Oracle Support.

If you renew North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne

Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne is available for Oracle JD Edwards EnterpriseOne program releases specified in the Availability Matrix below.

If you acquire Severity 1 Fixes and Tax Form Updates for JD Edwards EnterpriseOne on your order, Oracle will provide one calendar year of:

- Fixes and/or workarounds for Severity 1 service requests
- United States Tax Form 1099 update(s) for the applicable tax year(s)
- Canadian Tax Form T5018 update(s) for the applicable tax year(s)
- Security updates will be provided solely at Oracle's discretion for issues that potentially pose a Severity 1 business risk

This service is available for the following period:

JD Edwards EnterpriseOne Program Release	Availability
9.0	December 1, 2018 - December 31, 2019

In order to acquire Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne, your licensed Oracle JD Edwards EnterpriseOne applications must be currently supported with Software Update License & Support. You must run a release of JDE Tools that does not fall under Sustaining Support, and maintain all pertinent security updates associated with your release of JDE Tools. Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne will be delivered through My Oracle Support.

If you renew Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Market-Driven Support for Oracle Database 10g Release 2

Oracle Market-Driven Support for Oracle Database 10g Release 2 is available for the Oracle Database Enterprise Edition Release 10.2.0.5.

If you acquire Oracle Market-Driven Support for Oracle Database 10g Release 2 on your order, Oracle will provide the following services for the number of production 10.2.0.5 databases identified in your order:

1. Oracle Market-Driven Support for Oracle Database 10g Release 2 will be limited to Severity 1 fixes and critical patch update(s) ("CPU").
2. A database upgrade planning workshop ("Workshop") that includes:
   a. One remote presentation for up to four hours, not to exceed 30 attendees to provide advice and guidance on the creation of your upgrade plan from Oracle Database Enterprise Edition Release 10.2.0.5 to an Oracle Database Enterprise Edition Release that is covered by Software Update License & Support; and
   b. After the conclusion of the Workshop, Oracle will provide telephone support (Monday through Friday, 9:00am to 5:00pm local time, excluding local holidays) to respond to questions and offer guidance regarding your upgrade plan for up to the number of hours identified in your order.
3. Access to Oracle's Unlimited Learning Subscription ("ULS") for up to five Named Users for customers with contracts that started before August 1, 2018. The ULS includes Training On Demand, Learning Streams and Cloud Learning Subscription access. More information on ULS can be found at http://education.oracle.com/us/terms/termspolicies030115.html

The service is available for the following periods:

Availability	
August 1, 2017[1] – July 31, 2018	August 1, 2018[2] – July 31, 2019

Your fee for Oracle Market-Driven Support for Oracle Database 10g Release 2 services will be based upon Oracle's then current pricing in effect at the time of your order.

In order to acquire Oracle Market-Driven Support for Oracle Database 10g Release 2 services, your licensed Oracle database(s) must be currently supported with Software Update License & Support. Severity 1 fixes and CPUs will be delivered through My Oracle Support.

Oracle Market-Driven Support for Oracle Database 10g Release 2 services are not renewable or available after July 31, 2019. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Market-Driven Support for Oracle Database 10g Release 2 services are not subject to the Reinstatement policies stated above.

[1]Effective August 1, 2017, the following platforms will no longer be eligible for support under Oracle Market-Driven Support for Oracle Database 10g Release 2:

a. Microsoft Windows (32 bit); and
b. Microsoft Windows (64 bit)

[2]Effective August 1, 2018 and after, Oracle Market-Driven Support for Oracle Database 10g Release 2 will be subject to the following restrictions and limitations:

a. CPUs will no longer be provided on a regular schedule, and the release of any CPU is solely at Oracle's discretion;
b. HP Itanium and IBM z/OS platforms will no longer be eligible for this service; and
c. Oracle will use commercially reasonable efforts to provide fixes or workarounds for Severity 1 service requests.

Oracle Linux Support Services

Oracle offers Oracle Linux support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Oracle VM Support Services

Oracle offers Oracle VM support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

6. Web-Based Customer Support Systems

My Oracle Support

My Oracle Support is Oracle's customer support web site for software support. Access to My Oracle Support is governed by the Oracle Support Portal Terms of Use posted on the My Oracle Support web site. The Oracle Support Portal Terms of Use are subject to change at Oracle's discretion. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle programs are not currently supported under My Oracle Support: Phase Forward (i.e., InForm, InForm CRF Submit, Central Designer, Central Coding, Clinical Development Center, Clintrial, Empirica (Gateway, Inspections, Signal, Study, Topics, Trace), and LabPas), Nimbula and MS CRM (for MICROS Systems).

For web-based customer support for the Phase Forward programs listed above, please refer to the Health Sciences License Support page.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs).

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your computer system (e.g., Oracle Web Conferencing)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Oracle Configuration Manager)) to assist with issue resolution. The tools are licensed under the Oracle Support Portal Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data") and not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and

proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

8. Global Customer Support Security Practices

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle's Global Customer Support Security Practices, as referenced below.

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/support/policies.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at:
https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

Notwithstanding the restriction above, some customers may have executed agreements with Oracle governing Global Customer Support's handling of the personal data of residents in the European Economic Area ("EEA Personal Data") as well as protected health information ("PHI") subject to the United States Health Insurance Portability and Accountability Act ("HIPAA"). If you would like to submit EEA Personal Data or PHI to Oracle as part of receiving technical support services, you must:

- Execute either (i) EU standard Contractual Clauses or data transfer agreement, or (ii) a HIPAA business associate agreement (as applicable) with Oracle that specifically references and covers your technical support services
- Submit EEA Personal Data or PHI only in service request attachments on the My Oracle Support customer portal
- Not include EEA Personal Data or PHI in the body of service requests (other than contact information required for Oracle to respond to the SR)
- When prompted in My Oracle Support, indicate that the service request attachment may contain EEA Personal Data or PHI

9. Severity Definitions

Service requests for supported Oracle programs may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the severity definitions specified below.

Severity 1
Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Reasonable efforts will be made to respond to Severity 1 service requests within one hour. For response efforts associated with Oracle Communications Network Software Premier Support and Oracle Communications Network Software Support & Sustaining Support, please see the Oracle Communications Network Premier & Sustaining Support and Oracle Communications Network Software Support & Sustaining Support sections above.

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported programs (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

Severity 2
You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Severity 3
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality

Severity 4
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

10. Hyperion and Agile Specific Support Terms

For orders placed pursuant to a Hyperion master agreement or to an Agile master agreement, the following terms apply with respect to the technical support services you have ordered.

Warranties, Disclaimers, and Exclusive Remedies
Oracle warrants that technical support services will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support services warranty deficiencies within 90 days from performance of the defective technical support services.

FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY, AND ORACLE'S ENTIRE LIABILITY, SHALL BE THE REPERFORMANCE OF THE DEFICIENT TECHNICAL SUPPORT SERVICES, OR IF ORACLE CANNOT SUBSTANTIALLY CORRECT A BREACH IN A COMMERCIALLY REASONABLE

MANNER, YOU MAY END THE RELEVANT TECHNICAL SUPPORT SERVICES AND RECOVER THE FEES PAID TO ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES.
TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Liability
NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE. ORACLE'S MAXIMUM LIABILITY FOR ANY DAMAGES ARISING OUT OF OR RELATED TO YOUR ORDER, WHETHER IN CONTRACT OR TORT, OR OTHERWISE, SHALL BE LIMITED TO THE AMOUNT OF THE FEES YOU PAID ORACLE UNDER YOUR ORDER, AND IF SUCH DAMAGES RESULT FROM YOUR USE OF TECHNICAL SUPPORT SERVICES, SUCH LIABILITY SHALL BE LIMITED TO THE FEES YOU PAID ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES GIVING RISE TO THE LIABILITY.

For orders placed pursuant to a Hyperion master agreement, the following terms also apply with respect to the technical support services you have ordered.

Nondisclosure
By virtue of your order, the parties may have access to information that is confidential to one another ("confidential information"). We each agree to disclose only information that is required for the performance of obligations under your order. Confidential information shall be limited to the terms and pricing under your order and all information clearly identified as confidential at the time of disclosure.

A party's confidential information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party.

We each agree to hold each other's confidential information in confidence for a period of three years from the date of disclosure. Also, we each agree to disclose confidential information only to those employees or agents who are required to protect it against unauthorized disclosure. Nothing shall prevent either party from disclosing the terms or pricing under your order in any legal proceeding arising from or in connection with your order or disclosing the confidential information to a federal or state governmental entity as required by law.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

APPENDIX C
ORACLE PROCESSOR CORE FACTOR TABLE

The Oracle Processor Core Factor Table, effective March 16, 2009, updated July 29, 2019, attached hereto for your convenience, for reference purposes only and is subject to change at Oracle's discretion. You may access the current version of the Oracle Processor Core Factor Table at http://www.oracle.com/us/corporate/contracts/processor-core-factor-table-070634.pdf.

ORACLE

Oracle Processor Core Factor Table

Effective Date: March 16, 2009
Updated: July 29, 2019

Vendor and Processor	Core Processor Licensing Factor
Sun and Fujitsu UltraSPARC T1 processor (1.0 or 1.2 GHz) **Only named servers including:** Sun Fire T1000 Server, SPARC Enterprise T1000 Server*, with 6 or 8-core 1.0 GHz UltraSPARC T1 processor Sun Fire T2000 Server, SPARC Enterprise T2000 Server*, with 4, 6, or 8-core 1.0 GHz, or 8 core 1.2 GHz UltraSPARC T1 processor	0.25
Sun Netra T2000, 1.0 or 1.2 GHz UltraSPARC T1 processor	0.25
SPARC T3 processor	0.25
Sun and Fujitsu UltraSPARC T1 1.4 GHz **Only named servers including:** Sun Fire T2000 Server and SPARC Enterprise T2000 Server*, with 8-core, 1.4 GHz UltraSPARC T1 processor	0.5
Sun T6300, 1.4 GHz UltraSPARC T1 processor	0.5
AMD EPYC™ 7XX1 and AMD Opteron™ Models 13XX, 23XX, 24XX, 32XX, 41XX, 42XX, 43XX, 61XX, 62XX, 63XX, 83XX, 84XX or earlier Multicore chips	0.5
Intel® Xeon® Platinum 92XX, Intel® Xeon® Platinum 82XX, Intel® Xeon® Platinum 81XX, Intel® Xeon® Gold 62XX, Intel® Xeon® Gold 61XX, Intel® Xeon® Gold 52XX, Intel® Xeon® Gold 51XX, Intel® Xeon® Silver 42XX, Intel® Xeon® Silver 41XX, Intel® Xeon® Bronze 32XX, Intel® Xeon® Bronze 31XX, Intel Xeon Series 56XX, Series 65XX, Series 75XX, Series E7-28XX, E7-28XX v2, Series E7-48XX, E7-48XX v2, E7-48XX v3, E7-48XX v4, Series E7-88XX, E7-88XX v2, E7-88XX v3, E7-88XX v4, Series E5-24XX, E5-24XX v2, E5-24XX v3, Series E5-26XX, E5-26XX v2, E5-26XX v3, E5–26XX v4, Series E5-46XX, E5-46XX v2, E5-46XX v3, E5-46XX v4, E3-15XX v5, E3-15XX v6, Series E3-12XX, E3-12XX v2, E3-12XX v3, E3-12XX v4, E3–12XX v5, E3-12XX v6, E5-14XX v3, E5-14XX v2,, E5-16XX v4, E5-16XX v3, E5-16XX v2, and E5-16XX or earlier Multicore chips	0.5
Intel Itanium Series 93XX or earlier Multicore chips *(For servers purchased prior to Dec 1st, 2010)*	0.5
Intel or AMD Desktop, Laptop/Notebook, or Netbook Multicore chips	0.5
Sun UltraSPARC T2+	0.5
SPARC64 VII+	0.5
SPARC64 X, SPARC64 X+, SPARC64 XII	0.5
SPARC T4 processor	0.5
SPARC T5	0.5
SPARC M5, SPARC M6, SPARC M7, SPARC M8	0.5
SPARC S7	0.5
Sun and Fujitsu SPARC64 VI, VII	0.75
Sun UltraSPARC IV, IV+, or earlier Multicore chips	0.75
Sun UltraSPARC T2	0.75
HP PA-RISC	0.75
IBM POWER5+ or earlier Multicore chips	0.75
All Single Core Chips	1.0
Intel Itanium Series 93XX *(For servers purchased on or after Dec 1st, 2010)*	1.0
Intel Itanium Series 95XX	1.0
IBM POWER6	1.0
IBM POWER7, IBM POWER7+	1.0
IBM POWER8, POWER9	1.0
IBM Z (z14, z13, z(EC)12, z196, z11, z10 and earlier)	1.0
All Other Multicore chips	1.0

* SPARC Enterprise T1000 and SPARC Enterprise T2000 Servers may be sold and branded by Oracle, Sun Microsystems, Fujitsu or Fujitsu Siemens.

Please see Statement of Change on the next page

Important Notes

Running Oracle Licenses in the Oracle Cloud

When installing and deploying perpetual or term licenses in the Oracle Cloud, for example, installing and running Oracle SOA Suite for Oracle Middleware licenses on Oracle Java Cloud Service (see list of certified programs in the Oracle Cloud documentation), you must have a sufficient number of licenses to cover your use in the Oracle Cloud.

For this purpose, the following ratios of Processor licenses to Oracle Cloud usage applies: every one (1) Processor license covers use of the program on two (2) OCPUs. For deploying Named User Plus (NUP) licenses in the Oracle Cloud, you must always have a sufficient number of NUP licenses to cover your use of the program in the Cloud. This means you must have the greater of: a) the actual number of users, or b) the minimum number of NUP licenses per Processor. For programs with a license minimum of 25 NUP per Processor, you must have a minimum of 25 NUP licenses for every two (2) OCPUs, and for programs with a license minimum of 10 NUP per Processor, you must have a minimum of 10 NUP licenses for every two (2) OCPUs.

For the purposes of deploying your licenses on Oracle Ravello, every one (1) Processor license covers the use of the program on 4vCPUs (equivalent to two (2) Ravello R1 or R2 compute units). For the purposes of deploying Standard Edition, Standard Edition One or Standard Edition 2 in the program name, each socket is considered equivalent to 4 vCPUs. For deploying Named User Plus (NUP) licenses on Oracle Ravello, you must always have a sufficient number of NUP licenses to cover your use of the program in the Cloud. This means you must have the greater of: a) the actual number of users, or b) the minimum number of NUP licenses per Processor. For programs with a license minimum of 25 NUP per Processor, you must have a minimum of 25 NUP licenses for every four (4) vCPUs, and for programs with a license minimum of 10 NUP per Processor, you must have a minimum of 10 NUP licenses for every four (4) vCPUs.

When licensing Oracle programs with Standard Edition One, Standard Edition 2 or Standard Edition in the product name (with the exception of WebCenter Enterprise Capture Standard Edition, Java SE Support, Java SE Advanced, and Java SE Suite), where a processor license is counted equivalent to an occupied socket, every one (1) Processor license covers the use of the program on four (4) OCPUs. Regarding NUP minimums for Standard Edition 2, which has license minimum of 10 NUP per Server, you must have the greater of: a) the actual number of users of the program or b) a minimum of 10 NUP licenses for every eight (8) OCPUs. If the instance is less than eight (8) OCPUs, the minimum is still 10 NUP.

Statement of Change:

On 09/01/2009, clarified that the "AMD Third Generation Opteron or earlier Multicore chips" are "AMD Opteron Models 13XX, 23XX, 24XX, 83XX, 84XX or earlier Multicore chips"

On 09/24/2009, changed the Core Processor Licensing Factor for Sun UltraSPARC T2+ from 0.75 to 0.50

On 02/16/2010, added new Intel Itanium chip 93XX to 0.5 core factor category. Also added IBM POWER7 chip to core factor 1 category

On 04/08/2010, added new Intel Xeon chips (Nehalem EX, Series 75XX and Westmere EP, Series 56XX) and new AMD Opteron chip (Series 61XX) with a core factor of 0.5

On 07/19/2010, added Intel Xeon chip (Nehalem EX, Series 65XX) and AMD Operton chip (Series 41XX) with a core factor of 0.5

On 10/05/2010, added SPARC T3 chip with a core factor of 0.25

On 12/01/2010, changed the Core Processor Licensing Factor for Intel Itanium Series 93XX from 0.5 to 1.0. Also added notes in parenthesis to the affected rows in the table above

On 12/02/2010, added SPARC64 VII+ chip with a core factor of 0.5

On 06/03/2011, added Intel Xeon Series E7-28XX, Series E7-48XX, and Series E7-88XX chips with a core factor of 0.5

On 09/06/2011, added SPARC T4 chip with a core factor of 0.5

On 12/08/2011, added AMD Opteron Chip Models: 32XX, 42XX, and 62XX with a core factor of 0.5

On 04/16/2012, added Intel Xeon Series E5-26XX, Series E5-16XX, and Series E3-12XX chips with a core factor of 0.5

On 07/19/2012, added Intel Xeon Series E5-24XX, and Series E5-46XX chips with a core factor of 0.5

On 11/7/2012, added IBM Power7+ chip with a core factor of 1.0

On 12/14/2012, added Intel Itanium chip 95XX to 1.0 core factor category

On 01/16/2013, added SPARC64 X chip with a core factor of 0.5

On 01/16/2013, added AMD Opteron Chip Models: 43XX, and 63XX with a core factor of 0.5

On 03/26/2013, added SPARC T5 and SPARC M5 Chip Models with a core factor of 0.5

On 09/25/2013, added SPARC M6 Chip Models with a core factor of 0.5

On 04/08/2014, added SPARC64 X+ chip with a core factor of 0.5

On 04/08/2014, added Intel Xeon Series E7-88XX v2, E7-48XX v2, E7-28XX v2, E5-46XX v2, and E5-26XX v2 chips with a core factor of 0.5

On 6/2/2014, added IBM Power8 chip with a core factor of 1.0

On 11/05/2014, added Intel Xeon Series E5-26XX v3, E5-24XX v2, E5-16XX v3 and E5-16XX v2 chips with a core factor of 0.5

On 4/30/2015, added the "Important Notes" section below

On 6/04/2015, added Intel Xeon Series E7-88XX v3 and E7-48XX v3 chips with a core factor of 0.5

On 10/14/2015, added Intel Xeon Series E5-24XX v3, E5-46XX v3, E3-15XX v5, E3-12XX v2, E3-12XX v3, E3-12XX v4, E5-14XX v3, and E5-14XX v2 chips with a core factor of 0.5

On 10/27/2015, added SPARC M7 Chip Model with a core factor of 0.5

On 5/2/2016, added Intel Xeon Series E5–26XX v4 and E3–12XX v5 chips with a core factor of 0.5

On 7/5/2016, added SPARC S7 Chip Model with a core factor of 0.5

On 8/1/2016, added Intel Xeon Series E7-48XX v4, E7-88XX v4, E5-46XX v4, and E5-16XX v4 chips with a core factor of 0.5

On 10/3/2016, revised the Important Notes section to include reference for Ravello and added socket to OCPU mapping for programs with Standard Edition One, Standard Edition 2 or Standard Edition in the product name

On 10/18/2016, revised the socket to OCPU mapping for programs with Standard Edition One, Standard Edition 2 or Standard Edition in the product name, from 1 socket = 2 OCPUs to 1 Socket = 4 OCPUs

On 4/13/2017, added SPARC64 XII chip model with a core factor of 0.5. Also, added mapping for vCPU to Socket for deployment in Ravello of programs with Standard Edition One, Standard Edition 2 or Standard Edition in the product name

On 8/28/2017, added Intel® Xeon® Platinum 81XX, Intel® Xeon® Gold 61XX, Intel® Xeon® Gold 51XX, Intel® Xeon® Silver 41XX, Intel® Xeon® Bronze 31XX chips with a core factor of 0.5

On 9/18/2017, added SPARC M8 Chip Model with a core factor of 0.5

On 2/7/2018, added AMD Chip Model EPYC™ 7XX1 with a core factor of 0.5. Also, added the Oracle Database Standard Edition 2 NUP minimums language for deployment of Oracle Cloud

On 9/4/2018, updated IBM Chip Models for Z series (added: z14, z13, z(EC)12, z196, and z11) with a core factor of 1. Also, added IBM's Power9 chip with a core factor of 1. Added Intel chips - E3-12XX V6 & E3-15XX V6 - with a core factor of 0.5

On 7/29/2019, added Intel Chip Models: Intel® Xeon® Platinum 92XX, Intel® Xeon® Platinum 82XX, Intel® Xeon® Gold 62XX, Intel® Xeon Gold 52XX, Intel® Xeon® Silver 42XX, Intel® Xeon® Bronze 32XX - with a core factor of 0.5

APPENDIX D
LICENSE DEFINITIONS AND RULES

The Oracle License Definitions and Rules, v030819 attached hereto are for your convenience, for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the license definitions and rules at http://oracle.com/contracts.

Oracle License Definitions and Rules Booklet

March 8, 2019

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Definitions and License Metrics

Account: is defined as a financial institution's customer account that is opened, maintained and stored in the Program. An account includes but is not limited to current accounts, savings accounts, nostro/ vostro accounts, deposit accounts and loan accounts. All dormant accounts shall be considered to be accounts, as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be accounts for the purposes of licensing requirements. The value of these Program licenses is determined by the amount of Accounts. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Accounts as of the effective date of Your order. If at any time the amount of Accounts exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Accounts is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Accounts. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Accounts as of such date.

For the purposes of the Oracle FLEXCUBE Online Trading Account Program, Account is defined as the securities trading account of a financial institution's customer.

$M Annual Transaction Volume: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in all purchase orders transacted and all auctions conducted through the Oracle Exchange Marketplace by You and others during the applicable year of the Oracle Exchange Marketplace license, regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

10K API Calls: is defined as ten thousand Application Program Interface (API) Calls or notifications recorded by the licensed application Program during a 12 month period.

1M API Calls: is defined as a maximum of one million Application Programming Interface (API) calls or notifications recorded by the licensed application Program during a 12 month period.

Application Module: is defined as a Program used by You on a single or multiple computers.

$M in Application Annual Revenue: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) excluding taxes processed through the licensed Program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

Application Developed: is defined as a software Program developed by You that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

Application User: is defined as an individual authorized by You to use the applicable licensed application Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time. If You license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, You are required to maintain licenses for the equivalent number of Application Users licensed and You are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for Your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the Programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle Fusion Sourcing, Oracle iSupplier Portal, Oracle Fusion Supplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing, PeopleSoft Supplier Contract Management and JD Edwards Supplier Self Service

Programs, use by Your external suppliers is included with Your application user licenses. For the purposes of the Oracle Financial Services Operational Risk Solution Program, employees who are just contributing information to the Program via the applicable user interface shall not be counted as application users.

Application Read-Only User: is defined as an individual authorized by You to run only queries or reports against the application Program for which You have also acquired non read-only licenses, regardless of whether the individual is actively using the Programs at any given time.

$B in Assets Under Management: is defined as one billion U.S. Dollars (or the equivalent amount in the applicable local currency) of the total value of assets You manage and administer for yourself and that You manage and administer on behalf of Your customers, as disclosed in Your annual report and/or regulatory filings.

Bank Account: is defined as a financial institution's customer account that is opened, maintained and stored in the Program. A bank account includes but is not limited to current accounts, savings accounts, nostro/vostro accounts, deposit accounts and loan accounts. All dormant accounts shall be considered to be bank accounts as long as they are in the production database of the application Program. Closed accounts shall not be considered to be bank accounts for the purposes of licensing requirements. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Bank Accounts as of the effective date of Your order. If at any time the amount of Bank Accounts exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Bank Accounts is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Bank Accounts. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Bank Accounts as of such date.

For the purposes of the following Programs: Oracle Banking Limits and Collateral Management, Oracle Banking Advanced Limits and Collateral Management, Oracle Banking Relationship Pricing, Oracle Banking Advanced Relationship Pricing, Oracle Banking Originations, Oracle Banking Advanced Originations and Oracle Banking Collections, Bank Account is defined as every account of the financial institution's customers that is processed by the Oracle application Program, irrespective of whether an account is opened, maintained or stored in the Oracle application Program.

Bank Account Application: is defined as a request submitted by a financial institution's customer to apply for an asset or a liability product in the hosted Program during a 12 month period. An application includes, but is not limited to, current account products, savings account products, overdraft protection products, term deposit products, nostro/vostro products, loan products, safe deposit products, insurance products, and card products. If a number of products are bundled in a single request, each product would be counted as an application.

For the purposes of the Oracle Banking Digital Experience Originations Program and the Oracle Banking Digital Experience Personal Loans Originations Program, a Bank Account Application is defined as a request submitted by a financial institution's customer to apply for an asset or a liability product through all of the licensed access points of the applicable application program during a 12 month period. An application includes, but is not limited to, current accounts products or savings account products, overdraft protection products, term deposit products, nostro/vostro products, loan products, safe deposit products, insurance products, and card products. If a number of products are bundled in a single request, each product would be counted as a Bank Account Application. An access point includes, but it is not limited to, a smart TV, a wearable device, a kiosk, an ATM, a contact center, and a branch.

Bank Deposit Account: is defined as an account that is opened, maintained, and stored in the Program. A Bank Deposit Account includes but is not limited to current accounts, savings accounts, nostro/ vostro accounts, internal accounts, investment accounts, retirement accounts, virtual accounts, time deposit accounts, certificate of deposit accounts, and term deposit accounts. All dormant accounts shall be considered to be Bank Deposit Accounts as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be Bank Deposits Accounts for the purposes of licensing requirements.

Card: is defined as one EAGLE system card.

Card (STC Card, IPLIM Card, HIPR2 Card, SM Card): is defined as one EAGLE system card.

Case: is defined as a standard safety record identified by a Case ID number which contains data elements related to the safety of a medicinal product. If the total number of Cases created in the Oracle Argus Program in a 12-month period exceeds the number purchased, then additional Cases must be purchased.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12 month period. You may not exceed the licensed number of CRF Pages during any 12 month period unless You acquire additional CRF Page licenses from Oracle.

Chassis: is defined as a physical enclosure containing hardware. For the purposes of the following Programs: Oracle Fabric Manager and Oracle Fabric Monitor, only the chassis (a) that contain networking hardware and (b) that are managed by the Program must be counted for the purpose of determining the number of licenses required.

Client Application Loader Client: is defined as a device that receives its configuration from a client application server.

Cluster: is defined as a minimum of two Global Communication Multimedia Policy Engine Servers at a primary site in active and/or standby mode or the same configuration in geographic redundancy mode with a third server at a secondary site.

Collaboration Program User: is defined as an individual authorized by You to use the Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time. For the purposes of counting and licensing the number of Beehive Synchronous Collaboration users, a Collaboration Program User within Your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to Your company and attending a web conference are not required to be licensed.

$M in Collaterals or Limits Under Management: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in total value of Collateral under Management or Limits under Management that are managed by the Program. When using the Program to manage both Collateral and Limits Under Management, the greater of either Collateral or Limits Under Management must be used to determine the licenses required.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the Programs. The term Compensated Individual includes, but is not limited to, Your employees, contractors, retirees, and any other Person.

Compliance Regulatory Report: is defined as a single pre-configured template that is generated by the Oracle Program and that meets the requirements of a specific country regulator and/or jurisdiction for filling reports on suspicious activity. You are responsible for filing the compliance regulatory report with the specific country regulator and/or jurisdiction.

Computer: is defined as the computer on which the Programs are installed. A Computer license allows You to use the licensed Program on a single specified computer. For the purposes of Computer licenses for the Oracle Health Science Integration Engine Program, a communication point is an interface to an input system (e.g., a clinical laboratory system in a hospital or healthcare setting) or to an output system (e.g., a healthcare data repository).

100 Concurrent Calls: is defined as one hundred simultaneous active end to end calls that the operations monitor sees, no matter the number of underlying devices. For example, the same concurrent call may be monitored on two or more sessions, one on each side of a back to back user agent.

500 Concurrent Calls: is defined as five hundred simultaneous active end to end calls that the operations monitor sees, no matter the number of underlying devices. For example, the same concurrent call may be monitored on two or more sessions, one on each side of a back to back user agent.

1K Concurrent Calls: is defined as one thousand simultaneous active end to end calls that the operations monitor sees, no matter the number of underlying devices. For example, the same concurrent call may be monitored on two or more sessions, one on each side of a back to back user agent.

Concurrent Call: is defined as the number of simultaneous active end to end calls that the operations monitor sees, no matter the number of underlying devices. For example, the same concurrent call may be monitored on two or more sessions, one on each side of a back to back user agent.

5 Concurrent Users: is defined as five concurrent users where each Concurrent User is an individual who is authorized by You to access the Program concurrently with other individuals at any given time.

Concurrent Connection: is defined as each connection to a Serduct/Datalink. A Serduct/Datalink is defined as an interface that renders the Infor software operable for use with Micros Applications.

25 Concurrent Sessions: is defined as a maximum of 25 established virtual connections (with or without media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software at any one time.

For the purposes of the Transcoding coder/decoder programs, only concurrent sessions with media anchoring (encoded with specified codec and utilizing the transrating, transcoding, or other media processing feature requiring media decoding) are counted.

50 Concurrent Sessions: is defined as a maximum of 50 established virtual connections (with or without media anchoring) (a) between two endpoints represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software at any one time.

For the purposes of the following Programs: Oracle Communications Session Border Controller - SRTP and Oracle Communications Unified Session Manager - SRTP, each call leg utilizing media anchoring and negotiating Secure Real-Time Transport Protocol is counted as a concurrent session.

For the purposes of the following Programs: Oracle Communications Session Border Controller - MSRP B2BUA and Oracle Communications Unified Session Manager - MSRP B2BUA, only concurrent sessions with media anchoring and negotiating Message Session Relay Protocol are counted.

500 Concurrent Sessions: is defined as a maximum of 500 established virtual connections (with or without media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software at any one time.

For the purposes of the following Programs: Oracle Communications Session Border Controller - SRTP and Oracle Communications Unified Session Manager - SRTP, only concurrent sessions with media anchoring and negotiating Secure Real-Time Transport Protocol are counted.

For the purposes of the following Programs: Oracle Communications Session Border Controller - MSRP B2BUA and Oracle Communications Unified Session Manager - MSRP B2BUA, only concurrent sessions with media anchoring and negotiating Message Session Relay Protocol are counted.

1K in Concurrent Sessions: is defined as one thousand concurrent sessions of a specified application or service at any one time.

Concurrent Session: is defined as the aggregate number of established virtual connections (a) between two endpoints that are represented by subscriber devices or network switching equipment and (b) which are traversing the licensed software at any one time.

For the purposes of the following Programs: Oracle Communications WebRTC Session Controller and Oracle Communications Application Session Controller, all concurrent sessions (with or without media anchoring) with the exception of SIP Registrations are counted.

For the purposes of the Oracle Communications Converged Application Server, Service Controller Program, only concurrent sessions towards the network are counted.

For the purposes of the Transcoding coder/decoder Programs, only concurrent sessions with media anchoring (encoded with specified codec and utilizing the transrating, transcoding, or other media processing feature requiring media decoding) are counted.

For the purposes of the following Programs: Oracle Communications Session Border Controller - SRTP and Oracle Communications Unified Session Manager - SRTP, only sessions with media anchoring and negotiating Secure Real-Time Transport Protocol are counted.

For the purposes of the following Programs: Oracle Communications Session Border Controller - MSRP B2BUA and Oracle Communications Unified Session Manager - MSRP B2BUA, only sessions with media anchoring and negotiating Message Session Relay Protocol are counted.

1K in Concurrent Subscribers: is defined as one thousand unique concurrent subscribers with access to a specified application or service at any one time.

Concurrent User: is defined as each individual that may concurrently use or access the Programs. Concurrent Users shall be only customers or prospective customers of Yours, and shall not be business partners, or employees of Yours.

Connected Device: is defined as each unique device (a) that transmits data to or receives data from Oracle application Programs or Oracle cloud services and (b) that does not require any human interaction or human input to execute Oracle application business logic or to update Oracle application tables. Devices include, but are not limited to, sensors, meters, RFID readers, and barcode scanners. Devices may be connected directly to Oracle application Programs or Oracle cloud services, or may be connected indirectly to Oracle application Programs or Oracle cloud services through a gateway device or a third-party communications service. A device may be uniquely identified as being the endpoint of communication of data to or from an Oracle application Program or an Oracle cloud service, or may be uniquely identified by its explicit registry with an Oracle application Program or an Oracle cloud service.

Connected Instance: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

IK in Connections: is defined as one thousand pairs of end points (e.g., ports, connectors, locations, devices) connected together via a pipe, trail or connection. Each connection may contain other connections such as circuits and, services, in which case each instance is counted. Different versions of the same connection are counted as one connection.

Connector: is defined as each connector connecting the software product with a third party product. A unique connector is required for each distinct third party product that the software product is required to interface.

Connector Pack: is defined as a collection of connectors as specified in the Program Documentation for the applicable Connector Pack. There is no limitation on the number of physical servers on which any of the connectors in the pack may be copied, installed and used.

$M in Assets Under Management: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) of total value of assets You, manage and administer for yourself and on behalf of Your customers as disclosed in Your annual report and/or regulatory filings.

$M Cost of Goods Sold: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to You then Cost of Goods Sold shall be equal to 75% of total company revenue.

Country: is defined as a nation for which risk management and financial crime compliance related regulatory reports are generated using the Program.

CPU: is defined as a chip that contains a collection of one or more cores on which the Program is running. Regardless of the number of cores, each chip counts as 1 CPU.

Custom Suite User: is defined as an individual authorized by You to use the application Programs included in the applicable Custom Applications Suite which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time.

100 in Customer Count: is defined as the total number of Your and Your affiliate's individual customers. If You supply multiple services to one person or entity, that person or entity will count as a single customer. If a person or entity receives utility services at multiple locations (e.g., a chain store, an apartment building or a municipality), each such location shall count as a single customer.

Customer: is defined as the customer entity specified on Your order. The Programs may not be used or accessed for the business operations of any third party, including but not limited to Your customers, partners, or Your affiliates. There is no limitation on the number of computers on which such Programs may be copied, installed and used.

Customer Account: is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the Program, regardless of the number of individual account holders associated with such accounts.

Oracle Customer Data & Device Retention Service: is defined as a service for which the description may be found in the Technical Support Policies section (Oracle Hardware and Systems Support Policies) at www.oracle.com/contracts and which is incorporated by reference.

Customer Device: is defined as a device (physical or logical) (a) that is a functional independent component (e.g., cable/DSL modem, set top box, home gateway, SIM/USIM card, mobile handset, VoIP telephone, ATA, Customer-Edge router, PC, or access point) dedicated to a specific customer, subscriber, or user and (b) that is managed by the Program.

Customer ID: is defined as a unique customer identification number associated with an individual customer who has an account that is opened, maintained and stored in the Program.

Customer Record: is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that You may access using the Program.

10,000 Daily Average Transactions: is defined as ten thousand unique transactions (including but not limited to sales transactions, return transactions, exchange transactions, loyalty transactions, deal transactions, gift card transactions, inventory transactions, petty cash transactions, and administrative transactions) that are processed by the Program in a single 24 hour period. The daily transaction volume is calculated as the daily average over the prior 12 month period.

500K DB Entries: is defined as five hundred thousand database (DB) entries in the international number portability database.

$M of Delinquent Accounts Managed: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in total value of delinquent accounts managed by the Program.

Developer User / Developer/ Developer Seat: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the

Programs at any given time. With respect to Developer Users only, such users may create, modify, view and interact with the Programs and documentation.

100K Devices: is defined as one hundred thousand network elements being modeled, discovered or managed by the application.

Device: is defined as a network element being modeled, discovered or managed by the application.

For the Oracle Communications Network Integrity Programs, devices are discovered directly from the Network Element itself or through a Network/Element Management System (NMS/EMS) or through Oracle Communications Network Discovery or through third party discovery applications or from a repository of data (such as Inventory, Asset Management or other systems). When a single device is being reconciled between two systems it shall be counted only once.

For the Oracle Communications Unified Inventory Management Program, devices are functionally independent components. For example: physical shelves, chassis or units, logical devices, servers. elements, etc. Logical or physical separation denotes different devices.

For the Oracle Communications Session Element Manager Program, the Oracle Communications Session Route Manager Program, the Oracle Communications Session Report Manager Program, and the Oracle Communications Application Orchestrator Program, a device can be physical or virtual and is considered managed or orchestrated when one or more of the fault, configuration, auditing, performance, security, and lifecycle functions are in use.

For the Oracle Communications Network Service Orchestration Program and the Oracle Communications ASAP Program, a device can be physical or virtual and is considered managed or orchestrated when one or more of the network service configuration, monitoring and lifecycle functions are in use involving the device.

Disk Drive: is defined as a spinning media device that stores data accessed by the Program.

Electronic Order Line: is defined as the total number of distinct order lines entered electronically into the Oracle Program from any source (not manually entered by licensed users) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs.

Employee for HCM: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs. Employees for HCM may only use the licensed Programs with Oracle application Programs that contain “Oracle Fusion Human Capital Management” as a prefix in the Program name.

Employee User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the Programs at any given

time.

5K Endpoints: is defined as five thousand individual user devices identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint.

20K Endpoints: is defined as twenty thousand individual user devices identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint.

Endpoint: is defined as an individual user device identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint.

Enterprise Employee: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Enterprise Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs. The value of these Program licenses is determined by the number of Enterprise Employees. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the number of Enterprise Employees as of the effective date of Your order. If at any time the number of Enterprise Employees exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Employees is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Employees. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise Employees as of such date.

Enterprise Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in Your institution and any part-time student enrolled in Your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on Your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements. The value of these Program licenses is determined by the number of Enterprise FTE Students. For these Program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise FTE Students as of the effective date of Your order. If at any time the number of Enterprise FTE Students exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise FTE Students is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise FTE Students. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise FTE Students as of such date.

Enterprise Trainee: is defined as an employee, contractor, student or other person who is being recorded by the Program. The value of these Program licenses is determined by the number of Enterprise Trainees. For these Program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise Trainees as of the effective date of Your order. If at any time the number of Enterprise Trainees exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Trainees is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Trainees. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise Trainees as of such date.

Enterprise $M in Cost of Goods Sold: Enterprise $M Cost of Goods Sold is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to You then Cost of Goods Sold shall be equal to 75% of total company revenue. The value of these Program licenses is determined by the amount of Enterprise $M Cost of Goods Sold. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Cost of Goods Sold as of the effective date of Your order. If at any time the amount of Enterprise $M Cost of Goods Sold exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Cost of Goods Sold is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Cost of Goods Sold. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M Cost of Goods Sold as of such date.

Enterprise $M in Freight Under Management: $M Freight Under Management is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by You, plus the cost of freight for shipments managed by You (e.g., You are not purchasing transportation services on behalf of Your clients but are providing transportation management services for Your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to You with freight terms of prepaid). The value of these Program licenses is determined by the amount of Enterprise $M Freight Under Management. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Freight Under Management as of the effective date of Your order. If at any time the amount of Enterprise $M Freight Under Management exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Freight Under Management is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Freight Under Management. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M Freight Under Management as of such date.

Enterprise $M in Operating Budget: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) of Your gross budget reflected in an audited statement from Your external accounting firm. The value of these Program licenses is determined by the amount of Enterprise $M in Operating Budget. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Operating Budget as of the effective date of Your order. If at any time the amount of Enterprise $M in Operating Budget exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Operating Budget is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Operating Budget. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M in Operating Budget as of such date.

Enterprise $M in Revenue: Enterprise $M in Revenue is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year. The value of these Program licenses is determined by the amount of Enterprise $M in Revenue. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Revenue as of the effective date of Your order. If at any time the amount of Enterprise $M in Revenue exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Revenue is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Revenue. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M in Revenue as of such date.

Enterprise $M Revenue Under Management: Enterprise $M Revenue Under Management: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Revenue Under Management as of the effective date of your order. If at any time the amount of Enterprise $M in Revenue Under Management exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Revenue Under Management is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Revenue Under Management. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M in Revenue Under Management as of such date.

Expense Report: is defined as the total number of expense reports processed by Internet Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Faculty User: is defined as an active teaching member of the faculty for an accredited academic institution; such user may only use the Programs for academic and non-commercial use.

Field Resource: is defined as dispatchers using the program, as well as engineers, technicians, representatives or other persons scheduled by the programs.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by You, including the dispatchers, to the field using the Programs.

Financial Inclusion Account: is defined as a financial institution's customer account that is opened, maintained and stored in the Program. An account includes but is not limited to current accounts, savings accounts, nostro / vostro accounts, deposit accounts and loan accounts. All dormant accounts shall be considered to be accounts, as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be accounts for the purposes of licensing requirements.

Financial Services Subscriber: is defined as an individual who is authorized by You to access the online portal or mobile application of the applicable application program regardless of whether the individual is actively accessing the Programs at any given time. Financial Services Subscribers shall be counted for each single Instance of the Program.

For the purposes of the Oracle Documaker Mobile Program, a Financial Services Subscriber is defined as an individual who is registered to receive mobile documents in lieu of or in addition to printed documents.

For the purposes of the Oracle Banking Digital Experience Base Program, a Financial Services Subscriber is defined as an individual who is registered to access the applicable application program through its two licensed access points (online or mobile) regardless of whether the individual is actively accessing the Program at any given time.

For the purposes of the Oracle Banking Digital Experience Programs, a Financial Services Subscriber is defined as an individual who is registered to access the applicable application programs through all of the licensed access points, regardless of whether the individual is actively accessing the Programs at any given time. An access point includes, but it is not limited to, a smart TV, a wearable device, a kiosk, an ATM, a contact center, and a branch.

For the purposes of the Oracle Banking Digital Experience One Additional Access Point Program and the Oracle Banking Digital Experience Unlimited Access Points Program, an access point is defined as each access point that is configured, managed and tracked in the application program by the financial institution. An access point includes, but it is not limited to, a smart TV, a wearable device, a kiosk, an ATM, a contact center, and a branch.

Flash Drive: is defined as a front mounted solid state media device that stores data accessed by the Program.

$M Freight Under Management: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by You, plus the cost of freight for shipments managed by You (e.g., You are not purchasing transportation services on behalf of Your clients but are providing transportation management services for Your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to You with freight terms of prepaid).

Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in Your institution and any part-time student enrolled in Your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on Your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

100 Gigabytes (GB): is defined as one hundred gigabytes (GB) of hard disk drive space.

Gigabyte: is defined as one billion bytes of data archived and purged by the Program.

For the purposes of the Oracle Banking Payments SWIFTNet FileAct Program, a Gigabyte is defined as one gigabyte of payment files data exchanged over SWIFTNet over a 12 month period.

25,000 Gift Cards: is defined as twenty-five thousand value cards (gift or stored) that are generated by the Program during a 12 month period.

Global Title Translations per Translation Type: is defined as the number of SS7 Global Title Translation records per SS7 Translation Type.

Guest Cabin: is defined as a guest cabin onboard a cruise ship managed by the Program. You must license the total number of Guest Cabins onboard each cruise ship managed by the Program and the licensed quantity of Guest Cabin licenses may not be shared across multiple cruise ships.

For the purposes of the Cruise Fleet Management, Cruise Crew Management, Cruise Materials Management HQ and Sub-HQ Programs, You must license the total number of Guest Cabins onboard all ships or vessels in the fleet that are managed by the Program.

Guest Room: is defined as the number of guest rooms managed by the Program.

For the purposes of the Oracle Hospitality Suite8 Interface Programs, a unique Guest Room license is required for each distinct product with which an Oracle Hospitality Suite8 Program is required to interface. For example, a customer requiring interfaces of an Oracle Hospitality Suite8 Program with three distinct products must have three separate Guest Room licenses.

1000 Healthcare Records: is defined as one thousand patient records stored by the Oracle Program for Your healthcare (healthcare provider, health plan, government or research) setting. For the purposes of this definition, the term “setting” means the population for which You provide healthcare services. For example, for a licensor that is a county department of health services, it would be the population provided with healthcare services by the department, and for a licensor that is a healthcare research facility, it would be the patients associated with the healthcare research facility. You must be licensed for the total amount of patient records stored by the Oracle Program for Your healthcare setting.

Healthcare Record: is defined as the total number of unique person (physical person) database records stored in the Oracle Program.

Hosted Named User: is defined as an individual authorized by You to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Oracle Hospitality Consulting Services: are defined as services for which the description may be found in the Oracle Hospitality Global Business Unit ("Micros") Consulting Service Descriptions section at www.oracle.com/contracts and which is incorporated by reference.

Hospitality Suite: is defined as an entertainment space that typically includes, but is not limited to, a kitchenette, restroom, table and seats within an arena, stadium, concert venue or other venue that is managed by the Program.

1K in Individual Subscribers: is defined as one thousand individuals who are authorized by You to use one or more of Your services for which the Program is used. For example, an individual subscriber may be tracked as a customer record/account in the licensed Program or other related subscriber databases such as an ordering system, billing system, etc. An individual subscriber is counted once, regardless of the number of services used.

Individual Subscriber: is defined as an individual who is authorized by You to use one or more of Your services for which the Program is used. For example, an individual subscriber may be tracked as a customer record/account in the licensed Program or other related subscriber databases such as an ordering system, billing system, etc. An individual subscriber is counted once, regardless of the number of services used. Individual Subscriber for the Billing and Revenue Management Servers and extensions with application specific usage are defined as follows:

Oracle Communications Billing and Revenue Management Server for Real-time Rating Program: Defined as an individual subscriber who purchases one or more services from You that utilizes real-time rating capabilities of the Program.

Oracle Communications Billing and Revenue Management for Convergent Rating Program: Defined as an individual subscriber that purchases one or more services from You that utilizes real-time and/or batch rating capabilities of the Program.

Oracle Communications Billing and Revenue Management Server for Billing Program: Defined as an individual subscriber that purchases one or more services from You that utilizes billing capabilities of the Program.

Installation Services, Start-Up Packs and Configuration/Upgrade Services: is defined as a service(s) for which the description may be found in the Advanced Customer Support Services section at www.oracle.com/contracts and which is incorporated by reference.

Instance: is defined as a single database environment. Test, production, and development environments are considered three separate instances that must each be licensed.

For the purposes of the Oracle Banking API Infrastructure Program, Instance is defined as the environments (production and non-production) used to run the Oracle Banking API Program.

1K Insurable Entities: is defined as one thousand insurable entities that are listed members and/or an objects that are managed by the Oracle Program. A listed member is an individual insured, annuitant and/or member in one of Your product offerings per quote, application, certificate or policy. An object is the item and/or property (such as building, motor vehicle) insured within a policy.

1K Insurance Plan Members: is defined as one thousand individual active Insurance Plan Members. An Insurance Plan Member is active if he/she is currently covered by any of your health or group insurance plan product offerings that are processed through the Oracle program. Individuals who are active members of multiple health or group insurance plan product offerings processed through the Oracle program shall only be deemed to be a single Insurance Plan Member. Use of the Oracle program to process health or group insurance plan product offerings for former members (i.e., "inactive" members who are not currently covered by, but who are tracked by and/or have records in, one of your health plan product offerings) is included with your 1K Insurance Plan Members licenses. For the purposes of this definition, the group insurance plan product offerings exclude any of your property and casualty business product offerings.

Interface: is defined as each interface connecting the Oracle Program with a third party product. A unique Interface license is required for each distinct third party product with which the Oracle Program is required to interface.

Inventory Location: is defined as a dedicated physical inventory space used by vendors to store their inventory within an arena, stadium, concert venue or other venue that is managed by the Program. Each dedicated physical inventory space must be counted as one Inventory Location.

Investment Account: is defined as a financial institution's investor account that is opened, maintained, and stored in the Program. All dormant investor accounts shall be considered to be investment accounts as long as they are in the production database of the applicable Program. Closed investor accounts shall not be considered to be investment accounts for the purposes of licensing requirements.

1K Invoice Line: is defined as one thousand invoice line items processed by the Program during a 12 month period. You may not exceed the licensed number of 1K Invoice Lines during any 12 month period unless You acquire additional 1K Invoice Line licenses from Oracle.

IPsec Tunnel: is defined as one Internet Protocol Security (IPsec) tunnel termination that is represented by one Security Association (SA). The maximum number of IPsec tunnels that are simultaneously terminated on the licensed software at any one time must be licensed.

IVR Port: is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. You must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

Oracle Java SE Subscription and Oracle Java SE Desktop Subscription: are defined as the right to use the specified Oracle Java SE Subscription Program(s) in accordance with the applicable metric and to receive Oracle Software Update License & Support (limited to the specified Oracle Java SE Subscription Program(s)), for the term specified on the ordering document. Your right to use the specified Oracle Java SE Subscription Program(s) for Your internal business operations includes using the Oracle Java SE Subscription Program(s) to run Your Java applications as a cloud service, subject to the terms of the Master Agreement. For the avoidance of doubt, You shall not make the Oracle Java SE Subscription Program(s) themselves available as a cloud service. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Software Update License & Support is provided under the Oracle Software technical support policies in effect at the time the services are provided. At the end of the specified subscription term, You may renew Your subscription, if available, at the then current fees for the applicable subscription. If You choose not to renew Your subscription, Your right to use the specified Oracle Java SE Subscription Program(s) will terminate and You must de-install the specified Oracle Java SE Subscription Program(s).

Kitchen Display Client: is defined as a device that is used to display and monitor the status of ordered items. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

Learning Credits: may be used to acquire education products and services offered in the Oracle University online catalogue posted at http://www.oracle.com/education under the terms specified therein. Learning credits may only be used to acquire products and services at the list price in effect at the time You order the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when You order the relevant product or service. The list price will be reduced by applying the discount specified to You by Oracle. Notwithstanding anything to the contrary in the previous three sentences, learning credits may also be used to pay taxes, materials and/or expenses related to Your order; however, the discount specified above will not be applied to such taxes, materials and/or expenses. Learning credits are valid for a period of 12 months from the date Your order is accepted by Oracle, and You must acquire products and must use any acquired services prior to the end of such period. You may only use learning credits in the country in which You acquired them, may not use them as a payment method for additional learning credits, and may not use different learning credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning credits are non-transferable

and non-assignable. You may be required to execute standard Oracle ordering materials when using learning credits to order products or services.

Liquidity Account: is defined as an account that is opened, maintained, stored or processed in the Program. A liquidity account includes but is not limited to the following accounts: current accounts, savings accounts, nostro/vostro accounts, deposit accounts, internal accounts, virtual accounts and loan accounts. All dormant accounts shall be considered to be liquidity accounts as long as those dormant accounts are in the production database of the applicable Program. Closed accounts shall not be considered to be liquidity accounts for the purposes of licensing requirements. If an account is opened or maintained or stored or processed in multiple hierarchies of liquidity accounts in the applicable Program, then that account must be counted as a separate liquidity account for each hierarchy within the applicable Program in which the account is opened or maintained or stored or processed.

Link: is defined as one SS7 signaling link.

12M LNP Entries: is defined as twelve million Local Number Portability (LNP) database entries in the Local Number Portability database.

Loan Account: is defined as a customer loan account or loan application created, tracked or processed by, or residing within, the Oracle Daybreak Programs. A customer of Yours may have multiple loan accounts or loan applications, each one of which is to be counted for the purposes of determining the total number of loan accounts and loan applications.

For the purposes of the Daybreak Consumer Loans Servicing and Collection Program, Loan Account is defined as the number of Loan Accounts identified with a status of ACTIVE at the beginning of each calendar month.

For purposes of the Daybreak Consumer Loans Origination Program, Loan Account is defined as the number of customer loan applications created in the Oracle Daybreak Programs in a calendar month.

For the purposes of the Oracle Banking Retail and SME Loan Servicing Program and the Oracle Banking Retail and SME Line of Credit Servicing Program, Loan Account is defined as a customer loan account or a line of credit account that is opened, maintained and stored in the Program. All charged-off accounts shall be considered to be Loan Accounts as long as they are in the production database of the application Program.

8 Low Speed SS7 Signaling Links: is defined as eight 56 kbps SS7 signaling links.

12M LSMS Records: is defined as twelve million Local Service Management System (LSMS) records that are interfacing with the Local Number Portability database.

$M in Loan Book Size: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in loan books that are managed in the licensed Program. The total value of all loan books that are managed in the licensed Program must be counted for the purposes of determining the number of licenses required.

For the purposes of the Oracle Banking Corporate Lending Syndicated Loans Program, $M in Loan Book Size is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in syndicated loans that are managed in the licensed Program and the total value of all syndicated loans that are managed in the licensed Program must be counted for the purposes of determining the number of licenses required.

For the purposes of the Oracle Banking Enterprise Recovery Program, $M in Loan Book Size is defined as one million U.S. Dollars (or equivalent amount in the applicable local currency) of debts that have been charged as full loss and are no longer receivable that are managed in the licensed Program.

$M in Managed Assets: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) of the following total: (1) Book value of investment in capital leases, direct financing leases and other

finance leases, including residuals, whether owned or managed for others, active on the Program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the Program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the Program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the Program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the Program, then sold within the previous 12 months.

Managed Device: is defined as a Device managed via an Oracle Communications Configuration Management application Program.

1K in Managed Resources: is defined as one thousand entities (account, IP address, RADIUS user profile, ENUM E.164 phone numbers, subscriber endpoint, managed street address and individual telephone number) managed by the Program.

For the Oracle Communications Logical Device Account Management Program, a managed resource is an account which is a unique identifier such as telephone number, email address, etc.

For Oracle Communications Internet Name and Address Management, a managed resource is an IP address managed by the Oracle Communications Internet Name and Address Management Program.

For the Oracle Communications Telephone Number Management Program, a managed resource is a single managed telephone number.

Managed Resource:

For the purposes of the Oracle Communications IP Management Program, a Managed Resource is defined as an entity (Account, IP Address, ENUM E.164 Phone Numbers, Subscriber Endpoint, Managed Street Address, Individual Telephone Number and Media Stream) managed by the Program.

For the purposes of the Oracle Communications Media Stream Management Program, a Managed Resource is defined as a video, audio or other media content (a) that is delivered over a cable, mobile, satellite, or Internet infrastructure and (b) that is managed by the Program.

For the purposes of the Oracle Fusion Project Resource Management Program and the Oracle Fusion Territory Management Program, a Managed Resource is defined as an individual authorized by You to use the Programs which are installed on a single server or on multiple servers, regardless of whether the individual is actively using the Programs at any given time. In addition, Your employees, contractors, partners and any other individual or entity managed by the Programs shall be counted for the purposes of determining the number of Managed Resource licenses required.

Market: is defined as one instance of a state, province or portion thereof that constitutes a discrete region separately from other such regions for purposes of deregulated electricity, gas or water sales.

Megabits per Second: is defined as the average number of bits, characters, or blocks per second passing between equipment in a data transmission system during peak usage.

1K Messages per Second: is defined as up to one thousand messages that are each composed of an envelope that contains information required to accomplish transmission, delivery, and contents to the recipient. The total number of sent or received messages over a 15 minute interval during peak usage divided by 900 seconds must be counted.

10K Messages: is defined as ten thousand messages exchanged over a 12 month period.

For the purposes of the Oracle Banking Payments SWIFT MT FIN Messaging Program, the number of messages shall include messages in both or either of the following message flows: (a) receiving a message from the Program,

sending the message to SWIFT, receiving acknowledgement from SWIFT for the message sent and sending the acknowledgement back to the Program and/or (b) receiving a message from SWIFT and sending the message to the Program.

For the purposes of the Oracle Banking Payments SWIFT MT FIN Messaging Program, the number of messages shall be equal to the number of FIN messages generated and/or received from SWIFT.

For the purposes of the Oracle Banking Payments for SWIFT GPI Messaging Program, the number of messages shall be equal to the number of SWIFT GPI messages generated and/or received from SWIFT.

For the purposes of the Oracle Banking Payments SWIFTNet FIN Connectivity Program, the number of messages shall be equal to the number of FIN messages exchanged.

For the purposes of the Oracle Banking Payments for US ACH Payments Messaging Program, the number of messages shall be equal to the number of US ACH payment messages bulked and/or de-bulked for files that are sent and/or received from the US ACH payment network.

For the purposes of the Oracle Banking Payments for US Fedwire Payments Messaging Program, the number of messages shall be equal to the number of US Fedwire payment messages that are sent and/or received from the US Fedwire payment network.

For the purposes of the Oracle Banking Payments SEPA Credit Transfer Messaging Program, the number of messages shall be equal to the number of SEPA credit transfer messages bulked and/or de-bulked for files that are sent and/or received from a SEPA network.

For the purposes of the Oracle Banking Payments SEPA Direct Debit Messaging Program, the number of messages shall be equal to the number of SEPA direct debit messages bulked and/or de-bulked for files sent and/or received from a SEPA network.

For the purposes of the Oracle Banking Payments SEPA Instant Credit Transfer Messaging Program, the number of messages shall be equal to the number of incoming messages received and/or outgoing messages generated by the Oracle Banking Payments SEPA Instant Credit Transfer Messaging Program. This includes, but is not limited to, payment messages, recall requests, payment status reports, recall response, payment return, inquiry and response messages and statement messages.

For the purposes of the Oracle Banking Payments SEPA Instant Credit Transfer Connectivity Program, the number of messages shall be equal to the number of messages received from and/or transmitted to the European Banking Authority. This includes, but is not limited to payment messages, recall requests, payment status reports, recall response, payment return, inquiry and response messages and statement messages.

For the purposes of the Oracle Banking Payments India Payments SFMS Connectivity Program, the number of messages shall be equal to the number of messages received from and/or transmitted to India NEFT and India RTGS Payment Systems.

Member Record: is defined as each unique customer loyalty Program Member Record managed by the Program. 100K Member Records shall mean one hundred thousand Member Records.

Merchandise: is defined as a unique item or SKU of a consumer good.

Merchant: is defined as a financial institution's partner company providing online payment services to its customers via a web based portal.

Message per Second (MPS): is defined as the maximum rate of messages that are each composed of an envelope which contains information required to accomplish transmission and delivery of message contents to the recipient. You must count all messages whether received or transmitted, averaged over a 30-second interval during the highest period of peak usage.

Module: is defined as each production database running the Programs.

Molecular Report: is defined as an analysis report created using partial or full workflow in the Oracle Program. If the total number of Molecular Reports created in the Oracle Program in a 12-month period exceeds the number purchased, then additional Molecular Reports must be purchased.

Monitored User: is defined as an individual who is monitored by an Analytics Program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time. Individual users who are licensed for an Analytics Program by either Named User Plus or Application User may not be licensed by Monitored User. For the purposes of the Usage Accelerator Analytics Program, every user of Your licensed CRM Sales application Program must be licensed. For the purposes of the Human Resources Compensation Analytics Program, all of Your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, Preventive Controls Governor, and Governance, Risk, and Compliance Controls Suite, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the Program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / Programs) users (individuals) that the Program monitors.

MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription and MySQL Standard Edition Annual Subscription: are defined as the right to use the specified Program(s) in accordance with the applicable license metric and to receive Oracle Software Update License & Support for the specified Program(s) and for MySQL Community Edition for the term specified on the order. MySQL Community Edition refers to MySQL that is licensed under the GPL license. Software Update License & Support for MySQL Community Edition does not include updates of any kind. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Software Update License & Support services are provided under the applicable technical support policies in effect at the time the services are provided. You must obtain a subscription license for all servers where MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition are deployed. If You obtain Oracle Software Update License & Support services for any servers where MySQL Community Edition is deployed, then You must also purchase a subscription license for all of such servers for which You have obtained Oracle Software Update License & Support services. You may obtain Oracle Software Update License & Support services for the MySQL Community Edition subscription licenses at any level (e.g., at the MySQL Cluster Carrier Grade Edition level, at the MySQL Enterprise Edition level and/or at the MySQL Standard Edition level). At the end of the specified term, You may renew Your subscription, if available, at the then current fees for the applicable subscription. If You choose not to renew Your subscription, Your right to use the Program(s) will terminate and You must de-install all applications, tools, and binaries provided to You under the applicable non-Community Edition license (e.g., the license for MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition). If You do not renew a subscription, You will not receive any updates (including patches or subsequent versions) and You may also be subject to reinstatement fees if You later choose to reactivate Your subscription.

Named Developer: is defined as an individual who is authorized by you to use the programs which are installed on a multiple servers, regardless of whether the individual is actively using the programs at any time. A Named developer may create, modify, view and interact with the programs and documentation.

Named User Plus: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the Programs, if such devices can access the Programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the Programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following Programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware and Management Pack for WebCenter Suite, only the users of the Program that is being managed/monitored are counted for the purpose of determining the number of Named User Plus licenses required.

With respect to the following Programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, Load Testing Suite for Oracle Applications and Oracle Test Starter Kit for Utilities (Load Testing), each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following Programs: Data Masking and Subsetting Pack , only (a) the users of the database servers where masked data or data subsets originate and (b) the users of the database servers performing the masking or subsetting operations (via GUI or command line) must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight and Application Replay Pack, all users of the respective managed application Program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which You capture data and (b) the users of the Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Big Data, only the users of the source Oracle or non Oracle database(s) or NoSQLrepositories from which You capture data must be counted for the purpose of determining the number of licenses required. For any messaging systems from which you capture data, every queue/topic is counted as a user. For multiple source databases, NoSQL repositories, or messaging systems, all users for all sources must be counted.

For the purposes of the following Programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which You capture data and (b) the users of the database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which You capture data and (b) the users of the Non Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Integrator Enterprise Edition and Data Integrator Enterprise Edition for Oracle Applications, only the users that are running or accessing the data transformation processes must be counted for determining the number of licenses required.

For the purposes of the following Programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

For the purposes of the following Program: Audit Vault and Database Firewall, only users of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Java SE Desktop Subscription, the term "server" refers to a desktop computer.

1K Network Access Sessions: is defined as one thousand concurrent associations between (1) a user endpoint or device and (2) an IP network identified by one IPv4 and/or one IPv6 address managed by a single configuration management platform (CMP) node; the associations must be measured based upon the average of peak simultaneous associations over a 5 minute interval during the busiest hour of a day.

Network: is defined as the logical set of signaling nodes grouped by an operator to process a specific type of signaling messages.

For the purposes of the Oracle Communications Policy Management Program, a Network is defined as all components that are managed by a single set of element management instances, known as the Configuration Management Platform (CMP) or the Configuration Management service in the case of Policy Control Function (PCF).

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

Network-Wide 20K Endpoints: is defined as up to twenty thousand individual user devices, with each user device being identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint. You must count the maximum number of 20K endpoints measured at least every 15 minutes during peak usage registered with any licensed Programs within a single network administrative domain.

Network-Wide 20K Concurrent Endpoints: is defined as up to twenty thousand individual user devices, with each user device being identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint. You must count the maximum number of 20K concurrent endpoints measured at least every 15 minutes during peak usage registered with any licensed Program within a single network administrative domain.

Network-Wide Concurrent Endpoint: is defined as an individual user device identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint. You must count the maximum number of concurrent endpoints measured at least every 15 minutes during peak usage across any licensed Program within a single network administrative domain.

5K Network-Wide Concurrent Sessions: is defined as a maximum of five thousand concurrent stateful diameter message exchanges (sessions) between two or more end points. You must count the maximum number of concurrent sessions across all signaling nodes that are managed by a single network Operations, Alarms and Measurements (OAM) node over a 5 minute interval during peak usage.

Network-Wide Concurrent Session: is defined as an established virtual connection (with or without media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing any licensed Programs within the network at any one time. For example, if a single virtual connection traverses more than one SBC, then each virtual connection must be counted as a Network-Wide Concurrent Session for each SBC that it traverses. You must count the maximum number of concurrent sessions

measured at least every 15 minutes during peak usage across any licensed Program within a single network administrative domain.

For the purposes of the Oracle Communications Session Border Controller – SRTP Program, each call leg utilizing media anchoring and negotiating Secure Real-Time Transport Protocol must be counted as a Network-Wide Concurrent Session.

For the purposes of the Oracle Communications Session Border Controller - MSRP B2BUA Program, each concurrent session with media anchoring and negotiating Message Session Relay Protocol must be counted as a Network-Wide Concurrent Session.

Network-Wide Concurrent Tunnel: is defined as one connection where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol). You must count the maximum number of concurrent tunnels measured at least every 15 minutes during peak usage terminated by any licensed Programs within a single network administrative domain.

100 Network-Wide Messages per Second: is defined as one hundred messages that are each composed of an envelope which contains information required to accomplish transmission and delivery of message contents to the recipient. The total number of received messages (i) forwarded or discarded and/or (ii) copied and/or (iii) re-routed across all signaling nodes that are managed by a single network Operations, Alarms and Measurements (OAM) node over a 5 minute interval during peak usage divided by 300 seconds must be counted.

Network-Wide Message per Second: is defined as one message that is composed of an envelope which contains information required to accomplish transmission and delivery of message contents to the recipient.

For the purposes of the Oracle Communications Diameter Signaling Router Program, the total number of sent or received messages (i) forwarded or discarded and/or, (ii) copied and/or (iii) re-routed across all signaling nodes that are managed by a single network Operations, Alarms and Measurements (OAM) node over a 5-minute interval during peak usage divided by 300 seconds must be counted.

For the purposes of the Oracle Communications Session Router Program, the total number of sent or received messages over a 15 minute interval during peak usage divided by 900 seconds must be counted.

Network-Wide 1K Tunnels: is defined as up to one thousand connections (tunnels) where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol). You must count the maximum number of 1K tunnels measured at least every 15 minutes during peak usage registered by any licensed Programs within a single network administrative domain.

1K in Nodes: is defined as a one thousand records within an Oracle Unified Inventory Management application Program network. A record may represent a location, customer, device, network or termination.

Node: is defined as a set of servers managed by one Operations, Alarms and Measurements (OAM) function.

Non Employee User - External: is defined as an individual, who is not Your employee, contractor or outsourcer, authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the Programs at any given time.

1000 Number Range Entries: is defined as one thousand Local Number Portability number ranges.

330K Number Planning Area Entries: is defined as three hundred and thirty thousand combinations of the area code and first three digits (office code) of a North American telephone number.

Oracle Financing Contract: is a contract between You and Oracle (or one of Oracle's affiliates) that provides for payments over time of some or all of the sums due under Your order.

Order Line: is defined as the total number of order entry line items processed by the Program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may

also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless You acquire additional Order Line licenses from Oracle.

1,000 Page Views: is defined as 1,000 Page Views per Month, where one Page View means one visit by a unique internet user to a particular page on a website.

Partner Organization: is defined as an external third party business entity that provides value-added services in developing, marketing and selling Your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Party: is defined as each unique party, designated by a unique party identification number, that is maintained and/or stored in the Program. A Party includes, but it is not limited to, a prospect, an individual, a trust, an organization, an agent, a broker, a solicitor, a guarantor, a co-signer, a natural person and/or legal entity whose demographic and other relevant details need to be recorded.

Person: is defined as Your employee or contractor who is actively working on behalf of Your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Physical Server: is defined as each physical server on which the Programs are installed.

PIN Entry Device (PED): is defined as an electronic hardware device that is used in a debit, credit or smart card-based transaction to accept and encrypt the cardholder's personal identification number (PIN).

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

POS Client: is defined as a device that is used to record any part of a sales transaction or related end-user functionality such as workstation reporting, cash management, engagement, table management, or manager operations. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

For the purposes of the Oracle Hospitality Guest Access POS and Device Client Program, a POS Client is a guest access control method that includes, but is not limited to, turnstiles, gates and swing doors that are managed by the Program. For each guest access control method, both entrance and exit points must be counted for the purposes of determining the number of licenses required. For example, each turnstile must be counted as two POS Clients (one for entrance and one for exit).

Product Offering: is defined as a product offer that a financial institution sets up, maintains and stores in the Program. Closed product offerings are not counted for licensing purposes.

For the purposes of the Oracle Banking Enterprise Product Manufacturing for Deposits Program, Product Offerings include but are not limited to account product offerings, savings account product offerings and term deposit product offerings.

For the purposes of the Oracle Banking Enterprise Product Manufacturing for Loans Program, Product Offerings are defined as loan product offerings.

For the purposes of the Oracle Banking Enterprise Product Manufacturing for Credit Cards Program, Product Offerings include but are not limited to credit card product offerings or credit card-like product offerings.

For the purposes of the Oracle Banking Enterprise Product Manufacturing for Insurance Program, Product Offerings include but are not limited to insurance product offerings for consumer credit, insurance product offerings for lender mortgages and other product offerings for covering financial risk.

Processor: shall be defined as all processors where the Oracle Programs are installed and/or running. Programs licensed on a processor basis may be accessed by Your internal users (including agents and contractors) and by Your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed Program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle Programs with Standard Edition 2, Standard Edition One or Standard Edition in the product name (with the exception of WebCenter Enterprise Capture Standard Edition, Java SE Subscription, Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the Program (other than Standard Edition One Programs or Standard Edition Programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the Program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following Program: Oracle Healthcare Data Repository, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base Programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed Program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed Program; under these licenses You may also install and/or run the licensed Program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following Programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware and Management Pack for WebCenter Suite, only the processors on which the Program that is being managed/monitored are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Masking and Subsetting Pack, only (a) the processors running the database servers where masked data or data subsets originate and (b) the processors running the database servers performing the masking or subsetting operations (via GUI or command line) must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Application Management Pack for Utilities and Application Management Pack for Taxation and Policy Management, all processors on which the middleware and/or database software that support the respective managed application Program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Replay Pack and Real User Experience Insight, all processors on which the middleware software that supports the respective managed application Program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache Program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which You capture data and (b) the processors running the Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which You capture data and (b) the processors running the database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the non Oracle database from which You capture data and (b) the processors running the non Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Oracle GoldenGate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which You capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all processors for all sources must be counted.

For the purpose of the following programs: Oracle GoldenGate for Big Data, only the processors running the source Oracle or non Oracle database(s) or NoSQL repositories from which you capture data must be counted for the purpose of determining the number of licenses required. For any messaging systems from which you capture data, every 25 queues/topics are counted as a Processor. In the instance of multiple source databases, NoSQL repositories, or messaging systems, all processors for all sources must be counted.

For the purposes of the following Program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the Program is running for indexing content in configured content sources as long as the foregoing is the only use of the Program on all the processors installed in a given server.

Project: is defined as a scheduled stage gate process plan in operation.

Property: is defined as a location with a single physical address.

128 Provision Database Interface Connections: is defined as one hundred twenty-eight simultaneous connections to the International Number Portability Provisioning System to the provisioning interface for the Home Location Register Router application from EAGLE signaling nodes.

500,000 Queries Per Day: is defined as five hundred thousand queries from midnight to the next midnight (e.g., a day) to the production MDEX engine, including but not limited to: text searches; changes to facet (refinement); and page up/down through results (any text box query, change in facet selection, change in results viewed). Queries that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed queries. You may also use the programs for non-production uses, including but not limited to development, quality assurance, and performance testing.

$M in Revenue: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$M Revenue Under Management: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year for the product lines for which the Programs are used.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record, which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record, which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub Program a record is defined as the total number of unique case database records stored in the Case Hub Program. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For the purposes of the Site Hub Program a record is defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub Program. A site database record is a unique site (e.g., an asset, a building, part of a building (such as a store or a franchise within a store, an ATM, etc.)) stored in the Site Hub Program.

For the Programs listed above, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the purposes of the Oracle Data Relationship Management Program, a record is defined as the unique occurrence of any business object or master data construct that You choose to manage within the Program.

Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

For the purposes of the Supplier Lifecycle Management and Supplier Hub Programs, a record is defined as a unique business entity or company record stored as Supplier in the AP_SUPPLIERS table of the Supplier Lifecycle Management and Supplier Hub Programs.

For the purposes of the Life Sciences Customer Hub Program, a record is defined as the number of unique customer database records stored in such Program. A customer database record is a unique physician (i.e., physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub Program.

1000 Records: is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator Program.

Registered User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. Registered Users shall be business partners and/or customers and shall not be Your employees.

250,000 Requests Per Day: is defined as two hundred fifty thousand requests from midnight to the next midnight (e.g., a day) in the production systems. Requests that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed requests. You may also use the Program for non-production uses, including but not limited to development, quality assurance, and performance testing.

For the purposes of the following Program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls in the production systems, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: WebCenter Sites for Oracle ATG Web Commerce, requests to the production WebCenter Sites or production WebCenter Sites Satellite Server Programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Endeca Experience Manager, requests at the production Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g. ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

Retail Register: is defined as any device designed to record any part of a sales transaction.

Retail Store: is defined as any location where two or more people are employed to generate revenue by selling goods and services to customers.

Retail Wireless Device: is defined as a detached device that accesses the Program. Examples of wireless devices include but are not limited to, scanners, RF devices, PDAs.

Revenue Center: is defined as a logical reporting as configured within a Location. For example, a restaurant that keeps its reports and configuration separate from its bar and its room service would require 3 Revenue Center licenses (one for the restaurant, one for the bar and one for room service).

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Rule Set: is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

Scenario: is defined as a discreet behavior of interest uniquely pertaining to a customer, Account, address, correspondent bank, household, external entity, employee, trader, organization, investment advisor, registered rep, portfolio manager, execution, order or security that is tracked and detected by the Program. Examples of scenarios are: rapid movement of funds - all activity, large depreciation of Account value, wash trades and possible employee front running.

Security Gateway Tunnel: is defined as one Internet Protocol Security (IPsec) tunnel termination that is represented on the licensed software, using either manual keys or Internet Key Exchange version 1 (IKEv1) exchange protocol. The maximum number of IPsec tunnels that are simultaneously terminated on the licensed software at any one time must be licensed.

Server: is defined as the computer on which the Programs are installed. A Server license allows You to use the licensed Program on a single specified computer.

For the purposes of Acme Packet Programs, a Server in a virtual environment is defined as a virtual machine image.

Service Access Point: is defined as an interface or sub-interface that is configured as part of a service deployment such as L3 VPN, L2 VPN, dedicated internet access (DIA), VLAN access (port), VRF Lite WAN access and quality of service.

Service Order Line: is defined as the total number of service order entry line items processed by the Program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless You acquire additional Service Order Line licenses from Oracle.

Session: is defined as one established virtual connection (with or without media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software. The maximum number of sessions that are simultaneously traversing the licensed software at any one time must be licensed.

Session of SRTP: is defined one established virtual connection (with media anchoring and negotiating Secure Real-Time Transport Protocol) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software. The maximum number of sessions of SRTP that are simultaneously traversing the licensed software at any one time must be licensed.

SS7 Signaling Route: is defined as a signaling path from a local signaling point to a remote signaling point using a specified link set.

Signaling Unit:

For the purposes of the Oracle Communication EAGLE Program, a Signaling Unit is defined as four transactions between client and server with explicit support of agents where each transaction contains a request message and a response message. You must count the total of (a) the number of new transactions for the set of servers managed

by one single Operations, Alarms and Measurements (OAM) function over a 5 second interval during peak usage divided by 5 and (b) transactions for failover and overhead capacity.

For the purposes of the Oracle Communication Diameter Signaling Router Program, a Signaling Unit is defined as one message that is composed of an envelope which contains information required to accomplish transmission and delivery of message contents to the recipient. You must count the total number of received messages across all signaling nodes that are managed by one single network Operations, Alarms and Measurements (OAM) node over a 5 minute interval during peak usage divided by 300 seconds (the foregoing includes messages that are (i) forwarded or discarded and/or (ii) copied and/or (iii) re-routed).

Simultaneous Users: is defined as the maximum number of users entitled concurrently to connect to the Oracle Communications Performance Intelligence Center (PIC) Program and to the PIC optional set of Programs.

Single Server Concurrent Endpoint: is defined as an individual user device identified by a unique internet protocol (IP) and port combination. Single server concurrent endpoints are counted separately on each server and must be counted during peak usage on each server. Each virtual machine is considered to be a server. You may allocate Your Single Server Concurrent Endpoint Program licenses to a different server (a) no more than once per 90 days or (b) if the prior server (on which Your Single Server Concurrent Endpoint Program licenses have previously been allocated) has been permanently decommissioned.

Single Server Concurrent Session: is defined as the aggregate number of established virtual connections (with or without media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software at any one time. Single server concurrent sessions are counted separately on each server and must be counted during peak usage on each server. Each virtual machine is considered to be a server. You may allocate Your Single Server Concurrent Session Program licenses to a different server (a) no more than once per 90 days or (b) if the prior server (on which Your Single Server Concurrent Session Program licenses have previously been allocated) has been permanently decommissioned.

For the purposes of the Oracle Communications Session Border Controller – SRTP Program, only sessions with media anchoring and negotiating Secure Real-Time Transport Protocol are counted.

For the purposes of the Oracle Communications Session Border Controller - MSRP B2BUA Program, only sessions with media anchoring and negotiating Message Session Relay Protocol are counted.

Single Server Concurrent Tunnel: is defined as one connection where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol). Single server concurrent tunnels are counted separately on each server and must be counted during peak usage on each server. Each virtual machine is considered to be a server. You may allocate Your Single Server Concurrent Tunnel Program licenses to a different server (a) no more than once per 90 days or (b) if the prior server (on which Your Single Server Concurrent Tunnel Program licenses have previously been allocated) has been permanently decommissioned.

1,000 Sites: is defined as one thousand unique sites added to Multi-Site Quotes created during a 12 month period. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of a Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. A single Site (as defined by its Service Account and Service Point fields Site) that is added to multiple Multi-Site Quotes created during a 12-month period shall be only counted once.

Socket: is defined as a slot that houses a chip (or a multi-chip module) that contains a collection of one or more cores. Regardless of the number of cores, each chip (or multi-chip module) shall count as a single socket. All occupied sockets on which the Program is installed and/or running must be licensed.

Oracle Solaris Premier Subscription for Non-Oracle Hardware Per socket: is defined as the right to use the Oracle Solaris Programs (as defined below) on hardware not manufactured by or for Sun/Oracle, and to receive Oracle Premier Support for Operating Systems services (limited to the Oracle Solaris Programs), for the term

specified in the ordering document. "Oracle Solaris Programs" refers to the Oracle Solaris operating system and the separately licensed third party technology (as defined below). The Oracle Solaris Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement. The Oracle Solaris Programs may include or be distributed with certain separately licensed components that are part of Java SE ("Java SE"). Java SE and all components associated with it are licensed to You under the terms of the Oracle Binary Code License Agreement for the Java SE Platform Products, and not under the agreement. A copy of the Oracle Binary Code License Agreement for the Java SE Platform Products can be found at www.oracle.com/contracts.

This subscription is available only for a server that is certified by Oracle and listed on the Hardware Compatibility List (HCL) at http://www.oracle.com/webfolder/technetwork/hcl/index.html. You must obtain a subscription license for each socket in the server. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Premier Support for Operating System services are provided under the applicable technical support policies in effect at the time the services are provided. At the end of the specified term, You may renew Your subscription, if available, at the then current fees for this subscription.

If Your order specifies "1 – 4 socket server" then You may only use the subscription on a server with not more than 4 sockets. If Your order specifies "5+ socket server" then You may use the subscription for servers with any number of sockets.

Standard Binary: is defined as a single downloadable Oracle Java Standard Edition (SE) or Oracle Java Micro Edition (ME) or Oracle Java Embedded Suite for embedded software that is listed on the Oracle Technology Network (OTN) Java Embedded downloads at http://www.oracle.com/technetwork/java/embedded.

Store: is defined as a physical store location which sells goods or services that utilize one Point-of-Sale (POS) system. If a physical store location has multiple POS systems, then each POS system must be counted as a Store.

Stream: is defined as a concurrent backup or restore job to a tape, disk or cloud target. For tape targets (which would be a physical tape drive (e.g., T10000D or LTO6) or a virtual tape drive), each configured tape drive within the Oracle Secure Backup domain must be counted for determining the number of licenses required. For disk targets, each concurrent job defined per Oracle Secure Backup disk pool must be counted for determining the number of licenses required. For Cloud based targets utilizing the Oracle Secure Backup Cloud Module, each parallel Recovery Manager (RMAN) channel must be counted for determining the number of licenses required.

25K Inactive Subscribers: is defined as twenty-five thousand (a) records in the subscriber database that may contain phone or SIM card data (like IMSI), but that do not associate a subscriber to that phone or SIM card, (b) non-live telephone numbers for all wireline devices, (c) portable handsets or paging devices that have been provisioned but that have not been activated by You for wireless communications and paging, (d) internet connected landlines or nonresidential devices serviced by a cable provider or (e) working utility meters that are provisioned but that have not been activated in the database. The total number of inactive subscribers shall be equal to the aggregate of all types of inactive subscribers.

Inactive Subscribers: is defined as (a) a non-live telephone number for all wireline devices; (b) a portable handset or an application on handset or paging device that has been provisioned but not activated by You for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a working utility meter that is provisioned but that is not activated in the database. The total number of Inactive Subscribers is equal to the aggregate of all types of Inactive Subscribers.

1K Subscribers: is defined as one thousand (a) active subscribers that have been provisioned in the subscriber database as a record associating the subscriber to an IMSI-based SIM card; (b) working telephone numbers for all wireline devices; (c) portable handsets or paging devices that have been activated by You for wireless communications and paging; (d) internet connected landlines or nonresidential devices serviced by a cable provider; (e) live connected utility meters; or (f) entities in the subscriber database. The total number of subscribers shall be equal to the aggregate of all types of subscribers.

25K Subscribers: is defined as twenty-five thousand (a) active subscribers that have been provisioned in the subscriber database as a record associating the subscriber to an IMSI-based SIM card, (b) working telephone numbers for all wireline devices, (c) portable handsets or paging devices that have been activated by You for wireless communications and paging, (d) internet connected landlines or nonresidential devices serviced by a cable provider, (e) live connected utility meters or (f) entities in the subscriber database. The total number of subscribers shall be equal to the aggregate of all types of subscribers.

For the purposes of the Oracle Communications Diameter Signaling Router and the Oracle Communications Diameter Signaling Router Network Function Edition Programs, 25K Subscribers is defined as twenty-five thousand subscriber identities (MSISDN, IMSI or NAI) that have been provisioned in the subscriber database.

100K Subscribers: is defined as one hundred thousand (a) active subscribers that have been provisioned in the subscriber database as a record associating the subscriber to an IMSI-based SIM card; (b) working telephone numbers for all wireline devices; (c) portable handsets or paging devices that have been activated by You for wireless communications and paging; (d) internet connected landlines or nonresidential devices serviced by a cable provider; (e) live connected utility meters; or (f) entities in the subscriber database. The total number of subscribers shall be equal to the aggregate of all types of subscribers.

Suite: is defined as all the functional software components described in the product documentation.

Sun Ray Device: is defined as the Sun Ray computer on which the Program is running.

System: is defined as a single configuration environment. Test, production, and development configurations are considered three separate systems that must each be licensed.

Tape Drive: is defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For cloud based backups, Oracle counts each parallel stream or Recovery Manager (RMAN) channel as equivalent to a tape drive.

Tape Library Slot: is defined as a physical slot location within a tape library where each slot accepts a single tape cartridge.

Technical Reference Manuals

Technical Reference Manuals (“TRMs”) are Oracle’s confidential information. You shall use the TRMs solely for Your internal data processing operations for purposes of: (a) implementing applications Programs, (b) interfacing other software and hardware systems to the applications Programs and (c) building extensions to applications Programs. You shall not disclose, use or permit the disclosure or use by others of the TRMs for any other purpose. You shall not use the TRMs to create software that performs the same or similar functions as any of Oracle products. You agree: (a) to exercise either at least the same degree of care to safeguard the confidentiality of the TRMs as You exercise to safeguard the confidentiality of Your own most important confidential information or a reasonable degree of care, whichever is greater; (b) to maintain agreements with Your employees and agents that protect the confidentiality and proprietary rights of the confidential information of third parties such as Oracle and instruct Your employees and agents of these requirements for the TRMs; (c) restrict disclosure of the TRMs to those of Your employees and agents who have a "need to know" consistent with the purposes for which such TRMs were

disclosed; (d) maintain the TRMs at all times on Your premises; and (e) not to remove or destroy any proprietary or confidential legends or markings placed upon the TRMs. Oracle shall retain all title, copyright and other proprietary rights in the TRMs. TRMs are provided to You "as-is" without any warranty of any kind. Upon termination, You shall cease using, and shall return or destroy, all copies of the applicable TRMs.

Telephone Number: is defined as each unique telephone number for which the billing information is managed or displayed using the Program, regardless of the number of individual account holders associated with such telephone numbers.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

$B in Total Assets: is defined as one billion U.S. Dollars (or the equivalent amount in the applicable local currency) of Your latest published or internally available "Total Asset Value" as disclosed in Your annual report and/or regulatory filings.

For the purposes of the Oracle Financial Services Trade-Based Anti Money Laundering Enterprise Edition Program, the "Total Asset Value" disclosed in Your annual reports and/or regulatory filings refers to Your lines of business that are involved with trade finance and includes but is not limited to, corporate banking, institutional banking, global banking, or other lines of business that You specified in Your annual reports and/or regulatory filings.

$M in Trades: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in trades that are managed in the licensed Program during a 12 month period. The total value of all trades that are managed in the licensed Program during a 12 month period must be counted for the purposes of determining the number of licenses required.

$M in Trade Under Management: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in total value of trades that are managed in the Program at any given time. A trade includes, but is not limited to, letters of credit, bank guarantees, shipping guarantees, delivery order, standby letters of credit, bills discounted, bills under collection, reimbursement role exposures, trade finance loans, bank payment obligation, and supply chain financing schemes.

Trainee: is defined as an employee, contractor, student or other person who is being recorded by the Program.

25 Transactions per Second: is defined as twenty-five transactions between client and server with explicit support of agents where each transaction contains a request message and a response message. The total number of new transactions for the entire system over a 1 second interval during peak usage must be counted.

100 Transactions per Second: is defined as one hundred transactions between client and server with explicit support of agents where each transaction contains a request message and a response message. The total number of new transactions for the entire system over a 30 second interval divided by 30 must be counted.

For the purposes of the following Program: Oracle Control Plane Monitor, Transaction Per Second is the total number of messages (requests/responses) from the source to destination regardless of how many devices and/or segments the messages traverse.

250K Transactions per Second: is defined as two hundred and fifty thousand transactions between client and server with explicit support of agents where each transaction contains a request message and a response message. The total number of new transactions for the entire system over a 5 second interval during peak usage divided by 5 must be counted.

500 Transactions per Second: is defined as five hundred transactions between client and server with explicit support of agents where each transaction contains a request message and a response message. The total number of new transactions for the entire system over a 5 second interval during peak usage divided by 5 must be counted.

1K Transactions: is defined as one thousand unique transactions processed through the Program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless You acquire additional transaction licenses from Oracle.

For the purposes of the Oracle FLEXCUBE Universal Banking Adapter for Blockchain Payments Program, 1K Transactions is defined as one thousand unique payment transactions that are processed through the Program.

For the purposes of the Oracle FLEXCUBE Universal Banking Adapter for Blockchain Trade Finance for Buyer's Credit Program, 1K Transactions is defined as one thousand unique trade finance transactions that are processed through the Program.

10K Transactions: is defined as ten thousand transactions processed through the Program during a 12 month period.

For the purposes of the Oracle Banking Payments Program, transactions include but are not limited to funds transfers, card payments, online payments, mobile payments, financial service kiosk originated payments, biometric payments, P2P payments, electronic direct debits, instruments collections, demand drafts and banker's cheques.

1M Transactions: is defined as one million transactions processed through the Program during a 12 month period.

For the purposes of the Oracle Banking Payments for Enterprise Program, transactions include but are not limited to cross border payments, low value payments, high value payments, direct debits, faster payments, clearing and demand drafts.

Transaction: is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

Transactions per Second (TPS): is defined as the maximum rate of transactions between any client and server represented by a request message and a response message, traversing the licensed software. You must count all transactions received and transmitted averaged over a 30-second interval during the highest period of peak usage.

Transaction per Second Per Card: is defined as a transaction per Eagle Application card between client–server protocol with explicit support of agents (intermediaries) where each transaction contains a request message and a response message. The total number of new transactions per Eagle Application card over a 30 second interval during peak usage divided by 30 must be counted.

Transaction Services Client: is defined as a device that is used to receive data from an external source to record a sales transaction (e.g., a device in a coffee shop that is used by customers to enter their sandwich orders). If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

For the purposes of the Oracle Hospitality Simphony Transaction Services Program, devices that are used to send property or revenue center configuration to an external source must be counted as Transaction Services Clients. For example, if a digital signage provider wants to display menu item information (e.g., price, name, etc.) on a menu board behind the counter and the menu board system requests that a device provides a list of the menu items and prices that are available for purchase, then that device must be licensed as Transaction Services Client.

500 Transaction Units per Second: is defined as five hundred SS7 over IP transactions per second that include M3UA or M2PA encoded messages.

Transcoding Session: is defined as one established virtual connection (with media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment being transcoded, and (b) which are traversing the licensed software. The maximum number of transcoding sessions that are simultaneously traversing the licensed software at any one time must be licensed.

Trial: is defined as each research project, study or procedure created, modified, tracked and/or conducted by a sponsor using the licensed Program(s) or service(s).

For the purposes of the Oracle Health Sciences Data Management Workbench Enterprise Program, a Trial is defined as a research project, study or procedure that starts on or after the effective date (the "Effective Date") of the applicable Oracle order under which You licensed the Oracle Health Sciences Data Management Workbench Enterprise Program and that uses the Oracle Health Sciences Data Management Workbench Enterprise Program. You must have licenses for the Program equal to the number of Trials that start in each consecutive 12 month period that follows the Effective Date. Trials completed by a third party and loaded into the Oracle Health Sciences Data Management Workbench Enterprise Program ("Third Party Trials") are not counted for licensing purposes provided that You complete and load these Third Party Trials into the Oracle Health Sciences Data Management Workbench Enterprise Program within 90 days of the creation date in the Oracle Health Sciences Data Management Workbench Enterprise Program of the applicable Third Party Trial. If You load any additional data or send any discrepancies to a third party for these Third Party Trials into the Oracle Health Sciences Data Management Workbench Enterprise Program after the applicable 90 day period, then You must purchase additional Trial licenses for these Third Party Trials.

TSM tunnel: is defined as one tunnel connecting a device running the TSM SDK with the Tunneled Services Control Function (TSCF) interface on the licensed software. The maximum number of TSM tunnels that are simultaneously terminated on the licensed software at any one time must be licensed.

100 Tunnels: is defined as one hundred connections where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol).

For the purposes of the Oracle Communications Session Border Controller – TSC Program, only Tunneled Services Control Function (TSCF) tunnels must be counted.

1K Tunnels: is defined as one thousand connections where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol).

Tunnel: is defined as one connection where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol).

Tunnel of IPsec IMS AKA: is defined as one Internet Protocol Security (IPsec) tunnel termination where each tunnel secures SIP signaling with IMS endpoints using the IMS-AKA (IMS Authentication and Key Agreement) crypto key exchange mechanism. The maximum number of tunnels of IPsec IMS AKA that are simultaneously terminated on the licensed software at any one time must be licensed. It should be noted that each IMS endpoint utilizes two IMS-AKA tunnels simultaneously.

TUPS per Domain: is defined as transaction units per second per domain.

A transaction unit shall mean a unit of functionality executed by the licensed Program. For the purposes of the Oracle Communications Services Gatekeeper (OCSG) Program, an example of a transaction unit is a call setup or the sending of a message. For the purposes of the Oracle Communications Converged Application Server–Service Controller (OCCAS-SC) Program, an example of a transaction unit is service brokering a call between an IN network and an IP network. A transaction unit consists of (a) for the OCSG Program, one request and one or more related responses as evidenced by the statistics generated by the licensed OCSG Program, or (b) for the OCCAS-SC Program, one request executed in an inter-working module as evidenced by the statistics generated by the licensed OCCAS-SC Program. The request may originate from the licensed Program and the corresponding response may originate from the network, or alternately, the request may originate from the network and the corresponding response may originate from the licensed Program. A domain is defined as one or more OCSG or OCCAS-SC instances (and their associated resources) that You manage with a single administration server and the instances may include multiple clustered instances as well as non-clustered instances. For the purposes of this definition, a cluster shall mean one or more physical hardware servers located at a single geographical site. For a given domain, the licensed Program monitors the number of transaction units per second executed over 5 minute intervals. For

the purposes of calculating the number of Your TUPS per Domain, the total number of transaction units per second executed by the licensed Program in a given domain during the busiest 60 consecutive minute period in a given 24 hour period will be reported by the Program and shall be divided by 3600.

UPK Developer: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation.

User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. A non human operated device will be counted as a user in addition to all individuals authorized to use the Programs, if such devices can access the Programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted.

100 Utilities Assets: is defined as one hundred records of Utilities Assets that are stored in the Oracle Utilities Asset Management Base program. Utilities Assets are devices tracked using the program, including, but not limited to, meters, communication devices, components, motors, pumps, pipes and vehicles.

100 Utilities Devices: is defined as one hundred hardware or firmware elements in the applicable utilities (e.g., gas, water or electric) network. Utilities devices include, but are not limited to, meters, grid devices, home area network devices, and demand response devices. Oracle programs may (a) communicate with Utilities Devices or enable communications with Utilities Devices and (b) process event and usage data from Utilities Devices.

For the purposes of the Oracle Utilities Meter Data Management program, a Utilities Device is defined as a meter in which meter event and usage data is processed by such Oracle program.

Video Wrapper: is defined as a standardized container that acts as a file system for video assets installed per site. Examples of video wrapper formats include GXF, MXF, OP1A, AVI, Quicktime and LXF.

Virtual Account: is defined as a customer account that is opened, maintained and stored in the Program. All dormant virtual accounts shall be considered to be virtual accounts, as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be virtual accounts for the purposes of licensing requirements.

Virtual Identifier: is defined as an identifier assigned to a customer by a Financial Institution for use within the licensed Program regardless of whether the identifier is actively being used by a Financial Institute at any given time.

Web Services API License Session: is defined as one session under the control of the Web Services API. The maximum number of Web Services API license sessions that are simultaneously under the control of the licensed product at any one time must be licensed.

Wireless handset: is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

Per $M in Written Premium: is defined as (a) for life and health insurance companies, one million U.S. Dollars (or the equivalent amount in the applicable local currency) of Net Written Premium and Annuity Considerations for the specific lines of businesses for which the applicable Program is used and (b) for property and casualty insurance companies, one million U.S. Dollars (or the equivalent amount in the applicable local currency) of Net Written Premium for the specific lines of businesses for which the applicable Program is used. Net Written Premium shall include the premium income retained by You, directly or through reinsurance after payments made for reinsurance, and Annuity Considerations shall include money deposited in annuity contracts. In the United States, the definitive

source for data on Net Written Premiums and Annuity Considerations shall be the annual statement that You file with the applicable state insurance commission. In other countries, the definitive source for data on Net Written Premiums and Annuity Considerations shall be the applicable local governing body for insurance which publishes the breakdowns by line of business.

Workstation: is defined as the client computer from which the Programs are being accessed, regardless of where the Program is installed.

Term Designation

1, 2, 3, 4, 5 Year Terms: A Program license specifying a 1, 2, 3, 4 or 5 Year Term shall commence on the effective date of the order and shall continue for the specified period. At the end of the specified period the Program license shall terminate.

Currency Matrix

For License Metrics that reference One Million U.S. Dollars, One Billion U.S. Dollars and One Thousand U.S. Dollars, please find the equivalent amount per the Applicable Currency below. "Applicable Currency" is defined as the currency specified in the Summary of Fees section on your order.

Currency	Equivalent Amount to One Million U.S. Dollars	Equivalent Amount to One Billion U.S. Dollars	Equivalent Amount to One Thousand U.S. Dollars
Albania Lek	ALL 106,602,200	ALL 106,602,200,000	ALL 106,602.20
Argentina Peso	ARS 38,850,000	ARS 38,850,000,000	ARS 38,850
Australian Dollar	AUD 1,366,200	AUD 1,366,200,000	AUD 1,366.20
Bangladesh Taka	BDT 79,035,000	BDT 79,035,000,000	BDT 79,035
Bosnian Mark	BAM 1,643,400	BAM 1,643,400,000	BAM 1,643.40
Brazilian Real	BRL 3,710,500	BRL 3,710,500,000	BRL 3,710.50
Bulgaria Lev	BGN 1,645,400	BGN 1,645,400,000	BGN 1,645.40
Canadian Dollar	CAD 1,348,400	CAD 1,348,400,000	CAD 1,348.40
Chilean Peso	CLP 627,315,600	CLP 627,315,600,000	CLP 627,315.60
Chinese Yuan/Renminbi	RMB 6,822,000	RMB 6,822,000,000	RMB 6,822
Colombian Peso	COP 2,915,400,000	COP 2,915,400,000,000	COP 2,915,400
Costa Rican Colón	CRC 593,692,000	CRC 593,692,000,000	CRC 593,692
Croatian Kuna	HRK 6,103,000	HRK 6,103,000,000	HRK 6,103
Czech Koruna	CZK 21,410,600	CZK 21,410,600,000	CZK 21,410.60
Danish Kroner	DKK 6,616,100	DKK 6,616,100,000	DKK 6,616.10
Egyptian Pound	EGP 17,376,600	EGP 17,376,600,000	EGP 17,376.60
Euro	EUR 868,200	EUR 868,200,000	EUR 868.20
Hong Kong Dollars	HKD 7,749,900	HKD 7,749,900,000	HKD 7,749.90
Hungarian Forint	HUF 272,374,000	HUF 272,374,000,000	HUF 272,374
Iceland Krone	ISK 117,628,200	ISK 117,628,200,000	ISK 117,628.20
Indian Rupee	INR 71,240,000	INR 71,240,000,000	INR 71,240
Indonesian Rupiah	IDR 13,762,100,000	IDR 13,762,100,000,000	IDR 13,762,100
Israel Shekel	ILS 3,780,000	ILS 3,780,000,000	ILS 3,780
Japanese Yen	JPY 120,000,000	JPY 120,000,000,000	JPY 120,000
Kenyan Shilling	KES 101,027,500	KES 101,027,500,000	KES 101,027.50
Korean Won	KRW 1,121,250,000	KRW 1,121,250,000,000	KRW 1,121,250
Kuwait Dinar	KWD 290,000	KWD 290,000,000	KWD 290
Malaysian Ringgit	MYR 4,054,300	MYR 4,054,300,000	MYR 4,054.30
Maldives Rufiyaa	MVR 15,380,000	MVR 15,380,000,000	MVR 15,380
Mexican Peso	MXN 19,505,700	MXN 19,505,700,000	MXN 19,505.70
New Zealand Dollar	NZD 1,369,200	NZD 1,369,200,000	NZD 1,369.20
Norwegian Krone	NOK 8,190,900	NOK 8,190,900,000	NOK 8,190.90
Pakistan Rupee	PKR 129,327,000	PKR 129,327,000,000	PKR 129,327
Peru Sol	PEN 3,369,900	PEN 3,369,900,000	PEN 3,369.90
Philippine Peso	PHP 51,788,000	PHP 51,788,000,000	PHP 51,788
Polish Zloty	PLN 3,736,500	PLN 3,736,500,000	PLN 3,736.50
Pounds Sterling	GBP 724,400	GBP 724,400,000	GBP 724.40
Qatari Riyal	QAR 3,640,800	QAR 3,640,800,000	QAR 3,640.80
Romanian New Leu	RON 4,092,200	RON 4,092,200,000	RON 4,092.20
Russian Rouble	RUB 61,746,300	RUB 61,746,300,000	RUB 61,746.30
Saudi Arabia Riyal	SAR 3,750,400	SAR 3,750,400,000	SAR 3,750.40

Serbian Dinar	RSD 95,891,400	RSD 95,891,400,000	RSD 95,891.40
Singapore Dollar	SGD 1,311,700	SGD 1,311,700,000	SGD 1,311.70
South African Rand	ZAR 13,864,700	ZAR 13,864,700,000	ZAR 13,864.70
Swedish Krona	SEK 8,616,200	SEK 8,616,200,000	SEK 8,616.20
Swiss Franc	CHF 972,400	CHF 972,400,000	CHF 972.40
Taiwanese Dollar	TWD 29,601,000	TWD 29,601,000,000	TWD 29,601
Thai Baht	THB 34,530,000	THB 34,530,000,000	THB 34,530
Turkish Lira	TRL 5,210,000	TRL 5,210,000,000	TRL 5,210
United Arab Emirates Dirham	AED 3,673,000	AED 3,673,000,000	AED 3,673
Vietnamese Dong	VND 23,112,100,000	VND 23,112,100,000,000	VND 23,112,100

Oracle Licensing Rules

Licensing Rules for Oracle Technology Programs and Oracle Business Intelligence Applications

Failover: Subject to the conditions that follow below, Your license for the Programs listed on the US Oracle Technology Price List, which may be accessed at http://www.oracle.com/us/corporate/pricing/price-lists/index.html, includes the right to run the licensed Program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate days in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two days). The above right only applies when a number of machines are arranged in a cluster and share one disk array. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, You must switch back to the primary node. Once the failover period has exceeded ten days, the failover node must be licensed. In addition, only one failover node per clustered environment is at no charge for up to ten separate days even if multiple nodes are configured as failover. Downtime for maintenance purposes counts towards the ten separate days limitation. When licensing options on a failover environment, the options must match the number of licenses of the associated database. Additionally, when licensing by Named User Plus, the user minimums are waived on one failover node only. Any use beyond the right granted in this section must be licensed separately. In a failover environment, the same license metric must be used for the production and failover nodes when licensing a given clustered configuration.

Testing: For the purpose of testing physical copies of backups, Your license for the Oracle Database (Enterprise Edition, Standard Edition or Standard Edition One) includes the right to run the database on an unlicensed computer for up to four times, not exceeding 2 days per testing, in any given calendar year. The aforementioned right does not cover any other data recovery method - such as remote mirroring - where the Oracle Program binary files are copied or synchronized.

You are responsible for ensuring that the following restrictions are not violated:

- Oracle Database Standard Edition 2 may only be licensed on servers that have a maximum capacity of 2 sockets. When used with Oracle Real Application Clusters, Oracle Database Standard Edition 2 may only be licensed on a maximum of 2 one-socket servers. In addition, notwithstanding any provision in Your Oracle license agreement to the contrary, each Oracle Database Standard Edition 2 database may use a maximum of 16 CPU threads at any time. When used with Oracle Real Application Clusters, each Oracle Database Standard Edition 2 database may use a maximum of 8 CPU threads per instance at any time. If You purchase Named User Plus (NUP) licenses, You must maintain a minimum of 10 NUP per server.
- If you are licensing the Oracle database Program, you may not cause or permit reverse engineering (unless required by law for interoperability), disassembly or decompilation of data formats included in or produced by that Program; the foregoing includes a prohibition on reverse engineering of code, data structures, file formats or memory formats included in or produced by that Program or use of any tools or products that have been derived from the reverse engineering of that Program or those data formats.
- Exadata Database In-Memory may only be used on Exadata Database Machines and Oracle Superclusters.
- Exadata Multitenant may only be used on Exadata Database Machines and Oracle Superclusters.
- WebLogic Server Standard Edition does not include WebLogic Server Clustering.
- Business Intelligence Standard Edition One can only be licensed on servers that have the ability to run a maximum of 2 sockets. The data sources for BI Server and BI Publisher are limited to the included Oracle Standard Edition One, one other database, and any number of flat file sources such as CSV, and XLS. You may use Oracle Warehouse Builder Core ETL to pull data from any number of data sources but You must use only the included Oracle Standard Edition One as the target database.
- Informatica PowerCenter and PowerConnect Adapters may not be used on a standalone basis or as a standalone ETL tool. The Informatica PowerCenter and PowerConnect Adapters may be used with any data

source provided the target(s) are: (i) the Oracle Business Intelligence applications Programs (excluding Hyperion Enterprise Performance Management Applications), (ii) the underlying platforms on which the Oracle Business Intelligence Extended Edition Program, Oracle Business Intelligence Standard Edition One or associated components of those Business Intelligence applications Programs run, or (iii) a staging database for any of the foregoing. Informatica PowerCenter and PowerConnect Adapters may also be used where the Oracle Business Intelligence applications Programs (excluding Hyperion Enterprise Performance Management Applications) are the source and non-Oracle Business Intelligence application Programs are the target, provided, that users do not use Informatica PowerCenter and PowerConnect Adapters to transform the data.

- With respect to the Java SE Advanced and Java SE Suite Programs, You may not create, modify, or change the behavior of, or authorize Your users to create, modify, or change the behavior of, classes, interfaces, or subpackages that are in any way identified as "java", "javax" "sun" or "oracle" or any variation of the aforementioned naming conventions. The installation and auto-update processes for these Programs transmit a limited amount of data to Oracle (or its service provider) about those specific processes to help Oracle understand and optimize them. Oracle does not associate the data with personally identifiable information. You can find more information about the data Oracle collects at http://oracle.com/contracts. Additional copyright notices and license terms applicable to portions of the Programs are set forth at http://oracle.com/contracts.
- Programs that contain "for Oracle Applications" in the Program name are limited use Programs. These limited use Programs may only be used with "eligible" Oracle application Programs that contain the following prefixes in the Program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Endeca*, Oracle Knowledge, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance, Oracle Primavera, Oracle Hospitality, Oracle XBRi, and Oracle Relate. For those prefixes designated above with a "*" not all Programs with that prefix are eligible for use with the "for Oracle Applications" limited use Programs. For a list of excluded Programs please review the Applications Licensing Table, which may be accessed at http://oracle.com/contracts. Notwithstanding anything above, Oracle Business Intelligence Suite Extended Edition for Oracle Applications may only be used with "eligible" Oracle application Programs that contain "Oracle Fusion Human Capital Management" as a prefix in the Program name provided that the Oracle Fusion Human Capital Management Programs are the only Programs configured to run against the database instance Oracle Business Intelligence Suite Foundation Edition for Oracle Applications may also be used with the Oracle Product Information Management Analytics, Fusion Edition, Oracle Customer Data Management Analytics, Fusion Edition and Oracle Product Lifecycle Analytics Programs. Oracle Business Intelligence Suite Foundation Edition for Oracle Applications may also be used with the following Programs provided that the Oracle Fusion Applications are the only data source: Oracle Sales Analytics, Fusion Edition; Oracle Partner Analytics, Fusion Edition; Oracle Supply Chain and Order Management Analytics; Oracle Financial Analytics, Fusion Edition; Oracle Procurement and Spend Analytics, Fusion Edition; Oracle Human Resources Analytics, Fusion Edition and Oracle Project Analytics. Any use of limited use Programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.
- Oracle BPEL Process Manager Option for Oracle Applications may be used only to enable business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and, other Oracle Applications or third party applications are allowed as long as they are enabled/initiated within the eligible Oracle Applications. Business Processes defined in BPEL are allowed as long as at least one of the services invoked from within the Business Process access an eligible Oracle Application either natively (via Web Services) or via an adapter.
- Oracle Business Intelligence Suite Foundation Edition for Oracle Applications may be used only to perform query, reporting and analysis against a transaction database, data warehouse or an Essbase OLAP cube if: (i) the transaction database is an eligible Oracle Applications transaction database itself or an extraction, in whole or in part, of an eligible Oracle Applications transaction database, without transformation (query, reporting and analysis against a transaction database that is not an eligible Oracle Applications transaction database requires a full use license of Oracle Business Intelligence Suite Foundation Edition); or (ii) the data warehouse is a pre-packaged eligible Oracle Applications data warehouse, with any customizations necessary to reflect customizations made in the eligible Oracle Applications, and restricted only to the eligible Oracle Applications sources (query, reporting and analysis against extensions to the data warehouse drawn from source systems not supported by the pre-packaged data warehouses require a full use license of Oracle Business Intelligence

Suite Foundation Edition); or (iii) the dimensions of each Essbase OLAP Cube are sourced from eligible Oracle Applications.

- Oracle WebLogic Suite for Oracle Applications may be used only as an embedded runtime for eligible Oracle Applications or to deploy customizations to an eligible Oracle Application. The WebLogic global datasource or one of the WebLogic application datasources must be configured to access the schema of an eligible Oracle Application.
- Data Integrator Enterprise Edition for Oracle Applications may only be used with the Oracle supplied data integration jobs and customization of the supplied jobs is allowed. For the avoidance of doubt, examples of uses that are not permitted include, but are not limited to, the following: adding new jobs that support different applications, new schemas, or previously unsupported application modules.
- Oracle SOA Suite for Oracle Applications may be used only to enable integration, business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and other non-eligible Oracle Applications or third party applications are allowed as long as they are either initiated or terminated within eligible Oracle Applications. Usage of SOA composites (including but not limited to Rules, Mediator, XSLT transforms, BPEL processes, Spring components, Workflow services and OWSM security policies) is allowed as long as at least one of the services invoked from within each composite accesses an eligible Oracle Application either natively (via Web services) or via an adapter and the invocation is part of a flow that is either initiated or terminated within eligible Oracle Applications. Oracle Service Bus (OSB) usage is allowed as long as each service deployed accesses an eligible Oracle Application either natively (via Web services) or via an adapter.
- Oracle WebCenter Portal for Oracle Applications may be used only to surface eligible Oracle Application(s) and custom applications (collectively, “eligible applications”). Surfacing any third-party applications, including other applications from Oracle, requires a license for Oracle WebCenter Portal. Multiple eligible applications may be surfaced in a single portal instance provided that a WebCenter Portal for Oracle Applications license exists for each eligible application surfaced in the portal. WebCenter Portal for Oracle Applications may be used to integrate the various WebCenter services (e.g., wikis, blogs, and discussions) into an application context, as well as to build out custom workflows and notifications between the eligible application and WebCenter Portal components. The content management features of the Oracle WebCenter Portal for Oracle Applications Program may be used to store and manage documents created outside of the eligible application provided that such documents are related to the eligible application or to the application context.
- Oracle WebCenter Imaging for Oracle Applications may be used to create and modify imaging searches, to modify pre-packaged imaging application document types, and to create and modify input mappings to imaging applications. Oracle WebCenter Imaging for Oracle Applications may also be used to invoke web service application programming interfaces (API’s) from Oracle Application workflows. A license for WebCenter Imaging for Oracle Applications is required to define new document types for the management of images unrelated to a pre-packaged Oracle Applications integration, to develop custom workflows, and to invoke APIs from custom workflows or custom application integrations.
- Oracle Identity and Access Management Suite Plus for Oracle Applications may be used only to perform associated actions for users of and within the eligible Oracle Applications. The Programs may be used to do the following: (1) add, delete, modify, and manage user identities and roles in the eligible Oracle Applications; (2) provide web access management and single sign-on into eligible Oracle Applications; (3) provide data storage or virtualization to data storage of user identities and user identity related information or authentication and authorization policies for eligible Oracle Applications; (4) provide federated single sign-on to eligible Oracle Applications.
- Oracle Coherence Enterprise Edition for Oracle Applications may only be used within the same Java Virtual Machine as the eligible Oracle Application components.
- Oracle GoldenGate for Oracle Applications may only be used with the Oracle supplied integration jobs. Customization of the Oracle supplied integration jobs is allowed if necessitated by (i) customizations of the source application or of the target application or (ii) for performance tuning of the GoldenGate configuration. Oracle GoldenGate for Oracle Applications may not be used (i) for data replication to non-Oracle databases or (ii) by other Oracle applications or (iii) by third party applications for any type of data integration or replication purposes. For the avoidance of doubt, examples of other uses that are not permitted include, but are not limited to, the following: replicating data to non-Oracle databases (including MySQL), adding new source or target

schemas, adding unsupported application modules to source or target schemas, supporting other replication topologies (e.g., active-active or multi-master) or adding anything not supplied by Oracle.

- The license for the Hyperion Planning Plus Program includes a limited use license for the Oracle Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis Programs. Such limited use license means that the Oracle Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis Programs may only be used to access data from the Hyperion Planning Plus Program. The Oracle Data Integrator for Oracle Business Intelligence Program may be used to load data from any data source provided that the target database is the Hyperion Planning Plus Program. Specifically, the Oracle Essbase Plus Program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Planning Plus Program and the Aggregate Storage option component of the Oracle Essbase Plus Program may not be used.
- The license for the Hyperion Profitability and Cost Management Program includes a limited use license for the Oracle Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator for Business Intelligence Programs. Such limited use license means that the Oracle Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator for Business Intelligence Programs may only be used to access data from the Hyperion Profitability and Cost Management Program. Specifically, the Oracle Essbase Plus Program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Profitability and Cost Management Program and the Aggregate Storage option component of the Oracle Essbase Plus Program may not be used.

If You purchase Named User Plus licenses for the Programs listed below, You must maintain 25 Named Users Plus per Processor:

Program	Named User Plus Minimum
Oracle Database Enterprise Edition	25 Named Users Plus per Processor
NoSQL Database Enterprise Edition	25 Named Users Plus per Processor
Times Ten In-Memory Database	25 Named Users Plus per Processor
Rdb Enterprise Edition	25 Named Users Plus per Processor
CODASYL DBMS	25 Named Users Plus per Processor
Data Integrator Enterprise Edition	25 Named Users Plus per Processor
GoldenGate	25 Named Users Plus per Processor
GoldenGate for Non Oracle Database	25 Named Users Plus per Processor
GoldenGate for Mainframe	25 Named Users Plus per Processor
GoldenGate Veridata	25 Named Users Plus per Processor
GoldenGate for Teradata Replication Services	25 Named Users Plus per Processor
Data Integrator Enterprise Edition for Oracle Applications	25 Named Users Plus per Processor
GoldenGate for Big Data	25 Named Users Plus per Processor
GoldenGate Foundation Suite	25 Named Users Plus per Processor
GoldenGate for Oracle Applications	25 Named Users Plus per Processor
Endeca Discovery Foundation for Oracle Applications	25 Named Users Plus per Processor

Java SE Advanced	10 Named Users Plus per Processor
Java SE Suite	10 Named Users Plus per Processor
WebLogic Server Standard Edition	10 Named Users Plus per Processor
WebLogic Server Enterprise Edition	10 Named Users Plus per Processor
WebLogic Suite	10 Named Users Plus per Processor
Web Tier	10 Named Users Plus per Processor
Coherence Standard Edition One	10 Named Users Plus per Processor
Coherence Enterprise Edition	10 Named Users Plus per Processor
Coherence Grid Edition	10 Named Users Plus per Processor
TopLink and Application Development Framework	10 Named Users Plus per Processor
GlassFish Server	10 Named Users Plus per Processor
Internet Application Server Standard Edition	10 Named Users Plus per Processor*
Internet Application Server Enterprise Edition	10 Named Users Plus per Processor*
API Gateway	10 Named Users Plus per Processor
BPEL Process Manager	10 Named Users Plus per Processor
WebLogic Integration	10 Named Users Plus per Processor
Service Registry	10 Named Users Plus per Processor
Enterprise Repository	10 Named Users Plus per Processor
Forms and Reports	10 Named Users Plus per Processor
Managed File Transfer	10 Named Users Plus per Processor
Tuxedo	10 Named Users Plus per Processor
Event Processing	10 Named Users Plus per Processor
SOA Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Unified Business Process Management Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Business Process Management Standard Edition	10 Named Users Plus per Processor
Application Adapters	10 Named Users Plus per Processor
Oracle E-Business Suite Adapter	10 Named Users Plus per Processor
Integration Adapter for SAP R/3	10 Named Users Plus per Processor
Integration Adapter for JD Edwards World	10 Named Users Plus per Processor

Integration Adapter for Siebel	10 Named Users Plus per Processor
Cloud Adapters	10 Named Users Plus per Processor
B2B for RosettaNet	10 Named Users Plus per Processor
B2B for EDI	10 Named Users Plus per Processor
Healthcare Adapter	10 Named Users Plus per Processor
B2B for ebXML	10 Named Users Plus per Processor
WebCenter Suite Plus	10 Named Users Plus per Processor
WebCenter Portal	10 Named Users Plus per Processor
WebCenter Content	10 Named Users Plus per Processor
WebCenter Sites	10 Named Users Plus per Processor
WebCenter Sites Satellite Server	10 Named Users Plus per Processor
WebCenter Universal Content Management	10 Named Users Plus per Processor
WebCenter Imaging	10 Named Users Plus per Processor
WebCenter Forms Recognition	10 Named Users Plus per Processor
WebCenter Enterprise Capture	10 Named Users Plus per Processor
WebCenter Distributed Capture	10 Named Users Plus per Processor
WebCenter Real-Time Collaboration	10 Named Users Plus per Processor
WebCenter Sites Mobile Option	10 Named Users Plus per Processor
Enterprise Identity Services Suite	10 Named Users Plus per Processor
Identity Governance Suite	10 Named Users Plus per Processor
Access Management Suite Plus	10 Named Users Plus per Processor
Entitlements Server	10 Named Users Plus per Processor
Entitlements Server Security Module	10 Named Users Plus per Processor
Beehive Enterprise Collaboration Server	10 Named Users Plus per Processor

*The Named User Plus Minimum does not apply if the Program is installed on a one-processor machine that allows for a maximum of one user per Program.

Program	**Named User Plus Maximum**
Personal Edition	1 Named User Plus per database
Business Intelligence Standard Edition One	50 Named Users Plus

If licensing by Named User Plus, the number of licenses for the Programs listed below in column A must match the number of licenses of the associated Program listed in column B. In the case where the minimum number of Named User Plus licenses are/were purchased, the number of licenses may not match due to variance in core factors between the time the respective Programs were licensed. If licensing by Processor, the number of licenses for the Programs listed below in column A must match the number of licenses of the associated Program listed in column B. In the case where the Programs are licensed at different times, the number of licenses may not match due to variance in core factors between the time the respective Programs were licensed; in that case the number of cores used to determine the number of licensed processors for the Programs listed below in column A must match the number of cores used to determine the number of licensed processors of the associated Program listed in Column B. Associated Programs are those Programs being used in conjunction with the Program in Column A.

Column A	**Column B**
Database Enterprise Edition Options*- Multitenant, Real Application Clusters, Real Application Clusters One Node, Partitioning, OLAP, Spatial and Graph, Advanced Security, Label Security, Database Vault, Active Data Guard, Real Application Testing, Advanced Compression, Advanced Analytics, Database In-Memory, Retail Data Model, Communications Data Model, Airlines Data Model, Utilities Data Model **Database Enterprise Management***- Diagnostics Pack, Tuning Pack, Database Lifecycle Management Pack, Cloud Management Pack for Oracle Database	Oracle Database Enterprise Edition
RDB Server Options*- TRACE	Rdb Enterprise Edition, CODASYL DBMS
WebLogic Suite Options**- BPEL Process Manager Option, Service Bus, SOA Suite for Oracle Middleware, Unified Business Process Management Suite, WebLogic Coherence Grid Edition Option	WebLogic Suite
WebLogic Server Enterprise Edition and WebLogic Suite Options**-** WebLogic Server Multitenant, WebLogic Server Continuous Availability	Associated application server Program being managed by the Program in Column A.
SOA Suite for Oracle Middleware Options**- Integration Continuous Availability**	SOA Suite for Oracle Middleware
Application Server Enterprise Management**- WebLogic Server Management Pack Enterprise Edition, SOA Management Pack Enterprise Edition, Cloud Management Pack for Oracle Fusion Middleware, Management Pack for Oracle Data Integrator	Associated application server Program being managed by the Program in Column A.
Management Pack for Oracle Coherence**	Coherence Enterprise Edition, Coherence Grid Edition
Management Pack for Oracle GoldenGate*	GoldenGate, GoldenGate for Non Oracle Database, GoldenGate for Mainframe

GoldenGate Foundation Suite	Oracle GoldenGate, Oracle GoldenGate for Non Oracle Database, GoldenGate for Mainframe licenses
Tuxedo Advanced Performance Pack**	Tuxedo
Business Intelligence Server Enterprise Edition Options- Interactive Dashboard, Delivers, Answers	Business Intelligence Server Enterprise Edition
Business Intelligence Suite Extended Edition Option- Business Intelligence Management Pack	Business Intelligence Suite Extended Edition
Beehive Platform Options- Beehive Messaging, Beehive Team Collaboration, Beehive Synchronous Collaboration, Beehive Voicemail	Beehive Platform
Management Pack for Oracle Data Integrator	Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, or Oracle Data Integrator Enterprise Edition for Oracle Applications
Hyperion Financial Data Quality Management Options- Hyperion Financial Data Quality Management Adapter for Financial Management, Hyperion Financial Data Quality Management Adapter Suite, Hyperion Financial Data Quality Management Adapter for SAP	Hyperion Financial Data Quality Management
Hyperion Financial Data Quality Management for Hyperion Enterprise Option- Hyperion Financial Data Quality Management - Enterprise Edition Adapter for Financial Management, Hyperion Financial Data Quality Management – Enterprise Edition Adapter Suite, Hyperion Financial Data Quality Management – Enterprise Edition ERP Source Adapter for SAP	Hyperion Financial Data Quality Management for Hyperion Enterprise

*If licensing by Named User Plus You must maintain, at a minimum, 25 Named Users Plus per Processor per associated Program.

** If licensing by Named User Plus You must maintain, at a minimum, 10 Named Users Plus per Processor per associated Program.

Licensing Rules for Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts

Licensing Rules for ATG Applications

- The Oracle ATG Web Commerce Business Intelligence Program and the Oracle ATG Web Commerce Business Intelligence Administrator Program may only be used in conjunction with either the Oracle ATG Web Commerce Program and/or the Oracle ATG Web Knowledge Manager Program. You may, however, expand Your data model to include other information provided the additional information supplements information is

already included in the Oracle ATG Web Commerce Program or in the Oracle ATG Knowledge Manager Program.

- The Cognos BI Consumer Bundle is included in the Oracle ATG Web Commerce Business Intelligence Program and is comprised of (a) one (1) reporting engine for anonymous viewers consisting of no more than two (2) processors and four (4) total cores, (b) unlimited anonymous report viewer seat licenses, (c) one (1) Named BI Web Administrator seat license and one (1) Named BI Professional Report Author seat license. Any additional seat licenses must be licensed separately by purchase of Oracle ATG Web Commerce BI Administrator seat licenses at an additional cost and are not included in any enterprise-wide or similar license.

Licensing Rules for Oracle Communications Programs

- You have the right to use the Oracle Communications Advanced Billing and Revenue Management Server Program, the Oracle Communications Advanced Billing and Revenue Management Server Extensions and the Oracle Communications Advanced Billing and Revenue Management Market Extensions up the specified amount of application annual revenue defined in this order for the specified Application/Scope of Use.
- Your license for the Oracle Communications Billing and Revenue Management for Convergent Rating Program includes a right to use the Batch Rating Module at no additional charge consistent with the rights granted for the Oracle Communications Billing and Revenue Management for Convergent Rating Program.
- Your license for the Oracle Communications Billing and Revenue Management Server for Roaming Program includes a right to use the Batch Rating Module at no additional charge consistent with the rights granted for the Oracle Communications Billing and Revenue Management Server for Roaming Program.

Licensing Rules for Oracle Construction and Engineering Programs

- For the purposes of the following Primavera Programs: Earned Value Management, Evolve, SureTrak, Contractor and P3 Project Planner, You acknowledge that You have both read and understand the limited Software Update License & Support services that are available for these Programs, as described in Oracle's Technical Support Policies.
- For purposes of the Primavera SureTrak and Primavera P3 Project Planner Programs, You acknowledge that the agreement delivered to You with these Programs, and not the end user license agreement contained in the product installation, governs the end user's use of these Programs.
- For the purposes of the following Programs: Primavera P6 Enterprise Project Portfolio Management and Primavera P6 Enterprise Project Portfolio Management Web Services, developers and/or users (i) who are not already licensed for the Primavera P6 Enterprise Project Portfolio Management Program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera P6 Enterprise Project Portfolio Management Web Services Program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.
- For the purposes of the following Programs: Primavera Contract Management Web Services and Primavera Contract Management, developers and/or users (i) who are not already licensed for the Primavera Contract Management Program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera Contract Management Web Services Program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.
- For the purposes of the following Primavera programs: Earned Value Management, Evolve, SureTrak, Contractor and P3 Project Planner, you acknowledge that you have read and understand the limited Software Update License & Support services that are available for these programs, as described in Oracle's Technical Support Policies.
- For purposes of the Primavera SureTrak and Primavera P3 Project Planner programs, you acknowledge that the agreement referenced on this ordering document (i.e., the Oracle License and Services Agreement), and not the end user license agreement contained in the product installation, governs your use of these programs.

Licensing Rules for DIVA Programs

Failover: Subject to the conditions that follow below, Your license for the following Programs: Oracle DIVA Programs (Oracle DIVArchive Manager, Oracle DIVArchive Avid Connectivity, Oracle DIVArchive Application

Filtering, Oracle DIVArchive Storage Plan Manager , Oracle DIVArchive Export / Import, and Oracle DIVArchive Automatic Data Migration) includes the right to run the licensed Program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate days in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two days). The above right only applies when a number of machines are connected to the disk cache or tape library, i.e., the machines are not in a clustered environment and the machines share a disk array or tape library. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, You must switch back to the primary node. Once the failover period has exceeded ten days, the failover node must be licensed. Downtime for maintenance purposes counts towards the ten separate days limitation. Any use beyond the right granted in this section must be licensed separately.

Licensing Rules for Oracle E-Business Suite Applications

- Please be advised that only a subset of the products included on an Applications NLS Supplement Media Pack have been translated. For existing supported customers, My Oracle Support has information on which products have been translated for the supported languages (https://support.oracle.com). For new or unsupported customers, please contact Your Oracle Account Manager for this information.
- The option Activity Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Field Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Marketing Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Sales Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Activity Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Field Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Marketing Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Privacy Management Policy Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Sales Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.

Licensing Rules for Oracle Hospitality Cruise Applications

- The Oracle Hospitality Data Foundation for Cruise Program may only be used with Oracle Hospitality Cruise Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is only allowed via the Oracle Hospitality Interface Programs, data integration extracts and/or APIs. You may not add unsupported applications to the environments created with this Program. You are allowed to host data elements originating only from the Oracle Hospitality Programs in the schemas created with the use of this Program. You may not host any third party data elements.

Licensing Rules for Oracle Hospitality Food and Beverage Applications

- The Oracle Hospitality Technology Foundation for Food and Beverage Program may only be used with Oracle Hospitality Food and Beverage Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is only allowed via the Oracle Hospitality Interface Programs, data integration extracts and/or APIs. You may not add unsupported applications to the environments created with this

Program. You are allowed to host data elements originating only from the Oracle Hospitality Programs in the schemas created with the use of this Program. You may not host any third party data elements.

Licensing Rules for Oracle Hospitality Hotels Applications

- The Oracle Hospitality Technology Foundation Programs may only be used with Oracle Hospitality Hotel Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is only allowed via the Oracle Hospitality Interface Programs, data integration extracts and/or APIs. You may not add unsupported applications to the environments created with this Program. You are allowed to host data elements originating only from the Oracle Hospitality Programs in the schemas created with the use of this Program. You may not host any third party data elements.
- The Oracle Hospitality OPERA 5 Property Standard Program is limited to 55 functions as defined in the Program Documentation.
- The Oracle Hospitality OPERA 5 Property Lite Program is limited to 30 functions as defined in the Program Documentation.
- The Oracle Hospitality Suite8 Property Resort Edition Program is limited to 30 functions as defined in the Program Documentation.

The number of licenses for the Oracle Hospitality Hotels Programs listed below in column A must match the number of licenses of the associated Oracle Hospitality Hotels Program listed in column B.

Column A	**Column B**
Oracle Hospitality OPERA Property Add-on Modules - Oracle Hospitality OPERA Hotel Mobile, Oracle Hospitality OPERA Mobile, Oracle Hospitality OPERA Multiproperty Cross Profiles and Configurations, Oracle Hospitality OPERA Multiproperty Cross Reservation, Oracle Hospitality OPERA Multiproperty Cross Postings, Oracle Hospitality OPERA Advanced Reporting and Analytics, Oracle Hospitality OPERA Commission Handling, Oracle Hospitality OPERA Membership for Frequent Guest and Flyer, Oracle Hospitality OPERA Web Self Service	Oracle Hospitality OPERA 5 Property Premium OR Oracle Hospitality OPERA 5 Property Standard OR Oracle Hospitality OPERA 5 Property Lite
Oracle Hospitality OPERA Sales and Catering Add-Ons for Hotels – Oracle Hospitality OPERA 5 Sales and Catering Multi-Property Base, Oracle Hospitality OPERA 5 Sales and Catering Multiproperty Group Room Control and Function Diary, Oracle Hospitality OPERA 5 Sales and Catering Reporting and Analytics, Oracle Hospitality OPERA 5 Sales and Catering Web Self Service	Oracle Hospitality OPERA 5 Sales and Catering Premium OR Oracle Hospitality OPERA 5 Sales and Catering Standard OR Oracle Hospitality OPERA 5 Sales and Catering Lite
Oracle Hospitality Suite8 Property Add-On Modules* – Oracle Hospitality Suite8 Property Loyalty and Membership, Oracle Hospitality Suite8 Property Spa and Leisure, Oracle Hospitality Suite8 Central Shared Profiles and Reports, Oracle Hospitality Suite8 Central Cross Reservations, Oracle Hospitality Suite8 Property Travel Agent Commission, Oracle Hospitality Suite8 Property Conference and Catering, Oracle Hospitality Suite8 Property Conference and Catering Room	Oracle Hospitality Suite8 Property Professional Edition OR Oracle Hospitality Suite8 Property Resort Edition, OR Oracle Hospitality Suite8 Property Small Business Edition

Planner, Oracle Hospitality Suite8 Hotel Mobile, Oracle Hospitality Suite8 Property Bed Management	
Oracle Hospitality Suite8 Property Interfaces* - Oracle Hospitality Suite8 Property One-Way Online Interface, Oracle Hospitality Suite8 Property Two-Way Online Interface, Oracle Hospitality Suite8 Property Telephony Management System Interface, Oracle Hospitality Suite8 Property Call Accounting System Interface (EMEA and APAC Regions), Oracle Hospitality Suite8 Property Voice Mail System Interface, Oracle Hospitality Suite8 Property Point-of-Sale Interface, Oracle Hospitality Suite8 Property Key Services System Interface Oracle Hospitality Suite8 Property Video Services Interface, Oracle Hospitality Suite8 Property Video Posting Only System Interface Oracle Hospitality Suite8 Property Minibar System, Oracle Hospitality Suite8 Property Electronic Funds Transfer Interface, Oracle Hospitality Suite8 Property Building Management System Interface, Oracle Hospitality Suite8 Property Vending System Interface, Oracle Hospitality Suite8 Property Miscellaneous System Interface, Oracle Hospitality Suite8 Property Internet Posting System Interface Oracle Hospitality Suite8 Property Back Office Interface, Oracle Hospitality Suite8 Property Voucher Redemption Interface, Oracle Hospitality Suite8 Property Conference and Catering Event Display Interface, Oracle Hospitality Suite8 Property Back Office Interface for baVel, Oracle Hospitality Suite8 Property Interface for HIS-Solution, Oracle Hospitality Suite8 Property Interface for TAC Voucher Redemption	Oracle Hospitality Suite8 Property Professional Edition OR Oracle Hospitality Suite8 Property Resort Edition, OR Oracle Hospitality Suite8 Property Small Business Edition

*Note: The Oracle Hospitality Suite8 Programs are only applicable to the EMEA and APAC Regions.

Licensing Rules for JD Edwards Applications

- The Foundation Program contains the development foundation environment/toolkit. You understand and acknowledge that any software Program developed with the functionality of the development foundation environment/toolkit is subject to the terms and conditions of this agreement. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer Programs generated by You utilizing the development tools included in the Programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.

Licensing Rules for MySQL Programs

- The MySQL Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, “readme” files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, “readme” files, or the installation details, under separate license terms (“separate

terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement.

Licensing Rules for PeopleSoft Applications

- Your use of the Campus Self Service and Student Administration components within the Campus Solutions Program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.
- Notwithstanding anything in the agreement to the contrary, (i) the license granted herein is limited for use by the licensed number of named users for the purpose of performing compilation tasks; and (ii) only 1 instance of the Net Express for Windows/NT (Windows 2000) compiler may be installed per named user. The license granted herein is for use by an unlimited number of users for purposes other than performing compilation tasks, such as runtime use, and you may use any number of Application Servers in connection with PeopleSoft programs. You may only use this program with PeopleSoft and JD Edwards programs that you have licensed. "Named user" shall mean only 1 uniquely identified person having access to the program. More than one individual may not share named user profiles. Notwithstanding anything herein to the contrary: (a) this third party program is a supportable program; and (b) technical support fees are the rates in effect at time of renewal, and are not dependent on number of employees or revenues.
- Notwithstanding anything in the agreement to the contrary, (i) the license granted herein is limited for use by the licensed number of named users for the purpose of performing compilation tasks; and (ii) only 1 instance of the Server Express for UNIX compiler may be installed per named user. The license granted herein is for use by an unlimited number of users for purposes other than performing compilation tasks, such as runtime use, and you may use any number of Application Servers in connection with PeopleSoft programs. You may only use this program with PeopleSoft and JD Edwards programs that you have licensed. "Named user" shall mean only 1 uniquely identified person having access to the program. More than one individual may not share named user profiles. Notwithstanding anything herein to the contrary: (a) this third party program is a supportable program; and (b) technical support fees are the rates in effect at time of renewal, and are not dependent on number of employees or revenues.
- Notwithstanding anything in the agreement to the contrary, (i) the license granted herein is limited for use by the licensed number of named users for the purpose of performing compilation tasks; and (ii) only 1 instance of the Server Express for UNIX compiler may be installed per named user. The license granted herein is for use by an unlimited number of users for purposes other than performing compilation tasks, such as runtime use, and you may use any number of Application Servers in connection with PeopleSoft programs. You may only use this program with PeopleSoft and JD Edwards programs that you have licensed. "Named user" shall mean only 1 uniquely identified person having access to the program. More than one individual may not share named user profiles. Notwithstanding anything herein to the contrary: (a) this third party program is a supportable program; and (b) technical support fees are the rates in effect at time of renewal, and are not dependent on number of employees or revenues.

Licensing Rules for Oracle Retail Programs

- The Oracle Retail Technology Foundation for Store Applications Program may only be used with the Oracle Retail Point of Service Program, the Oracle Retail Back Office Program, the Oracle Retail XStore Point of Service Program and the Oracle Retail XStore Office Program. Any use of the Oracle Retail Technology Foundation for Store Applications Program by other Oracle Programs or third party programs is not permitted.

Licensing Rules for Siebel Applications

- For the Siebel Branch Teller Services Program, Siebel Internet Banking Services Program, Siebel Retail Finance Foundation Services Program and the Siebel Financial Transactions Workbench Program, You may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the Program Documentation, all in accordance with the Program Documentation, and provided that such materials or modified materials shall be used solely with Your licensed use of such Programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise

freely exploit the Programs, ancillary Programs, Program Documentation, or any other materials provided by Oracle, or to permit third parties to do so.

- The Siebel Details Program includes a license for 20 Concurrent Users that authorizes You to use the Program on only one Computer for a maximum of 20 Concurrent Users at any given time. A “Concurrent User” is defined as each individual that may concurrently use or access the Programs. Concurrent Users may only be Your existing customers or Your prospective customers, and may not be Your business partners or Your employees.
- The Siebel Marketing Server Program is licensed on a Computer basis together with the number of unique Customer Records that You may access using the Program. A “Customer Record” is defined as each unique Record (including contact records, prospect records and records in external data sources) that You may access using the Program.
- The Siebel Pharma Marketing Server is licensed on the basis of the number of unique Customer Records that You may access using the Program together with the number of Brands that You may manage using the Program. A “Brand” is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.
- The Siebel Pricing Claims Server-Up to 20 Application Users is licensed on a Computer basis with a limitation on the number of Application Users. An “Application User” is defined as an individual authorized by You to use the applicable licensed application Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time.
- The users or processors of the Siebel Web Channel Program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the Programs that is defined in the Siebel Tools Program.
- The Siebel Data Quality License may only be used with Oracle Master Data Management or Oracle CRM deployments.

Licensing Rules for Systems Software Programs

Failover: Subject to the conditions that follow below, Your license for the following Programs: StorageTek QFS, StorageTek QFS Client, Oracle Hierarchical Storage Manager, StorageTek Automated Cartridge System Library Software (ACSLS), includes the right to run the licensed Program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate days in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two days). The above right only applies when a number of machines are connected to the disk cache or tape library, i.e., the machines are not in a clustered environment and the machines share a disk array or tape library. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, You must switch back to the primary node. Once the failover period has exceeded ten days, the failover node must be licensed. Downtime for maintenance purposes counts towards the ten separate days limitation. Any use beyond the right granted in this section must be licensed separately.

Licensing Rules for Tekelec Programs

- The Oracle Communications Technology Foundation for Monitoring Applications may only be used with the Oracle Communications Integrated Diameter Intelligence Hub, Oracle Communications Diameter Intelligence Hub, Oracle Communications Performance Intelligence Center Data Record Storage and Oracle Communications Performance Intelligence Center Management Programs. Any use of the Oracle Communications Technology Foundation for Monitoring Applications by other Oracle Programs or third party programs is not permitted.

Licensing Rules for Programs Licensed per UPK Module

- Oracle grants to You a non-exclusive, nontransferable license for Your UPK Developer(s) to: (i) use those User Productivity Kit ("UPK") Programs licensed as UPK modules (collectively referred to as “UPK content”) only as necessary to create and provide training solely for Employee and/or Application Users to use the underlying Programs for Your benefit; (ii) make an unlimited number of copies of the UPK content only as necessary to create and provide training solely to Employees and/or Application Users to use the underlying Programs for

Your benefit; and (iii) develop modifications and customizations to the UPK content, if applicable, all subject to the terms and conditions set forth in this agreement, provided all copyright notices are reproduced as provided on the original. You represent and warrant that You have a valid license for the underlying Program(s). You are prohibited from reselling or distributing the UPK content to any other party or using the UPK content other than as explicitly permitted in this agreement. Oracle represents that the UPK content and any content created by You using the UPK content contains valuable proprietary information. Oracle retains title to all portions of the UPK content and any copies thereof. You shall use UPK content modifications created by You solely for Your internal use in accordance with the terms of this agreement. You may provide access to and use of the UPK content only to those third parties that are licensed as Application Users and that: (a) provide services to You concerning Your use of the UPK content; (b) have a need to use and access the UPK content; and (c) have agreed to substantially similar non-disclosure obligations imposed by You as those contained in this agreement. Application and Employee User(s) of UPK Programs may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Licensing Rules for Oracle Utilities Programs

- Notwithstanding anything herein to the contrary: (a) you shall use MicroFocus Third Party Programs exclusively in conjunction with the Oracle Utilities Customer Care and Billing program licensed by you; (b) source code is not included for this program; and (c) this third party program is a supportable program.

APPENDIX F
DISCOUNT TABLE FOR HARDWARE AND ENGINEERED SYSTEMS AND ASSOCIATED SOFTWARE

A. Pricing and Discount Terms for Hardware and Engineered Systems and Associated Software

1. Named Product Hierarchy Discounts. From the Effective Date of Amendment Three until August 31, 2020, the discounts set forth in the discount table attached to this Appendix F shall apply to hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) that are designated by the product name associated with the Named Product Hierarchies for such hardware, Engineered Systems and programs (the "**NPH Discount Table**"), provided that such hardware, Engineered Systems and programs are available in production release when the applicable order is placed. Remanufactured hardware and spare products may be purchased under this Master Agreement.[1]

   Oracle may incorporate changes to the product offerings and/or Named Product Hierarchies; and any updates or changes to the pricing and discounting terms provided in this Appendix F shall be made by a written amendment to this Master Agreement.

2. Appendix F Price Lists. The "**Appendix F Price Lists**" for hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) applicable to the Named Product Hierarchies in the attached NPH Discount Table shall be defined as the then-current versions of the following Price Lists at the time of purchase:

   a. Oracle Systems Hardware and Software Global Price List
   b. Oracle Engineered Systems Price List[2]

(NPH DISCOUNT TABLE FOLLOWS ON THE NEXT PAGE)

[1] You may access the current version of the Remanufactured Product Price List for Remanufactured Products at: http://www.oracle.com/us/products/servers-storage/remanufactured-systems/index.html.
[2] You may access the current version of the Oracle Engineered Systems Price List denoted at: http://www.oracle.com/us/corporate/pricing/price-lists/index.html.

NPH DISCOUNT TABLE		
Product Hierarchy	**State & Local Government ("SLG") Discount (%)**	**Higher Education ("EDU") Discount (%)**
Racks	15	18
Sun Racks	15	18
Tape Media	24	29
Disk Drives	14	20
Power Cords	14	20
Spare Parts	29	29
Spare parts	29	29
Tuxedo CFSR	15	18
Tape Options	24	34
Network Cables	14	20
SPARC M7 Server	15	18
SPARC M8 Server	15	18
Tape Encryption	24	34
Network Adapters	14	20
Storage SAS SSDs	14	20
Host Bus Adapters	14	20
Netra Server X5-2	15	18
SPARC S7-2 Server	5	8
SPARC T7-1 Server	15	18
SPARC T7-2 Server	15	18
SPARC T7-4 Server	15	18
SPARC T8-1 Server	15	18
SPARC T8-2 Server	15	18
SPARC T8-4 Server	15	18
Big Data Appliance	15	15
Oracle Server X5-2	14	20
Oracle Server X5-4	14	20
Oracle Server X7-2	14	20
Oracle Server X7-8	14	20
SL150 Tape Library	24	34
SPARC S7-2L Server	5	8
Infiniband Switches	28	34
Oracle Server X5-2L	14	20
Oracle Server X7-2L	14	20
Sun Netra Rack Kits	15	18
Brocade SAN Software	24	34
Fujitsu M10-1 Server	15	18
Fujitsu M10-4 Server	15	18
Network Transceivers	14	20
SAS Host Bus Adapters	14	20
Tape Library Features	24	34

NPH DISCOUNT TABLE		
Product Hierarchy	**State & Local Government ("SLG") Discount (%)**	**Higher Education ("EDU") Discount (%)**
LTO Conversion Options	24	34
LTO Tape Drive Features	24	34
Netra SPARC S7-2 Server	5	8
Oracle Sun QFS Software	15	18
Private Cloud Appliance	15	15
Server Hard Disk Drives	14	20
Storage Archive Manager	22	50
Fujitsu SPARC M12 Server	15	18
Oracle Server X7 Options	14	20
Oracle ZFS Storage ZS5-4	24	34
Server Solid State Disks	14	20
Storage Hard Disk Drives	14	20
Zero Data Loss Appliance	15	15
Exadata Hardware Products	20	20
Exadata Software Products	25	25
Oracle Database Appliance	14	20
SPARC M7 Server X-Options	15	18
SPARC M8 Server X-Options	15	18
SPARC T7 Server X-Options	15	18
SPARC T8 Server X-Options	15	18
Exalogic Hardware Products	20	20
Exalogic Software Products	25	25
Oracle ZFS Storage Options	24	34
SL150 Tape Library Options	24	34
Exalytics Hardware Products	15	15
Exalytics Software Products	25	25
Fujitsu M10 Server Features	15	18
SL150 Tape Library Features	24	34
Big Data Connectors Software	25	25
Fujitsu M10 Server X-Options	15	18
Key Management Appliance Temp	24	34
LTO7 Tape Drives: Entry Level	24	34
LTO8 Tape Drives: Entry Level	24	34
StorageTek T10000D Tape Drive	24	34
Secure Global Desktop Software	16	50
Sun ZFS Storage System Options	24	34
Advanced Support Gateway Server	14	20
Fibre Channel Host Bus Adapters	14	20
Oracle Solaris Cluster Software	16	50
Other Server Configured Options	6	6
Sun ZFS Storage System Features	24	34
Enterprise Installation Services	0	0

NPH DISCOUNT TABLE		
Product Hierarchy	**State & Local Government ("SLG") Discount (%)**	**Higher Education ("EDU") Discount (%)**
Infiniband Host Channel Adapters	14	20
Oracle FS Storage System Options	15	18
Oracle Solaris Legacy Containers	16	50
Zero Data Loss Appliance Software	15	15
10 Gigabit Ethernet Switch Options	15	18
High-End M-Series Server X-Options	28	34
Midrange M-Series Server X-Options	28	34
SPARC M7 Server Configured Options	15	18
SPARC T3 Server Configured Options	15	18
SPARC T7 Server Configured Options	15	18
SPARC T8 Server Configured Options	15	18
StorageTek Tape Analytics Software	15	34
LTO7 Tape Drives: Desktop/Rackmount	24	34
Key Management Switch Accessory Kits	24	34
LTO7 Tape Drives: High-End Libraries	24	34
LTO7 Tape Drives: Midrange Libraries	24	34
LTO8 Tape Drives: High-End Libraries	24	34
LTO8 Tape Drives: Midrange Libraries	24	34
SPARC SuperCluster Hardware Products	15	18
StorageTek Virtual Library Extension	15	18
Sun Flash Accelerator F640 PCIe Card	24	34
Fujitsu M10 Server Configured Options	15	18
StorageTek Availability Suite Software	15	18
StorageTek Enterprise Library Software	24	34
Enterprise Tape Drive Conversion Options	24	34
SPARC S7 Server X and Configured Options	5	8
StorageTek Library Content Manager Software	15	18
StorageTek Linear Tape File System Software	24	34
StorageTek Virtual Storage Manager Features	24	34
Sun StorageTek SL3000 Modular Library System	24	34
Sun StorageTek SL4000 Modular Library System	24	34
Sun StorageTek SL8500 Modular Library System	24	34
Sun StorageTek SL3000 Modular Library Features	24	34
Sun StorageTek SL4000 Modular Library Features	24	34
Sun StorageTek SL8500 Modular Library Features	24	34
StorageTek Virtual Storage Manager System (VSM 6)	24	34
StorageTek Virtual Storage Manager System (VSM 7)	24	34
StorageTek Automated Cartridge System Library Software	15	18
Racks	15	18
Sun Racks	15	18
Tape Media	24	29
Disk Drives	14	20

NPH DISCOUNT TABLE		
Product Hierarchy	**State & Local Government ("SLG") Discount (%)**	**Higher Education ("EDU") Discount (%)**
Power Cords	14	20
Spare Parts	29	29
Spare parts	29	29
Tuxedo CFSR	15	18

APPENDIX G
HOURLY RATES FOR TIME AND MATERIALS – CONSULTING SERVICES

A. **Consulting Rates**. From the Effective Date of Amendment Three until August 31, 2020, consulting services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**Consulting Rates**"):

1. **Hourly Rate for Individual Time and Materials Orders.** The Hourly Rate Non-Local includes an amount for expenses.

Consultant Level	Hourly Rate Local Resource	Hourly Rate Non-Local
Senior Practice Tech Director	$338.00	$378.00
Practice/Tech Director	$307.00	$347.00
Practice/Tech Manager	$265.00	$305.00
Senior Principal Consultant	$226.00	$266.25
Principal Consultant	$198.13	$238.13
Senior Consultant	$162.75	$202.75
Staff Consultant	$141.75	$181.75
Associate Consultant	$106.25	$146.25
Admin Assistant	$42.50	$82.50
GEH Delivery Center		
RDC Principal Consultant	$149.00	$189.00
RDC Senior Consultant	$124.00	$164.00
RDC Staff Consultant	$107.00	$147.00
RDC Associate Consultant	$91.00	$131.00
Primavera Global Business Unit		
Practice/Tech Director	$345.00	$385.00
Practice/Tech Manager	$285.00	$325.00
Senior Principal Consultant	$235.00	$275.00
Principal Consultant	$195.00	$235.00
Senior Consultant	$160.00	$200.00
Staff Consultant	$140.00	$180.00
Associate Consultant	$110.00	$150.00
Primavera Global Business Unit (offshore – remote only)		
Practice/Tech Manager	$96.00	Not Applicable
Senior Principal Consultant	$72.00	Not Applicable
Principal Consultant	$66.00	Not Applicable
Senior Consultant	$60.00	Not Applicable

2. Oracle Consulting may quote Fixed Price if requested by the State.

B. All labor categories are U.S. resources.

C. The Consulting Rates apply to orders executed and effective during the period beginning on the Effective Date of Amendment Three through and including August 31, 2020.

D. The Consulting Rates do not apply to any credits.

E. The Consulting Rates are in lieu of any other discount and shall not apply to any other Oracle products or services including but not limited to licenses, technical support, hardware, education, advanced customer support services, or training.

F. The Consulting Rates for time and materials consulting services granted under the Master Agreement shall not be applied retroactively to ordering documents executed or fees invoiced prior to the Effective Date of Amendment Three.

G. Consulting services shall be provided subject to receipt by Oracle of a signed Oracle ordering document including an exhibit containing a scope of services. The fee for such consulting services shall be equal to the number of hours of services performed multiplied by the applicable rate(s), as agreed to in the Oracle ordering document.

H. Any consulting services acquired pursuant to the Master Agreement are separate from any other Oracle Products or Services acquired pursuant to the Master Agreement, as described in section 8.3 (Segmentation) of the Master Agreement. Customer understands that it has the right to acquire any other Oracle Products or Services without acquiring the consulting services, and that Customer has the right to acquire other Oracle Products or Services and the consulting services separately at the fees stated in the Master Agreement.

APPENDIX H
HOURLY RATES FOR TIME AND MATERIALS ORACLE ADVANCED CUSTOMER SUPPORT

For the period beginning on the Effective Date of Amendment Three through and including August 31, 2020, Oracle Advanced Customer Support services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**ACS Rates**"):

Resource	Hourly Rate Local Resources	Hourly Rate Non-Local Resources
Technical Account Manager II	$380	$440
Technical Account Manager I	$317	$377
Senior Advanced Support Engineer	$380	$440
Advanced Support Engineer	$317	$377
Senior Data Center Engineer	$253	$313
Data Center Engineer	$190	$250

APPENDIX I

PRICING AND DISCOUNT SCHEDULE FOR ORACLE UNIVERSITY TRAINING

A. Pricing and Discount Terms for Oracle University Training:

1. Appendix I Price List. The "**Appendix I Price List**" in this Appendix I shall be defined as the then-current version of the following Price List at the time of order:

   a. Oracle University Global Base Price List

2. Pricing and Discount Terms.

   a. From the Effective Date of Amendment Three until August 31, 2020, all Oracle University products and services may be purchased based on the discount defined in the schedule below off of the then-current version of the Appendix I Price List at the time of the order or the pricing provided in section 7 (Appendix I Pricing Schedules) below:

Oracle University Discount Schedule (Utilizing the Appendix I Price List in Effect at the Time the Order is Placed, or the Appendix I Pricing Schedules)	
Transaction Band	**Discount**
$0 - $100,000	15%
$100,001 - $250,000	20%
$250,001 - $1,000,000	25%
$1,000,001 - $2,500,000	30%
$2,500,001 +	35%

3. Definition Section.

   a. A "Private Event – On-Site" shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are held at the State or Authorized Contract User training site. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   b. A "Private Event – Virtual" shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection, and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   c. A "Public Event" for Instructor-Led Training (ILT) courses shall mean training courses offered by Oracle University at Oracle University authorized Education Center locations.

   d. A "Public Event" for Live Virtual Classroom (LVC) training shall mean traditional instructor-led training courses offered online and requires an internet connection and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC.

   e. "Training On Demand (TOD)" shall be defined as a web-based learning environment that provides on-demand access to self-paced training content, and is made available on a named user basis for a term of 90 days from the effective date of your order. Content is streamed directly to an internet connected device, such as a PC or tablet. It also includes eKit materials and access to a live lab environment to perform hands-on practice of the activities outlined in the course. The TOD format allows students to get full classroom content online, anytime, anywhere.

   f. "Self Study Course (SSC)" shall mean interactive, computer-based training available for electronic download to a PC, which supplements the Instructor-Led Training (ILT) and Live Virtual classroom (LVC) training courses. The SSC is licensed on a named user basis and upon purchase is licensed in perpetuity.

g. **Unlimited Product Learning Subscriptions (UPLS)** is defined as a collection of web based learning materials, including video content and services focused on Oracle product implementation and use for users and may include content via Training on Demand (TOD) titles. Content will be presented by various individuals, including Oracle architects, support engineers, consultants, instructors and other instructors. **UPLS** is available at education.oracle.com and is made available to you subject to the terms of your order, this agreement and Oracle University's Online Hosting Access Policies, which are located at https://www.oracle.com/us/education/hosting-policies-079011.html and may be updated by Oracle from time to time without notice to you. UPLS is made available on a named user basis, for a one year term from the effective date of your order; therefore, unauthorized individuals may not view UPLS content at any time. You are responsible for meeting the minimum system requirements to order the UPLS offerings. UPLS orders are non-cancelable and non-refundable. In the event that any Oracle programs are made available for download as part of the service, then use of such programs is subject to the terms of this agreement.

h. **Unlimited Cloud Learning Subscription (UCLS)** is defined as a collection of web based learning materials, including video content and services focused on cloud implementation for cloud users and/or end users, may be purchased in an unlimited format, and may include content via Training on Demand (TOD) titles. Content will be presented by various individuals, including Oracle architects, support engineers, consultants, instructors and other instructors. UCLS is available at http://education.oracle.com/cloud and is made available to you subject to the terms of your order, this agreement and Oracle University's Online Hosting Access Policies, which are located at https://www.oracle.com/us/education/hosting-policies-079011.html and may be updated by Oracle from time to time without notice to you. UCLS is made available on a named user basis, for a one year term from the effective date of your order; therefore, unauthorized individuals may not view UCLS content at any time. You are responsible for meeting the minimum system requirements to order the UCLS offerings. UCLS orders are non-cancelable and non-refundable. In the event that any Oracle programs are made available for download as part of the service, then use of such programs is subject to the terms of this agreement.

i. For the purposes of this Appendix I, the term “services” refers to the education services.

j.For the purposes of this Appendix I, a “named user” is an individual authorized by the State or an Authorized Contract User to use the products which are installed on a single server or delivered via an on-line environment, regardless of whether the individual is actively using the product at any given time, and is not transferable.

4. Cancellation and Rescheduling Policy.

a. *Oracle may cancel or reschedule a class at its discretion, and if it does, will use reasonable efforts to notify you at least one week in advance*. You will not be charged for the Oracle cancellation or rescheduling. Cancel and reschedule requests must be received by Oracle University in email or other written communication.

b. If the State or Authorized Contract User customer cancels an enrollment in a Public Event (e.g., ILT or LVC) course at least seven (7) calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations one (1) to six (6) calendar days prior to the Public Event course start date will be charged 50% of assessed course fee. Students who do not cancel, do not show up for a Public Event course will pay the full course fee.

c. If the State or Authorized Contract User customer cancels a Private Event course at least 14 calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations 1-13 calendar days prior to the Private Event course start date will be charged 50% of assessed course fee. If an event is cancelled on the scheduled start date, or students do not show up for the event, then 100% of the course fee will be assessed.

5. Student Satisfaction Program.

100% Student Satisfaction Program: Oracle's 100% Student Satisfaction program applies to those publicly scheduled and publicly available Oracle University Instructor Led Training classes that are identified as part of the 100% Student Satisfaction program on the www.oracle.com/education website at the time the class is purchased. In the event that a student who has completed such a class and been present for all of the offering is not, in his/her reasonable opinion, satisfied with the class, then the student must notify Oracle by emailing customersat_us@oracle.com within 30 business days following completion of the class. Oracle will then permit the student to retake the same version of the same class title (or at the student's option, the equivalent class provided online, if available) once more for free within 6 months following Oracle's receipt of the notification (or if it is not available during such 6 month period, as soon as the class is available thereafter). The Student Satisfaction program does not apply: (i) to the retaken class; (ii) to Training On Demand courses; (iii) Oracle employees; (iv) Oracle Certification exams; and (v) if the student is not able to satisfy the above criteria for reasons beyond Oracle's reasonable control. Oracle is not responsible for any applicable taxes, transportation costs, lodging costs or other expenses or costs related to the retaken class. Oracle has the option, at its sole discretion, of providing a refund for the class fees in lieu of permitting a class retake if for any reason, including scheduling, Oracle considers a refund to be appropriate. This is the sole remedy and Oracle's exclusive liability in the event that a student is not satisfied with the class.

6. Student Kit Materials.

Oracle now supports the electronic delivery of Student Kit Materials (eKits). As part of the registration process, you are required to provide an e-mail address so that Oracle may send you a secure password required for the download of the eKit Student materials. Students have a period of 90 days from the day they receive their eKit notification email to access and download their eKit. Each eKit will be personalized with the student name and email address that is licensed to the registered student for their use only. Reproduction or distribution to a third party of Student Kit Materials is strictly prohibited. Hard-copy Student Kit Materials are not provided in the classroom for eKit-enabled classes. Hard Copy student kits may be purchased from Oracle University at an additional cost once an eKit class event has been completed. Class fees (including Training On Demand fees) are fully payable and non-refundable once you have downloaded the eKit materials (regardless of how far in advance of the class date you undertake the download). Oracle University Student Kit Materials are not available or authorized for purchase from any third party. Students who were unable to attend a confirmed class due to unforeseen reasons and have paid the 100% cancellation fee per the terms of the Class Cancellation Policy may request a copy of the Student Kit Materials used in conjunction with the class. Students must make this request to their Oracle University sales representative within 60 days of the originally scheduled class.

7. Appendix I Price Schedules
From the Effective Date of Amendment Three through and including August 31, 2020, you may purchase Oracle products and services at the following pricing schedules ("**Appendix I Pricing Schedule**")

Instructor Led Training (ILT) & Seminar Formats:	**Currency**	**Public Pricing**	**Metric**
Entry	USD	$530.00	Single Named User Per Delivery Day
Standard	USD	$775.00	Single Named User Per Delivery Day
Premium	USD	$930.00	Single Named User Per Delivery Day
Premium Plus	USD	$1,100.00	Single Named User Per Delivery Day
Entry Accelerated	USD	$530.00	Single Named User Per Content Day
Standard Accelerated	USD	$775.00	Single Named User Per Content Day
Premium Accelerated	USD	$930.00	Single Named User Per Content Day
Premium Plus Accelerated	USD	$1,100.00	Single Named User Per Content Day

Live Virtual Classroom (LVC) Training	**Currency**	**Public Pricing**	**Metric**
Entry	USD	$505.00	Single Named User Per Delivery Day
Standard	USD	$735.00	Single Named User Per Delivery Day
Premium	USD	$880.00	Single Named User Per Delivery Day
Premium Plus	USD	$1,050.00	Single Named User Per Delivery Day
Entry Accelerated	USD	$505.00	Single Named User Per Content Day
Standard Accelerated	USD	$735.00	Single Named User Per Content Day
Premium Accelerated	USD	$880.00	Single Named User Per Content Day
Premium Plus Accelerated	USD	$1,050.00	Single Named User Per Content Day

Private Event Training & Seminars - On-Site; up to 16 people	**Currency**	**Private Event Pricing**	**Metric**	**One-day**	**Two-days**	**Three-days**	**Four-days**	**Five-days**
Entry	USD	varies	Per Delivery Day	$6,204.12	$10,888.24	$15,572.35	$20,256.47	$24,940.59
Standard	USD	varies	Per Delivery Day	$8,269.12	$15,018.24	$21,767.35	$28,516.47	$35,265.59
Premium	USD	varies	Per Delivery Day	$9,534.12	$17,548.24	$25,562.35	$33,576.47	$41,590.59
Premium Plus	USD	varies	Per Delivery Day	$10,819.12	$20,118.24	$29,417.35	$38,716.47	$48,015.59

Private Event Training & Seminars - On-Site; up to 16 people	Currency	Private Event Pricing	Metric	One-day	Two-days	Three-days	Four-days	Five-days
Entry Accelerated	USD	varies	Per Content Day	$6,204.12	$10,888.24	$15,572.35	$20,256.47	$24,940.59
Standard Accelerated	USD	varies	Per Content Day	$8,269.12	$15,018.24	$21,767.35	$28,516.47	$35,265.59
Premium Accelerated	USD	varies	Per Content Day	$9,534.12	$17,548.24	$25,562.35	$33,576.47	$41,590.59
Premium Plus Accelerated	USD	varies	Per Content Day	$10,819.12	$20,118.24	$29,417.35	$38,716.47	$48,015.59
Private Event additional student, over 16	USD	$536.00	Per Delivery Day, Per Student					

Private Event Training & Seminars - OnSite; up to 16 people	Currency	Private Event Pricing	Metric
Entry	USD	$4,190.00	Per Delivery Day
Standard	USD	$6,255.00	Per Delivery Day
Premium	USD	$7,520.00	Per Delivery Day
Premium Plus	USD	$8,805.00	Per Delivery Day
Entry Accelerated	USD	$4,190.00	Per Content Day
Standard Accelerated	USD	$6,255.00	Per Content Day
Premium Accelerated	USD	$7,520.00	Per Content Day
Premium Plus Accelerated	USD	$8,805.00	Per Content Day
Private Event additional student, over 16	USD	$536.00	Per Delivery Day, Per Student

Private Event Training & Seminars - Virtual; up to 16 people	Currency	Private Event Pricing	Metric
Entry	USD	$3,990.00	Per Delivery Day
Standard	USD	$5,960.00	Per Delivery Day
Premium	USD	$7,175.00	Per Delivery Day
Premium Plus	USD	$8,405.00	Per Delivery Day
Entry Accelerated	USD	$3,990.00	Per Content Day
Standard Accelerated	USD	$5,960.00	Per Content Day
Premium Accelerated	USD	$7,175.00	Per Content Day
Premium Plus Accelerated	USD	$8,405.00	Per Content Day
Private Event additional student, over 16	USD	$536.00	Per Delivery Day, Per Student

Subscriptions	Currency	Public Pricing	Metric	TERM
Entry Training on Demand	USD	$465.00	Per Delivery Day	90 Days
Standard Training on Demand	USD	$680.00	Per Delivery Day	90 Days
Premium Training on Demand	USD	$815.00	Per Delivery Day	90 Days
Premium Plus Training on Demand	USD	$970.00	Per Delivery Day	90 Days
Unlimited Product Learning Subscription – UPLS (on premises)	USD	$6,995.00	Per Named User, minimum 1 user	12 months
Core Enterprise (on premises)	USD	$4,995.00	Per Named User, minimum 1 user	12 months
Upgrade (on premises)	USD	$3,495.00	Per Named User, minimum 1 user	12 months
Product Area (on premises)	USD	$2,995.00	Per Named User, minimum 1 user	12 months
Technology (on premises)	USD	$995.00	Per Named User, minimum 1 user	12 months
Unlimited Cloud Learning Subscription - UCLS (All Cloud)	USD	$8,995.00	Per Named User, minimum 1 user	12 months
CLS – All SaaS	USD	$6,995.00	Per Named User, minimum 1 user	12 months

Subscriptions	Currency	Public Pricing	Metric	TERM
CLS – SaaS Pillar or All PaaS	USD	$4,995.00	Per Named User, minimum 1 user	12 months
CLS – PaaS Pillar	USD	$2,995.00	Per Named User, minimum 1 user	12 months

Certification	Currency	Public Pricing	Metric
ePractice exam: 30 day Online Access	USD	$69.00	Single Named User per Exam
ePractice exam: 180 day Online Access	USD	$89.00	Single Named User per Exam
Exam Prep Seminar	USD	$245.00	Single Named User
Exam Prep Seminar	USD	$578.00	Single Named User
Online Certification (non proctored)	USD	$125.00	Single Named User per Exam
Oracle Core Certification (proctored)	USD	$245.00	Single Named User per Exam
Oracle Masters Practicum	USD	$1,292.00	Single Named User per Day

User Adoption Services	Currency	Public Pricing	Metric
Associate Instructor – Training	USD	varies	Per Hour
Staff Instructor – Training	USD	varies	Per Hour
Senior Instructor – Training	USD	varies	Per Hour
Principal Instructor – Training	USD	varies	Per Hour
Senior Principal Instructor – Training	USD	varies	Per Hour
Product Training Manager	USD	varies	Per Hour

Toolkit	Currency	Public Pricing	Metric
Taleo Adoption Learning Services Program Toolkit	USD	$6,500	Per Content Day
Taleo Toolkit: Onboarding Trainer	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Recruiting Managers	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Planning – Career, Development, Succession	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Goal Management	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): HR Administration	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Navigation and Feedback	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Performance Reviews	USD	$6,500	Per Content Day
OU Toolkit License	USD	$6,500	Per Content Day

OU Framework	Currency	Public Pricing	Metric
Business Transformation Day	USD	$2,945	Per Day
Training Needs Analysis or Change Communications Day	USD	$2,575	Per Day
Curriculum Development Day	USD	$2,115	Per Day

OU Framework	Currency	Public Pricing	Metric
Advanced Curriculum Development Day	USD	$2,575	Per Day
Program Management Day	USD	$2,575	Per Day

Custom Courseware	Currency	Public Pricing	Metric
Rel 11i to Rel 12 Financial New Features End User Course	USD	$12,500	Per Content Day
OU Courseware License	USD	$12,500	Per Content Day
Hyperion Smart View for Essbase End User Courseware	USD	$12,500	Per Content Day
Hyperion Planning End User Courseware	USD	$12,500	Per Content Day
Hyperion Financial Management End User Courseware	USD	$12,500	Per Content Day
OBIEE End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Gas End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Electric End User Courseware	USD	$12,500	Per Content Day
CC&B 2.4 - Gas End User Courseware	USD	$12,500	Per Content Day
Taleo (TEE): Getting Started with the Recruiting Center Courseware	USD	$12,500	Per Content Day

APPENDIX J
Oracle Hardware and Systems Support Policies

The Oracle Hardware and Systems Support Policies, dated April 5, 2019, attached hereto are for your convenience and for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the technical support policies at http://oracle.com/contracts.

Oracle Hardware and Systems Support Policies

Effective Date: 05-April-2019

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1. Overview

Unless otherwise stated, these Hardware and Systems Support Policies apply to technical support for all Oracle server, storage, networking, and point of sale product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

For Oracle operating system software, technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of the operating system, running unaltered, and on a certified hardware configuration, as specified in your order or program documentation. All patches, bug fixes, and other code received from Oracle as part of the support services shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the operating system software program(s).

Technical support associated with Oracle Linux and Oracle VM may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the Oracle Linux and/or Oracle VM program documentation. The program documentation also includes a list of additional programs that are supported under each level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

To receive technical support as provided by Oracle Support Services ("OSS") and described in the Oracle Technical Support Levels for Systems section below, you must: (i) provide Oracle with the serial number and/or other identification and entitlement information for all server and storage equipment and/or point of sale products manufactured by or for Oracle and sold by Oracle (either directly or by an Oracle-authorized distributor) ("hardware system") in the manner specified by Oracle; and (ii) pay a technical support fee. A hardware system meeting these two requirements and under contract to receive technical support is referred to as a "covered hardware system." Components and options purchased separately from Oracle from your original equipment purchase are included in the definition of hardware system for the purposes of determining the technical support fee. Oracle will make commercially reasonable efforts to provide the technical support service as described below.

For Oracle to provide technical support for hardware relocated outside the original country of delivery, notice of hardware relocation is required (unless the original country of delivery is in the European Union and the hardware is relocated within the European Union). To provide notice of hardware relocation, you must submit a completed Hardware Relocation Form which can be found here. If the original country of delivery is in the European Union, and the hardware is relocated within the European Union, notice is not required; however, at your option, you may

submit a completed Hardware Relocation Form to facilitate the provision of technical support. Relocated hardware will be entitled to the technical support available in the country to which the hardware is relocated.

Oracle's obligations under these Hardware and Systems Support Policies do not apply to any malfunctions in a hardware system that could be avoided if you incorporate or implement a hardware or integrated software update or any workaround previously provided by Oracle which would correct the malfunction or to a hardware system that has been (i) modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle serial number tag on the hardware); (ii) maltreated or used in a manner other than in accordance with the relevant documentation; (iii) repaired by any third party in a manner which fails to meet Oracle's quality standards; (iv) improperly installed by any party other than Oracle or an authorized Oracle certified installation partner; (v) used with equipment or software not covered by the service offering, to the extent that problems are attributable to such use; (vi) relocated, to the extent that problems are attributable to the relocation; (vii) used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations; (viii) used by parties appearing on the most current U.S. export exclusion list; (ix) relocated to countries subject to U.S. trade embargo or restrictions; or (x) used remotely to facilitate any activities in the countries referenced in (ix) above or (xi) purchased from any entity other than Oracle or an Oracle-authorized distributor.

Oracle may use subcontractors in the performance of technical support and it warrants the quality of subcontractor work per the warranty terms of your agreement with Oracle.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at https://www.oracle.com/legal/privacy/services-privacy-policy.html and Oracle's Global Customer Support Security Practices, as referenced below.

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for a hardware system during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Hardware and Systems Support Policies and the previous version of the Oracle Hardware and Systems Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the date of delivery of the hardware unless stated otherwise in your order. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

Matching Service Levels

When acquiring technical support, all hardware systems must be supported, except Oracle Retail and Hospitality Hardware, (e.g., under Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems or

Oracle Communications EAGLE Premier Support) or all hardware systems must be unsupported. The preceding sentence pertains to: (i) all of your hardware systems running the Solaris Operating system release 10 Update 9 or later, (ii) all of your hardware systems running the Oracle Linux and Oracle VM operating system, and (iii) all hardware systems that benefit in any way from your support of a covered hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). If you have acquired your Oracle Linux and Oracle VM support services under a separate Oracle Linux and Oracle VM Services Agreement then that hardware system is a covered hardware system under this matching service level policy.

When acquiring technical support for point of sale hardware such as Oracle Retail and Hospitality Hardware, all such point of sale hardware systems must be supported at the same technical support service level (e.g., Oracle Premier Support for Oracle Retail and Hospitality Hardware or Oracle Advanced Parts Exchange for Retail and Hospitality Hardware) or all must be unsupported if the point of sale hardware systems are: (i) the same type (e.g., workstations); (ii) located at the same physical location; and (iii) benefit in any way from your support of a covered point of sale hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). Hardware systems that have reached an end of service life or that you register with Oracle as retired are excluded from the above policy.

If you add Extended Support for Operating Systems, you still must maintain either Premier Support for Systems or Premier Support for Operating Systems for your entire hardware system; subject to availability, you must acquire Extended Support for Operating Systems for your entire hardware system running any such version release.

Reinstatement of Oracle Technical Support

If Oracle Premier Support for Systems, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Oracle Advanced Parts Exchange for Retail and Hospitality Hardware, or Oracle Communications Network Premier Support lapses for more than 90 days or was not purchased at the time you acquired your hardware system, then your hardware system must be qualified as service-ready before technical support can be reinstated. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system.

If technical support lapses or was not originally purchased with your hardware system, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: (a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the covered hardware system; or (b) if you never acquired technical support for the relevant hardware system, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original hardware system delivery date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve support month period shall be the last annual technical support fee you paid for the relevant hardware system; (ii) if you never acquired technical support for the relevant hardware system, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired support from an Oracle-authorized distributor and are now acquiring support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee for the hardware system.

Upgrading Your Support Level

In the event you have acquired Oracle Premier Support for Operating Systems and later choose to upgrade to Oracle Premier Support for Systems, your hardware system must be qualified as service-ready before the technical support can be upgraded. To qualify as service-ready you must acquire the Premier Support Qualification Service

(at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system. You will be subject to an upgrade fee equal to the difference in price between the Oracle Premier Support for Systems and the Oracle Premier Support for Operating Systems with such difference being prorated from the date that any prior System Support lapsed (or the hardware order date if System Support was never purchased).

Pricing following Reduction of Covered Hardware System or Service Level

Pricing for support is based upon the level of support and the volume of covered hardware systems for which support is ordered. In the event that (i) your hardware system reaches end of service life or (ii) you notify Oracle that you are retiring the hardware system, or (iii) you change service level for all of your systems, then Oracle will reduce your support fee at the next renewal for these reductions.

Unsupported Hardware Systems

Customers with unsupported hardware systems are not entitled to download or receive: maintenance releases, patches, telephone assistance, or any other technical support services for unsupported hardware systems. Parts in a covered hardware system may not be transferred to an unsupported system. CD packs or programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported hardware systems.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported hardware systems and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one primary and four backup individuals ("technical contact") per data center location, to serve as liaisons with OSS. With each USD$250,000 in net support fees per data center location, you have the option to designate an additional two primary and four backup technical contacts per data center location. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide “First Line Support” for the supported hardware system(s) directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported hardware system(s), (ii) a direct response to users with respect to problems or issues with the supported hardware system(s), (iii) a diagnosis of problems or issues of the supported hardware system(s), and (iv) a resolution of problems or issues of the supported hardware system(s).

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported hardware system(s), you may contact Oracle for “Second Line Support”. You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., accept remote connections, provide Explorer Files and/or Core Files) required to provide Second Line Support.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported hardware system(s) and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported hardware system(s) so that such supported hardware system(s) perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Program Updates

"Update" means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and updates may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to End of Service Life

It may become necessary (i) as a part of Oracle's product lifecycle or (ii) if a vendor retires support for its product or the relationship with the vendor is terminated, to announce an End of Service Life date for a hardware system and, therefore, Oracle reserves that right. Oracle will use commercially reasonable efforts to provide 12 months advance notice of End of Service Life. End of Service Life information is available on My Oracle Support. End of Service Life information is subject to change.

Similarly, in the event that a component of, or support for, an embedded third-party hardware or software product is retired by the manufacturer or vendor of such product, or in Oracle's good faith determination, it is no longer practicable for Oracle to provide support for such component or product, then Oracle may cease providing support for that hardware or software product.

Other Third Party Products

Oracle does not itself provide any technical support services for third party warranted hardware (hardware identified on your order by a statement that the warranty will be provided by a third party) or any other third party products installed into or attached to the hardware system by you or your representative other than Oracle (collectively "other third party products"). Further, if other third party products are installed, or fail, in a manner that damages the Oracle hardware system, then the technical support will not cover such damage. Other third party products may also impede and/or add costs in obtaining technical support for certain failure conditions. Interoperability, timing, and intermittent failures are some examples of failure conditions that may require the removal or replacement of other third party products from the Oracle hardware system. Replacement or repair of any damaged components in these situations would be subject to additional charges.

For those failure conditions directly or indirectly related to other third party products (which would include any components accessing or connected to that product that are exhibiting failures), Oracle may, at its sole discretion, remove the other third party products, or require the customer to remove the other third party products, before commencing with the troubleshooting process. Oracle's services for removing the other third party products will be subject to additional charges and if it is determined that the cause of the failure is the other third party products, then Oracle will charge for the entire service call.

If it is determined that the other third party products are not the cause of the failure (i.e., if the problem would have occurred even if the other third party products were not installed in or attached to the hardware system), then Oracle's service call will be addressed under the terms of any existing Oracle technical support contract; provided that the removal of other any third party products by Oracle will be subject to additional charges.

Technology Refresh

If you acquire a new hardware system(s) and technical support from Oracle or an Oracle-authorized partner, you may be eligible to receive a credit for unused support on the decommissioned hardware system(s) currently under an active support contract with Oracle. In order to be eligible for the credit, you must complete the Hardware System Decommission Form which can be found here and submit it within one year of the delivery date of the new hardware system(s). If a credit for unused support is due then such credit will be calculated from the date Oracle receives the Hardware System Decommission Form through the end of the current support period for the decommissioned hardware system(s). The credit for unused support will not exceed the total annual support fee for the new hardware system(s).

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Oracle Advanced Parts Exchange for Oracle Retail and Hospitality, and Oracle Communications Network Premier Support
- Extended Support for Operating Systems (if offered)
- Sustaining Support for Operating Systems

A description of the services available under Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Oracle Advanced Parts Exchange for Oracle Retail and Hospitality, Oracle Communications Network Premier Support, Extended Support for Operating Systems and Sustaining Support for Operating Systems is included in the Oracle Technical Support Levels section below.

When offered, Oracle Premier Support for Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Oracle Advanced Parts Exchange for Oracle Retail and Hospitality, and Oracle Communications Network Premier Support will be available for a minimum of five years from the last ship date of the hardware system. When offered, support for the operating systems included under either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten years from the date a release of the operating system becomes generally available, except as noted below. If offered, support for specific releases of the operating system may be extended for an additional three years with Extended Support for Operating Systems. In addition to the technical support fee, an Extended Support for Operating Systems fee applies for each support period for which Extended Support for Operating Systems is purchased. Alternatively, and if offered, support for specific releases of the operating system may be extended with Sustaining Support for Operating Systems, which will be available for as long as you maintain either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems for your Oracle hardware system.

If an operating system included under Oracle Premier Support for Systems moves into Extended Support for Operating Systems and/or Sustaining Support for Operating Systems, you may maintain Oracle Premier Support for Systems except that the technical support received for the operating system will be provided under Extended Support for Operating Systems or Sustaining Support for Operating Systems as described above and in the Oracle Technical Support Levels section below.

Refer to the attached document titled "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF) for Oracle Solaris, Oracle Linux, and Oracle VM program releases that are, or will be, covered by the Lifetime Support Policy.

Notes:

Oracle Linux releases 3 and 4: Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for eight years from the date a release of the operating system becomes generally available.

4. Oracle Technical Support Levels for Systems

Oracle Premier Support for Systems

Oracle Premier Support for Systems consists of services in support of hardware systems, operating system software and integrated software (including integrated software options). For hardware systems, this support is limited to (i) server and storage hardware and (ii) Tekelec BNS and PIC hardware. For Oracle servers, this support applies to the following software: Oracle Solaris, Oracle Linux, and Oracle VM. For Tekelec BNS and PIC hardware, this support applies to the operating system software included with the hardware system.

Unless otherwise stated in this section, Oracle Premier Support for Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Onsite hardware support for Oracle server or storage systems parts designated as Field Replaceable Units in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Field Change Orders – system modification recommendations
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at https://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to https://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Access to Platinum Services as described at www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Access to Oracle Enterprise Tape Analysis and Data Recovery services for the Oracle StorageTek tape media specified at www.oracle.com/us/support/library/ent-tape-analysis-dr-services-1708102.pdf
- Non-technical customer service during normal business hours

Notes:

1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.
2. Oracle has made available at https://linux.oracle.com certain tools for download required to enable the applicable Oracle Linux security patches to be applied to your supported hardware system(s) while the supported hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your supported hardware system is operating, and (ii) you will be required to reboot the supported hardware system in order to apply the security patch.

3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional supported programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

System Maintenance
You agree to perform prescribed system maintenance, including but not limited to, installing software updates for system software or integrated software, maintaining file systems, replacing air filters and batteries as needed, and tracking proactive diagnostic information.

Replacement Hardware Parts
If Oracle determines that the replacement of a hardware part is necessary, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates." Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below, except as otherwise noted herein. Replacement parts will be of new or like-new quality. After five years from last ship date, replacement parts may not be available and/or the response times for sending replacement parts may be delayed.

Return of Malfunctioning Parts
If Oracle sends a replacement part to you, you will ensure that the malfunctioning part is returned to Oracle in accordance with all shipping or courier instructions from Oracle (unless you have an agreement with Oracle allowing you to retain the malfunctioning part). You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You may not degauss the hard drive disks prior to returning them to Oracle. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning part within 45 days of shipment to you, you will be charged the then-current fee for the malfunctioning part.

Oracle Premier Support for Operating Systems

Oracle Premier Support for Operating Systems consists of services in support of (i) Oracle Solaris, Oracle Linux, and Oracle VM and (ii) integrated software (including integrated software options).

Unless otherwise stated in this section, Oracle Premier Support for Operating Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot
- Hardware certification

- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at https://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to https://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Notes:

1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.
2. Oracle has made available at https://linux.oracle.com certain tools for download required to enable the applicable Oracle Linux security patches to be applied to your supported hardware system(s) while the supported hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your supported hardware system is operating, and (ii) you will be required to reboot the supported hardware system in order to apply the security patch.
3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

Extended Support for Operating Systems

Extended Support for Operating Systems may be offered for certain supported Oracle Solaris, Oracle Linux, and Oracle VM releases after Premier Support expires. Please see Oracle's Lifetime Support Policies for more information. When Extended Support for Operating Systems is offered, it is generally available for the terminal codeline release of a program.

Unless otherwise stated in this section, supported Oracle Solaris, Oracle Linux, and Oracle VM operating system software releases for which Extended Support for Operating Systems is offered and in the Extended Support lifecycle will receive Oracle Premier Support for Operating Systems or technical support for Oracle Solaris, Oracle Linux, and Oracle VM under Oracle Premier Support for Systems limited to the following:

- Program updates
- Fixes, security patches, security alerts, and critical patch updates for Oracle Solaris operating system software
- Access to Oracle Linux operating system patches and fixes for critical security errata and select high-impact critical bug fixes. These updates will be limited to the packages listed on the inclusion list at https://linux.oracle.com/es/packagelist.html
- Access to Oracle VM software patches and fixes for critical security errata and select high-impact critical bug fixes
- Upgrade tools
- Major product and technology releases for Oracle Solaris operating system software, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support system), including the ability to log service requests online
- 24 x 7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to https://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html

- Non-technical customer service during normal business hours

Extended Support for Operating Systems does not include:
- Certification with most new third-party products/versions or most new Oracle programs
- Hardware certification
- Backport of fixes for any Oracle Linux or VM program

Notes:
1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.
2. Oracle has made available at https://linux.oracle.com certain tools for download required to enable the applicable Oracle Linux security patches to be applied to your supported hardware system(s) while the supported hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your supported hardware system is operating, and (ii) you will be required to reboot the supported hardware system in order to apply the security patch.
3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

Sustaining Support for Operating Systems

Sustaining Support for Operating Systems may be available for certain operating system software releases. Program releases eligible for Sustaining Support for Operating Systems will receive Oracle Premier Support for Operating Systems or technical support for the operating system under Oracle Premier Support for Systems limited to the following:
- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems, and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Critical patch updates for Oracle Solaris operating system software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Upgrade tools created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems period and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- General maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to: https://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Sustaining Support for Operating Systems does not include:
- New program updates, patches, fixes, security patches, security alerts, general maintenance releases, selected functionality releases, documentation updates
- New critical patch updates for Oracle Solaris operating system software
- New upgrade tools
- Certification with most new third-party products/versions or most new Oracle products

- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes
- Previously released fixes or updates that Oracle no longer supports

Because program releases supported by Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited.

Notes:

1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.
2. Oracle has made available at https://linux.oracle.com certain tools for download required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.
3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

Oracle Premier Support for Oracle Retail and Hospitality Hardware

Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Please note that Oracle Retail and Hospitality Hardware must follow the matching service levels policy for Oracle Retail and Hospitality Hardware described in the Matching Service Levels section above.

Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Onsite hardware support for Oracle Retail and Hospitality Hardware specified as Field Replaceable Units in the "Delivery Method Chart: Oracle Retail and Hospitality Hardware Replacement Parts". Availability varies by country.
- Non-technical customer service during normal business hours

Note:

- Power cords and cash drawer till inserts that are included in Hardware bundles are considered consumables and are not supported under Oracle Premier Support for Retail and Hospitality Hardware.

Reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level[1]	Response Time Goal	Update or Resolution
Severity 1	5 minutes	1 hour
Severity 2	2 hours	6 hours
Severity 3	8 hours	24 hours
Severity 4	24 hours	48 hours

For purposes of the above table, the following definitions apply:

- Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)
- Severity 2: Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total Loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for a given date or range of date, an error within the portal that is preventing the customer from doing any function within the MyMicros portal, or very slow page or image loading, inaccessible tools interface)
- Severity 3: Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated workstation/terminal failure, MyMicros unable to review one report within the portal password resets for Oracle Cloud Applications, or Icare loyalty program that is not functioning or has stopped working)
- Severity 4: Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems)

System Maintenance
You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware
If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location in accordance with the "Delivery Method Chart: Oracle Retail and Hospitality Hardware Replacement Parts". Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below, except as otherwise noted herein. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware
If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You may not degauss the hard drive disks prior to returning them to Oracle. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within 45 days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Please note that Oracle Retail and Hospitality Hardware must follow the matching service levels policy for Oracle Retail and Hospitality Hardware described in the Matching Service Levels section above.

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Next business day parts exchange
- Non-technical customer service during normal business hours

Note:

- Power cords and cash drawer till inserts that are included in Hardware bundles are considered consumables and are not supported under Oracle Advanced Parts Exchange for Retail and Hospitality Hardware.

Reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level[1]	Response Time Goal	Update or Resolution
Severity 1	5 minutes	1 hour
Severity 2	2 hours	6 hours
Severity 3	8 hours	24 hours
Severity 4	24 hours	48 hours

For purposes of the above table, the following definitions apply:

- Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)
- Severity 2: Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total Loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for a given date or range of date, an error within the portal that is preventing the customer from doing any function within the MyMicros portal, or very slow page or image loading, inaccessible tools interface)
- Severity 3: Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated workstation/terminal failure, MyMicros unable to review one report within the portal password resets for Oracle Cloud Applications, or Icare loyalty program that is not functioning or has stopped working)
- Severity 4: Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems)

System Maintenance
You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware
If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location. Oracle will use reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware
If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You may not degauss the hard drive disks prior to returning them to Oracle. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within 45 days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Communications Network Premier Support

Oracle Communications Network Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for (i) Oracle Communications EAGLE hardware products and (ii) Oracle Acme Packet hardware products except as otherwise specified in this section. Oracle Communications EAGLE hardware products and the Oracle Acme Packet hardware products, will be referred to collectively in this section as, “Oracle Communications Network Hardware”. The following Oracle Acme Packet hardware products are excluded and not eligible for Oracle Communications Network Premier Support: Oracle Acme Packet 1100, 3820, and AP3900 hardware products, Oracle Enterprise Session Border Controller integrated software, Oracle Communications Applications Session Border Controller integrated software and Oracle Enterprise Communications Broker integrated software.

- Oracle Communications Network Premier Support consists of: Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options) for Oracle Communications EAGLE hardware
- Major product and technology releases for integrated software (including integrated software options), if and when made available at Oracle’s discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

System Maintenance

You agree to perform system maintenance on the Oracle Communications Network Hardware as prescribed by Oracle in the relevant Oracle Communications Network Hardware documentation.

Replacement Hardware Parts

If Oracle determines that the replacement of Oracle Communications Network Hardware is necessary, Oracle will send replacement Oracle Communications Network Hardware (“replacement hardware”) to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates". Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below, except as otherwise noted herein. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five years from last ship date, of the Oracle Communications Network Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Hardware

If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives (“drives”) before you return the drives for repair or replacement. You may not degauss the hard drive disks prior to returning them to Oracle. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within 45 days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

For Oracle Communications Network Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle’s failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle’s discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

For purposes of the above table, the following definitions apply:

- Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
- Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.
- Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Oracle Communications EAGLE Premier Support

Effective July 7, 2015, Oracle Communications EAGLE Premier Support is no longer available with new first year license and technical support orders. If you are currently under an active support contract for Oracle Communications EAGLE Premier Support then you may continue to renew Oracle Communications EAGLE Premier Support.

Oracle Communications EAGLE Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for Oracle Communications EAGLE hardware products only.

Oracle Communications EAGLE Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options)
- Major product and technology releases for integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications EAGLE Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

For purposes of the above table, the following definitions apply:

- Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
- Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite,

(ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.

- Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

5. Additional Services Available for Purchase

Oracle Priority Service for Sun Ray Peripherals

Oracle Priority Service for Sun Ray Peripherals consists of:

- Advanced Parts Exchange for keyboards, monitors and country kits; with next business day delivery to your location
- Access to My Oracle Support (24x7 web-based customer support systems), including the ability to log service requests online

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Customer Data & Device Retention Service

Oracle Customer Data & Device Retention Service permits you to retain disk drive(s), flash cache and/or parts that may contain sensitive, confidential, or classified data that has been removed from your hardware system. For the purposes of this service, (i) a disk drive is defined as a spinning media device that stores data accessed by the server, storage array, or tape system, (ii) flash cache is defined as any device having the ability to store information on a solid state media that is re-writable, and (iii) a part is defined as any item in a server, storage device, or network device containing non-volatile random access memory.

Oracle Customer Data & Device Retention Service consists of the following:

If Oracle, in its sole discretion, determines that a disk drive(s), flash cache and/or parts need to be replaced because it contains sensitive, confidential, or classified data that has been removed from your hardware system, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates". Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below. Replacement parts will be of new or like-new quality. After five years from last ship date, replacement parts may not be available and/ or the response times for sending replacement parts may be delayed.

If you acquire Oracle Customer Data & Device Retention Service, you will be responsible for the proper disposal/destruction of replaced disk drive(s), flash cache and/or parts.

If you add Oracle Customer Data & Device Retention Service, you must maintain Oracle Premier Support for Systems; you must acquire Oracle Customer Data & Device Retention Service for (i) all servers of the same model number, (ii) all storage devices of the same model number, and/or (iii) all networking devices of the same model number.

If you renew Oracle Customer Data & Device Retention Services, the renewal fee for such services will be based on the Oracle Customer Data & Device Retention Service pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Onsite Spares

Oracle Onsite Spares provides you with delivery and maintenance of parts at your designated location(s). This service includes only those parts that are specified on your order.

Oracle Onsite Spares consists of the following:

- Parts

- Maintenance and replacement of parts
- Setup of parts onsite
- Annual physical inventory
- Retrieval of parts at end of Support Period

If you acquire Oracle Onsite Spares, you will:

- Provide a secure storage area for parts clearly marked "Property of Oracle. You will ensure that (i) entry to such secure area is restricted to your personnel directly involved in shipping and receiving parts, and (ii) all vehicle and pedestrian access to your warehouse premises is secured against unauthorized access.
- Provide a designated point of contact

In order to acquire Oracle Onsite Spares, you must maintain Oracle Premier Support for Systems.

Oracle will maintain title to and ownership of parts unless or until any such part is exchanged with a damaged or faulty part and installed on a hardware system. Also, with the transfer of title to a part to you, title to the identical damaged or faulty part is transferred to Oracle.

If you renew Oracle Onsite Spares, the renewal fee for such services will be based on the Oracle Onsite Spares pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Hospitality Cruise Help Desk and Monitoring

If you acquire Oracle Hospitality Cruise Help Desk and Monitoring on your order, Oracle will provide Oracle Hospitality Cruise Help Desk and Monitoring as described here.

Oracle Business Critical Service for Systems

Oracle offers a service to provide additional service-levels for systems running mission critical business functions. For information about the available service, please refer to www.oracle.com/us/corporate/contracts/bus-critical-service-for-systems-1927926.pdf

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Business Critical Service for Systems is not subject to the Reinstatement policies stated above.

Advanced Customer Support

If you acquire any of the below Advanced Customer Support services on your order, Oracle will provide the services described in the applicable exhibit(s) specified below:

- Oracle Priority Support
- Oracle Priority Support Advantage
- Oracle Priority Support Connected
- Oracle Functional Help Desk for Oracle Retail and Hospitality
- Oracle Standard Systems Installations:
  - Oracle Standard System Installation ("OSSI") - Basic Service Exhibit
  - Oracle Standard System Installation ("OSSI") with Site Audit Services Exhibit
  - Oracle Standard System Installation ("OSSI") without Site Audit Services Exhibit
- Oracle Standard Software Installation and Configuration for Systems
- Oracle Engineered Systems Configuration Services
- Oracle Preproduction Readiness Review for Systems Service or Oracle Preproduction Readiness Review for Oracle Platinum Services
- Oracle Go-Live Support for Systems Service or Oracle Go-Live Support for Oracle Platinum Services
- Oracle Start-Up Pack for Engineered Systems
- Oracle Customer Replaceable Unit Installation Service

Oracle Tekelec Professional Services

If you acquire any of the below Tekelec Professional Services on your order, Oracle will provide the services described in the Tekelec Professional Services Descriptions.

- Oracle Communications Hardware Engineering Site Survey – Per Node Per Site
- Oracle Communications Hardware Installation – Per DC Frame or DC Application Frame enclosure extension
- Oracle Communications Hardware Installation – Per AC Frame
- Oracle Communications DC Hardware Extension Installation – Per Frame – Rack mount server and Shelf additions
- Oracle Communications Hardware Extension Installation – AC or DC Blade Server/Eagle Card/Switches – Per 16 cards/switches per site
- Oracle Communications AC Hardware Extension Installation – Per Frame – Rack mount servers and AC enclosure additions

6. Web-Based Customer Support Systems

My Oracle Support

My Oracle Support is Oracle's customer support website for hardware and systems support. Access to My Oracle Support is governed by the Oracle Support Portal Terms of Use. The Oracle Support Portal Terms of Use are subject to change at Oracle's discretion. Access to My Oracle Support is limited to your designated technical contacts.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Oracle Premier Support for Systems and Oracle Premier Support for Operating Systems.

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your hardware system (e.g., Oracle Shared Shell for hardware)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Auto Service Request)) to assist with issue resolution. The tools are licensed under the Oracle Support Portal Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you. The tools may be subject to availability for selected products.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for

example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

Auto Service Request
Auto Service Request ("ASR") allows Oracle products which are ASR-enabled to automatically initiate a service request when specific hardware faults occur by sending fault telemetry information to Oracle. If the ASR enabled hardware is entitled to service, a service request will be initiated on your behalf. The specific hardware faults detected by ASR vary by product type, product version and operating system. Not all hardware faults are detected or sent to Oracle. The ASR fault coverage is subject to change by Oracle at any time and without prior notice.

8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at https://www.oracle.com/support/policies.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at:
https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

Notwithstanding the restriction above, if you are subject to the United States Health Insurance Portability and Accountability Act (HIPAA) and would like to submit protected health information (PHI) to Oracle as part of receiving technical support services, then you must:

- Execute a business associate agreement with Oracle that specifically references and covers your technical support services
- Submit PHI only in service request attachments on the My Oracle Support customer portal
- Not include PHI in the body of service requests
- When prompted in My Oracle Support, indicate that the service request attachment may contain PHI
- Disable automated file uploads that send files to Oracle as service request attachments

9. Severity Definitions

Service requests for your covered hardware system may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the following severity definitions:

Severity 1
Your production use of the covered hardware system is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency.

A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts
- System functionality failure causes data loss or renders system unstable

- System malfunction causes mission critical applications to restart, hang, or suspend

Except as otherwise specified, reasonable efforts will be made to respond to Severity 1 service requests within one hour. For response efforts associated with Oracle Communications EAGLE Premier Support, please see the Oracle Communications EAGLE Premier Support section above. For response efforts associated with Oracle Communications Network Premier Support, please see the Oracle Communications Network Premier Support section above.

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported hardware systems (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

Severity 2
You experience a severe loss of service. Important features are unavailable with no acceptable workaround, impaired or broken functionality with significant impact to applications, and/or frequent application failure but not data loss; however, operations can continue in a restricted fashion.

Severity 3
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

10. Onsite Response Time Targets for Hardware Support

Except as otherwise specified herein, response time targets for hardware support are as specified below. The response time target for Sun Ray Clients, regardless of severity level, is limited to Advanced Parts Exchange with next business day delivery to your location.The response time targets for (i) hardware eligible for Oracle Communications EAGLE Premier Support or Oracle Communications Network Premier Support and (ii) Tekelec BNS and PIC hardware, regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within 48 hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time target for the Oracle Acme Packet hardware products excluded and not eligible for Oracle Communications Network Support, regardless of severity level, is limited to Advanced Parts Exchange with next business day shipment to your location. Please review the Oracle Communications Network Premier Support section above for excluded Oracle Acme Packet hardware products. The response time targets for Front Porch Digital hardware, regardless of severity level, are limited to (i) Advanced Parts Exchange with next business day delivery to your location or (ii) next business day, if Oracle determines, in its sole discretion, that onsite support is appropriate. The response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware and Oracle Advanced Parts Exchange for Retail and Hospitality Hardware (i) on a ship or other water vessel, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within 48 hours of Oracle's receipt of the malfunctioning hardware, and (iii) on an island country, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within 48 hours of Oracle's acknowledgement that replacement of a hardware part is necessary. Except as provided in the preceding sentence, the response time targets for Oracle Advanced Parts Exchange for Retail and Hospitality, regardless of severity level, are limited to Advanced Parts Exchange with next business day delivery to your location.

Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

Severity 1

If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below.

Within 2 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within 4 hours:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 2

If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below. Onsite response times are during local business hours only.

Within 4 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within same business day:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Business Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 3

If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location the next business day from the close of local business hours or at a later mutually agreed-upon time (e.g., scheduled maintenance window).

Note:

The geographic location of your covered hardware system may cause on-site service to be unavailable or may require additional charges or longer Severity 1, Severity 2 and Severity 3 response times. Oracle reserves the right, in its sole discretion, to adjust Severity 1, Severity 2 and Severity 3 on-site response times or charge additional fees based on the location of the covered hardware system. Actual response times are subject to acts and conditions beyond Oracle's control and, therefore, Oracle's response may be delayed. Oracle is not responsible for response delays caused by factors outside its control. You should contact an Oracle Support Sales representative for more details regarding availability for your covered hardware systems.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

EXHIBIT ONE TO APPENDIX K
DATA PROCESSING AGREEMENT

For a period of one (1) year from the Effective Date of this Amendment Three, the Data Processing Agreement for Oracle Cloud Services (attached hereto) shall apply to all Cloud Services acquired pursuant to the terms set forth in this Appendix K. This Exhibit One to Appendix K shall be amended annually to include Oracle's then current Data Processing Agreement for Oracle Cloud Services. .

Data Processing Agreement for Oracle Services

("Data Processing Agreement")

Version June 26, 2019

1. Scope and Applicability

1.1 This Data Processing Agreement applies to Oracle's Processing of Personal Information on Your behalf as a Processor for the provision of the Services specified in Your Services Agreement. Unless otherwise expressly stated in Your Services Agreement, this version of the Data Processing Agreement shall be effective and remain in force for the term of Your Services Agreement.

1.2 In addition, any Processing of Personal Information subject to Applicable European Data Protection Law is subject to the additional terms of the European DPA Addendum set out in Exhibit 1 and the Oracle Processor Code referenced therein.

2. Responsibility for Processing of Personal Information and Your instructions

2.1 You are a Controller and Oracle is a Processor for the Processing of Personal Information as part of the provision of the Services. Each party is responsible for compliance with its respective obligations under Applicable Data Protection Law.

2.2 Oracle will Process Personal Information solely for the purpose of providing the Services in accordance with the Services Agreement and this Data Processing Agreement.

2.3 In addition to Your instructions incorporated into the Services Agreement, You may provide additional instructions in writing to Oracle with regard to Processing of Personal Information in accordance with Applicable Data Protection Law. Oracle will promptly comply with all such instructions to the extent necessary for Oracle to (i) comply with its Processor obligations under Applicable Data Protection Law; or (ii) assist You to comply with Your Controller obligations under Applicable Data Protection Law relevant to Your use of the Services.

2.4 Oracle will follow Your instructions at no additional cost to You and within the timeframes reasonably necessary for You to comply with your obligations under Applicable Data Protection Law. To the extent Oracle expects to incur additional charges or fees not covered by the fees for Services payable under the Services Agreement, such as additional license or third party contractor fees, it will promptly inform You thereof upon receiving Your instructions. Without prejudice to Oracle's obligation to comply with Your instructions, the parties will then negotiate in good faith with respect to any such charges or fees.

2.5 Unless otherwise specified in the Services Agreement, You may not provide Oracle with any sensitive or special Personal Information that imposes specific data security or data protection obligations on Oracle in addition to or different from those specified in the Data Processing Agreement or Services Agreement.

3. Privacy Inquiries and Requests from Individuals

3.1 If You receive a request or inquiry from an Individual related to Personal Information processed by

Oracle for the provision of Services, You can either (i) securely access Your Services environment that holds Personal Information to address the request, or (ii) to the extent such access is not available to You, submit a "service request" via My Oracle Support (or other applicable primary support tool or support contact provided for the Services, such as Your project manager) with detailed written instructions to Oracle on how to assist You with such request.

3.2 If Oracle directly receives any requests or inquiries from Individuals that have identified You as the Controller, it will promptly pass on such requests to You without responding to the Individual. Otherwise, Oracle will advise the Individual to identify and contact the relevant controller(s).

4. Oracle Affiliates and Third Party Subprocessors

4.1 To the extent Oracle engages Third Party Subprocessors and/or Oracle Affiliates to Process Personal Information, such entities shall be subject to the same level of data protection and security as Oracle under the terms of the Services Agreement. Oracle is responsible for the performance of the Oracle Affiliates' and Third Party Subprocessors' obligations in compliance with the terms of this Data Processing Agreement and Applicable Data Protection Law.

5. Cross-border data transfers

5.1 Without prejudice to any applicable regional data center restrictions for hosted Services specified in Your Services Agreement, Oracle may Process Personal Information globally as necessary to perform the Services.

5.2 To the extent such global access involves a transfer of Personal Information subject to cross-border transfer restrictions under Applicable Data Protection Law, such transfers shall be subject to (i) for transfers to Oracle Affiliates, the terms of the Oracle Intra-Company Data Transfer and Mandate Agreement, which requires all transfers of Personal Information to be made in compliance with Applicable Data Protection Law and all applicable Oracle security and data privacy policies and standards globally; and (ii) for transfers to Third Party Subprocessors, security and data privacy requirements consistent with the relevant requirements of this Data Processing Agreement and Applicable Data Protection Law.

6. Security and Confidentiality

6.1 Oracle has implemented and will maintain appropriate technical and organizational security measures for the Processing of Personal Information designed to prevent accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personal Information. These security measures govern all areas of security applicable to the Services, including physical access, system access, data access, transmission and encryption, input, data backup, data segregation and security oversight, enforcement and other security controls and measures. Additional details regarding the specific security measures that apply to the Services You have ordered are set out in the relevant security practices for these Services:

- For **Cloud Services**: Oracle's Hosting & Delivery Policies, available at http://www.oracle.com/us/corporate/contracts/cloud-services/index.html;
- For **NetSuite (NSGBU) Services**: NetSuite's Terms of Service, available at: http://www.netsuite.com/portal/resource/terms-of-service.shtml;
- For **Global Customer Support Services**: Oracle's Global Customer Support Security Practices available at: https://www.oracle.com/support/policies.html;

- For **Consulting and Advanced Customer Support (ACS) Services**: Oracle's Consulting and ACS Security Practices available at: http://www.oracle.com/us/corporate/contracts/consulting-services/index.html.

6.2 All Oracle and Oracle Affiliates employees, as well as any Third Party Subprocessors that Process Personal Information, are subject to appropriate written confidentiality arrangements, including confidentiality agreements, regular training on information protection, and compliance with Oracle policies concerning protection of confidential information.

7. Audit Rights

7.1 You may audit Oracle's compliance with its obligations under this Data Processing Agreement up to once per year. In addition, to the extent required by Applicable Data Protection Law, You or Your Regulator may perform more frequent audits.

7.2 If a third party is to conduct the audit, the third party must be mutually agreed to by You and Oracle (except if such third party is a Regulator). Oracle will not unreasonably withhold its consent to a third party auditor requested by You. The third party must execute a written confidentiality agreement acceptable to Oracle or otherwise be bound by a statutory or legal confidentiality obligation.

7.3 To request an audit, You must submit a detailed proposed audit plan to Oracle at least two weeks in advance of the proposed audit date. The proposed audit plan must describe the proposed scope, duration, and start date of the audit. Oracle will review the proposed audit plan and provide You with any concerns or questions. Oracle will work cooperatively with You to agree on a final audit plan.

7.4 The audit must be conducted during regular business hours at the applicable facility, subject to the agreed final audit plan and Oracle's health and safety or other relevant policies, and may not unreasonably interfere with Oracle business activities.

7.5 Upon completion of the audit, You will provide Oracle with a copy of the audit report, which is subject to the confidentiality terms of Your Services Agreement. You may use the audit reports only for the purposes of meeting Your regulatory audit requirements and/or confirming compliance with the requirements of this Data Processing Agreement.

7.6 Each party will bear its own costs in relation to the audit, unless Oracle promptly informs you upon reviewing Your audit plan that it expects to incur additional charges or fees in the performance of the audit that are not covered by the fees payable under Your Services Agreement, such as additional license or third party contractor fees. The parties will negotiate in good faith with respect to any such charges or fees.

7.7 Without prejudice to the rights granted in Section 7.1 above, if the requested audit scope is addressed in a SOC, ISO, NIST, PCI DSS, HIPAA or similar audit report issued by a qualified third party auditor within the prior twelve months and Oracle provides such report to You confirming there are no known material changes in the controls audited, You agree to accept the findings presented in the third party audit report in lieu of requesting an audit of the same controls covered by the report.

8. Incident Management and Breach Notification

8.1 Oracle has implemented controls and policies designed to detect and promptly respond to incidents that create suspicion of or indicate destruction, loss, alteration, unauthorized disclosure or access to

Personal Information transmitted, stored or otherwise Processed. Oracle will promptly define escalation paths to investigate such incidents in order to confirm if a Personal Information Breach has occurred, and to take reasonable measures designed to identify the root cause(s) of the Personal Information Breach, mitigate any possible adverse effects and prevent a recurrence.

8.2 Oracle will notify you of a confirmed Personal Information Breach without undue delay but at the latest within 24 hours. As information regarding the Personal Information Breach is collected or otherwise reasonably becomes available to Oracle, Oracle will also provide You with (i) a description of the nature and reasonably anticipated consequences of the Personal Information Breach; (ii) the measures taken to mitigate any possible adverse effects and prevent a recurrence; and (iii) where possible, information about the types of Personal Information that were the subject of the Personal Information Breach. You agree to coordinate with Oracle on the content of Your intended public statements or required notices for the affected Individuals and/or notices to the relevant Regulators regarding the Personal Information Breach.

9. Return and Deletion of Personal Information

9.1 Upon termination of the Services, Oracle will promptly return, including by providing available data retrieval functionality, or delete any remaining copies of Personal Information on Oracle systems or Services environments, except as otherwise stated in the Services Agreement.

9.2 For Personal Information held on Your systems or environments, or for Services for which no data retrieval functionality is provided by Oracle as part of the Services, You are advised to take appropriate action to back up or otherwise store separately any Personal Information while the production Services environment is still active prior to termination.

10. Legal Requirements

10.1 Oracle may be required by law to provide access to Personal Information, such as to comply with a subpoena or other legal process, or to respond to government requests, including public and government authorities for national security and/or law enforcement purposes.

10.2 Oracle will promptly inform You of requests to provide access to Personal Information, unless otherwise required by law.

11. Definitions

"**Applicable Data Protection Law**" means all data privacy or data protection laws or regulations globally that apply to the Processing of Personal Information under this Data Processing Agreement, which may include Applicable European Data Protection Law.

"**Applicable European Data Protection Law**" means (i) the EU General Data Protection Regulation EU/2016/679, as supplemented by applicable EU Member State law and as incorporated into the EEA Agreement; (ii) the Swiss Federal Act of 19 June 1992 on Data Protection, as amended; and (iii) the UK Data Protection Act 2018.

"**Europe"** means for the purposes of this Data Processing Agreement (i) the European Economic Area, consisting of the EU Member States, Iceland, Lichtenstein and Norway; (ii) Switzerland and (iii) the UK after it withdraws from the EU.

“**Individual”** shall have the same meaning as the term “data subject” or the equivalent term under Applicable Data Protection Law.

“**Process/Processing**”, “**Controller**”, “**Processor**” and “**Binding Corporate Rules**” (or the equivalent terms) have the meaning set forth under Applicable Data Protection Law.

“**Oracle Affiliate(s)**” means the subsidiar(y)(ies) of Oracle Corporation that may Process Personal Information as set forth in Section 4.

“**Oracle Intra-Company Data Transfer and Mandate Agreement”** means the Oracle Intra-Company Data Transfer and Mandate Agreement for Customer Services Personal Information entered into between Oracle Corporation and the Oracle Affiliates.

“**Oracle Processor Code**” means Oracle’s Privacy Code for Processing Personal Information of Customer Individuals referenced in the European DPA Addendum.

“**Oracle**” means the Oracle Affiliate that has executed the Services Agreement.

“**Personal Information**” shall have the same meaning as the term “personal data”, “personally identifiable information (PII)” or the equivalent term under Applicable Data Protection Law.

“**Personal Information Breach”** means a breach of security leading to the misappropriation or accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Personal Information transmitted, stored or otherwise Processed on Oracle systems or the Services environment that compromises the security, confidentiality or integrity of such Personal Information.

“**Regulator**” shall have the same meaning as the term “supervisory authority”, “data protection authority” or the equivalent term under Applicable Data Protection Law.

“**Services**” or the equivalent terms “Service Offerings” or “services” means the Cloud, Advanced Customer Support, Consulting, or Global Technical Support services specified in the Services Agreement.

“**Services Agreement**” means (i) the applicable order for the Services you have purchased from Oracle; (ii) the applicable master agreement referenced in the applicable order, and (iii) the Service Specifications.

“**Third Party Subprocessor**” means a third party, other than an Oracle Affiliate, which Oracle subcontracts with and which may Process Personal Information as set forth in Section 4.

“**You**” means the customer entity that has executed the Services Agreement.

Other capitalized terms have the definitions provided for them in the Services Agreement.

Exhibit 1: European Data Processing Addendum for Oracle Services

("European DPA Addendum")

This European DPA Addendum supplements the Data Processing Agreement to include additional Processor terms applicable to the Processing of Personal Information subject to Applicable European Data Protection Law.

Except as expressly stated otherwise in the Data Processing Agreement, the Services Agreement, this European DPA Addendum or the Oracle Processor Code, in the event of any conflict between these documents, the following order of precedence applies (in descending order): (i) the Oracle Processor Code; (ii) this European DPA Addendum; (iii) the body of the Data Processing Agreement; and (iv) the Services Agreement.

1. Cross-Border Data Transfers – Oracle Processor Code

1.1 The Oracle Processor Code (Binding Corporate Rules for Processors) applies to the Processing of Personal Information by Oracle on Your behalf in its role as a Processor as part of the provision of Services under the Services Agreement and this European DPA Addendum, where such Personal Information is: (i) subject to any data transfer restrictions under Applicable European Data Protection Law; and (ii) processed by Oracle or an Oracle Affiliate in a country outside Europe.

1.2 The most current version of the Oracle Processor Code is available on https://www.oracle.com/a/ocom/docs/corporate/bcr-privacy-code-051719.pdf, and is incorporated by reference into the Services Agreement and this European DPA Addendum. Oracle has obtained EEA authorization for its Processor Code and will maintain such authorization for the duration of the Services Agreement.

1.3 Transfers to Third Party Subprocessors shall be subject to security and data privacy requirements consistent with the Oracle Processor Code, the Data Processing Agreement and the Services Agreement.

2. Description of Processing

2.1 *Duration of processing activities*. Oracle may Process Personal Information during the term of the Services Agreement and to perform its obligations under Section 9 of the Data Processing Agreement, unless otherwise required by applicable law.

2.2 *Processing activities.* Oracle may Process Personal Information as necessary to perform the Services, including where applicable for hosting and storage; backup and disaster recovery; service change management; issue resolution; applying new product or system versions, patches, updates and upgrades; monitoring and testing system use and performance; IT security purposes including incident management; maintenance and performance of technical support systems and IT infrastructure; and migration, implementation, configuration and performance testing.

2.3 *Categories of Personal Information.* In order to perform the Services and depending on the Services You have ordered, Oracle may Process some or all of the following categories of Personal Information: personal contact information such as name, home address, home telephone or mobile number, fax

number, email address, and passwords; information concerning family, lifestyle and social circumstances including age, date of birth, marital status, number of children and name(s) of spouse and/or children; employment details including employer name, job title and function, employment history, salary and other benefits, job performance and other capabilities, education/qualification, identification numbers, and business contact details; financial details; goods and services provided; unique IDs collected from mobile devices, network carriers or data providers; IP addresses and online behavior and interest data.

2.4 *Categories of Data Subjects.* Categories of Data Subjects whose Personal Information may be Processed in order to perform the Services may include, among others, Your representatives and end users, such as Your employees, job applicants, contractors, collaborators, partners, suppliers, customers and clients.

2.5 Additional or more specific descriptions of Processing activities, categories of Personal Information and Data Subjects may be described in the Services Agreement.

3. Your Instructions

3.1 Your right to provide instructions to Oracle as specified in Section 2 of the Data Processing Agreement encompasses instructions regarding (i) data transfers as set forth in Section 1 of this European DPA Addendum; and (ii) assistance with Data Subject requests to access, delete or erase, restrict, rectify, receive and transmit (data portability), block access to or object to Processing of specific Personal Information or sets of Personal Information as described in Section 3 of the Data Processing Agreement.

3.2 To the extent required by the Applicable EEA Data Protection Law, Oracle will immediately inform You if, in its opinion, Your instruction infringes Applicable European Data Protection Law. You acknowledge and agree that Oracle is not responsible for performing legal research and/or for providing legal advice to You.

4. Notice and Objection Right to New Oracle Affiliates and Third Party Subprocessors

4.1 Subject to the terms and restrictions specified in this Section 4 of the European DPA Addendum and Section 4 of the Data Processing Agreement, You provide Oracle general written authorization to engage Oracle Affiliates and Third Party Subprocessors to assist in the performance of the Services.

4.2 Oracle maintains lists of Oracle Affiliates and Third Party Subprocessors that may Process Personal Information. These lists are available via My Oracle Support, Document ID 2121811.1 (or other applicable primary support tool, user interface or contact provided for the Services, such as the NetSuite Support Portal or Your Oracle project manager). If You would like to receive notice of any intended changes to these lists of Oracle Affiliates and Third Party Subprocessors, You can (i) sign up per the instructions on My Oracle Support, Document ID 2288528.1; or (ii) Oracle will provide you notice of intended changes where a sign up mechanism is not available. For ACS and Consulting Services, any additional Third Party Subprocessors that Oracle intends to use will be listed in Your order for ACS or Consulting Services, or in a subsequent “Oracle Subprocessor Notice”, which Oracle will send to you by e-mail as necessary.

4.3 Within fourteen (14) calendar days of Oracle providing such notice to You under Section 4.2 above, You may object to the intended involvement of a Third Party Subprocessor or Oracle Affiliate in the performance of the Services, providing objective justifiable grounds related to the ability of such Third Party Subprocessor or Oracle Affiliate to adequately protect Personal Information in accordance with the Data Processing Agreement or Applicable European Data Protection Law in writing by submitting a “service

request" via (i) My Oracle Support (or other applicable primary support tool) or (ii) for ACS and Consulting Services, the project manager for the Services. You and Oracle will work together in good faith to find a mutually acceptable resolution to address such objection, including but not limited to reviewing additional documentation supporting the Third Party Subprocessor's or Oracle Affiliate's compliance with the Data Processing Agreement or Applicable European Data Protection Law, or delivering the Services without the involvement of such Third Party Subprocessor. To the extent You and Oracle do not reach a mutually acceptable resolution within a reasonable timeframe, You shall have the right to terminate the relevant Services (i) upon serving thirty (30) days prior notice; (ii) without liability to You or Oracle and (iii) without relieving You from Your payment obligations under the Services Agreement up to the date of termination. If the termination in accordance with this Section 4.3 only pertains to a portion of Services under an order, You will enter into an amendment or replacement order to reflect such partial termination.

5. Information and Assistance

5.1 For hosted Services, Your audit rights under Section 7 of the Data Processing Agreement include the right to conduct inspections of the applicable Services data center facility that hosts Personal Information.

5.2 In addition, You may request that Oracle audit a Third Party Subprocessor or provide confirmation that such an audit has occurred (or, where available, obtain or assist You in obtaining a third-party audit report concerning the Third Party Subprocessor's operations) to verify compliance with the Third Party Subprocessor's obligations. You will also be entitled, upon written request, to receive copies of the relevant privacy and security terms of Oracle's agreement with any Third Party Subprocessors and Oracle Affiliates that may Process Personal Information.

5.3 Oracle provides You with information and assistance reasonable necessary for You to conduct Your data protection impact assessments or consult with Your Regulator(s), by granting You electronic access to a record of Processing activities and any available privacy & security functionality guides for the Services. This information is available via (i) My Oracle Support, Document ID 111.1 or other applicable primary support tool provided for the Services, such as the NetSuite Support Portal, or (ii) upon request, if such access to My Oracle Support (or other primary support tool) is not available to You.

6. Data Protection Officer

6.1 Oracle has appointed a Global Data Protection Officer and, in some European countries, a local Data Protection Officer. Further details on how to contact Oracle's Global Data Protection Officer and, where applicable, the local Data Protection Officer, are available here.

6.2 If You have appointed a Data Protection Officer, You may request Oracle to include the contact details of Your Data Protection Officer in the relevant Services order.

STATE OF MICHIGAN
ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **5**

to

Contract Number **071B4300149**

CONTRACTOR	
	ORACLE AMERICA, INC.
	500 Oracle Parkway
	Redwood Shores, CA 94065
	Joe Mudroch
	314-477-4418
	joe.mudroch@oracle.com
	CV0066538

STATE		
Program Manager	Reid Sisson	MULTI
	517-241-1638	
	sissonr@Michigan.gov	
Contract Administrator	Garrick Paraskevin	DTMB
	(517) 284-6993	
	paraskeving@michigan.gov	

CONTRACT SUMMARY

ORACLE SOFTWARE, HARDWARE & RELATED SRVCS

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
August 27, 2014	August 26, 2019	3 - 1 Year	August 26, 2019

PAYMENT TERMS	DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
☐ P-Card	☐ Direct Voucher (DV)	☐ Other	☒ Yes	☐ No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
☐		☐		August 26, 2019

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
$100,000,000.00	$0.00	$100,000,000.00

DESCRIPTION

Be advised that there was a mistake made in the numbering of Change Notices under this Contract. For record keeping purposes, there are no Change Notices Numbers 2 and 3 to this Contract.

This Change Notice Number 5 completes a transaction between the parties that (i) certifies and terminates an Oracle Unlimited License Agreement (ULA), (ii) cancels certain Oracle licenses, and (iii) provides for co-terminus support end dates for certain Oracle licenses. The transaction is reflected in the attached Oracle License Certification Form, Oracle License Termination Letter, and Attachment 1 to the Oracle License Termination Letter.

All other terms, conditions, specifications, and pricing remain the same.

ORACLE

June 27, 2018

Simon Baldwin
Category Manager, IT
Central Procurement – Enterprise Sourcing
State of Michigan

Dear Simon:

You have requested that Oracle provide technical support services for some but not all of your licenses contained in a license set. You acknowledge that per Oracle's technical support policies, in order to receive technical support services for your licenses, all licenses in a license set must be supported at the same level of technical support. Please review the applicable technical support policies at http://www.oracle.com/us/support/policies/index.html or contact Oracle Support at http://www.oracle.com/us/support /contact/indext.html.

You have agreed to terminate some of your licenses in order to maintain technical support services on a reduced number of licenses in a license set. For the sake of clarity, this letter dated June 27, 2018 rescinds and supersedes the prior Oracle letter dated May 24, 2018 to Mr. Reid Sisson.

By signing below, you are agreeing to terminate the licenses listed in the table below. As of May 25, 2018, you no longer have any right to use the terminated licenses and have no right to technical support services, including but not limited to, updates, fixes and security alerts. Oracle will maintain and renew technical support services for your remaining licenses in the license set (not including mySQL, Solaris Cluster and Hardware Support which are separately billed) in accordance with the three ODs set forth in Attachment 1 to this letter, which is incorporated by reference herein. If your licensing needs increase in the future, you must purchase any necessary licenses to meet your increased needs. You will not be permitted to reinstate the terminated licenses.

Pricing for support is based upon the level of support and the volume of licenses for which support is ordered. In the event that a subset of licenses on a single order is terminated or if the level of support is reduced, support for the remaining licenses on that license order will be priced at Oracle's list price for support in effect at the time of termination or reduction minus the applicable standard discount. The Technical Support fees for any future cancellation of licenses listed herein will trigger a re-pricing based upon the line items on the original order effected and will not impact other specific order numbers that existed on a single support service contract.

By signing below, you represent that you have authority to terminate the licenses on behalf of State of Michigan. You acknowledge that Oracle may not renew technical support services for your remaining licenses in the license set until you have completed and returned this termination letter to the Oracle Support Services Representative listed below. The licenses that are hereby terminated are:

Contract	CSI	Order	Oracle Program	Qty
3680180	1552365	5340458	SERVER EE 7.3	50
3665054	1865300	5566941	ORACLE7 PERSONAL EDITION 7.3.3	1
4153683	3285225	8433442	Oracle Database Enterprise Edition - Processor Perpetual	1
4153683	3285225	8433442	Change Management Pack - Processor Perpetual	1
4153683	3285225	8433442	Oracle Diagnostics Pack - Processor Perpetual	1
4153683	3285225	8433442	Oracle Tuning Pack - Processor Perpetual	1
4895056	3299085	6614384	Oracle Database Enterprise Edition - Processor Perpetual	3
4895056	3299085	6614384	Change Management Pack - Processor Perpetual	3
4895056	3299085	6614384	Oracle Diagnostics Pack - Processor Perpetual	3
4895056	3299085	6614384	Oracle Tuning Pack - Processor Perpetual	3
4895056	3367624	6658854	Oracle Discrete Manufacturing - Application User Perpetual	8

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4895056	3367624	6658854	Oracle Database Enterprise Edition - Named User Perpetual	2076
4895056	3367624	6657163	Oracle Database Enterprise Edition - Named User Perpetual	20
4895056	3367624	6657163	Oracle Database Enterprise Edition - Processor Perpetual	88
4895056	3367624	6658854	Oracle Database Enterprise Edition - Processor Perpetual	127
4895056	3367624	6658854	Oracle Database Standard Edition - Named User Perpetual	30
4895056	3367624	6658854	Oracle Database Standard Edition - Processor Perpetual	4
4895056	3367624	6658854	Oracle Database Personal Edition - Named User Perpetual	421
4895056	3367624	6657163	Oracle Partitioning - Processor Perpetual	14
4895056	3367624	6658854	Oracle Partitioning - Processor Perpetual	16
4895056	3367624	6658854	Oracle Real Application Clusters - Processor Perpetual	64
4895056	3367624	6658854	Change Management Pack - Named User Perpetual	401
4895056	3367624	6657163	Change Management Pack - Processor Perpetual	42
4895056	3367624	6658854	Change Management Pack - Processor Perpetual	71
4895056	3367624	6657163	Oracle Diagnostics Pack - Named User Perpetual	50
4895056	3367624	6658854	Oracle Diagnostics Pack - Named User Perpetual	794
4895056	3367624	6657163	Oracle Diagnostics Pack - Processor Perpetual	44
4895056	3367624	6658854	Oracle Diagnostics Pack - Processor Perpetual	90
4895056	3367624	6658854	Oracle Tuning Pack - Named User Perpetual	1129
4895056	3367624	6657163	Oracle Tuning Pack - Named User Perpetual	50
4895056	3367624	6657163	Oracle Tuning Pack - Processor Perpetual	48
4895056	3367624	6658854	Oracle Tuning Pack - Processor Perpetual	77
4895056	3367624	6658854	Oracle Internet Application Server Enterprise Edition - Named User Perpetual	107
4895056	3367624	6658854	Oracle Internet Application Server Enterprise Edition - Named User Perpetual	872
4895056	3367624	6658854	Oracle Internet Developer Suite - Named User Perpetual	199
4895056	3367635	6658232	Oracle Purchasing - Application User Perpetual	209
4895056	3367635	6658232	Oracle Database Enterprise Edition - Named User Perpetual	335
4895056	3367635	6658232	Oracle Database Enterprise Edition - Processor Perpetual	326
4895056	3367635	6658232	Oracle Partitioning - Named User Perpetual	144
4895056	3367635	6658232	Oracle Partitioning - Processor Perpetual	21
4895056	3367635	6658232	Oracle Spatial and Graph - Processor Perpetual	3
4895056	3367635	6658232	Spatial - Named User Perpetual	10
4895056	3367635	6658232	Change Management Pack - Named User Perpetual	120
4895056	3367635	6658232	Change Management Pack - Processor Perpetual	287
4895056	3367635	6658232	Oracle Diagnostics Pack - Named User Perpetual	44
4895056	3367635	6658232	Oracle Diagnostics Pack - Processor Perpetual	305
4895056	3367635	6658232	Oracle Tuning Pack - Named User Perpetual	120
4895056	3367635	6658232	Oracle Tuning Pack - Processor Perpetual	296
4895056	3367635	6658232	Oracle Internet Application Server Enterprise Edition - Named User Perpetual	8
4895056	3367635	6658232	Oracle Internet Application Server Enterprise Edition - Processor Perpetual	13
4895056	3367635	6658232	Oracle Internet Developer Suite - Named User Perpetual	24

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4895056	14053623	6948424	Oracle Internet Application Server Enterprise Edition - Processor Perpetual	2
4895056	14053758	6948560	Oracle Real Application Clusters - Processor Perpetual	8
4895056	14378398	7900163	Oracle Partitioning - Processor Perpetual	56
4895056	14651190	8011691	Configuration Management Pack - Processor Perpetual	36
4895056	14651190	8011691	Oracle Tuning Pack - Processor Perpetual	27
4895056	14652755	8012450	Oracle Database Enterprise Edition - Processor Perpetual	3
4895056	14653410	8012822	Oracle Database Enterprise Edition - Processor Perpetual	15
4895056	14653535	8012995	Oracle Database Enterprise Edition - Named User Plus Perpetual	175
4895056	14653535	8012995	Oracle Internet Application Server Enterprise Edition - Processor Perpetual	2
4895056	14686907	8025400	Oracle Real Application Clusters - Processor Perpetual	4
4895056	14686907	8025400	Oracle Spatial and Graph - Named User Plus Perpetual	40
4895056	14686907	8025400	Oracle Spatial and Graph - Processor Perpetual	4
4895056	14686907	8025400	Internet Application Server Java Edition - Named User Plus Perpetual	40
4895056	14686907	8025400	Internet Application Server Java Edition - Processor Perpetual	4
4895056	14765254	8051622	Oracle Database Enterprise Edition - Named User Plus Perpetual	125
4895056	14765254	8051622	Oracle Database Enterprise Edition - Processor Perpetual	60
4895056	14765254	8051622	Oracle Real Application Clusters - Named User Plus Perpetual	300
4895056	14765254	8051622	Oracle Real Application Clusters - Processor Perpetual	60
4895056	14765254	8051622	Change Management Pack - Processor Perpetual	60
4895056	14765254	8051622	Configuration Management Pack - Processor Perpetual	60
4895056	14765254	8051622	Oracle Diagnostics Pack - Processor Perpetual	60
4895056	14765254	8051622	Oracle Tuning Pack - Processor Perpetual	60
4895056	14884166	8088670	Oracle Database Enterprise Edition - Named User Plus Perpetual	775
4895056	14884166	8088670	Oracle Database Enterprise Edition - Processor Perpetual	76
4895056	14884166	8088670	Oracle Partitioning - Named User Plus Perpetual	150
4895056	14884166	8088670	Oracle Partitioning - Processor Perpetual	48
4895056	14884166	8088670	Oracle Real Application Clusters - Processor Perpetual	40
4895056	14884166	8088670	Change Management Pack - Named User Plus Perpetual	775
4895056	14884166	8088670	Change Management Pack - Processor Perpetual	80
4895056	14884166	8088670	Configuration Management Pack - Named User Plus Perpetual	775
4895056	14884166	8088670	Configuration Management Pack - Processor Perpetual	80
4895056	14884166	8088670	Oracle Diagnostics Pack - Named User Plus Perpetual	775
4895056	14884166	8088670	Oracle Diagnostics Pack - Processor Perpetual	80
4895056	14884166	8088670	Oracle Tuning Pack - Named User Plus Perpetual	775
4895056	14884166	8088670	Oracle Tuning Pack - Processor Perpetual	80
4895056	15157061	8101561	Oracle Spatial and Graph - Named User Plus Perpetual	10
4895056	15179233	8105828	Oracle Database Enterprise Edition - Processor Perpetual	4

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4895056	15401652	8150218	Oracle Database Enterprise Edition - Processor Perpetual	5
4894774	15707027	8247722	Oracle Database Enterprise Edition - Named User Plus Perpetual	150
4894774	15707027	8247722	Oracle Real Application Clusters - Named User Plus Perpetual	600
4894774	15707027	8247722	Configuration Management Pack - Named User Plus Perpetual	600
4894774	15707027	8247722	Oracle Diagnostics Pack - Named User Plus Perpetual	600
4894839	15771545	8255895	Oracle Spatial and Graph - Named User Plus Perpetual	175
4895000	15813053	8265223	Oracle Real Application Clusters - Processor Perpetual	12
4895021	15920169	8291439	Oracle Partitioning - Named User Plus Perpetual	400
4895021	15920169	8291439	Oracle Partitioning - Processor Perpetual	16
4895028	15934682	8298283	Oracle Real Application Clusters - Processor Perpetual	4
3110078	16113697	8350027	Oracle Real Application Clusters - Processor Perpetual	8
3334287	16232854	8365445	Oracle Partitioning - Named User Plus Perpetual	14
3334287	16232854	8365445	Oracle Real Application Clusters - Processor Perpetual	14
3334287	16232854	8365445	Change Management Pack - Processor Perpetual	17
3334287	16232854	8365445	Configuration Management Pack - Named User Plus Perpetual	450
3334287	16232854	8365445	Configuration Management Pack - Processor Perpetual	2
3334287	16232854	8365445	Oracle Diagnostics Pack - Processor Perpetual	2
3334287	16316702	8390552	Change Management Pack - Named User Plus Perpetual	68
3334287	16316702	8390552	Change Management Pack - Processor Perpetual	10
3334287	16316702	8390552	Oracle Diagnostics Pack - Processor Perpetual	10
3334287	16316702	8390552	Oracle Tuning Pack - Processor Perpetual	14
3789539	16475252	8431896	Oracle Advanced Compression - Processor Perpetual	36
3789539	16475252	8431896	Oracle Partitioning - Processor Perpetual	19
3789539	16475252	8431896	Oracle Real Application Clusters - Processor Perpetual	57
3789539	16475252	8431896	Configuration Management Pack for Oracle Database - Processor Perpetual	51
3789539	16475252	8431896	Provisioning and Patch Automation Pack for Database - Processor Perpetual	36
3789539	16475252	8431896	Oracle Real Application Testing - Processor Perpetual	36
3789539	16475252	8431896	Diagnostics Pack for Oracle Middleware - Processor Perpetual	48
3876993	16564740	8449135	Oracle Real Application Clusters - Processor Perpetual	16
3877146	16564842	8449193	Oracle Partitioning - Processor Perpetual	10
3877146	16564842	8449193	Oracle Real Application Clusters - Processor Perpetual	48
3877146	16564842	8449193	Oracle Diagnostics Pack - Processor Perpetual	10
3880658	16568020	8449507	Oracle Internet Application Server Standard Edition - Named User Plus Perpetual	20
3880658	16568020	8449507	Oracle Internet Application Server Standard Edition - Processor Perpetual	3
3880658	16568020	8449507	Oracle Internet Application Server Standard Edition One - Processor Perpetual	5
3985919	16718343	8466911	Oracle Diagnostics Pack - Processor Perpetual	8
3985919	16718343	8466911	Oracle Tuning Pack - Processor Perpetual	8

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4109583	16883372	8490371	Oracle Tuning Pack - Named User Plus Perpetual	50
4109583	16883372	8490371	Oracle Tuning Pack - Processor Perpetual	2
4605858	17561979	8520964	Oracle Database Enterprise Edition - Named User Plus Perpetual	20
4605858	17561979	8520964	Oracle Database Enterprise Edition - Processor Perpetual	12
4605858	17561979	8520964	Oracle Database Enterprise Edition - Processor Perpetual	31
4605858	17561979	8520964	Oracle Partitioning - Named User Plus Perpetual	300
4605858	17561979	8520964	Oracle Partitioning - Processor Perpetual	96
4605858	17561979	8520964	Oracle Real Application Clusters - Processor Perpetual	4
4605858	17561979	8520964	Oracle Real Application Clusters - Processor Perpetual	24
4605858	17561979	8520964	Oracle Data Masking Pack - Processor Perpetual	12
4605858	17561979	8520964	Configuration Management Pack for Oracle Database - Processor Perpetual	14
4605858	17561979	8520964	Provisioning and Patch Automation Pack for Database - Processor Perpetual	96
4605858	17561979	8520964	Oracle Diagnostics Pack - Processor Perpetual	13
4605858	17561979	8520964	Oracle Diagnostics Pack - Processor Perpetual	36
4605858	17561979	8520964	Oracle Tuning Pack - Processor Perpetual	14
4605858	17561979	8520964	Oracle Tuning Pack - Processor Perpetual	36
4760786	17736124	8535671	Oracle Database Enterprise Edition - Processor Perpetual	2
4760786	17736124	8535671	Oracle Active Data Guard - Named User Plus Perpetual	150
4760786	17736124	8535671	Oracle Active Data Guard - Processor Perpetual	11
4760786	17736124	8535671	Oracle Advanced Compression - Named User Plus Perpetual	150
4760786	17736124	8535671	Oracle Advanced Compression - Processor Perpetual	11
4760786	17736124	8535671	Oracle Diagnostics Pack - Processor Perpetual	2
4762085	17739277	8535984	Oracle Database Enterprise Edition - Named User Plus Perpetual	675
4762085	17739277	8535984	Oracle Database Enterprise Edition - Processor Perpetual	76
4762085	17739277	8535984	Oracle Partitioning - Named User Plus Perpetual	675
4762085	17739277	8535984	Oracle Partitioning - Processor Perpetual	61
4762085	17739277	8535984	Oracle Real Application Clusters - Processor Perpetual	60
4762085	17739277	8535984	Change Management Pack - Named User Plus Perpetual	675
4762085	17739277	8535984	Change Management Pack - Processor Perpetual	76
4762085	17739277	8535984	Configuration Management Pack for Oracle Database - Named User Plus Perpetual	675
4762085	17739277	8535984	Configuration Management Pack for Oracle Database - Processor Perpetual	76
4762085	17739277	8535984	Oracle Diagnostics Pack - Named User Plus Perpetual	675
4762085	17739277	8535984	Oracle Diagnostics Pack - Processor Perpetual	76
4762085	17739277	8535984	Oracle Tuning Pack - Named User Plus Perpetual	675
4762085	17739277	8535984	Oracle Tuning Pack - Processor Perpetual	76
5147471	18070343	8582774	Oracle WebLogic Suite - Processor Perpetual	48
5144055	18073212	8582684	Oracle Active Data Guard - Processor Perpetual	40
5144055	18073212	8582684	Oracle Advanced Compression - Processor Perpetual	40

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5144055	18073212	8582684	Oracle Partitioning - Processor Perpetual	40
5144055	18073212	8582684	Configuration Management Pack for Oracle Database - Processor Perpetual	40
5144055	18073212	8582684	Provisioning and Patch Automation Pack for Database - Processor Perpetual	40
5144055	18073212	8582684	Oracle WebLogic Suite - Processor Perpetual	18
5144055	18073212	8582684	Oracle WebLogic Suite - Processor Perpetual	18
5144830	18073626	8583146	Oracle Database Enterprise Edition - Processor Perpetual	6
5144830	18073626	8583146	Oracle Database Enterprise Edition - Processor Perpetual	16
5144830	18073626	8583146	Oracle Partitioning - Processor Perpetual	1
5144830	18073626	8583146	Oracle Real Application Clusters - Named User Plus Perpetual	300
5144830	18073626	8583146	Oracle Spatial and Graph - Processor Perpetual	2
5144830	18073626	8583146	Change Management Pack - Named User Plus Perpetual	300
5144830	18073626	8583146	Oracle Diagnostics Pack - Processor Perpetual	9
5144830	18073626	8583146	Oracle Tuning Pack - Processor Perpetual	4
5178947	18126659	8590827	Oracle Spatial and Graph - Named User Plus Perpetual	100
5178947	18126659	8590827	Oracle Spatial and Graph - Processor Perpetual	4
5216261	18187823	8600654	Oracle Advanced Security - Processor Perpetual	1
5221518	18191880	8601653	Oracle Database Enterprise Edition - Processor Perpetual	9
5241607	18219778	8607256	Oracle Partitioning - Named User Plus Perpetual	50
5400019	18431838	8643468	Oracle Database Enterprise Edition - Named User Plus Perpetual	350
5400019	18431838	8643468	Oracle Active Data Guard - Named User Plus Perpetual	50
5400019	18431838	8643468	Oracle Advanced Compression - Named User Plus Perpetual	50
5400019	18431838	8643468	Oracle Partitioning - Named User Plus Perpetual	200
5400019	18431838	8643468	Oracle Spatial and Graph - Named User Plus Perpetual	50
5400019	18431838	8643468	Change Management Pack - Named User Plus Perpetual	400
5400019	18431838	8643468	Oracle Diagnostics Pack - Named User Plus Perpetual	200
5400019	18431838	8643468	Oracle Tuning Pack - Named User Plus Perpetual	350
5519807	18576070	8663665	Oracle WebLogic Suite - Processor Perpetual	12
5742647	18845663	8700762	Oracle Business Intelligence Server Administrator - Named User Plus Perpetual	2
5742647	18845663	8700762	Business Intelligence Suite Enterprise Edition - Named User Plus Perpetual	50
5742647	18845663	8700762	Oracle Advanced Compression - Processor Perpetual	1
5742647	18845663	8700762	Oracle Advanced Security - Processor Perpetual	1
5742647	18845663	8700762	Oracle Audit Vault Collection Agent - Processor Perpetual	1
5742647	18845663	8700762	Oracle Audit Vault Server - Processor Perpetual	1
5742647	18845663	8700762	Oracle Database Firewall - Processor Perpetual	1
5742647	18845663	8700762	Oracle Database Firewall Management Server - Processor Perpetual	1
5742647	18845663	8700762	Oracle Data Masking Pack - Processor Perpetual	1
5742647	18845663	8700762	Oracle Database Vault - Processor Perpetual	1
5742647	18845663	8700762	Oracle Label Security - Processor Perpetual	32

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5742647	18845663	8700762	Oracle Cloud Management Pack for Oracle Database - Processor Perpetual	1
5929306	19086103	8740883	Oracle Database Enterprise Edition - Named User Plus Perpetual	330
5929306	19086103	8740883	Oracle Real Application Clusters - Named User Plus Perpetual	600
5929306	19086103	8740883	Oracle Real Application Clusters - Processor Perpetual	17
5929306	19086103	8740883	Oracle Diagnostics Pack - Named User Plus Perpetual	600
5929306	19086103	8740883	Oracle Tuning Pack - Named User Plus Perpetual	100
5929306	19086103	8740883	Oracle Tuning Pack - Processor Perpetual	6
6330989	19565464	8820231	Oracle Partitioning - Processor Perpetual	23
6330989	19565464	8820231	Oracle Real Application Clusters - Processor Perpetual	21
6386571	19662965	8837742	Oracle Active Data Guard - Processor Perpetual	1
6386571	19662965	8837742	Oracle GoldenGate - Processor Perpetual	36
6416281	19689803	8843074	Oracle Partitioning - Processor Perpetual	8
6661246	19864201	7001710	Oracle GoldenGate - Named User Plus Perpetual	500
6661246	19864201	7001710	Oracle GoldenGate - Processor Perpetual	60
6661246	19864201	7001710	Oracle GoldenGate - Processor Perpetual	84
6661246	19864201	7001710	Oracle Management Pack for Oracle GoldenGate - Named User Plus Perpetual	500
6661246	19864201	7001710	Oracle Management Pack for Oracle GoldenGate - Processor Perpetual	180
4895056	3367624	6658854	Oracle Financials - Application User Perpetual	470

Note: If any of the fields listed in the table above are blank, then such fields do not apply.

Regards,

Clay Baum
Oracle Support Services
Email: Clay.Baum@Oracle.com
Tel.: 773-401-9209

Acknowledged and agreed.

Simon Baldwin

Name: Simon Baldwin

Signature: [signature]

Title: Category Manager, IT

Customer Name: _____

Date: 6/28/2018

Attachment 1

ORACLE

28-Jun-18

Reid Sisson
STATE OF MICHIGAN
DTMB Accounts Payable
320 S. Walnut Street
Lansing
MI 48933
United States

Dear Reid Sisson

The technical support services provided under support service number 10627788 will expire, or have expired, on 26-May-19. Please find attached an ordering document for the renewal of these technical support services. If applicable, the attached ordering document may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the ordering document, by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 27-Apr-19.

Have a question about your renewal? Call 773-401-9209 or email Oracle at clay.baum@oracle.com.

Have a question regarding Auto Renew or the acceptance process on Oracle Store? Call 773-401-9209, Chat on Store, or Request Assistance.

ORACLE

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.
Support Service Number:	10627788	**Oracle Contact Information:** Clay Baum
Offer Expires:	26-May-19	**Telephone:** 773-401-9209 **Fax:** **Email:** clay.baum@oracle.com

CUSTOMER: State Of Michigan Department Of Technology Management And Budget

CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Reid Sisson	**Account Contact:**	ACCOUNTS PAYABLE
Account Name:	STATE OF MICHIGAN	**Account Name:**	STATE OF MICHIGAN
Address:	DTMB Accounts Payable 320 S. Walnut Street Lansing MI 48933 United States	**Address:**	DTMB -- Accounts Payable 320 S. Walnut St. 2nd floor, Cass Bldg. LANSING MI 48933 United States
Telephone:	517 241-1638	**Telephone:**	
Fax:		**Fax:**	
E-mail:	sissonr@michigan.gov	**E-mail:**	

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 10627788, to Your Oracle Support Sales Representative identified in the table above.

SERVICE DETAILS

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Oracle Advanced Analytics - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	17,511.26
Oracle Advanced Compression - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	4,714.57
Oracle Advanced Security - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	29,571.30
Oracle Audit Vault and Database Firewall - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	14,683.68
Oracle Cloud Management Pack for Oracle Database - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	3,074.71
Oracle Database Enterprise Edition - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	19,473.22
Oracle Database In-Memory - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	40,410.59
Oracle Database Lifecycle Management Pack - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	4,919.55
Oracle Database Vault - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	28,143.72
Oracle Data Masking and Subsetting Pack - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	38,306.73
Oracle Diagnostics Pack - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	8,565.28
Oracle GoldenGate for Non Oracle Database - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	23,793.00
Oracle GoldenGate for Teradata Replication Services - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	8,327.55
Oracle GoldenGate Foundation Suite - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	70,019.01
Oracle GoldenGate - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	23,793.00
Oracle Key Vault - Server Perpetual	20682707	1		ULA	27-May-19	26-May-20	33,990.00
Oracle Label Security - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	26,580.18

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Oracle Multitenant - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	30,747.19
Oracle Partitioning - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	12,796.69
Oracle Real Application Clusters - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	16,164.23
Oracle Real Application Testing - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	64,656.94
Oracle SOA Suite for Oracle Middleware - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	26,940.39
Oracle Spatial and Graph - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	6,149.44
Oracle Tuning Pack - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	7,174.34
Oracle Unified Business Process Management Suite - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	54,207.38
Oracle WebLogic Suite - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	19,766.05

Program Technical Support Fees: USD 634,480.00

Total Price: USD 634,480.00

Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this ordering document will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply for the applicable programs and/or hardware for which You are purchasing technical support services.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, STATE OF MICHIGAN represents that Customer has authorized STATE OF MICHIGAN to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. STATE OF MICHIGAN agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. STATE OF MICHIGAN agrees to advise Customer of the terms of this ordering document as well as any communications received from Oracle regarding the services.

If the Customer and the Customer Bill To name identified in the General Information table above are not the same, Customer agrees that: a) Customer has the ultimate responsibility for payments under this ordering document; and, b) any failure of STATE OF MICHIGAN to make timely payment per the terms of this ordering document shall be deemed a breach by Customer and, in addition to any other remedies available to Oracle, Oracle may terminate Customer's technical support service under this ordering document.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which technical support has been paid, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies may be accessed at http://www.oracle.com/us/support/policies/index.html.

The technical support services acquired under this ordering document are governed by the terms and conditions of the US-GMA-363006 ("agreement"). Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired.

This ordering document incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this ordering document and the agreement, this ordering document shall take precedence.

ORDER PROCESSING DETAILS

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order, Your check, or a credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Please note that unless You are a U.S. federal government or public sector entity, if the pre-tax value of this ordering document is USD $2,000 or less, the technical support services ordered (i) must be paid by credit card; or (ii) You must renew Your support via the Oracle Store. Please contact Your Oracle Support Sales Representative for details regarding renewing Your support via the Oracle Store.

Technical Support fees are invoiced Quarterly in Arrears. All fees payable to Oracle are due within NET 30 DAYS from date of invoice.

Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are an U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If STATE OF MICHIGAN is a tax exempt organization and is not an U.S. federal government entity, a copy of STATE OF MICHIGAN's tax exemption certificate must be submitted with STATE OF MICHIGAN's purchase order, credit card or other acceptable form of payment.

PAYMENT DETAILS

Purchase Order
If You are submitting a purchase order for the payment of the renewal of the technical support services on this renewal order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 10627788
- Total Price: USD 634,480.00 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, STATE OF MICHIGAN agrees that the terms of this renewal order and the agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document will apply to the technical support services renewed under this renewal order.

Please contact Oracle per the General Information section above to issue Your purchase order.

Credit Card
If You wish to use a credit card to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

Check
If the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Support Service Number: 10627788
- Total Price: USD 634,480.00 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, STATE OF MICHIGAN agrees that only the terms of this ordering document and the agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the check shall apply.

Please mail check payments in accordance with the Remittance Details section below.

Checks for technical support services renewed under this renewal order should be sent to:

AK, AZ, CA, HI, ID, NV, OR, UT, WA:

Oracle America, Inc
PO Box 44471
San Francisco, CA 94144-4471

All Other States:

Oracle America, Inc
PO Box 203448
Dallas, TX 75320-3448

ORACLE

28-Jun-18

Reid Sisson
STATE OF MICHIGAN
DTMB Accounts Payable
320 S. Walnut Street
Lansing
MI 48933
United States

Dear Reid Sisson

The technical support services provided under support service number 15375697 will expire, or have expired, on 25-May-19. Please find attached an ordering document for the renewal of these technical support services. If applicable, the attached ordering document may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the ordering document, by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 26-Apr-19.

Have a question about your renewal? Call 773-401-9209 or email Oracle at clay.baum@oracle.com.

Have a question regarding Auto Renew or the acceptance process on Oracle Store? Call 773-401-9209, Chat on Store, or Request Assistance.

ORACLE

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.
Support Service Number:	15375697	**Oracle Contact Information:** Clay Baum
Offer Expires:	25-May-19	**Telephone:** 773-401-9209 **Fax:** **Email:** clay.baum@oracle.com

CUSTOMER: State Of Michigan Department Of Technology Management And Budget

CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Reid Sisson	**Account Contact:**	ACCOUNTS PAYABLE
Account Name:	STATE OF MICHIGAN	**Account Name:**	STATE OF MICHIGAN
Address:	DTMB Accounts Payable 320 S. Walnut Street Lansing MI 48933 United States	**Address:**	DTMB – Accounts Payable 320 S. Walnut St. 2nd floor, Cass Bldg. LANSING MI 48933 United States
Telephone:	517 241-1638	**Telephone:**	517-335-0202
Fax:		**Fax:**	
E-mail:	sissonr@michigan.gov	**E-mail:**	

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 15375697, to Your Oracle Support Sales Representative identified in the table above.

SERVICE DETAILS

Program Technical Support Services							
Service Level:	**Software Update License & Support**						
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Oracle Advanced Analytics - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	6,274.40
Oracle Advanced Compression - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	34,258.50
Oracle Advanced Security - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	44,685.00
Oracle Audit Vault and Database Firewall - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	17,874.00
Oracle Business Intelligence Publisher - Named User Plus Perpetual	21237364	1		ULA	26-May-19	25-May-20	11,168.80
Oracle Cloud Management Pack for Oracle Database - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	15,577.00
Oracle Database Enterprise Edition - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	141,502.50
Oracle Database In-Memory - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	130,759.60
Oracle Database Lifecycle Management Pack - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	35,748.00
Oracle Database Vault - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	32,689.90
Oracle Data Masking and Subsetting Pack - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	34,258.50
Oracle Diagnostics Pack - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	22,342.50
Oracle Financials - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	48,224.53
Oracle GoldenGate for Non Oracle Database - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	7,161.00
Oracle GoldenGate for Teradata Replication Services - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	7,161.00
Oracle GoldenGate Foundation Suite - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	28,150.40
Oracle GoldenGate - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	97,104.00

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Oracle Key Vault - Server Perpetual	21237364	1		ULA	26-May-19	25-May-20	13,640.00
Oracle Label Security - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	1,568.60
Oracle Multitenant - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	99,491.00
Oracle Partitioning - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	34,258.50
Oracle Real Application Clusters - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	68,517.00
Oracle Real Application Testing - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	3,137.20
Oracle SOA Management Pack Enterprise Edition - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	20,807.00
Oracle SOA Suite for Oracle Middleware - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	47,856.10
Oracle Spatial and Graph - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	4,774.00
Oracle Tuning Pack - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	14,895.00
Oracle Unified Business Process Management Suite - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	7,843.00
Oracle WebLogic Server Management Pack Enterprise Edition - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	9,987.36
Oracle WebLogic Suite - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	37,452.60
Oracle Web Tier - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	4,161.40
Siebel CRM Base - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	107,362.50
Siebel CTI - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	9,726.00
Siebel Public Sector CRM Base Option - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	11,452.00
Siebel Server Extensions for UNIX - Computer Perpetual	21237364	1		ULA	26-May-19	25-May-20	802.70
Siebel Tools - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	7,640.00

Program Technical Support Fees: USD 1,220,311.59

Total Price: USD 1,220,311.59

Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this ordering document will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply for the applicable programs and/or hardware for which You are purchasing technical support services.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, STATE OF MICHIGAN represents that Customer has authorized STATE OF MICHIGAN to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. STATE OF MICHIGAN agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. STATE OF MICHIGAN agrees to advise Customer of the terms of this ordering document as well as any communications received from Oracle regarding the services.

If the Customer and the Customer Bill To name identified in the General Information table above are not the same, Customer agrees that: a) Customer has the ultimate responsibility for payments under this ordering document; and, b) any failure of STATE OF MICHIGAN to make timely payment per the terms of this ordering document shall be deemed a breach by Customer and, in addition to any other remedies available to Oracle, Oracle may terminate Customer's technical support service under this ordering document.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which technical support has been paid, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies may be accessed at http://www.oracle.com/us/support/policies/index.html.

The technical support services acquired under this ordering document are governed by the terms and conditions of the US-GMA-363006 ("agreement"). Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired.

This ordering document incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this ordering document and the agreement, this ordering document shall take precedence.

ORDER PROCESSING DETAILS

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order, Your check, or a credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Please note that unless You are a U.S. federal government or public sector entity, if the pre-tax value of this ordering document is USD $2,000 or less, the technical support services ordered (i) must be paid by credit card; or (ii) You must renew Your support via the Oracle Store. Please contact Your Oracle Support Sales Representative for details regarding renewing Your support via the Oracle Store.

Technical Support fees are invoiced Quarterly in Arrears. All fees payable to Oracle are due within 30 NET from date of invoice.

Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are an U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If STATE OF MICHIGAN is a tax exempt organization and is not an U.S. federal government entity, a copy of STATE OF MICHIGAN's tax exemption certificate must be submitted with STATE OF MICHIGAN's purchase order, credit card or other acceptable form of payment.

PAYMENT DETAILS

Purchase Order
If You are submitting a purchase order for the payment of the renewal of the technical support services on this renewal order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 15375697
- Total Price: USD 1,220,311.59 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, STATE OF MICHIGAN agrees that the terms of this renewal order and the agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document will apply to the technical support services renewed under this renewal order.

Please contact Oracle per the General Information section above to issue Your purchase order.

Credit Card
If You wish to use a credit card to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

Check
If the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Support Service Number: 15375697
- Total Price: USD 1,220,311.59 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, STATE OF MICHIGAN agrees that only the terms of this ordering document and the agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the check shall apply.

Please mail check payments in accordance with the Remittance Details section below.

Checks for technical support services renewed under this renewal order should be sent to:

AK, AZ, CA, HI, ID, NV, OR, UT, WA:

Oracle America, Inc
PO Box 44471
San Francisco, CA 94144-4471

All Other States:

Oracle America, Inc
PO Box 203448
Dallas, TX 75320-3448

ORACLE

28-Jun-18

Reid Sisson
STATE OF MICHIGAN
DTMB Accounts Payable
320 S. Walnut Street
Lansing
MI 48933
United States

Dear Reid Sisson

The technical support services provided under support service number 15920215 will expire, or have expired, on 16-Jul-18. Please find attached an ordering document for the renewal of these technical support services. If applicable, the attached ordering document may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the ordering document, by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 5-Jul-18.

Have a question about your renewal? Call 773-401-9209 or email Oracle at clay.baum@oracle.com.

Have a question regarding Auto Renew or the acceptance process on Oracle Store? Call 773-401-9209, Chat on Store, or Request Assistance.

ORACLE

GENERAL INFORMATION

OFFER EXPIRATION		**ORACLE:** Oracle America, Inc.
Support Service Number:	15920215	**Oracle Contact Information:** Clay Baum
Offer Expires:	16-Jul-18	**Telephone:** 773-401-9209 **Fax:** **Email:** clay.baum@oracle.com

CUSTOMER: State Of Michigan Department Of Technology Management And Budget

CUSTOMER QUOTE TO		**CUSTOMER BILL TO**	
Account Contact:	Reid Sisson	**Account Contact:**	ACCOUNTS PAYABLE
Account Name:	STATE OF MICHIGAN	**Account Name:**	STATE OF MICHIGAN
Address:	DTMB Accounts Payable 320 S. Walnut Street Lansing MI 48933 United States	**Address:**	DTMB – Accounts Payable 320 S. Walnut St. 2nd floor, Cass Bldg. LANSING MI 48933 United States
Telephone:	517 241-1638	**Telephone:**	517-335-0202
Fax:		**Fax:**	
E-mail:	sissonr@michigan.gov	**E-mail:**	

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 15920215, to Your Oracle Support Sales Representative identified in the table above.

SERVICE DETAILS

Program Technical Support Services							
Service Level:	**Software Update License & Support**						
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Open System Gateways - Computer Perpetual	3367624	2		FULL USE	1-Oct-18	30-Sep-19	4,950.00
Oracle Discoverer Desktop Edition - Named User Perpetual	3367624	170		FULL USE	1-Oct-18	30-Sep-19	33,660.00
Oracle Financials - Application User Perpetual	3367624	590		FULL USE	1-Oct-18	30-Sep-19	90,981.00
Oracle Internet Developer Suite - Named User Perpetual	3367624	79		FULL USE	1-Oct-18	30-Sep-19	75,603.00
Oracle Discoverer Desktop Edition - Named User Perpetual	3367635	15		FULL USE	1-Oct-18	30-Sep-19	2,970.00
Siebel eGovernment Call Center Base - Named User Perpetual	14771459	8			1-Oct-18	30-Sep-19	3,573.13
Siebel Call Center - Additional Licenses - Named User Perpetual	14774165	90			1-Oct-18	30-Sep-19	22,686.79
Siebel CTI - Named User Perpetual	14774165	90			1-Oct-18	30-Sep-19	2,949.51
Siebel System Software - Additional Licenses - Named User Perpetual	14774165	90			1-Oct-18	30-Sep-19	5,876.81
Siebel Workflow - Additional Licenses - Named User Perpetual	14774165	90			1-Oct-18	30-Sep-19	4,191.41
Siebel Call Center - Additional Licenses - Named User Perpetual	14774299	6			1-Oct-18	30-Sep-19	1,873.94
Siebel CTI - Named User Perpetual	14774299	6			1-Oct-18	30-Sep-19	240.25
Siebel System Software - Named User Perpetual	14774299	6			1-Oct-18	30-Sep-19	240.25
Siebel Workflow - Named User Perpetual	14774299	6			1-Oct-18	30-Sep-19	336.34
Siebel Tools - Named User Perpetual	14774300	5			1-Oct-18	30-Sep-19	20,020.65
Siebel Call Center - Additional Licenses - Named User Perpetual	14774465	60			1-Oct-18	30-Sep-19	18,739.32
Siebel CTI - Named User Perpetual	14774465	60			1-Oct-18	30-Sep-19	2,402.49

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel System Software - Additional Licenses - Named User Perpetual	14774465	60			1-Oct-18	30-Sep-19	2,402.49
Siebel Workflow - Additional Licenses - Named User Perpetual	14774465	60			1-Oct-18	30-Sep-19	3,363.48
Siebel eService - Concurrent User Perpetual	14774627	1			1-Oct-18	30-Sep-19	56,057.84
Siebel Call Center - Additional Licenses - Named User Perpetual	14774628	93			1-Oct-18	30-Sep-19	24,749.24
Siebel CTI - Named User Perpetual	14774628	93			1-Oct-18	30-Sep-19	3,208.22
Siebel System Software - Additional Licenses - Named User Perpetual	14774628	93			1-Oct-18	30-Sep-19	3,721.53
Siebel Workflow - Additional Licenses - Named User Perpetual	14774628	93			1-Oct-18	30-Sep-19	4,583.17
Siebel Call Center - Additional Licenses - Named User Perpetual	14774815	18			1-Oct-18	30-Sep-19	5,621.82
Siebel CTI - Named User Perpetual	14774815	18			1-Oct-18	30-Sep-19	720.73
Siebel System Software - Additional Licenses - Named User Perpetual	14774815	18			1-Oct-18	30-Sep-19	720.73
Siebel Workflow - Additional Licenses - Named User Perpetual	14774815	18			1-Oct-18	30-Sep-19	1,009.03
Siebel Smart Answer - Named User Perpetual	14774834	1			1-Oct-18	30-Sep-19	279.89
Siebel Smart Answer Server - Physical Server Perpetual	14774834	1			1-Oct-18	30-Sep-19	16,798.89
Siebel Assignment Manager - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel Calendar - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	160.15
Siebel Call Center - Base Application - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	3,123.24
Siebel CTI - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel Encyclopedia - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel Office - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel Reports - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel SmartScript - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	560.58
Siebel System Software - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel Tools - Named User Perpetual	14775000	1			1-Oct-18	30-Sep-19	4,004.15
Siebel Workflow - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	560.58
Siebel Call Center Base - Named User Perpetual	14775001	4			1-Oct-18	30-Sep-19	2,082.17
Siebel eMail Response - Named User Perpetual	14775013	5			1-Oct-18	30-Sep-19	600.60
Siebel Reports - Additional Licenses - Named User Perpetual	14775013	15			1-Oct-18	30-Sep-19	600.60
Siebel Call Center Base - Named User Perpetual	14775340	10			1-Oct-18	30-Sep-19	5,005.14
Siebel Calendar - Additional Licenses - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	803.25
Siebel CTI - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	2,008.13
Siebel eMail Response - Additional Licenses - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	13,253.58
Siebel Executive Information System - EIS - Additional Licenses - Named User Perpetual	14775862	10			1-Oct-18	30-Sep-19	386.19
Siebel Office - Additional Licenses - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	2,008.13
Siebel Reports - Additional Licenses - Named User Perpetual	14775862	10			1-Oct-18	30-Sep-19	386.19
Siebel System Software - Additional Licenses - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	2,008.13
Siebel Tools - Additional Licenses - Named User Perpetual	14775862	3			1-Oct-18	30-Sep-19	11,585.31

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel Call Center Base - Named User Perpetual	14776123	5			1-Oct-18	30-Sep-19	3,148.73
Siebel Tools - Named User Perpetual	14776123	5			1-Oct-18	30-Sep-19	19,603.38
Siebel Call Center Base - Named User Perpetual	14776488	25			1-Oct-18	30-Sep-19	12,265.81
Siebel Reports Server - Named User Perpetual	14776488	1			1-Oct-18	30-Sep-19	52.73
Siebel SmartScript - Named User Perpetual	14776488	25			1-Oct-18	30-Sep-19	1,097.37
Siebel Call Center Base - Named User Perpetual	14776526	55			1-Oct-18	30-Sep-19	9,237.26
Siebel Call Center Base - Named User Perpetual	14776526	15			1-Oct-18	30-Sep-19	7,095.80
Siebel Call Center - Base Suite - Named User Perpetual	14776816	16			1-Oct-18	30-Sep-19	8,032.49
Siebel SmartScript - Named User Perpetual	14776816	58			1-Oct-18	30-Sep-19	2,605.10
Siebel Call Center Base - Named User Perpetual	14777080	30			1-Oct-18	30-Sep-19	16,498.51
Siebel Call Center Base - Named User Perpetual	14777916	3			1-Oct-18	30-Sep-19	1,501.54
Siebel Reports Server - Named User Perpetual	14777968	35			1-Oct-18	30-Sep-19	1,869.34
Siebel Call Center Base - Named User Perpetual	14778289	15			1-Oct-18	30-Sep-19	7,359.49
Siebel SmartScript - Named User Perpetual	14778289	15			1-Oct-18	30-Sep-19	658.43
Siebel eGovernment Call Center Base - Named User Perpetual	14824016	26		FULL USE	1-Oct-18	30-Sep-19	11,204.97
Siebel Briefings - Named User Perpetual	14836879	1		FULL USE	1-Oct-18	30-Sep-19	0.00
Siebel D&B Integration Server - Physical Server Perpetual	14836879	1		FULL USE	1-Oct-18	30-Sep-19	0.00
Siebel D&B Integration Solution - Named User Perpetual	14836879	1		FULL USE	1-Oct-18	30-Sep-19	0.00
Siebel Public Sector Service Base - Named User Perpetual	14836879	400		FULL USE	1-Oct-18	30-Sep-19	179,828.04
Siebel Reports - Named User Perpetual	14836879	400		FULL USE	1-Oct-18	30-Sep-19	17,126.47
Siebel Server Extensions for UNIX - Physical Server Perpetual	14836879	3		FULL USE	1-Oct-18	30-Sep-19	428.16

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel Tools - Named User Perpetual	14836879	4		FULL USE	1-Oct-18	30-Sep-19	9,990.44
Oracle Financials - Application User Perpetual	15178621	5		FULL USE	1-Oct-18	30-Sep-19	5,984.05
Siebel CRM Base - Application User Perpetual	15753088	27		FULL USE	1-Oct-18	30-Sep-19	13,157.96
Siebel CTI - Application User Perpetual	15753088	27		FULL USE	1-Oct-18	30-Sep-19	708.52
Siebel CRM Base - Application User Perpetual	16250070	30		FULL USE	1-Oct-18	30-Sep-19	16,069.00
Siebel CTI - Application User Perpetual	16250070	30		FULL USE	1-Oct-18	30-Sep-19	857.00
Oracle Financials - Application User Perpetual	16357431	45		FULL USE	1-Oct-18	30-Sep-19	27,362.44
Siebel CRM Base - Application User Perpetual	16496586	5		FULL USE	1-Oct-18	30-Sep-19	2,383.31
Siebel CRM Base - Application User Perpetual	18185028	10		FULL USE	1-Oct-18	30-Sep-19	5,260.22
Siebel Public Sector CRM Base Option - Application User Perpetual	18185028	10		FULL USE	1-Oct-18	30-Sep-19	561.08
Exalogic Elastic Cloud Software - Processor Perpetual	18576035	24		LIMITED USE OTHER	1-Oct-18	30-Sep-19	26,932.31
Exalogic Elastic Cloud Software - Processor Perpetual	18576079	24		FULL USE	1-Oct-18	30-Sep-19	79,200.00
Siebel Email Response - Application User Perpetual	19231442	20		FULL USE	20-Sep-18	30-Sep-19	2,201.45
Exadata Storage Server Software - Disk Drive Perpetual	20034105	192		FULL USE	1-Oct-18	30-Sep-19	112,105.60
Siebel CRM Base - Application User Perpetual	20113311	10		FULL USE	1-Oct-18	30-Sep-19	5,048.30
Siebel CRM Base - Application User Perpetual	20344010	45		FULL USE	19-Oct-18	30-Sep-19	20,799.92
Siebel CTI - Application User Perpetual	20344010	46		FULL USE	19-Oct-18	30-Sep-19	1,133.98
Siebel CRM Base - Application User Perpetual	20602033	290		FULL USE	1-Oct-18	30-Sep-19	102,166.21
Siebel Public Sector CRM Base Option - Application User Perpetual	20602033	290		FULL USE	1-Oct-18	30-Sep-19	10,897.73
Exadata Storage Server Software - Disk Drive Perpetual	20635733	120		FULL USE	2-May-19	30-Sep-19	35,677.90

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel CRM Base - Application User Perpetual	21283508	7		FULL USE	17-Jul-18	30-Sep-19	3,934.24

Program Technical Support Fees: USD 1,248,115.81

Total Price: USD 1,248,115.81

Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this ordering document will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply for the applicable programs and/or hardware for which You are purchasing technical support services.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, STATE OF MICHIGAN represents that Customer has authorized STATE OF MICHIGAN to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. STATE OF MICHIGAN agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. STATE OF MICHIGAN agrees to advise Customer of the terms of this ordering document as well as any communications received from Oracle regarding the services.

If the Customer and the Customer Bill To name identified in the General Information table above are not the same, Customer agrees that: a) Customer has the ultimate responsibility for payments under this ordering document; and, b) any failure of STATE OF MICHIGAN to make timely payment per the terms of this ordering document shall be deemed a breach by Customer and, in addition to any other remedies available to Oracle, Oracle may terminate Customer's technical support service under this ordering document.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which technical support has been paid, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies may be accessed at http://www.oracle.com/us/support/policies/index.html.

The technical support services acquired under this ordering document are governed by the terms and conditions of the US-GMA-363006 ("agreement"). Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired.

This ordering document incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this ordering document and the agreement, this ordering document shall take precedence.

ORDER PROCESSING DETAILS

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order, Your check, or a credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Please note that unless You are a U.S. federal government or public sector entity, if the pre-tax value of this ordering document is USD $2,000 or less, the technical support services ordered (i) must be paid by credit card; or (ii) You must renew Your support via the Oracle Store. Please contact Your Oracle Support Sales Representative for details regarding renewing Your support via the Oracle Store.

Technical Support fees are invoiced Annually in Arrears. All fees payable to Oracle are due within NET 30 DAYS from date of invoice.

Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are an U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If STATE OF MICHIGAN is a tax exempt organization and is not an U.S. federal government entity, a copy of STATE OF MICHIGAN's tax exemption certificate must be submitted with STATE OF MICHIGAN's purchase order, credit card or other acceptable form of payment.

PAYMENT DETAILS

Purchase Order
If You are submitting a purchase order for the payment of the renewal of the technical support services on this renewal order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 15920215
- Total Price: USD 1,248,115.81 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, STATE OF MICHIGAN agrees that the terms of this renewal order and the agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document will apply to the technical support services renewed under this renewal order.

Please contact Oracle per the General Information section above to issue Your purchase order.

Credit Card
If You wish to use a credit card to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

Check
If the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Support Service Number: 15920215
- Total Price: USD 1,248,115.81 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, STATE OF MICHIGAN agrees that only the terms of this ordering document and the agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the check shall apply.

Please mail check payments in accordance with the Remittance Details section below.

Checks for technical support services renewed under this renewal order should be sent to:

AK, AZ, CA, HI, ID, NV, OR, UT, WA:

Oracle America, Inc
PO Box 44471
San Francisco, CA 94144-4471

All Other States:

Oracle America, Inc
PO Box 203448
Dallas, TX 75320-3448

Form No. DTMB-3521 (Rev. 10/2015)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract change will not be executed unless form is filed

STATE OF MICHIGAN

DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET

PROCUREMENT

525 W. ALLEGAN STREET
LANSING, MI 48933

P.O. BOX 30026
LANSING, MI 48909

CHANGE NOTICE . 04
to
CONTRACT NO. 071B4300149
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR	PRIMARY CONTACT	EMAIL
Oracle America, Inc.	Joe Mudroch	joe.mudroch@oracle.com
500 Oracle Parkway	PHONE	CONTRACTOR'S TAX ID NO. (LAST FOUR DIGITS ONLY)
Redwood Shores CA, 94065	(314) 477-4418	*******5249

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
PROGRAM MANAGER / CCI	DTMB	Sisson, Reid	(517) 241-1638	sissonr@Michigan.gov
CONTRACT ADMINISTRATOR	DTMB	David Hatch	(517) 284-7044	hatchd@michigan.gov

CONTRACT SUMMARY			
DESCRIPTION: Oracle Software, Hardware & Related Srvcs			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
August 27, 2014	August 26, 2019	3 - 1 Year	August 26, 2019
PAYMENT TERMS		DELIVERY TIMEFRAME	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☒ Yes ☐No
MINIMUM DELIVERY REQUIREMENTS			

DESCRIPTION OF CHANGE NOTICE

EXERCISE OPTION?	LENGTH OF OPTION	EXERCISE EXTENSION?	LENGTH OF EXTENSION	REVISED EXP. DATE
☐		☐		

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
$100,000,000.00	$ 0.00	$100,000,000.00

DESCRIPTION: Updates to the Master Agreement per Amendment Two, attached, including inclusion of terms and conditions for Oracle Cloud Services, Appendix A (Pricing and Discount Schedule), Appendix B (Oracle Software Technical Support Policies), Appendix D (License Definitions and Rules), Appendix F (Pricing and Discount Schedule for Hardware), Appendix G (Hourly Rates for Time and Materials – Consulting Services), Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support), Appendix I (Pricing and Discount Schedule for Oracle University Training), and Appendix J (Oracle Hardware and Systems Support Policies).

AMENDMENT TWO
TO
MASTER AGREEMENT

This Amendment Two (this "Amendment") amends Contract No. 071B4300149, a/k/a the Software License and Services Agreement, dated August 29, 2014 (together with all amendments and addenda thereto, the "Master Agreement") between the State of Michigan ("State", "Customer" or "you") and Oracle America, Inc. ("Oracle").

The parties agree to amend the Master Agreement as follows:

1. Delete the title of the Master Agreement, as amended by Amendment One to the Master Agreement dated May 6, 2015 ("Amendment One"), and replace it with the following:

   "Master Agreement".

2. Delete the first recital, as amended by Amendment One, and replace it with the following:

   "This Master Agreement (together with all appendices, schedules, attachments and documents incorporated herein by reference, the "Agreement") is between Oracle America, Inc. with its principal place of business at 500 Oracle Parkway, Redwood City, CA 94055 ("Oracle") and the State of Michigan ("State", "Customer" or "you"). The terms of this Agreement shall apply to all Products and to all Services provided by Oracle pursuant to this Agreement. When completed and executed by both parties, an Order Form shall evidence the Program licenses granted and the Services to be provided."

3. Delete the fourth recital, as amended by Amendment One, and replace it with the following:

   "This Agreement covers the sale or purchase of Programs, Services, Hardware and Cloud Services only."

4. Delete the definition of "Programs," as amended by Amendment One, and replace it with the following:

   "**Programs**" shall mean (a) the computer software owned or distributed by Oracle for which Customer is granted a license pursuant to this Agreement; (b) the user and installation guides and manuals for use of the software, which may be delivered with the Programs and accessed at http://oracle.com/contracts ("Documentation"); and (c) Updates. Programs shall be used in the United States. Programs do not include Integrated Software or any Operating System. Programs do not include the Cloud Services."

5. Delete the definition of "Services," as amended by Amendment One, and replace it with the following:

   "**Services**" refers to Technical Support services, education, consulting or advanced customer support services, Cloud Services, or Cloud Services-related consulting and other professional services which you have ordered.

6. Article I (DEFINITIONS) is amended by adding the following new definitions in the appropriate alphabetical order:

   "**Amendment Two**" refers to Amendment Two to Contract No. 071B4300149, a/k/a the Master Agreement, dated August 29, 2014, between the State and Oracle.

   "**Cloud Services**" shall mean, collectively, the Oracle cloud services (e.g., Oracle software as a service offerings and related Oracle Programs) listed in your order and defined in the Service Specifications.

"Oracle Programs" refers to the software products owned or licensed by Oracle to which Oracle grants you access as part of the Cloud Services, including Program Documentation, and any program updates provided as part of the Cloud Services.

7. Delete Section 2.2.A., as amended by Amendment One, and replace it with the following:

   "A. You may not assign, give or transfer the Programs, Operating System, Integrated Software and/or any Services (including the Oracle Programs) or an interest in them to another individual or entity, without the prior written consent of Oracle. Notwithstanding the foregoing, upon advance written notice to Oracle, you may transfer your rights to the Programs, Operating System, Integrated Software and/or any Services acquired under this Agreement to another State of Michigan Executive Agency or the Michigan Economic Development Corp. due to a consolidation or transfer of your statutory duties by Executive Order of the Governor of Michigan; provided that such assignee entity agrees in writing to the terms and conditions of the Agreement and the applicable Ordering Document. You may not grant a security interest in or finance from a third party that is not an Oracle affiliate the acquisition of any Programs, Operating System, Integrated Software, Services or Services deliverables acquired under this Agreement."

8. Insert in Section 2.3 (Verification) the following immediately after the first paragraph of such Section 2.3:

   With respect to Cloud Services, the phrase "Programs" above in the first paragraph of this Section 2.3 is replaced by the phrase "Program(s) or the Cloud Services (as applicable)" and (b) the phrase "license rights" is replaced by the phrase "Services rights."

9. Add the following as a new Article III-D. (CLOUD SERVICES) immediately after Article III-C. (HARDWARE) to read as follows:

   "**III-D. CLOUD SERVICES**

   Cloud Services will be provided under this Agreement in accordance with the terms and conditions provided in the attached Appendix K."

10. Delete the second paragraph of Section 5.1 (Infringement Indemnity) and replace it with the following:

    "Oracle shall have no liability for any claim of infringement based on use of a superseded or altered release of Programs in the infringement which would have been avoided by the use of a current unaltered release of the Programs which Oracle provides to Customer, or if you alter the Material or use it outside the scope of use identified in the user documentation, or with respect to the Cloud Services, the user or program documentation or Service Specifications , or if you continue to use the applicable Material after the end of the license to use that Material. Oracle will not indemnify the Recipient to the extent that an infringement claim is based upon any information, design, specification, instruction, software, service, data, or material not furnished by you. Oracle will not indemnify you for any portion of an infringement claim that is based upon the combination of any Material with any products or services not provided by Oracle. Solely with respect to Separately Licensed Third Party Technology that is part of or is required to use a Program and that is used: (a) in unmodified form; (b) as part of or as required to use a Program; and (c) in accordance with the license grant for the relevant Program and all other terms and conditions of this Agreement, Oracle will indemnify you for infringement claims for Separately Licensed Third Party Technology to the same extent as Oracle is required to provide infringement indemnification for the Program under the terms of this Agreement. Oracle will not indemnify you for infringement caused by your actions against any third party if the Program(s) as delivered to you and used in accordance with the terms of this Agreement would not otherwise infringe any third party intellectual property rights. Oracle will not indemnify you for any intellectual property infringement claim(s) known to you at the time license rights are obtained."

11. Insert in Section 5.1 (Infringement Indemnity) the following immediately after the fifth paragraph of such Section 5.1, as amended by Amendment One:

"With respect to Cloud Services, the phrase "Material" above in the first paragraph of this Section 5.1 shall include Cloud Services (b) the phrase "Program(s)" in this Section 5.1 is replaced by the phrase "Program(s) or the Cloud Services (as applicable)" and (c) the phrase "license rights" is replaced by the phrase "Services rights." Oracle will not indemnify you to the extent that an infringement claim is based on Third Party Content or any Material from a third party portal or other external source that is accessible or made available to you within or by the Cloud Services (e.g., a social media post from a third party blog or forum, a third party Web pages accessed via a hyperlink, marketing data from third party providers, etc.)."

12. Delete the last paragraph of Section 5.2 and replace it with the following:

"Oracle shall have no liability for any claim of bodily injury and/or tangible personal property damage arising from use of software or hardware or Cloud Services. **This Section states the parties' entire liability and exclusive remedy for bodily injury and property damage**."

13. Delete Section 5.3.C., as amended by Amendment One, and replace it with the following:

"**C. Services Warranty**
For Services other than the Services provided for in the attached Appendix E and Appendix K, Oracle warrants that Services will be performed in a professional manner consistent with industry standards. You must notify Oracle of any warranty deficiencies within 90 days from performance of the deficient Services."

14. Delete Section 5.3.D and replace it with the following:

"**C. Virus Warranty**
"During the warranty period specified above in this Section for the applicable Program or service other than the Services provided for in the attached Appendix K, Oracle warrants that the programs and software deliverables resulting from the services shall be designed by Oracle so that they do not purposely contain any virus or other contaminants that may be used to access, alter, delete, threaten, infect, assault, vandalize, defraud, disrupt, damages, disable, inhibit, or shut down your computer systems, databases or software in a manner other than in accordance with the terms of this Agreement ("Virus"). In the event that upon delivery any Program or software deliverables resulting from the services contains a Virus, then upon your written notice, as Oracle's sole liability and your exclusive remedy, (a) Oracle will provide you with another copy of the Program or software deliverables resulting from the services free of the Virus, and (b) if Oracle is unable to provide the Program or software deliverables resulting from the services free of the Virus within 30 days of receiving notice of the Virus, you may end your license for the Program or software deliverables resulting from the services that contains the Virus and recover of the fees paid for such license or service and any unused, prepaid technical support fees you have paid for the Program license."

15. Delete Section 5.4.C., as amended by Amendment One, and replace it with the following:

"**C. For Services**
For Services other than the Services provided for in the attached Appendix E and Appendix K, the re-performance of the deficient Services, or if Oracle is unable to substantially correct the deficiency in a commercially reasonable manner, Customer shall be entitled to end the deficient Service and recover the fees paid to Oracle for the deficient services."

16. Delete the second paragraph of Section 6.1 and replace it with the following:

"In entering into payment obligations under an order, you agree and acknowledge that you have not relied on the future availability of any Services, hardware, program or updates. However, (a) if you order technical support, the preceding sentence does not relieve Oracle of its obligation to provide such technical support under this Agreement, if and when available, in accordance with Oracle's then current technical support policies, and (b) the preceding sentence does not change the rights granted to you under an order and this Agreement."

17. Insert in Section 7.4 (Limitation of Liability), as amended by Amendment One, the following immediately after the first paragraph of such Section 7.4:

    "**WITH RESPECT TO THE CLOUD SERVICES, THE "AMOUNT OF FEES PAID BY CUSTOMER" SHALL MEAN THE TOTAL AMOUNTS ACTUALLY PAID TO ORACLE FOR THE CLOUD SERVICES UNDER THE ORDER GIVING RISE TO THE LIABILITY IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH LIABILITY LESS ANY REFUNDS OR CREDITS RECEIVED BY YOU FROM ORACLE UNDER SUCH ORDER."**

18. Insert in Section 7.7 (Export) as amended by Amendment One, the following immediately after the first paragraph of such Section 7.4:

With respect to the Cloud Services, You acknowledge that the Cloud Services are designed with capabilities for You and Your Users to access the Services Environment without regard to geographic location and to transfer or otherwise move Your Content and Your Applications between the Services Environment and other locations such as User workstations. You are solely responsible for the authorization and management of User accounts, as well as export control and geographic transfer of Your Content and Your Applications.

19. Delete the last paragraph of Section 7.9, as amended by Amendment One, and replace it with the following:

    It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal or any other similar non-Oracle document and no terms included in any such purchase order, portal or other non-Oracle document shall apply to the products and/or services ordered. With respect to the terms and conditions governing the sale of Cloud Services, in the event of inconsistencies between the terms contained in Appendix K and this Agreement, Appendix K shall take precedence. Unless expressly stated otherwise in a Cloud Services order, the terms of the Data Processing Agreement shall take precedence over any inconsistent terms in such an order. With respect to terms and conditions governing the sale of Hardware, in the event of inconsistencies between the terms contained in Appendix E and this Agreement, Appendix E shall take precedence. In the event of any inconsistencies between the terms of an order and this Agreement, this Agreement shall take precedence, unless otherwise specified in the ordering document. Notwithstanding the foregoing, the parties agree that to the extent an ordering document sets forth transaction-specific terms that were expressly negotiated by the parties to the ordering document, such transaction-specific terms in the ordering document shall control. This Agreement and orders may not be modified and the rights and restrictions may not be altered or waived except in a writing signed by authorized representatives of you and of Oracle. Any notice required under this Agreement shall be provided to the other party in writing.

20. Delete Section 8.1 as amended by Amendment One and replace it with the following:

    "**8.1 Term of the Agreement**
    Orders may be placed under this Agreement for 5 years from the Effective Date of this Agreement. After the initial term of this Agreement, by mutual written amendment to this Agreement, the parties may extend the term of this Agreement for not more than three additional one-year terms. All Products and Services as ordered under this Agreement shall be under Oracle's standard fees and policies in effect at the time of such order. The pricing, discount, and/or rate terms as of the effective date of Amendment One are attached hereto, as applicable, as:

    (i) **Appendix A (Pricing and Discount Schedule)**, Appendix A (Pricing and Discount Schedule) of the Master Agreement is hereby deleted and replaced with Appendix A (Pricing and Discount Schedule) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached **Appendix A** (Pricing and Discount Schedule) supersede any and all pricing and discounting terms for program licenses and first-year technical support services contained in the Master Agreement. All prior Price List(s) associated with Appendix A are hereby deleted and made null and void.

(ii) **Appendix B (Oracle Software Technical Support Policies).** Appendix B (Technical Support Policies) of the Master Agreement is hereby deleted and replaced with **Appendix B** (Technical Support Policies) attached hereto in Exhibit B. The Oracle Software Technical Support Policies, dated May 5, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the technical support policies at http://oracle.com/contracts.

(iii) **Appendix D (License Definitions and Rules).** Appendix D (License Definitions and Rules) of the Master Agreement is hereby deleted and replaced with **Appendix D** (License Definitions and Rules) attached hereto in Exhibit B. The Oracle License Definitions and Rules V111815 attached hereto are hereby incorporated into the Master Agreement. The Oracle License Definitions and Rules v012014 shall apply to orders executed prior to the effective date of this Amendment.

(iv) **Appendix F (Pricing and Discount Schedule for Hardware.** Appendix F (Pricing and Discount Schedule for Hardware) of the Master Agreement is hereby deleted and replaced with Appendix F (Discount Table for Hardware and Engineered Systems and Associated Software) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached Appendix F (Discount Table for Hardware and Engineered Systems and Associated Software) supersede any and all pricing and discounting terms for hardware contained in the Master Agreement. All prior pricing and discount schedules associated with Appendix F are hereby deleted and made null and void.

(v) **Appendix G (Hourly Rates for Time and Materials – Consulting Services)**. Appendix G (Hourly Rates for Time and Materials – Consulting Services) of the Master Agreement is hereby deleted and replaced with Appendix G (Hourly Rates for Time and Materials – Consulting Services) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached Appendix G (Hourly Rates for Time and Materials – Consulting Services) supersede any and all pricing and discounting terms for consulting services contained in the Master Agreement. All prior Consulting Rates associated with Appendix G are hereby deleted and made null and void.

(vi) **Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support).** Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) of the Master Agreement is hereby deleted and replaced with Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) supersede any and all pricing and discounting terms for advanced customer support contained in the Master Agreement. All prior ACS Rates associated with Appendix H are hereby deleted and made null and void.

(vii) **Appendix I (Pricing and Discount Schedule for Oracle University Training)**. Appendix I (Pricing and Discount Schedule for Oracle University Training) of the Master Agreement is hereby deleted and replaced with Appendix I (Pricing and Discount Schedule for Oracle University Training) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached Appendix I (Pricing and Discount Schedule for Oracle University Training) supersede any and all pricing and discounting terms for training contained in the Master Agreement. All prior Price List(s) associated with Appendix I are hereby deleted and made null and void.

(viii) **Appendix J (Oracle Hardware and Systems Support Policies)**. Appendix J (Oracle Hardware and Systems Support Policies) of the Master Agreement is hereby deleted and replaced with Appendix J (Oracle Hardware and Systems Support Policies) attached hereto in Exhibit B. The Oracle Hardware and Systems Support Policies, dated April 4, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the hardware and systems support policies at http://www.oracle.com/us/support/index.html.

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Notwithstanding the foregoing, the parties are free to negotiate larger discounts based on the nature and volume of sales.

21. Delete Section 8.6 and replace it with the following:

"**8.6 Other**
"A. Products and services deliverables and Cloud Services are not designed for or specifically intended for use in nuclear facilities or other hazardous applications. You agree that it is your responsibility to ensure safe use of products and service deliverables and Cloud Services in such applications."

22. Insert the following as Section 9.4.6 under Section 9.4 (Pricing, Invoicing, and Payment Obligation) of APPENDIX E – HARDWARE (Exhibit A to Amendment One to Master Agreement):

9.4.6 You acknowledge that the provision of a purchase order constitutes your authorization to place an order for the items on a Hardware quote and that signature on a Hardware quote is not required to bind you to the terms of the order. Any such purchase order shall incorporate by reference the terms of the agreement and the order specific terms included on the quote. Any terms included on your purchase order are expressly excluded. For the avoidance of doubt, the parties agree that Section 9.4.6 applies only to Hardware, premier support for hardware and related items on a hardware quote. Section 9.4.6 shall not apply to Programs and Services.

23. Each of the following new appendices are hereby added to the Master Agreement:

(i) Appendix K in the form of Exhibit A attached hereto;

Subject to the modifications herein, the Master Agreement shall remain in full force and effect.

The Effective Date of this Amendment is _____. (to be completed by Oracle)

The State of Michigan, Department of Technology, Management and Budget (DTMB)		**Oracle America, Inc.**	
Signature	_____	**Signature**	Deborah Vaughn Deborah Vaughn (May 25, 2016)
Name	_____	**Name**	Deborah Vaughn
Title	_____	**Title**	Contracts Manager
Signature Date	_____	**Signature Date**	May 25, 2016

APPENDIX K
CLOUD SERVICES

This Cloud Services Appendix K (this "Appendix K") is an Appendix to the Master Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle"). This Appendix K shall coterminate with the Agreement.

1. DEFINITIONS

1.1. "**Ancillary Software**" means any software agent or tool that Oracle makes available to You for download for purposes of facilitating Your access to, operation of, and/or use with, the Services Environment.

1.2."**Auto Renew**" or "**Auto Renewal**" is the process by which the Services Period of certain Cloud Services under an order is automatically extended for an additional Services Period unless such Services are otherwise terminated in accordance with the terms of the order or this Agreement. The Service Specifications incorporated into Your order define which Cloud Services are eligible for Auto Renewal as well as any terms applicable to any such renewal. Please note: Auto Renewal does not apply to purchases under this Agreement. Please see Section 9.1 infra for renewal requirements.

1.3."**Cloud Services**" means, collectively, the Oracle cloud services (e.g., Oracle software as a service offerings and related Oracle Programs) listed in Your order and defined in the Service Specifications. The term "Cloud Services" does not include Professional Services.

1.4. "**Customer-managed Public Cloud Services**" means those Cloud Services in which You have root access to the virtual machine (VM), such as Database Cloud Services (CS), Java CS, and Compute CS. Customer-managed Public Cloud Services shall not include Integration CS, Process CS, Database Schema, Java CS- Software-As-A-Service (Saas) Extension, or any SaaS product where testing could affect other users of the Services."

1.5. "**Data Center Region**" refers to the geographic region in which the Services Environment is physically located. The Data Center Region applicable to the Cloud Services is set forth in Your order. In no event will Oracle move Your primary or secondary data center location to a country that is not within the Data Center Region for the applicable Order, without Your written consent.

1.6 "**Oracle Programs**" refers to the software products owned or licensed by Oracle to which Oracle grants You access as part of the Cloud Services, including Program Documentation, and any program updates provided as part of the Cloud Services.

1.7."**Professional Services**" means, collectively, the consulting and other professional services which You have ordered. Professional Services include any deliverables described in Your order and delivered by Oracle to You under the order. The term "Professional Services" does not include Cloud Services.

1.8."**Program Documentation**" refers to the user manuals referenced within the Service Specifications for Cloud Services, as well as any help windows and readme files for the Oracle Programs that are accessible from within the Services. The Program Documentation describes technical and functional aspects of the Oracle Programs. For Oracle Infrastructure-as-a-Service (IaaS) Cloud Services, "Program Documentation" includes documentation, help windows and readme files for the IaaS hardware products. You may access the documentation online at http://oracle.com/contracts or such other address specified by Oracle.

1.9."**Services**" means, collectively, both the Cloud Services and Professional Services that You have ordered.

1.10."**Services Environment**" refers to the combination of hardware and software components owned, licensed or managed by Oracle to which Oracle grants You and Your Users access as part of the Cloud Services which You have ordered. As applicable and subject to the terms of this Agreement and Your order, Oracle Programs, Third Party Content, Your Content and Your Applications may be hosted in the Services Environment.

1.11."**Service Specifications**" means the descriptions on www.oracle.com/contracts, or such other address specified by Oracle, that are applicable to the Services under Your order, including any Program Documentation, hosting, support and security policies (for example, Oracle Cloud Hosting and Delivery Policies), and other descriptions referenced or incorporated in such descriptions or Your order.

1.12."**Services Period**" refers to the period of time for which You have ordered Cloud Services as specified in Your order.

1.13."**Third Party Content**" means all text, files, images, graphics, illustrations, information, data, audio, video, photographs and other content and material, in any format, that are obtained or derived from third party sources outside of Oracle and made available to You through, within, or in conjunction with Your use of, the Cloud Services. Examples of Third Party Content include data feeds from social network services, rss feeds from blog posts, data libraries and dictionaries, and marketing data.

1.14."**Users**" means those employees, contractors, and end users, as applicable, authorized by You or on Your behalf to use the Cloud Services in accordance with this Agreement and Your order. For Cloud Services that are specifically designed to allow Your clients, agents, customers, suppliers, or other third parties to access the Cloud Services to interact with You, such third parties will be considered "Users" subject to the terms of this Agreement and Your order.

1.15."**You**" and "**Your**" refers to the entity that has executed this Agreement.

1.16."**Your Applications**" means all software programs, including any source code for such programs, that You or Your Users provide and load onto, or create using, any Oracle "platform-as-a-service" or "infrastructure- as-a-service" Cloud Services. Services under this Agreement, including Oracle Programs and Services Environments, Oracle intellectual property, and all derivative works thereof, do not fall within the meaning of the term "Your Applications."

1.17."**Your Content**" means all text, files, images, graphics, illustrations, information, data (including Personal Data as that term is defined in the Data Processing Agreement for Oracle Cloud Services described in Section 11.2 below), audio, video, photographs and other content and material (other than Your Applications), in any format, provided by You or on behalf of Your Users that reside in, or run on or through, the Services Environment.

2. [Intentionally Omitted]

3. RIGHTS GRANTED

3.1 For the duration of the Services Period and subject to Your payment obligations, and except as otherwise set forth in this Agreement or Your order, You have the non-exclusive, non-assignable, worldwide limited right to access and use the Services that You ordered, including anything developed by Oracle and delivered to You as part of the Services, solely for Your internal business operations and subject to the terms of this Agreement and Your order, including the Service Specifications. You may allow Your Users to use the Services for this purpose and You are responsible for Your Users' compliance with this Agreement and the order.

3.2 You do not acquire under this Agreement any right or license to use the Services, including the Oracle Programs and Services Environment, in excess of the scope and/or duration of the Services stated in Your order. Upon the end of the Services ordered, Your right to access and use the Services will terminate.

3.3 To enable Oracle to provide You and Your Users with the Services, You grant Oracle the right to use, process and transmit, in accordance with this Agreement and Your order, Your Content and Your Applications for the duration of the Services Period plus any additional post-termination period during

which Oracle provides You with access to retrieve an export file of Your Content and Your Applications. If Your Applications include third party programs, You acknowledge that Oracle may allow providers of those third party programs to access the Services Environment, including Your Content and Your Applications, as required for the interoperation of such third party programs with the Services. Oracle will not be responsible for any use, disclosure, modification or deletion of Your Content or Your Applications resulting from any such access by third party program providers or for the interoperability of such third party programs with the Services.

3.4 Except as otherwise expressly set forth in Your order for certain Cloud Services offerings (e.g., a private cloud hosted at Your facility), You acknowledge that Oracle has no delivery obligation for Oracle Programs and will not ship copies of such programs to You as part of the Services.

3.5 As part of certain Cloud Services offerings, Oracle may provide You with access to Third Party Content. The type and scope of any Third Party Content is defined in Your order or applicable Service Specifications. The third party owner, author or provider of such Third Party Content retains all ownership and intellectual property rights in and to that content, and Your rights to use such Third Party Content are subject to, and governed by, the terms applicable to such content as specified by such third party owner, author or provider, unless otherwise specified in Your order.

4. OWNERSHIP AND RESTRICTIONS

4.1 You retain all ownership and intellectual property rights in and to Your Content and Your Applications. Oracle or its licensors retain all ownership and intellectual property rights to the Services, including Oracle Programs and Ancillary Software, and derivative works thereof, and to anything developed or delivered by or on behalf of Oracle under this Agreement.

4.2 You may not and may not cause or permit others to:

a) remove or modify any program markings or any notice of Oracle's or its licensors' proprietary rights;
b) make the programs or materials resulting from the Services (excluding Your Content and Your Applications) available in any manner to any third party for use in the third party's business operations (unless such access is expressly permitted for the specific Services You have acquired);
c) modify, make derivative works of, disassemble, decompile, reverse engineer, reproduce, distribute, republish or download any part of the Services (the foregoing prohibitions include but are not limited to review of data structures or similar materials produced by programs), or access or use the Services in order to build or support, and/or assist a third party in building or supporting, products or Services competitive to Oracle;
d) perform or disclose any benchmark or performance tests of the Services, including the Oracle Programs;
e) perform or disclose any of the following security testing of the Services Environment or associated infrastructure: network discovery, port and service identification, vulnerability scanning, password cracking, remote access testing, or penetration testing ; and
f) license, sell, rent, lease, transfer, assign, distribute, host, outsource, permit timesharing or service bureau use, or otherwise commercially exploit or make available the Services, Oracle Programs, Ancillary Software, Services Environments or Oracle materials, to any third party, other than as expressly permitted under the terms of the applicable order.

5. SERVICE SPECIFICATIONS

5.1 The Services are subject to and governed by Service Specifications applicable to Your order. Service Specifications may define provisioning and management processes applicable to the Services (such as capacity planning), types and quantities of system resources (such as storage allotments), functional and technical aspects of the Oracle Programs, as well as any Services deliverables. You acknowledge that use of the Services in a manner not consistent with the Service Specifications may adversely affect Services performance and/or may result in additional fees. If the Service Specifications applicable to the ordered Services permit You to exceed the ordered quantity (e.g., soft limits on counts for Users, sessions, storage, etc.), then You are responsible for promptly purchasing such additional quantity to account for Your excess usage. .

5.2 Oracle may make changes or updates to the Services (such as infrastructure, security, technical configurations, application features, etc.) during the Services Period, including to reflect changes in technology, industry practices, patterns of system use, and availability of Third Party Content. The Service Specifications are subject to change at Oracle's discretion; however, Oracle changes to the Service Specifications will not result in a material reduction in the level of performance, security or availability of the applicable Services provided to You for the duration of the Services Period.

5.3 Your order will specify the Data Center Region in which Your Services Environment will reside. As described in the Service Specifications and to the extent applicable to the Cloud Services that You have ordered, Oracle will provide production, test, and backup environments in the Data Center Region stated in Your order. Oracle and its affiliates may perform certain aspects of Cloud Services, such as service administration and support, as well as other Services (including Professional Services and disaster recovery), from locations and/or through use of subcontractors, worldwide.

6. USE OF THE SERVICES

6.1 You are responsible for identifying and authenticating all Users, for approving access by such Users to the Services, for controlling against unauthorized access by Users, and for maintaining the confidentiality of usernames, passwords and account information. By federating or otherwise associating Your and Your Users' usernames, passwords and accounts with Oracle, You accept responsibility for the confidentiality and timely and proper termination of user records in Your local (intranet) identity infrastructure or on Your local computers. Oracle is not responsible for any harm caused by Your Users, including individuals who were not authorized to have access to the Services but who were able to gain access because usernames, passwords or accounts were not terminated on a timely basis in Your local identity management infrastructure or Your local computers. You are responsible for all activities that occur under Your and Your Users' usernames, passwords or accounts or as a result of Your or Your Users' access to the Services, and agree to notify Oracle immediately of any unauthorized use. You agree to make every reasonable effort to prevent unauthorized third parties from accessing the Services.

6.2 You shall not use or permit use of the Services, including by uploading, emailing, posting, publishing or otherwise transmitting any material, including Your Content, Your Applications and Third Party Content, for any purpose that may (a) menace or harass any person or cause damage or injury to any person or property, (b) involve the publication of any material that is false, defamatory, harassing or obscene, (c) violate privacy rights or promote bigotry, racism, hatred or harm, (d) constitute unsolicited bulk e-mail, "junk mail", "spam" or chain letters; (e) constitute an infringement of intellectual property or other proprietary rights, or (f) otherwise violate applicable laws, ordinances or regulations. In addition to any other rights afforded to Oracle under this Agreement, Oracle reserves the right, but has no obligation, to take remedial action if any material violates the restrictions in the foregoing sentence (the "Acceptable Use Policy"), including the removal or disablement of access to such material. To the extent not prohibited by applicable law, Oracle will provide You with written notice of any such remedial action. Oracle shall have no liability to You in the event that Oracle takes such action. You shall have sole responsibility for the accuracy, quality, integrity, legality, reliability, appropriateness and ownership of all of Your Content and Your Applications

6.3 You are required to accept all patches, bug fixes, updates, maintenance and service packs (collectively, "Patches") necessary for the proper function and security of the Services, including for the Oracle Programs, as such Patches are generally released by Oracle as described in the Service Specifications. Oracle is not responsible for performance or security issues encountered with the Cloud Services that result from Your failure to accept the application of Patches that are necessary for the proper function and security of the Services. Except for emergency or security related maintenance activities, Oracle will coordinate with You the scheduling of application of Patches, where possible, based on Oracle's next available standard maintenance window.

7. TRIAL USE AND PILOT CLOUD SERVICES

7.1 For certain Cloud Services, Oracle may make available "trials" and "conference room pilots" for non-production evaluation purposes. Cloud trials and conference room pilots must be ordered under a separate agreement.

7.2 Oracle may make available "production pilots" for certain Cloud Services under this Agreement. Production pilots ordered by You are described in the Service Specifications applicable to Your order, and are provided solely for You to evaluate and test Cloud Services for Your internal business purposes. You may be required to order certain Professional Services as a prerequisite to an order for a production pilot.

8. [Intentionally Omitted]

9. SERVICES PERIOD; END OF SERVICES

9.1 Services provided under this Agreement shall be provided for the Services Period defined in Your order, unless earlier suspended or terminated in accordance with this Agreement or the order. Even though You order Cloud Services that are designated in the Service Specifications or Your Order as Auto Renew, such services will NOT automatically renew. In order to renew, You must provide Oracle with written notice no later than thirty (30) days prior to the end of the applicable Services Period of Your intent to renew and You must execute a contract modification evidencing such renewal. The preceding sentence shall not apply if Oracle provides You with written notice no later than ninety (90) days prior to the end of the applicable Services Period of its intention not to renew such Cloud Services.

9.2 Upon the end of the Services, You no longer have rights to access or use the Services, including the associated Oracle Programs and Services Environments; however for a period of up to 60 days after the end of the applicable Services Period, Oracle will make available Your Content and Your Applications then in the Services Environment for the purpose of retrieval by You. At the end of such 60 day period, and except as may be required by law, Oracle will delete or otherwise render inaccessible any of Your Content and Your Applications that remain in the Services Environment.

9.3 Oracle may temporarily suspend Your password, account, and access to or use of the Services if You or Your Users violate any provision within the 'Rights Granted', 'Ownership and Restrictions', 'Fees and Taxes', 'Use of the Services', or 'Export' sections of this Agreement, or if in Oracle's reasonable judgment, the Services or any component thereof are about to suffer a significant threat to security or functionality. Oracle will provide advance notice to You of any such suspension in Oracle's reasonable discretion based on the nature of the circumstances giving rise to the suspension. Oracle will use reasonable efforts to re-establish the affected Services promptly after Oracle determines, in its reasonable discretion, that the situation giving rise to the suspension has been cured; however, during any suspension period, Oracle will make available to You Your Content and Your Applications as existing in the Services Environment on the date of suspension. Oracle may terminate the Services under an order if any of the foregoing causes of suspension is not cured within 30 days after Oracle's initial notice thereof. Any suspension or termination by Oracle for Your violation of any provision within the 'Rights Granted', 'Ownership and Restrictions', 'Fees and Taxes', 'Use of the Services', or 'Export' sections of this Agreement shall not excuse You from Your obligation to make payment(s) under this Agreement.

9.4 [Intentionally Omitted]

9.5 You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. Termination of the Agreement will not affect orders that are outstanding at the time of termination. Those orders will be performed according to their terms as if this Agreement were still in full force and effect. However, those orders may not be renewed subsequent to termination of this Agreement.

9.6 [Intentionally Omitted]

9.7 [Intentionally Omitted]

10. NONDISCLOSURE

10.1 By virtue of this Agreement, the parties may have access to information that is confidential to one another ("Confidential Information"). . To the extent permitted by law, Confidential information shall be limited to Your Content and Your Applications residing in the Services Environment, and all information clearly identified as confidential at the time of disclosure.

10.2 [Intentionally Omitted]

10.3 Oracle will hold Your Confidential Information that resides within the Services Environment in confidence for as long as such information resides in the Services Environment. We each may disclose Confidential Information only to those employees, agents or subcontractors who are required to protect it against unauthorized disclosure in a manner no less protective than required under this Agreement. Oracle will protect the confidentiality of Your Content or Your Applications residing in the Services Environment in accordance with the Oracle security practices defined as part of the Service Specifications applicable to Your order. In addition, Your Personal Data will be treated in accordance with the terms of Section 11 below. Nothing shall prevent either party from disclosing the terms or pricing under this Agreement or orders placed under this Agreement in any legal proceeding arising from or in connection with this Agreement or from disclosing the Confidential Information to a governmental entity as required by law.

11. DATA PROTECTION

11.1 In performing the Services, Oracle will comply with the Oracle Services Privacy Policy, which is available at http://www.oracle.com/html/Services-privacy-policy.html and incorporated herein by reference. The Oracle Services Privacy Policy is subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of protection provided for Your Personal Data provided as part of Your Content during the Services Period of Your order.

11.2 Oracle's Data Processing Agreement for Oracle Cloud Services (the "Data Processing Agreement"), which is incorporated herein as Exhibit One to this Appendix Kr, describes the parties' respective roles for the processing and control of Personal Data that You provide to Oracle as part of the Cloud Services. Oracle will act as a data processor, and will act on Your instruction concerning the treatment of Your Personal Data residing in the Services Environment, as specified in this Agreement, the Data Processing Agreement and the applicable order. You agree to provide any notices and obtain any consents related to Your use of the Services and Oracle's provision of the Services, including those related to the collection, use, processing, transfer and disclosure of Personal Data.

11.3 The Service Specifications applicable to Your order define the administrative, physical, technical and other safeguards applied to Your Content residing in the Services Environment, and describe other aspects of system management applicable to the Services. You are responsible for any security vulnerabilities, and the consequences of such vulnerabilities, arising from Your Content and Your Applications, including any viruses, Trojan horses, worms or other programming routines contained in Your Content or Your Applications that could limit or harm the functionality of a computer or that could damage, intercept or expropriate data. You may disclose or transfer, or instruct Oracle to disclose or transfer in writing, Your Content or Your Applications to a third party, and upon such disclosure or transfer Oracle is no longer responsible for the security or confidentiality of such content and applications outside of Oracle.

11.4 You may not provide Oracle access to health, payment card or similarly sensitive personal information that imposes specific data security obligations for the processing of such data unless specified in Your order. If available, You may purchase services from Oracle (e.g., Oracle Payment Card Industry Compliance Services, Oracle HIPAA Security Services, Oracle Federal Security Services, etc.) designed to address particular data protection requirements applicable to Your business or Your Content.

12. WARRANTIES, DISCLAIMERS AND EXCLUSIVE REMEDIES

12.1 Oracle warrants that it will perform (i) Cloud Services in all material respects as described in the Service Specifications, and (ii) Professional Services in a professional manner in accordance with the Service Specifications. If the Services provided to You were not performed as warranted, You must promptly provide written notice to Oracle that describes the deficiency in the Services (including, as applicable, the service request number notifying Oracle of the deficiency in the Services).

12.2 ORACLE DOES NOT GUARANTEE THAT (A) THE SERVICES WILL BE PERFORMED ERROR-FREE OR UNINTERRUPTED, OR THAT ORACLE WILL CORRECT ALL SERVICES ERRORS, (B) THE SERVICES WILL OPERATE IN COMBINATION WITH YOUR CONTENT OR YOUR APPLICATIONS, OR WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEMS, SERVICES OR DATA NOT PROVIDED BY ORACLE, AND (C) THE SERVICES WILL MEET YOUR REQUIREMENTS, SPECIFICATIONS

OR EXPECTATIONS. YOU ACKNOWLEDGE THAT ORACLE DOES NOT CONTROL THE TRANSFER OF DATA OVER COMMUNICATIONS FACILITIES, INCLUDING THE INTERNET, AND THAT THE SERVICES MAY BE SUBJECT TO LIMITATIONS, DELAYS, AND OTHER PROBLEMS INHERENT IN THE USE OF SUCH COMMUNICATIONS FACILITIES. ORACLE IS NOT RESPONSIBLE FOR ANY DELAYS, DELIVERY FAILURES, OR OTHER DAMAGE RESULTING FROM SUCH PROBLEMS. ORACLE IS NOT RESPONSIBLE FOR ANY ISSUES RELATED TO THE PERFORMANCE, OPERATION OR SECURITY OF THE SERVICES THAT ARISE FROM YOUR CONTENT, YOUR APPLICATIONS OR THIRD PARTY CONTENT.

12.3 FOR ANY BREACH OF THE SERVICES WARRANTY, YOUR EXCLUSIVE REMEDY AND ORACLE'S ENTIRE LIABILITY SHALL BE THE CORRECTION OF THE DEFICIENT SERVICES THAT CAUSED THE BREACH OF WARRANTY, OR, IF ORACLE CANNOT SUBSTANTIALLY CORRECT THE DEFICIENCY IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE DEFICIENT SERVICES AND ORACLE WILL REFUND TO YOU THE FEES PAID FOR THE DEFICIENT SERVICES FOR THE PERIOD OF TIME DURING WHICH THE SERVICES WERE DEFICIENT.

12.4 TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS INCLUDING FOR SOFTWARE, HARDWARE, SYSTEMS, NETWORKS OR ENVIRONMENTS OR FOR MERCHANTABILITY, SATISFACTORY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE.

13. [Intentionally Omitted]

14. [Intentionally Omitted]

15. THIRD PARTY WEB SITES, CONTENT, PRODUCTS AND SERVICES

15.1 The Services may enable You to link to, transmit Your Content to, or otherwise access, other Web sites, platforms, content, products, services, and information of third parties. Oracle does not control and is not responsible for such Web sites or platforms or any such content , products, services and information accessible from or provided through the Services, and You bear all risks associated with access to and use of such Web sites and third party content, products, services and information.

15.2 Any Third Party Content made accessible by Oracle is provided on an "as-is" and "as available" basis without any warranty of any kind. Third Party Content may be indecent, offensive, inaccurate, infringing or otherwise objectionable or unlawful, and You acknowledge that Oracle is not responsible for and under no obligation to control, monitor or correct Third Party Content; however, Oracle reserves the right to take remedial action if any such content violates applicable restrictions under Section 6.2 of this Agreement, including the removal of, or disablement of access to, such content. Oracle disclaims all liabilities arising from or related to Third Party Content.

15.3 You acknowledge that: (i) the nature, type, quality and availability of Third Party Content may change at any time during the Services Period, and (ii) features of the Services that interoperate with third parties such as Facebook™, YouTube™ and Twitter™, etc. (each, a "Third Party Service"), depend on the continuing availability of such third parties' respective application programming interfaces (APIs) for use with the Services. Oracle may update, change or modify the Services under this Agreement as a result of a change in, or unavailability of, such Third Party Content, Third Party Services or APIs. If any third party ceases to make its Third Party Content or APIs available on reasonable terms for the Services, as determined by Oracle in its sole discretion, Oracle may cease providing access to the affected Third Party Content or Third Party Services without any liability to You. Any changes to Third Party Content, Third Party Services or APIs, including their availability or unavailability, during the Services Period does not affect Your obligations under this Agreement or the applicable order, and You will not be entitled to any refund, credit or other compensation due to any such changes.

15.4 Any Third Party Content that You store in Your Services Environment will count towards any storage or other allotments applicable to the Cloud Services that You ordered.

16. SERVICES TOOLS AND ANCILLARY SOFTWARE

16.1 Oracle may use tools, scripts, software, and utilities (collectively, the "Tools") to monitor and administer the Services and to help resolve Your Oracle service requests. The Tools will not collect or store any of Your Content or Your Applications residing in the Services Environment, except as necessary to provide the Services or troubleshoot service requests or other problems in the Services. Information collected by the Tools (excluding Your Content and Your Applications) may also be used to assist in managing Oracle's product and service portfolio, to help Oracle address deficiencies in its product and service offerings, and for license and Services management.

16.2 Oracle may provide You with on-line access to download certain Ancillary Software for use with the Services. If Oracle licenses Ancillary Software to You and does not specify separate terms for such Ancillary Software, then, subject to Your payment obligations, (i) You have the non-exclusive, non-assignable, worldwide limited right to use such Ancillary Software solely to facilitate Your access to, operation of, and/or use of the Services Environment, subject to the terms of this Agreement and Your order, including the Services Specifications, (ii) Oracle will maintain such Ancillary Software as part of the Cloud Services, and (iii) Your right to use such Ancillary Software willterminate upon the earlier of Oracle's notice (which may be through posting on https://support.oracle.com or such other URL designated by Oracle) or the end of the Cloud Services associated with the Ancillary Software. If Ancillary Software is licensed to You under separate third party license terms, then Your use of such software is subject solely to such separate terms.

17. SERVICE ANALYSES

Oracle may (i) compile statistical and other information related to the performance, operation and use of the Services, and (ii) use data from the Services Environment in aggregated form for security and operations management, to create statistical analyses, and for research and development purposes (clauses i and ii are collectively referred to as "Service Analyses"). Oracle may make Service Analyses publicly available; however, Service Analyses will not incorporate Your Content or Confidential Information in a form that could serve to identify You or any individual, and Service Analyses do not constitute Personal Data. Oracle retains all intellectual property rights in Service Analyses.

18. [Intentionally Omitted]

19. FORCE MAJEURE

Neither of us shall be responsible for failure or delay of performance if caused by: an act of war, hostility, or sabotage; act of God; pandemic; electrical, internet, or telecommunication outage that is not caused by the obligated party; government restrictions (including the denial or cancelation of any export, import or other license); or other event outside the reasonable control of the obligated party. We both will use reasonable efforts to mitigate the effect of a force majeure event. If such event continues for more than 30 days, either of us may cancel unperformed Services and affected orders upon written notice. This Section does not excuse either party's obligation to take reasonable steps to follow its normal disaster recovery procedures or Your obligation to pay for the Services.

20. NOTICE

20.1 [Intentionally Omitted]

20.2 To request a termination of Services in accordance with this Agreement, You must submit a service request to Oracle at the address specified in Your order or the Service Specifications.

20.3 Oracle may give notices applicable to Oracle's Cloud Services customer base by means of a general notice on the Oracle portal for the Cloud Services, and notices specific to You by electronic mail to Your e-mail address on record in Oracle's account information or by written communication sent by first class mail or pre-paid post to Your address on record in Oracle's account information.

21. [Intentionally Omitted]

22. OTHER

22.1 You understand that Oracle's business partners and other third parties, including any third parties with which Oracle has an integration or that are retained by You to provide consulting or implementation services or applications that interact with the Cloud Services, are independent of Oracle and are not Oracle's agents. Oracle is not liable for, bound by, or responsible for any problems with the Services, Your Content or Your Applications arising due to any acts of any such business partner or third party, unless the business partner or third party is providing Services as an Oracle subcontractor on an engagement ordered under this Agreement and, if so, then only to the same extent as Oracle would be responsible for Oracle resources under this Agreement.

22.2 [Intentionally Omitted]

22.3 [Intentionally Omitted]

22.4 [Intentionally Omitted]

22.5 You shall obtain at Your sole expense any rights and consents from third parties necessary for Your Content, Your Applications, and Third Party Content, as well as other vendor's products provided by You that You use with the Services, including such rights and consents as necessary for Oracle to perform the Services under this Agreement.

22.6 You agree to provide Oracle with all information, access and full good faith cooperation reasonably necessary to enable Oracle to provide the Services and You will perform the actions identified in Your order as Your responsibilities.

22.7 You remain solely responsible for Your regulatory compliance in connection with Your use of the Services. You are responsible for making Oracle aware of any technical requirements that result from Your regulatory obligations prior to entering into an order governed by this Agreement. Oracle will cooperate with Your efforts to determine whether use of the standard Oracle Services offering is consistent with those requirements. Additional fees may apply to any additional work performed by Oracle or changes to the Services.

22.8 [Intentionally Omitted].

22.9 [Intentionally Omitted]

24. [Intentionally Omitted]

25. [Intentionally Omitted]

26. Customer Monitoring and Testing Tools

24.1 Due to potential adverse impact on service performance, security and availability, You may not (a) use Your own testing tools (including automated user interfaces and web service calls to any Oracle Cloud Service) or perform network or vulnerability scans or penetration tests to directly or indirectly seek to measure security of any program or feature of or service component within the services or Services Environment, and (b) for Oracle-managed Public Cloud Services, use Your own monitoring tools (including automated user interfaces and web service calls to any Oracle Cloud Service) to directly or indirectly seek to measure the availability or performance of any program or feature of or service component within the services or Services Environment. Notwithstanding Section 4.d, with respect to Customer-managed Public Cloud Services, You are permitted to use Your own monitoring or testing tools to measure the availability or performance of any program or feature of the Cloud Services. You may not use nor authorize the use of data scraping tools or technologies to collect data available through the Oracle Cloud Service user interface or via web service calls without the express written permission of Oracle. Oracle reserves the right to require Your proposed data scraping tools to be validated and tested by Oracle prior to use in production and to be subsequently validated and tested annually. Oracle may require that a written statement of work be executed to perform such testing and validation work subject to additional fees. You may not make workload changes beyond the amount permitted under the

entitlements provided under ordering document. Oracle reserves the right to remove or disable access to any tools or technologies that violate the restrictions in this section, without any liability to You.

None of the previous provisions are intended to restrict Your ability to use the published Oracle Cloud APIs to automate cloud service creation and management.

EXHIBIT ONE TO APPENDIX K
DATA PROCESSING AGREEMENT

For a period of one (1) year from the Effective Date of Amendment Two, the *Data Processing Agreement for Oracle Cloud Services* (attached hereto) shall apply to all Cloud Services acquired pursuant to the terms set forth in Appendix K. This Exhibit One to Appendix K shall be amended annually to include Oracle's then current *Data Processing Agreement for Oracle Cloud Services.*

Data Processing Agreement for Oracle Cloud Services

Version November 3, 2015

1. Scope and order of precedence

This agreement (the "Data Processing Agreement") applies to Oracle's Processing of Personal Data provided to Oracle by Customer as part of Oracle's provision of Cloud Services ("Cloud Services"), as further specified in (i) the applicable Oracle master agreement and (ii) the Oracle Cloud Ordering Document between Customer and Oracle, and all documents, addenda, schedules and exhibits incorporated therein (collectively the "Agreement") by and between the Customer entity and Oracle subsidiary listed in the order for Cloud Services.

This Data Processing Agreement is subject to the terms of the Agreement and is incorporated into the Agreement. Except as expressly stated otherwise, in the event of any conflict between the terms of the Agreement and the terms of this Data Processing Agreement, the relevant terms of this Data Processing Agreement shall take precedence. This Data Processing Agreement shall be effective for the Services Period of any Oracle Cloud order placed under the Agreement.

2. Definitions

"Customer" or "you" means the Customer that has executed the order for Cloud Services.

"Oracle" or "Processor" means the Oracle subsidiary listed in the order for Cloud Services.

"Oracle Affiliates" mean the subsidiaries of Oracle Corporation that may assist in the performance of the Cloud Services.

"Model Clauses" means the standard contractual clauses annexed to the EU Commission Decision 2010/87/EU of 5 February 2010 for the Transfer of Personal Data to Processors established in Third Countries under the Directive (defined below).

"Personal Data" means any information relating to an identified or identifiable natural person that Customer or its end users provide to Oracle as part of the Cloud Services; an identified or identifiable natural person (a "data subject") is one who can be identified, directly or indirectly, in particular by reference to an identification number or to one or more factors specific to his/her physical, physiological, mental, economic, cultural or social identity.

"Process" or "Processing" means any operation or set of operations which is performed by Oracle as part of the Cloud Services upon Personal Data, whether or not by automatic means, such as collection, recording, organization, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, blocking, erasure or destruction.

"Subprocessor" means a third party subcontractor engaged by Oracle which, as part of the subcontractor's role of delivering the Cloud Services, will Process Personal Data of the Customer.

"The Directive" means Directive 95/46/EC of the European Parliament and of the Council of October 24, 1995, as amended, on the protection of individuals with regard to the Processing of Personal Data and on the free movement of such data.

Other terms have the definitions provided for them in the Agreement or as otherwise specified below.

3. Categories of Personal Data and purpose of the Personal Data Processing

In order to execute the Agreement, and in particular to perform the Cloud Services on behalf of Customer, Customer authorizes and requests that Oracle Process the following Personal Data:

Categories of Personal Data: Personal Data may include, among other information, personal contact information such as name, home address, home telephone or mobile number, fax number, email address, and passwords; information concerning family, lifestyle and social circumstances including age, date of birth, marital status, number of children and name(s) of spouse and/or children; employment details including employer name, job title and function, employment history, salary and other benefits, job performance and other capabilities, education/qualification, identification numbers, social security details and business contact details; financial details; and goods and services provided.

Categories of Data Subjects: Data subjects may include Customer's representatives and end users, such as employees, job applicants, contractors, collaborators, partners, and customers of the Customer. Data subjects also may include individuals attempting to communicate or transfer Personal Data to users of the Cloud Services.

Oracle will Process Personal Data solely for the provision of the Cloud Services, and will not otherwise (i) Process or use Personal Data for purposes other than those set forth in the Agreement or as instructed by Customer, or (ii) disclose such Personal Data to third parties other than Oracle Affiliates or Subprocessors for the aforementioned purposes or as required by law.

4. Customer's Instructions

During the Services Period of any order for Cloud Services, Customer may provide instructions to Oracle in addition to those specified in the Agreement with regard to processing of Personal Data. Oracle will comply with all such instructions without additional charge to the extent necessary for Oracle to comply with laws applicable to Oracle as a data processor in the performance of the Cloud Services; the parties will negotiate in good faith with respect to any other change in the Cloud Services and/or fees resulting from such instructions.

5. Controller of Data

The control of Personal Data remains with Customer, and as between Customer and Oracle, Customer will at all times remain the data controller for the purposes of the Cloud Services, the Agreement, and this Data Processing Agreement. Customer is responsible for compliance with its obligations as data controller under data protection laws, in particular for justification of any transmission of Personal Data to Oracle (including providing any required notices and obtaining any required consents), and for its decisions and actions concerning the Processing and use of the data.

6. Rights of Data Subject

Oracle will grant Customer electronic access to Customer's Cloud Services environment that holds Personal Data to permit Customer to delete, release, correct or block access to specific Personal Data or, if that is not practicable and to the extent permitted by applicable law, follow Customer's detailed written instructions to delete, release, correct or block access to Personal Data held in Customer's Cloud Services environment. Customer agrees to pay Oracle's reasonable fees associated with the performance of any such deletion, release, correction or blocking of access to Personal Data. Oracle will pass on to the Customer any requests of an individual data subject to delete, release, correct or block Personal Data Processed under the Agreement.

7. Cross Border and Onward Data Transfer

Oracle treats all Personal Data in a manner consistent with the requirements of the Agreement and this Data Processing Agreement in all locations globally. Oracle's information policies, standards and governance practices are managed on a global basis.

To the extent Personal Data originating from the EEA or Switzerland is transferred to Oracle, Oracle Affiliates or Subprocessors located in countries outside the EEA or Switzerland that have not received a binding adequacy decision by the European Commission pursuant to Articles 25(6) and 31(2) of the Directive or by a competent national data protection authority, such transfers are managed as follows.

Transfers from Customer to Oracle or Oracle Affiliates are made subject to the terms of this Data Processing Agreement and (i) the Model Clauses, with Customer acting as the "data exporter" and Oracle and/or the Oracle Affiliate(s) acting as the "data importer(s)" (as those terms are defined in the Model Clauses); or (ii) other appropriate transfer mechanisms that provide an adequate level of protection in compliance with the applicable requirements of Articles 25 and 26 of the Directive. The terms of this Data Processing Agreement shall be read in conjunction with the Model Clauses or other appropriate transfer mechanism referred to in the prior sentence.

For transfers from Oracle to Oracle Affiliates, Oracle shall ensure that such transfers are subject to (i) the terms of the Oracle intra-company agreement entered into between Oracle Corporation and the Oracle Affiliates, which requires all transfers of Personal Data to be made in compliance with the Model Clauses and with all applicable Oracle security and data privacy policies and standards; or (ii) other appropriate transfer mechanisms that provide an adequate level of protection in compliance with the applicable requirements of Articles 25 and 26 of the Directive.

For transfers from Oracle or Oracle Affiliates to Subprocessors, Oracle requires the Subprocessor to execute Model Clauses incorporating security and other data privacy requirements consistent with those of this Data Processing Agreement.

8. Affiliates and Subprocessors

Some or all of Oracle's obligations under the Agreement may be performed by Oracle Affiliates. Oracle and the Oracle Affiliates have entered into the intra-company agreement specified above, under which the Oracle Affiliates Processing Personal Data adopt safeguards consistent with those of Oracle. Oracle is responsible for its compliance and the Oracle Affiliates' compliance with this requirement.

Oracle also may engage Subprocessors to assist in the provision of the Cloud Services. Oracle maintains a list of Subprocessors that may Process the Personal Data of Oracle's Cloud Service customers and will provide a copy of that list to Customer upon request.

All Subprocessors are required to abide by substantially the same obligations as Oracle under this Data Processing Agreement as applicable to their performance of the Cloud Services. Customer may request that Oracle audit the Subprocessor or provide confirmation that such an audit has occurred (or, where available, obtain or assist customer in obtaining a third-party audit report concerning Subprocessor's operations) to ensure compliance with such obligations. Customer also will be entitled, upon written request, to receive copies of the relevant terms of Oracle's agreement with Subprocessors that may Process Personal Data, unless the agreement contains confidential information, in which case Oracle may provide a redacted version of the agreement.

Oracle remains responsible at all times for compliance with the terms of the Agreement and this Data Processing Agreement by Oracle Affiliates and Subprocessors.

Customer consents to Oracle's use of Oracle Affiliates and Subprocessors in the performance of the Cloud Services in accordance with the terms of Sections 7 and 8 above.

9. Technical and Organizational Measures

When Processing Personal Data on behalf of Customer in connection with the Cloud Services, Oracle has implemented and will maintain appropriate technical and organizational security measures for the Processing of such data, including the measures specified in this Section to the extent applicable to the

Oracle's Processing of Personal Data. These measures are intended to protect Personal Data against accidental or unauthorized loss, destruction, alteration, disclosure or access, and against all other unlawful forms of processing. Additional information concerning such measures, including the specific security measures and practices for the particular Cloud Services ordered by Customer, may be specified in the Agreement.

9.1 Physical Access Control. Oracle employs measures designed to prevent unauthorized persons from gaining access to data processing systems in which Personal Data is processed, such as the use of security personnel, secured buildings and data center premises.

9.2 System Access Control. The following may, among other controls, be applied depending upon the particular Cloud Services ordered: authentication via passwords and/or two-factor authentication, documented authorization processes, documented change management processes, and logging of access on several levels. For Cloud Services hosted @Oracle: (i) log-ins to Cloud Services Environments by Oracle employees and Subprocessors are logged; (ii) logical access to the data centers is restricted and protected by firewall/VLAN; and (iii) intrusion detection systems, centralized logging and alerting, and firewalls are used.

9.3 Data Access Control. Personal Data is accessible and manageable only by properly authorized staff, direct database query access is restricted, and application access rights are established and enforced. In addition to the access control rules set forth in Sections 9.1 – 9.3 above, Oracle implements an access policy under which Customer controls access to its Cloud Services environment and to Personal Data and other data by its authorized personnel.

9.4 Transmission Control. Except as otherwise specified for the Cloud Services (including within the ordering document or the applicable service specifications), transfers of data outside the Cloud Service environment are encrypted. Some Cloud Services, such as social media services, may be configurable to permit access to sites that require unencrypted communications. The content of communications (including sender and recipient addresses) sent through some email or messaging services may not be encrypted. Customer is solely responsible for the results of its decision to use unencrypted communications or transmissions.

9.5 Input Control. The Personal Data source is under the control of the Customer, and Personal Data integration into the system, is managed by secured file transfer (i.e., via web services or entered into the application) from the Customer. Note that some Cloud Services permit Customers to use unencrypted file transfer protocols. In such cases, Customer is solely responsible for its decision to use such unencrypted field transfer protocols.

9.6 Data Backup. For Cloud Services hosted @Oracle: back-ups are taken on a regular basis; back-ups are secured using a combination of technical and physical controls, depending on the particular Cloud Service.

9.7 Data Segregation. Personal Data from different Oracle customers' environments is logically segregated on Oracle's systems.

10. Audit Rights

Customer may audit Oracle's compliance with the terms of the Agreement and this Data Processing Agreement up to once per year. Customer may perform more frequent audits of the Cloud Service computer systems that Process Personal Data to the extent required by laws applicable to Customer. If a third party is to conduct the audit, the third party must be mutually agreed to by Customer and Oracle and must execute a written confidentiality agreement acceptable to Oracle before conducting the audit.

To request an audit, Customer must submit a detailed audit plan at least two weeks in advance of the proposed audit date to Oracle Corporation's Global Information Security organization ("GIS") describing the proposed scope, duration, and start date of the audit. Oracle will review the audit plan and provide Customer with any concerns or questions (for example, any request for information that could

compromise Oracle security, privacy, employment or other relevant policies). Oracle will work cooperatively with Customer to agree on a final audit plan. If the requested audit scope is addressed in a SSAE 16/ISAE 3402 Type 2, ISO, NIST, PCI DSS, HIPAA or similar audit report performed by a qualified third party auditor within the prior twelve months and Oracle confirms there are no known material changes in the controls audited, Customer agrees to accept those findings in lieu of requesting an audit of the controls covered by the report.

The audit must be conducted during regular business hours at the applicable facility, subject to Oracle policies, and may not unreasonably interfere with Oracle business activities.

Customer will provide GIS any audit reports generated in connection with any audit under this section, unless prohibited by law. Customer may use the audit reports only for the purposes of meeting its regulatory audit requirements and/or confirming compliance with the requirements of the Agreement and this Data Processing Agreement. The audit reports are Confidential Information of the parties under the terms of the Agreement.

Any audits are at the Customer's expense. Any request for Oracle to provide assistance with an audit is considered a separate service if such audit assistance requires the use of resources different from or in addition to those required for the provision of the Cloud Services. Oracle will seek the Customer's written approval and agreement to pay any related fees before performing such audit assistance.

11. Incident Management and Breach Notification

Oracle evaluates and responds to incidents that create suspicion of unauthorized access to or handling of Personal Data ("Incident"). GIS is informed of such Incidents and, depending on the nature of the activity, defines escalation paths and response teams to address those Incidents. GIS will work with Customer, with internal Oracle lines of business, with the appropriate technical teams and, where necessary, with outside law enforcement to respond to the Incident. The goal of the Incident response will be to restore the confidentiality, integrity, and availability of the Cloud Services environment, and to establish root causes and remediation steps.

Oracle operations staff is instructed on responding to Incidents where handling of Personal Data may have been unauthorized, including prompt and reasonable reporting to GIS and to Oracle Corporation's legal department, escalation procedures, and chain of custody practices to secure relevant evidence.

For purposes of this section, "Security Breach" means the misappropriation of Personal Data located on Oracle systems or the Cloud Services environment that compromises the security, confidentiality or integrity of such information. Oracle will inform Customer within 72 hours if Oracle determines that Personal Data has been subject to a Security Breach (including by an Oracle employee) or any other circumstance in which Customer is required to provide a notification under applicable law, unless otherwise required by law.

Oracle will promptly investigate the Security Breach and take reasonable measures to identify its root cause(s) and prevent a recurrence. As information is collected or otherwise becomes available, unless prohibited by law, Oracle will provide Customer with a description of the Security Breach, the type of data that was the subject of the breach, and other information Customer may reasonably request concerning the affected persons. The parties agree to coordinate in good faith on developing the content of any related public statements or any required notices for the affected persons and/or the relevant data protection authorities.

12. Return and Deletion of Personal Data upon End of Cloud Services or at Customer's Request ("Data Portability")

Following termination of the Cloud Services, Oracle will return or otherwise make available for retrieval Customer's Personal Data then available in the Customer's Cloud Services environment. Following

return of the data, or as otherwise specified in the Agreement, Oracle will promptly delete or otherwise render inaccessible all copies of Personal Data from the production Cloud Services environment, except as may be required by law. Oracle's data return and deletion practices are described in more detail in the Agreement.

13. Legally Required Disclosures

Except as otherwise required by law, Oracle will promptly notify Customer of any subpoena, judicial, administrative or arbitral order of an executive or administrative agency or other governmental authority ("Demand") that it receives and which relates to the Personal Data Oracle is Processing on Customer's behalf. At Customer's request, Oracle will provide Customer with reasonable information in its possession that may be responsive to the Demand and any assistance reasonably required for Customer to respond to the Demand in a timely manner. Customer acknowledges that Oracle has no responsibility to interact directly with the entity making the Demand.

14. Service Analyses

Oracle may (i) compile statistical and other information related to the performance, operation and use of the Cloud Services, and (ii) use data from the Cloud Services environment in aggregated form for security and operations management, to create statistical analyses, and for research and development purposes (clauses i and ii are collectively referred to as "Service Analyses") . Oracle may make Service Analyses publicly available; however, Service Analyses will not incorporate Customer's Content or Confidential Information in a form that could identify or serve to identify Customer or any data subject, and Service Analyses do not constitute Personal Data. Oracle retains all intellectual property rights in Service Analyses.

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Exhibit B to Amendment Two to the Master Agreement

APPENDIX A
PRICING AND DISCOUNT SCHEDULE

A. Pricing and Discounting Terms for New Program Licenses and First-Year Technical Support

The following pricing and discounting terms for new Program licenses and first-year technical support services are hereby incorporated into the Master Agreement:

1. Appendix A Price Lists. The "**Appendix A Price Lists**" shall be defined as the then-current versions of the following Appendix A Price Lists at the time of order:

   a. Oracle Technology Global Price List*
   b. Oracle Business Intelligence Applications Global Price List*
   c. Oracle E-Business Suite Applications Global Price List*
   d. Oracle Siebel CRM Global Price List*
   e. PeopleSoft Component Global Price List*
   f. JD Edwards Component Global Price List*
   g. Oracle Primavera Global Price List

   You may access the current version of the Appendix A Price Lists denoted with an asterisk (*) at: http://www.oracle.com/us/corporate/pricing/price-lists/index.html.

2. Pricing and Discounts.

   From the effective date of Amendment Two to the Master Agreement until August 31, 2017, You may acquire Products listed on the Price Lists, provided such Products are available in production release when ordered, and provided You have continuously maintained technical support for your existing Program licenses., by paying Oracle the fees specified on the Appendix A Price Lists less the discount set forth below in section 3 of this Appendix A. You may also acquire first-year Software Update License & Support ("**SULS**") for such Programs by paying Oracle the fees specified, less the discount set forth below.

3. Discount Schedule.

   From the effective date of Amendment Two to the Master Agreement until August 31, 2017, a discount of 44.45% shall apply to the fees listed on the then-current version of the Appendix A Price Lists at the time of the order for program licenses and first-year SULS acquired pursuant to the terms of this Master Agreement.

4. Exclusions: For the avoidance of any doubt, the discounts provided in Section A.3 above shall not apply to the following:

   a. any third-party products included in any of the Appendix A Price Lists;
   b. any grandfathered Primavera products;
   c. any products priced in advance of availability or with controlled availability; and
   d. any Cloud products on any Appendix A Price Lists.

5. Any updates or changes to the pricing and discounting terms provided in this Appendix A shall be made by a written amendment to this Master Agreement.

APPENDIX B
TECHNICAL SUPPORT POLICIES

The Oracle Software Technical Support Policies, dated May 6, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the technical support policies at http://oracle.com/contracts.

Oracle Software Technical Support Policies

Effective Date: 06-May-2016

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1. Overview

Unless otherwise stated, these Software Technical Support Policies apply to technical support for all Oracle software product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

To receive technical support as provided by Oracle Support Services ("OSS") as described in these Oracle Software Technical Support Policies, all programs must be properly licensed.

Technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of an Oracle licensed program, running unaltered, and on a certified hardware, database and operating system configuration, as specified in your order or program documentation.

Except as otherwise specified in this section, product release and supported platforms information for all Oracle programs, other than Phase Forward, Nimbula and MICROS Systems programs, is available through Oracle's web-based customer support systems as described in the Web-Based Customer Support Systems section below. Product release and supported platforms information for Phase Forward, Nimbula programs will be provided to you in writing. Effective August 10, 2015, product release and supported platforms information for MICROS Systems programs supported by the MICROS United States and Canadian support teams (except US Cruise) will be available in My Oracle Support.

References to the Technical Support Policies in former Oracle, or vendors acquired by Oracle, agreements may vary (e.g. Software Support Services Terms and Conditions, Maintenance Services Policy, Standard Maintenance Program, product support policy, Support Services policies, Support Maintenance Agreement, Maintenance and Technical Support Agreement, Maintenance and Support Schedule 2.0, and Licensee Support Services Policy).

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for supported programs during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Software Technical Support Policies and the previous version of the Oracle Software Technical Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the effective date of your order unless stated otherwise in your order. If your order was placed through the Oracle Store, the effective date is the date your order was accepted by Oracle. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

License Set

A license set consists of (i) all of your licenses of a program, including any options* (e.g., Database Enterprise Edition and Enterprise Edition Options; Purchasing and Purchasing Options), Enterprise Manager* (e.g., Database Enterprise Edition and Diagnostics Pack), or self-service module* (e.g., Human Resources and Self-Service Human Resources) licensed for such programs, (ii) all of your licenses of a program that share the same source code**, or (iii) for Crystal Ball programs, the same licenses of a program contained on a single order, (iv) for Java Embedded Binary programs, all of the distributed units of the program(s) embedded in each unique Java Application Product pursuant to the Java Binary License and Redistribution Agreement ("BLRA") between you and Oracle, or (v) if you are distributing Java Restricted Use Binary programs or if you are distributing Java Embedded Binary programs under the Oracle Java Platform Integrator program ("OJPI"), all of the end user's licenses of the program(s) embedded or included in the Java Application Product pursuant to the BLRA. Development and demonstration licenses available through the Oracle Partner Network or the Oracle Technology Network are not included in the definition of a license set.

*As specified on Oracle's price list.

**Programs that share the same source code are:

- Database Enterprise Edition, Database Standard Edition, Database Standard Edition One, Oracle Database Standard Edition 2 and Personal Edition
- Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, WebLogic Server Enterprise Edition, WebLogic Server Standard Edition, WebLogic Suite, and Web Tier
- Oracle FLEXCUBE Core Banking programs
- Oracle FLEXCUBE Universal Banking for Retail programs
- Oracle FLEXCUBE Universal Banking for Corporate programs
- Oracle FLEXCUBE Lending & Leasing programs
- Oracle Daybreak programs
- Oracle Banking programs

If you are an Oracle partner and provide first line support to an end user (e.g., Embedded Software License ("ESL"), Application Specific Full Use ("ASFU"), or any other Oracle authorized provision of first line support), a license set consists of all of the end user's licenses of the program(s) embedded or included in the Application Package pursuant to the ESL Distribution Agreement, ASFU Distribution Agreement, or other distribution agreement between you and Oracle. If the end user also has Full Use licenses supported directly by you, then those Full Use licenses must also be supported at the same level as the ASFU or ESL licenses.

If Oracle is providing first line support for all of an end user's ASFU and Full Use licenses, then both the ASFU and Full Use licenses must be supported at the same level. However, if Oracle is providing first line support for an end user's Full Use licenses and you are providing first line support for the ASFU and/or ESL licenses, then the licenses would not be considered part of the same license set.

Matching Service Levels

When acquiring technical support, all licenses in any given license set must be supported under the same technical support service level (e.g., Software Update License & Support, Oracle Communications Network Premier Support or unsupported). If you add Extended Support, you still must maintain Software Update License & Support for the entire license set; subject to availability, you must acquire Extended Support for all licenses of a particular version release of a program if you acquire Extended Support for any license in such version release. You may not support a subset of licenses within a license set; the license set must be reduced by terminating any unsupported licenses. You will be required to document license terminations via a termination letter.

Reinstatement of Oracle Technical Support

If technical support lapses or was not originally purchased with a program license, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the relevant program; b) if you never acquired technical support for the relevant programs, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original program license order date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve month support period shall be the last annual technical support fee you paid for the relevant program; (ii) if you never acquired technical support for the relevant program, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired technical support from an Oracle-authorized distributor and are now acquiring technical support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee. If support is not reinstated for the entire license set or if support for a subset of licenses from an order is reinstated, then the "License Set", "Matching Service Levels", and "Pricing following Reduction of Licenses or Support Level" policies will apply.

Pricing following Reduction of Licenses or Support Level

Pricing for support is based upon the level of support and the volume of licenses for which support is ordered. In the event that a subset of licenses on a single order is terminated or if the level of support is reduced, support for the remaining licenses on that license order will be priced at Oracle's list price for support in effect at the time of termination or reduction minus the applicable standard discount. Such support price will not exceed the previous support fees paid for both the remaining licenses and the licenses being terminated or unsupported, and will not be reduced below the previous support fees paid for the licenses continuing to be supported. If the license order from which licenses are being terminated established a price hold for additional licenses, support for all of the licenses ordered pursuant to the price hold will be priced at Oracle's list price for support in effect at the time of reduction minus the applicable standard discount.

Custom Application Bundles

Technical support may not be discontinued for a single program module within a custom application bundle.

Unsupported Programs

Customers with unsupported programs are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported programs. CD packs or

programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported programs.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported programs and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per license set, to serve as liaisons with OSS. With each USD$250,000 in net support fees per license set, you have the option to designate an additional two (2) primary and four (4) backup technical contacts. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

Program Updates

Update means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to Desupport

It may become necessary as a part of Oracle's product lifecycle to desupport certain program releases and, therefore, Oracle reserves that right. However, program releases that are expressly identified within Oracle's Lifetime Support policy will be governed by the terms of the Lifetime Support Policy. Desupport information is subject to change.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide “First Line Support” for the supported programs directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported programs, (ii) a direct response to users with respect to problems or issues with the supported programs, (iii) a diagnosis of problems or issues of the supported programs, and (iv) a resolution of problems or issues of the supported programs.

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported programs, you may contact Oracle for “Second Line Support”. You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., access to repository files, log files, or database extracts) required to provide Second Line Support.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported programs and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported programs so that such supported programs perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Third Party Vendor-Specific Support Terms

You must remain on a supported environment – including applications and platforms – to receive technical support. If a vendor retires support for its product, you may be required to upgrade to a current certified and supported product, application, hardware platform, framework, database, and/or operating system configuration to continue receiving technical support services from Oracle.

Technical Support for Development, Demonstration and End User Licenses

Technical support for Development and/or Demonstration licenses is provided through your membership in the Oracle PartnerNetwork. Before you may provide technical support for a program you have licensed to an end user you must, in addition to the technical support you may receive for Development and/or Demonstration licenses, acquire technical support for such program from Oracle and continuously maintain it for as long as you provide support to the end user.

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Premier Support (also referred to as, and will be documented on your order as, "Software Update License & Support" or "Oracle Communications Network Software Premier Support")
- Extended Support (if offered)
- Sustaining Support

A description of the services available under Premier Support, Extended Support and Sustaining Support is included in the Oracle Technical Support Levels section below.

When offered and except as noted below, Premier Support will be available for five years from the date a release of the Oracle program becomes generally available. If offered, support may be extended for an additional three years with Extended Support for specific releases. Except as noted below, in addition to the technical support fee, an Extended Support fee applies for each support period for which Extended Support is purchased.

Alternatively, and if offered, support may be extended with Sustaining Support, which will be available for as long as you maintain technical support for your Oracle program licenses.

For specific programs that are, or will be covered by the Lifetime Support Policy, service levels offered, and timeframes refer to the following:

- For server technology programs view "Lifetime Support Policy: Coverage for Technology Products" (PDF)
- For fusion middleware programs view "Lifetime Support Policy: Coverage for Fusion Middleware" (PDF)
- For application programs view "Lifetime Support Policy: Coverage for Applications" (PDF)
- For retail application programs view "Lifetime Support Policy: Coverage for Retail Applications" (PDF)
- For Sun software and operating system products view "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF)
- For Oracle Linux program releases view "Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM" (PDF)

- For OFSS programs view "Lifetime Support Policy: Coverage for Oracle Financial Services Software" (PDF)

Exceptions - For customers with a current support contract running:

1. **PeopleTools.** The PeopleTools program, provided in conjunction with a PeopleSoft application program release, will be supported for as long as such application program release is supported. Patches and platform certifications for a PeopleTools minor release will be provided until 12 months after the next minor release is made generally available or Oracle announces that no future releases will be made; critical patch updates for a PeopleTools minor release may be provided for up to 24 months after the next minor release is made generally available.

   You must apply PeopleTools minor releases in order to continue to receive Premier or Extended Support, if offered, for a PeopleSoft application program release. You may be required to apply PeopleTools minor releases to remain current with versions of third party technologies and products as supported by the provider of the third party product.

   PeopleSoft application maintenance, which includes but is not limited to: images, patches, bundles, and maintenance packs, may require an upgrade to a newer version of PeopleTools.

   Oracle reserves the right to make changes to the third party products included in the PeopleTools program release which includes but is not limited to: (i) requiring newer versions of the third party products, (ii) changing the way in which third party products are packaged and distributed and (iii) replacing or remediating one or more third party products.

2. **Oracle Database 11*g*R2:** The Extended Support fee has been waived for the period of February 2015 - May 2017. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.

3. **Oracle Database 10*g*R2:** Except as otherwise specified in the table below, Extended Support will be made available at Oracle's then current Extended Support pricing from: August 2013 – July 2015. Extended Support for Oracle Database 10*g*R2 will be limited to Severity 1 fixes only; critical patch updates will not be made available.

   For customers running Oracle Database 10*g*R2 on:

Platform	
Fujitsu BS2000	The Extended Support fee will be waived from August 2010 – July 2014.
HP OpenVMS on Itanium	The Extended Support fee will be waived from August 2010 – July 2016. For the period of August 2016 – July 2017, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
IBM z/OS	After July 2013, Extended Support will continue to be available at Oracle's then-current Extended Support fees. Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Linux Itanium and Windows Itanium	For the period of August 2013 – December 2015, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

4. **HP-UX and Itanium-2 Processor:** The following Extended Support exceptions apply to those customers running the supported Oracle program releases on certified OS versions of the HP-UX on the Itanium-2 processor based platform:

Oracle Program Release	
Oracle Database 10*g*R2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of August 2013 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Oracle Database 11*g*R1	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of September 2015 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
WebLogic Server 9.2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of December 2013 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Tuxedo 9.1	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of July 2014 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

5. **Oracle e-Business Suite:** The Extended Support fee has been waived for the Oracle program releases and periods stated below.

Oracle Program Release	**The Extended Support Fee will be waived from:**
Oracle e-Business Suite 12.1	January 2017 – December 2019

6. **PeopleSoft Enterprise 9.0 and PeopleSoft Enterprise 9.1:** The Extended Support fee will be waived for the entire Extended Support period.

7. **JD Edwards EnterpriseOne and JD Edwards World:**
   a. **JD Edwards EnterpriseOne 9.0, JD Edwards EnterpriseOne 9.0 Update 2 (i.e., 9.0.2) and/or JD Edwards EnterpriseOne 9.1 releases**: The Extended Support fee will be waived for the entire Extended Support Period. Please review the Lifetime Support policy for Extended Support timeframes.
   b. **JD Edwards World A9.2, JD Edwards World A9.2.1, and/or JD Edwards World A9.3:** The Extended Support fee will be waived for the entire Extended Support period. Please review the Lifetime Support policy for Extended Support timeframes.

8. **Oracle Portal 11*g*R1 and Oracle Discoverer 11*g*R1 (Oracle Fusion Middleware):** The Extended Support fee will be waived from July 2014 – June 2015.

9. **Oracle Exadata Storage Server Software 11.2 (program releases 11.2.3.2.2 and above):** The Extended Support fee will be waived from October 2014 – September 2015.

10. **Java SE 6:** The Extended Support fee will be waived from January 2016 – December 2018.

11. **Oracle Database Standard Edition 2:** Customers with a current support contract for Oracle Database Standard Edition 2 will continue to receive technical support for previously licensed Oracle Database Standard Edition or Oracle Database Standard Edition One program releases. License restrictions are as specified in the license definitions and rules of the Oracle Database Standard Edition 2 order.

12. **Oracle Enterprise Manager Cloud Control 12.1:** The Extended Support fee will be waived from November 2016 – October 2017.

13. **Governance, Risk and Compliance Programs:** For Sustaining Support for the Governance, Risk and Compliance program releases specified below, Oracle will continue to provide Severity 1 fixes through May 2018.

Program	Program Release
Application Access Controls Governor	8.x
Configuration Controls Governor	5.x
Enterprise Governance, Risk, and Compliance Manager	8.x
Enterprise Transaction Controls Governor	8.x
Fusion Governance, Risk, and Compliance Intelligence	3.x
Preventive Controls Governor	7.x

14. **InForm 4.5.6**: For Sustaining Support for the InForm 4.6.5 program release, Oracle will continue to provide Severity 1 fixes through October 2018.

4. Oracle Technical Support Levels

Software Update License & Support

Program releases in the Premier Support phase of Oracle's product support lifecycle will receive Software Update License & Support. Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week, except as otherwise stated in note 1 below for MICROS Systems
- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise. Please refer to notes 1 and 2, below.
- Current licensees of MySQL Classic Edition Annual Subscription, MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription or MySQL Standard Edition Annual Subscription ("MySQL Subscription"), may receive Software Update License & Support (SULS) for MySQL Community Edition,* except that SULS for MySQL Community Edition does not include Updates of any kind. MySQL Community Edition may not contain all of the features and functionality of the programs contained in the MySQL Subscription. (*Community Edition refers to MySQL licensed under the GPL license.)
- For Oracle VM VirtualBox Enterprise, Software Update License & Support (SULS) is limited to the platforms specified here. SULS is not available for Oracle VM VirtualBox Enterprise features noted as experimental; such features are specified in the Oracle VM VirtualBox User Manual located here
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf

- Until July 1, 2016, remote program updates and patch installation assistance for DIVA programs during normal business hours
- Non-technical customer service during normal business hours

Notes:

1. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), the following apply: (i) assistance with service requests will be provided during normal business hours and (ii) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.
2. For MICROS Systems programs in LAD (Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.

Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs) consists of:

- The Software Update License & Support described above
- 24x7 access to Oracle Unbreakable Linux Network
- Hardware Certification[1]
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html

Notes:

1. Hardware certification will be provided for the first six (6) years from the data a release of the Oracle Linux program becomes generally available. After six (6) years, hardware certification may be provided at Oracle's sole discretion; however Oracle is under no obligation to provide such hardware certification.

Limited Software Update License & Support is available for the Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal,Trace), InForm, and LabPas). The limited Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Assistance with service requests during normal business hours
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/support/contact/health-sciences-license-support/index.html
- Non-technical customer service during normal business hours

Extended Support

Extended Support may be available for certain Oracle program releases after Premier Support expires. When Extended Support is offered, it is generally available for three years following the expiration of Premier Support and only for the terminal patchset release of a program. Unless otherwise stated in this section, supported program releases eligible for Extended Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days per week, except as otherwise stated in note 1 below for MICROS Systems
- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise. Please refer to notes 1 and 2, below.

- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Notes:

1. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), the following apply: (i) assistance with service requests will be provided during normal business hours and (ii) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.
2. For MICROS Systems programs in LAD (Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.

Extended Support does not include:

- Certification with new third party products/versions

Extended Support for Java SE - Java SE program releases eligible for Extended Support will receive Java SE Support limited to the following:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Extended Support for Oracle Linux - Extended Support is not available for the Oracle Linux programs.

Sustaining Support

Sustaining Support will be available after Premier Support expires. As program releases under Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited. The availability of hardware systems to run such program releases may also be limited. Unless otherwise stated in this section, program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates created during Premier Support and Extended Support (if offered and only after the Extended Support period ends)
- Tax, legal, and regulatory updates (availability may vary by country and/or program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade scripts (availability may vary by program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week, except as otherwise stated in note 1 below for MICROS Systems
- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise. Please refer to notes 1 and 2, below.
- Non-technical customer service during normal business hours

Notes:

1. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), the following apply: (i) assistance with service requests

will be provided during normal business hours and (ii) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html

2. For MICROS Systems programs in LAD (Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.

Sustaining Support does not include:

- New program updates, fixes, security alerts, and critical patch updates
- New tax, legal, and regulatory updates
- New upgrade scripts
- Certification with new third party products/versions
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Oracle Linux - Oracle Linux program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to patches, fixes, and security alerts created during the Premier Support period

Sustaining Support for the Oracle Linux programs does not include:

- Access to new patches, fixes, and security alerts
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes

Sustaining Support for Java SE - Java SE program releases eligible for Sustaining Support will receive Java SE Support limited to the following:

- Minor updates and bug and security fixes created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade tools created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Java SE program releases does not include:

- New minor updates and bug and security fixes
- New upgrade tools
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Nimbula – Nimbula program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to existing program updates and fixes only (i.e., new program updates and fixes will not be provided)
- Assistance with service requests during normal business hours.
- Ability to log service requests via the following email: Nimbula-Support_WW@oracle.com

- Non-technical customer service during normal business hours

Sustaining Support for the Nimbula program releases does not include:

- Access to new program updates and fixes
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below

Oracle Communications Network Software Premier & Sustaining Support

Oracle Communications Network Software Premier Support is available for the following program categories (collectively "Oracle Communications Network Premier Programs"): Diameter Signaling Router & Integrated Diameter Intelligence Hub - Network Function Editions; Perpetual license of Session Border Controller, Session Router and Core Session Manager, Application Orchestrator and Evolved Communications Application Server; Net-Net Central applications. Oracle Communications Network Software Premier Support consists of:

- Program updates, fixes, and security alerts
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Remote installation of Oracle Communications Network Premier Programs
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
    - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
    - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution has been offered. The Remote Restoration Time frames do not apply if program code changes are required.
    - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Premier Program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program updates, fixes and security alerts created during the Premier Support period
- Upgrade scripts (availability may vary by program) created during the Premier Support period
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates.
- Assistance with service requests 24 hours per day, 7 days a week

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Premier Program releases does not include:

- New program updates, fixes, and security alerts
- Remote installation of Oracle Communications Network Premier Programs
- New upgrade scripts
- Certification with new third party products/versions
- Response Times identified above
- Previously released fixes or updates that Oracle no longer supports

Oracle Communications Network Software Support & Sustaining Support

Oracle Communications Network Software Support is available for the following program categories (collectively "Oracle Communications Network Software Programs"): Oracle Communications EAGLE (non ISO), Oracle Communications Performance Intelligence Center, Oracle Communications Diameter Signaling Router, Oracle Communications Policy Management, Oracle Communications User Data Repository, and Oracle Communications Subscriber Data Management. Oracle Communications Network Software Support consists of:

- Program updates, fixes, and security alerts
- Certification with most new third-party products/versions (availability may vary by program)
- Remote installation of Oracle Communications Network Software Programs
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
    - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
    - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution has been offered. The Remote Restoration Time frames do not apply if program code changes are required.
    - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Software Program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program updates, fixes, and security alerts created during the Support period
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Software Program releases does not include:

- New program updates, fixes, and security alerts
- Remote installation of Oracle Communications Network Software
- Certification with new third party products/versions
- Response Times identified above
- Previously released fixes or updates that Oracle no longer supports

5. Additional Support Services Available for Purchase

Incident Server Support Package

Incident Server Support provides web-based technical support on a per server basis in packages of 10 service requests to be used within a 12 month period. Any unused service requests at the end of the support period shall expire. Incident Server Support for a program may be acquired with the initial program license purchase and, if acquired with such purchase, may be renewed for subsequent support periods for as long as Premier Support is available for your Oracle program license. If you want to obtain Software Update License & Support, it will be subject to Oracle's reinstatement policies in effect at the time Software Update License & Support is acquired. Incident Server Support is available for the following across all platforms:

- Oracle Database Incident Server Support Package: Oracle Database Enterprise Edition, Oracle Database Standard Edition, Oracle Database Standard Edition One, Partitioning, and Real Application Clusters
- Oracle Application Incident Server Support Package: Internet Application Server Enterprise Edition Internet Application Server Standard Edition, and Internet Application Server Java Edition

Incident Server Support consists of:

- 10 service requests
- Access to My Oracle Support (24x7 web-based technical support system), including the ability to log service requests online
- Access to downloadable software patches and patchsets

Service requests requiring resolution of a program bug will not be counted against your overall service request total. Your access to Incident Server Support services, including My Oracle Support, ends on the earlier of (i) expiration of the support period; or (ii) resolution of your final service request. The Incident Server Support Packages do not include updates and may not be used, purchased, or sold in conjunction with any other support offering.

If you renew Incident Server Support Package, your renewal fee for such services will be based on Oracle's Incident Server Support Package pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Incident Server Support Package is not subject to the Reinstatement of Oracle Technical Support section above.

Oracle Java Development Tools Support

Oracle Java Development Tools Support is available for the following programs: Sun NetBeans, Oracle Enterprise Pack for Eclipse, and Oracle JDeveloper (downloaded from the Oracle Technology Network after June 28, 2005). If you acquire Oracle Java Development Tools Support, you will receive support for all of the programs included above.

Oracle Java Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Java Development Tools Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Solaris Development Tools Support

Oracle Solaris Development Tools Support is available for the following programs: Oracle Solaris Studio and Oracle Solaris Studio Express. If you acquire Oracle Solaris Development Tools Support, you will receive support for all of the programs included above.

Oracle Solaris Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Solaris Development Tools Support does not include upgrades to new program releases or access to Oracle Solaris updates, fixes or patches. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Application Development Framework Essentials Support

Oracle Application Development Framework Essentials Support is available for Oracle Application Development Framework (ADF) Essentials program releases. Oracle Application Development Framework Essentials Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Application Development Framework Essentials Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Java SE Support and Java SE Support for Independent Software Vendors

Java SE Support and Java SE Support for Independent Software Vendors ("ISVs") are available for Java SE program releases. Java SE Support and Java SE Support for ISVs consist of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

If you acquire Java SE Support or Java SE Support for ISVs, the services described above are in support of licenses you acquired separately. Bug fixes, security fixes and any updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Java SE program. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Java Embedded Development Support and Oracle Java Embedded Suite Development Support

Oracle Java Embedded Development Support is available for Oracle Java SE Embedded or Oracle Java ME Embedded program releases per Standard Binary. Oracle Java Embedded Suite Development Support is available for the Oracle Java Embedded Suite. Both Oracle Java Embedded Development Support and Oracle Java Embedded Suite Development Support consist of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

If you acquire Oracle Java Embedded Development Support or Oracle Java Embedded Suite Development Support, the services described above are in support of licenses you acquired separately. Bug fixes, security fixes and any updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Oracle Java SE Embedded, Oracle Java ME Embedded programs or Oracle Java Embedded Suite. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

NoSQL Database Community Edition Support

NoSQL Database Community Edition Support is available for NoSQL Database Community Edition program releases. NoSQL Database Community Edition Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

NoSQL Database Community Edition Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Service Request Packages

Service Request Packages are made available to members of the Oracle Partner Network. Service Request Packages provide web-based technical support in packages of 10 or 25 service requests, do not include updates, and are not available for all programs. Please contact your at http://partner.oracle.com for program availability.

Service Request Packages are valid for one year from the date of purchase. Any unused service request(s) will expire at the earlier of (i) the end of such year, or (ii) the end of your OPN membership term if such membership is not renewed. Access to log service requests will be restricted at the same time the final service request is resolved.

Oracle Priority Support

If you acquire Oracle Priority Support on your order, Oracle will provide Oracle Priority Support as described here.

Oracle Priority Support Advantage

If you acquire Oracle Priority Support Advantage on your order, Oracle will provide Oracle Priority Support Advantage as described here.

Oracle Functional Help Desk for Oracle Retail and Hospitality

If you acquire Oracle Functional Help Desk for Oracle Retail and Hospitality on your order, Oracle will provide Oracle Functional Help Desk for Oracle Retail and Hospitality as described here.

North American Payroll Tax Updates

North American Payroll Tax Updates is available for the Peoplesoft HRMS Payroll for North America program releases specified in the North American Payroll Tax Updates Service Availability Matrix below. If you purchase these services, you will receive one (1) calendar year of tax updates for the applicable Peoplesoft HRMS Payroll for North America program release, including tax updates for that calendar year made available in January of the following calendar year. North American Payroll Tax Updates is only available in the following countries: United States, Canada and Puerto Rico.
The following North American Payroll Tax Updates Service Availability Matrix describes the service availability and time frames.

North American Payroll Tax Updates Service Availability Matrix	
Peoplesoft HRMS Payroll for North American Program Releases	**Availability**
8.8	January 1, 2012 – December 31, 2018
8.9	January 1, 2013 – December 31, 2017
9.0	July 1, 2015 – December 31, 2017

In order to acquire North American Payroll Tax Updates, your licensed Peoplesoft HRMS Payroll for North American program must be currently supported with Software Update License & Support. North American Payroll Tax Updates will be delivered through My Oracle Support.

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. North American Payroll Tax Updates is not subject to the Reinstatement policies stated above.

Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite

Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is available for Oracle E-Business Suite release 11.5.10. If you purchase these services, you will receive one (1) United States ("US") Federal Government fiscal year of financials legislative updates and/or Severity 1 fixes for Oracle E-Business Suite release 11.5.10. In order to acquire Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10, your licensed Oracle E-Business Suite must be currently supported with Software Update License & Support.

The Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10 service consists of the following components that can be purchased separately:

Tier 1 - Tier 1 consists of: Severity 1 fixes, critical patch updates and United States Tax Form 1099 updates for the applicable tax year(s). For the Oracle E-Business Suite 11.5.10 release, Tier 1 is currently available through December 31, 2016 for a fee to customers currently supported with Software Update License & Support. Please see the Lifetime Support section above for additional information.

US Federal Government - US Federal Government consists of: Financials legislative updates for the US Federal Government. If you purchase this service, you will receive financial legislative updates for the US Federal Government for one (1) US Federal Government fiscal year through September 30, 2016. If you purchase the US Federal Government option, your fee for such services will be based on the then-current US Federal Government fee.

Information on Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is available on My Oracle Support (E-Business Suite Releases – Support Policy FAQ (Doc ID 1494891.1)). Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite will be delivered through My Oracle Support.

The following only applies to Oracle E-Business Suite 11.5.10:

- Oracle will not provide financials legislative updates for Oracle E-Business Suite 11.5.10 any sooner or with any greater scope than what is made available under a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12 or higher).

- Country-specific financials legislative updates ("localized updates") provided under US Federal Government will only be made available if such localized updates are also made available in a subsequent release of Oracle E-Business Suite. In the event localized updates are provided for additional countries in a subsequent release of Oracle E-Business Suite, such localized updates for the additional countries will not be provided for Oracle E-Business Suite 11.5.10.
- Due to architectural or other changes between a subsequent release of Oracle E-Business Suite and Oracle E-Business Suite 11.5.10, Oracle may not provide all localized updates for Oracle E-Business Suite 11.5.10 that are made available in a subsequent release of Oracle E-Business Suite.
- The prerequisite for these services is based on the current minimum prerequisite level as described on My Oracle Support in E-Business Suite 11.5.10 Minimum Patch Level and Extended Support Information Center (Doc ID 1199724.1) and Oracle E-Business Suite Error Correction Support Policy (Doc ID 11905034.1).

If you renew Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is not subject to the Reinstatement policies stated above.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for Oracle E-Business Suite release 11.5.10 cumulative update 2. Customers who acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will receive one (1) tax year of payroll legislative updates for the Oracle E-Business Suite 11.5.10 release. In order to acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your licensed Oracle E-Business Suite Payroll must be currently supported with Software Update License & Support.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for the following countries and tax years:

Country	2014 Tax Year	2015 Tax Year	2016 Tax Year
United Kingdom	See note 1 below	April 6, 2014 – April 5, 2015	April 6, 2015 – April 5, 2016
United States	See note 1 below	January 1, 2015 – December 31, 2015	January 1, 2016 – December 31, 2016

Notes:

1. For the specified countries and tax years noted above, payroll regulatory updates are provided under Sustaining Support to customers with a current support contract. Please see the Lifetime Support section above for additional information.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will be delivered through My Oracle Support and will require the latest available HRMS R11i RUP (See My Oracle Support document Mandatory Family pack/Rollup patch (RUP) levels for Oracle Payroll (Doc ID 295406.1)).

If you renew Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is not subject to the Reinstatement policies stated above.

Financial and Payroll Legislative Updates for JD Edwards

Financials and Payroll Legislative Updates for JD Edwards is available for JD Edwards EnterpriseOne program releases XE, 8.0 and 8.12 and JD Edwards World program releases A7.3, A8.1 and A9.1. If you purchase these services, you will receive one (1) calendar year of financials and payroll legislative updates and Severity 1 fixes for the applicable JD Edwards release. In order to acquire Financials and Payroll Legislative Updates for JD

Edwards, your licensed JD Edwards EnterpriseOne and/or JD Edwards World program must be currently supported with Software Update License & Support.

The Financials and Payroll Legislative Updates for JD Edwards service consists of the following components that can be purchased separately: Tier 1, Tier 2, Tier 3, Single Country Financial Legislative Updates and Single Country Payroll Legislative Updates. Tier 1, Tier 2 and Tier 3 consists of services for more than one country. Single Country Financial Legislative Updates and Single Country Payroll Legislative Updates consist of services for an individual country.

The components are as follows:

Tier 1 - Tier 1 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s), and payroll legislative and financials legislative updates for the applicable calendar year for the United States and Canada. If you purchase Tier 1, your fee for such services will be based on the then-current Tier 1 fee.

Tier 2 - Tier 2 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable calendar year and for the countries and programs specified in the table below. If you purchase Tier 2, your fee for such services will be based on the then-current Tier 2 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll Legislative Updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials Legislative Updates	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan, China, Colombia, Australia, New Zealand and India	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan and China

Tier 3 - Tier 3 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable calendar year and for the countries and programs specified in the table below. If you purchase Tier 3, your fee for such services will be based on the then-current Tier 3 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll legislative updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials legislative updates	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, New Zealand, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan, China, Colombia, Chile, Peru, Ecuador, Venezuela, Czech Republic, Denmark, Finland, Hungary, Norway, Poland, Sweden, Australia, India, South Korea, Singapore and Taiwan	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan and China

Single Country Financial Legislative Updates: Single Country Financial Legislative Updates consists of: Severity 1 fixes and financial legislative updates for the programs and countries specified in the table below. If you purchase Single Country Financial Legislative Updates, your fee for such service will be based on the then-current Single Country for Financial Legislative Updates fee.

Program	Countries
JD Edwards EnterpriseOne	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan, China, Colombia, Australia, New Zealand and India

JD Edwards World	United States, Mexico, Brazil, United Kingdom, Ireland, Japan and China

Single Country Payroll Legislative Updates: Single Country Payroll Legislative Updates consists of: payroll legislative updates for the programs and countries specified in the table below. If you purchase Single Country Payroll Legislative Updates, your fee for such service will be based on the then-current Single Country for Payroll Legislative Updates fee.

Program	Countries
JD Edwards EnterpriseOne	United States, Canada, Australia and New Zealand
JD Edwards World	United States and Canada

Information on financials and payroll legislative updates for JD Edwards and applicable countries is available on My Oracle Support (i.e., JD Edwards EnterpriseOne Globalizations (Doc ID 752291.1) and JD Edwards World Globalizations (Doc ID 745085.1)). Financials and Payroll Legislative Updates for JD Edwards will be delivered through My Oracle Support.

The following apply to the JD Edwards EnterpriseOne and JD Edwards World program releases for which Financials and Payroll Legislative Updates service is available:

- Oracle will not provide financial and payroll legislative updates any sooner or with any greater scope than what is made available under a subsequent release of JD Edwards EnterpriseOne (i.e., JD Edwards EnterpriseOne 9.1 or higher) or JD Edwards World (i.e., JD Edwards World A9.3 or higher).
- Country-specific financials legislative updates ("localized updates") provided under Tier 2, Tier 3 and Single Country Financial Legislative Updates and Single Country Payroll Legislative Updates will only be made available if such localized updates are also made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World. In the event localized updates are provided for additional countries in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World, such localized updates for the additional countries will not be provided for the JD Edwards EnterpriseOne and JD Edwards World program releases included under the Financials and Payroll Legislative Updates service.
- Due to architectural or other changes between a subsequent release of JD Edwards EnterpriseOne or JD Edwards World and the eligible program releases under the Financials and Payroll Legislative Updates for JD Edwards service, Oracle may not provide all localized updates that are made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World.

If you renew Financials and Payroll Legislative Updates for JD Edwards, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Financials and Payroll Legislative Updates for JD Edwards is not subject to the Reinstatement policies stated above.

Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM is available for the following programs: PeopleSoft Human Capital Management (HCM) release 9.0 and Financials and Supply Chain Management (FSCM) release 9.0 ("PeopleSoft Enterprise Applications"). Customers who acquire Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM will receive one (1) calendar year of Severity 1 fixes and United States Tax Form 1099 updates.

In order to acquire this service, your licensed PeopleSoft Enterprise Applications must be currently supported with Software Update License & Support. Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM will be delivered through My Oracle Support.

If you renew Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in

the applicable order. Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM is not subject to the Reinstatement policies stated above.

Oracle Market-Driven Support for Oracle Database 10g Release 2

Oracle Market-Driven Support for Oracle Database 10g Release 2 is available for the Oracle Database Enterprise Edition Release 10.2.0.5. The service is available for the following period:

Service	Availability	
Oracle Market-Driven Support for Oracle Database 10g Release 2	August 1, 2015-July 31, 2016	August 1, 2016- July 31, 2017

If you purchase Oracle Market-Driven Support for Oracle Database 10g Release 2, you will receive the following services for the number of production 10.2.0.5 databases identified in your order:

1. Oracle Market-Driven Support for Oracle Database 10g Release 2 will be limited to Severity 1 fixes and critical patch update(s) ("CPU").
2. A database upgrade planning workshop ("Workshop") that includes:
   a. One (1) remote presentation for up to four (4) hours, not to exceed thirty (30) attendees to provide advice and guidance on the creation of your upgrade plan from Oracle Database Enterprise Edition Release 10.2.0.5 to an Oracle Database Enterprise Edition Release that is covered by Software Update License & Support; and
   b. After the conclusion of the Workshop, Oracle will provide telephone support (Monday through Friday, 9:00am to 5:00pm local time, excluding local holidays) to respond to questions and offer guidance regarding your upgrade plan for up to the number of hours identified in your order.
3. Access to Oracle's Unlimited Learning Subscription ("ULS") for up to five (5) Named Users. The ULS includes Training On Demand, Learning Streams and Cloud Learning Subscription access. More information on ULS can be found at http://education.oracle.com/us/terms/termspolicies030115.html

Your fee for Oracle Market-Driven Support for Oracle Database 10g Release 2 services will be based upon Oracle's then current pricing in effect at the time of your order.

In order to acquire Oracle Market-Driven Support for Oracle Database 10g Release 2 services, your licensed Oracle database(s) must be currently supported with Software Update License & Support. Severity 1 fixes and CPUs will be delivered through My Oracle Support.

Oracle Market-Driven Support for Oracle Database 10g Release 2 services are not renewable or available after July 31, 2017. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Market-Driven Support for Oracle Database 10g Release 2 services are not subject to the Reinstatement policies stated above.

Oracle Linux Support Services

Oracle offers Oracle Linux support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Oracle VM Support Services

Oracle offers Oracle VM support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Exadata Premier Support

For information regarding renewals of Exadata Premier Support, please refer to the Exadata Technical Support Policies available at http://www.oracle.com/us/support/policies/index.html.

6. Web-Based Customer Support Systems

My Oracle Support

Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle programs are not currently supported under My Oracle Support: Phase Forward (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas), Nimbula and MICROS Systems (except as otherwise stated below).

Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio

The following applies to MICROS Systems programs only. Access to the following MICROS Systems web-based customer support systems: Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio are governed by the Terms of Use posted on the applicable MICROS Systems web site. The terms of Use are subject to change and a copy of these terms is available upon request. Access to the MICROS Systems web-based customer support systems is limited to your designated technical contacts. MICROS Systems programs supported by the MICROS United States and Canadian support teams (except US Cruise) has transitioned from Clarify SelfService, PTS, ZenDesk and Onyx to My Oracle Support. MICROS Systems programs supported by the MICROS EMEA support teams has transitioned from Heat Portal and MICROS Self Service Customer Support Portal to My Oracle Support.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs).

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your computer system (e.g., Oracle Web Conferencing)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Oracle Configuration Manager)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data") and not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme.

Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

8. Global Customer Support Security Practices

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle's Global Customer Support Security Practices, as referenced below.

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/support/policies.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF). Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

Notwithstanding the restriction above, some customers may have executed agreements with Oracle governing Global Customer Support's handling of the personal data of residents in the European Economic Area ("EEA Personal Data") as well as protected health information ("PHI") subject to the United States Health Insurance Portability and Accountability Act ("HIPAA"). If you would like to submit EEA Personal Data or PHI to Oracle as part of receiving technical support services, you must:

- Execute either (i) EU standard Contractual Clauses or data transfer agreement, or (ii) a HIPAA business associate agreement (as applicable) with Oracle that specifically references and covers your technical support services
- Submit EEA Personal Data or PHI only in service request attachments on the My Oracle Support customer portal
- Not include EEA Personal Data or PHI in the body of service requests (other than contact information required for Oracle to respond to the SR)
- When prompted in My Oracle Support, indicate that the service request attachment may contain EEA Personal Data or PHI

9. Severity Definitions

Service requests for supported Oracle programs may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the severity definitions specified below.

Severity 1*
Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Except as otherwise specified herein, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), reasonable efforts will be made to respond to Severity 1 service requests within two (2) business hours. For response efforts associated with Oracle Communications Network Software Premier Support and Oracle Communications Network Software Support & Sustaining Support, please see the Oracle Communications Network Premier & Sustaining Support and Oracle Communications Network Software Support & Sustaining Support sections above.

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported programs (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle. 24 hour commitment to Severity 1 service requests is not available for MICROS Systems programs in the following countries: Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand, and Vietnam.

Severity 2*
You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Severity 3*
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality

Severity 4*
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

* For Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas), the severity levels are denoted as P0, P1, P2 and P3 and correspond to the above as follows: P0= Severity 1; P1=Severity 2, P2=Severity 3 and P3=Severity 4.

10. Hyperion and Agile Specific Support Terms

For orders placed pursuant to a Hyperion master agreement or to an Agile master agreement, the following terms apply with respect to the technical support services you have ordered.

Warranties, Disclaimers, and Exclusive Remedies
Oracle warrants that technical support services will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support services warranty deficiencies within 90 days from performance of the defective technical support services.

FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY, AND ORACLE'S ENTIRE LIABILITY, SHALL BE THE REPERFORMANCE OF THE DEFICIENT TECHNICAL SUPPORT SERVICES, OR IF ORACLE CANNOT SUBSTANTIALLY CORRECT A BREACH IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE RELEVANT TECHNICAL SUPPORT SERVICES AND RECOVER THE FEES PAID TO ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES.
TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Liability

NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE. ORACLE'S MAXIMUM LIABILITY FOR ANY DAMAGES ARISING OUT OF OR RELATED TO YOUR ORDER, WHETHER IN CONTRACT OR TORT, OR OTHERWISE, SHALL BE LIMITED TO THE AMOUNT OF THE FEES YOU PAID ORACLE UNDER YOUR ORDER, AND IF SUCH DAMAGES RESULT FROM YOUR USE OF TECHNICAL SUPPORT SERVICES, SUCH LIABILITY SHALL BE LIMITED TO THE FEES YOU PAID ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES GIVING RISE TO THE LIABILITY.

For orders placed pursuant to a Hyperion master agreement, the following terms also apply with respect to the technical support services you have ordered.

Nondisclosure

By virtue of your order, the parties may have access to information that is confidential to one another ("confidential information"). We each agree to disclose only information that is required for the performance of obligations under your order. Confidential information shall be limited to the terms and pricing under your order and all information clearly identified as confidential at the time of disclosure.

A party's confidential information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party.

We each agree to hold each other's confidential information in confidence for a period of three years from the date of disclosure. Also, we each agree to disclose confidential information only to those employees or agents who are required to protect it against unauthorized disclosure. Nothing shall prevent either party from disclosing the terms or pricing under your order in any legal proceeding arising from or in connection with your order or disclosing the confidential information to a federal or state governmental entity as required by law.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

APPENDIX D
LICENSE DEFINITIONS AND RULES

From the Effective Date of Amendment Two to the Master Agreement until August 31, 2017, the Oracle License Definitions and Rules, v111815 (attached hereto) shall apply to all licenses and technical support services listed on the price lists and acquired pursuant to the pricing terms set forth in the Master Agreement. This Appendix D shall be amended annually to include Oracle's then-current License Definitions and Rules.

ORACLE

License Definitions and Rules

Definitions and License Metrics

$M Annual Transaction Volume: is defined as one million U.S. Dollars in all purchase orders transacted and all auctions conducted through the Oracle Exchange Marketplace by You and others during the applicable year of the Oracle Exchange Marketplace license, regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Application Module: is defined as a Program used by You on a single or multiple computers.

Applications National Language Support (NLS) Supplement Media Packs: Please be advised that only a subset of the products included on an Applications NLS Supplement Media Pack have been translated. For existing supported customers, My Oracle Support has information on which products have been translated for the supported languages (https://support.oracle.com). For new or unsupported customers, please contact Your Oracle Account Manager for this information.

$M in Application Annual Revenue: is defined as one million U.S. Dollars excluding taxes processed through the licensed Program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

Application Developed: is defined as a software Program developed by You that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

Application User: is defined as an individual authorized by You to use the applicable licensed application Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time. If You license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, You are required to maintain licenses for the equivalent number of Application Users licensed and You are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for Your entire employee population**.** Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the Programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle Fusion Sourcing, Oracle iSupplier Portal, Oracle Fusion Supplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service Programs, use by Your external suppliers is included with Your application user licenses. For the purposes of the Oracle Financial Services Operational Risk Solution Program, employees who are just contributing information to the Program via the applicable user interface shall not be counted as application users.

Application Read-Only User: is defined as an individual authorized by You to run only queries or reports against the application Program for which You have also acquired non read-only licenses, regardless of whether the individual is actively using the Programs at any given time.

Brand: is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12 month period. You may not exceed the licensed number of CRF Pages during any 12 month period unless You acquire additional CRF Page licenses from Oracle.

Chassis: is defined as a physical enclosure containing hardware. For the purposes of the following Programs: Oracle Fabric Manager and Oracle Fabric Monitor, only the chassis (a) that contain networking hardware and (b) that are managed by the Program must be counted for the purpose of determining the number of licenses required.

Client Application Loader Client: is defined as a device that receives its configuration from a client application server.

Collaboration Program User: is defined as an individual authorized by You to use the Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time. For the purposes of counting and licensing the number of Beehive Synchronous Collaboration users, a Collaboration Program User within Your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to Your company and attending a web conference are not required to be licensed.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the Programs. The term Compensated Individual includes, but is not limited to, Your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the Programs are installed. A Computer license allows You to use the licensed Program on a single specified computer. For the purposes of Computer licenses for the Oracle Health Science Integration Engine Program, a communication point is an interface to an input system (e.g., a clinical laboratory system in a hospital or healthcare setting) or to an output system (e.g., a healthcare data repository).

5 Concurrent Users: is defined as five concurrent users where each Concurrent User is an individual who is authorized by You to access the Program concurrently with other individuals at any given time.

Concurrent Connection: is defined as each connection to a Serduct/Datalink. A Serduct/Datalink is defined as an interface that renders the Infor software operable for use with Micros Applications.

Concurrent User: is defined as each individual that may concurrently use or access the Programs. Concurrent Users shall be only customers or prospective customers of Yours, and shall not be business partners, or employees of Yours.

Connected Device: is defined as each unique device that transmits data to or receives data from Oracle application Programs or Oracle cloud services. Devices include, but are not limited to, sensors, meters, RFID readers, and barcode scanners. Devices may be connected directly to Oracle application Programs or Oracle cloud services, or may be connected indirectly to Oracle application Programs or Oracle cloud services through a gateway device or a third-party communications service. A device may be uniquely identified as being the endpoint of communication of data to or from an Oracle application Program or an Oracle cloud service, or may be uniquely identified by its explicit registry with an Oracle application Program or an Oracle cloud service.

Connected Instance: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

Connector: is defined as each connector connecting the software product with a third party product. A unique connector is required for each distinct third party product that the software product is required to interface.

$M Cost of Goods Sold: is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to You then Cost of Goods Sold shall be equal to 75% of total company revenue.

CPU: is defined as a chip that contains a collection of one or more cores on which the Program is running. Regardless of the number of cores, each chip counts as 1 CPU.

Custom Suite User: is defined as an individual authorized by You to use the application Programs included in the applicable Custom Applications Suite which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time.

Customer: is defined as the customer entity specified on Your order. The Programs may not be used or accessed for the business operations of any third party, including but not limited to Your customers, partners, or Your affiliates. There is no limitation on the number of computers on which such Programs may be copied, installed and used.

Customer Account: is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the Program, regardless of the number of individual account holders associated with such accounts.

Oracle Customer Data & Device Retention Service: is defined as a service for which the description may be found in the Technical Support Policies section (Oracle Hardware and Systems Support Policies) at www.oracle.com/contracts and which is incorporated by reference.

Customer Record: is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that You may access using the Program.

10,000 Daily Average Transactions: is defined as ten thousand unique transactions (including but not limited to sales transactions, return transactions, exchange transactions, loyalty transactions, deal transactions, gift card transactions, inventory transactions, petty cash transactions, and administrative transactions) that are processed by the Program in a single 24 hour period. The daily transaction volume is calculated as the daily average over the prior 12 month period.

Developer User / Developer/ Developer Seat: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. With respect to Developer Users only, such users may create, modify, view and interact with the Programs and documentation.

Disk Drive: is defined as a spinning media device that stores data accessed by the Program.

Electronic Order Line: is defined as the total number of distinct order lines entered electronically into the Oracle Program from any source (not manually entered by licensed users) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs.

Employee for HCM: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs. Employees for HCM may only use the licensed Programs with Oracle application Programs that contain "Oracle Fusion Human Capital Management" as a prefix in the Program name.

Employee User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the Programs at any given time.

Enterprise Employee: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Enterprise Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs. The value of these Program licenses is determined by the number of Enterprise Employees. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the number of Enterprise Employees as of the effective date of Your order. If at any time the number of Enterprise Employees exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Employees is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Employees. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise Employees as of such date.

Enterprise Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in Your institution and any part-time student enrolled in Your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on Your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements. The value of these Program licenses is determined by the number of Enterprise FTE Students. For these Program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise FTE Students as of the effective date of Your order. If at any time the number of Enterprise FTE Students exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise FTE Students is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise FTE Students. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise FTE Students as of such date.

Enterprise Trainee: is defined as an employee, contractor, student or other person who is being recorded by the Program. The value of these Program licenses is determined by the number of Enterprise Trainees. For these Program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise Trainees as of the effective date of Your order. If at any time the number of Enterprise Trainees exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Trainees is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Trainees. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise Trainees as of such date.

Enterprise $M in Cost of Goods Sold: Enterprise $M Cost of Goods Sold is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to You then Cost of Goods Sold shall be equal to 75% of total company revenue. The value of these Program licenses is determined by the amount of Enterprise $M Cost of Goods Sold. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Cost of Goods Sold as of the effective date of Your order. If at any time the amount of Enterprise $M Cost of Goods Sold exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Cost of Goods Sold is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Cost of Goods Sold. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M Cost of Goods Sold as of such date.

Enterprise $M in Freight Under Management: $M Freight Under Management is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by You, plus the cost of freight for shipments managed by You (e.g., You are not purchasing transportation services on behalf of Your clients but are providing transportation management services for Your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to You with freight terms of prepaid). The value of these Program licenses is determined by the amount of Enterprise $M Freight Under Management. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Freight Under Management as of the effective date of Your order. If at any time the amount of Enterprise $M Freight Under Management exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Freight Under Management is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Freight Under Management. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M Freight Under Management as of such date.

Enterprise $M in Operating Budget: is defined as one million U.S. Dollars of Your gross budget reflected in an audited statement from Your external accounting firm. The value of these Program licenses is determined by the amount of Enterprise $M in Operating Budget. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Operating Budget as of the effective date of Your order. If at any time the amount of Enterprise $M in Operating Budget exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Operating Budget is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Operating Budget. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M in Operating Budget as of such date.

Enterprise $M in Revenue: Enterprise $M in Revenue is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year. The value of these Program licenses is determined by the amount of Enterprise $M in Revenue. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Revenue as of the effective date of Your order. If at any time the amount of Enterprise $M in Revenue exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Revenue is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Revenue. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M in Revenue as of such date.

Expense Report: is defined as the total number of expense reports processed by Internet Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Faculty User: is defined as an active teaching member of the faculty for an accredited academic institution**;** such user may only use the Programs for academic and non-commercial use.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by You, including the dispatchers, to the field using the Programs.

Flash Drive: is defined as a front mounted solid state media device that stores data accessed by the Program.

$M Freight Under Management: is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by You, plus the cost of freight for shipments managed by You (e.g., You are not purchasing transportation services on behalf of Your clients but are providing transportation management services for Your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to You with freight terms of prepaid).

Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in Your institution and any part-time student enrolled in Your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on Your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

25,000 Gift Cards: is defined as twenty-five thousand value cards (gift or stored) that are generated by the Program during a 12 month period.

Guest Cabin: is defined as a guest cabin onboard a cruise ship managed by the Program. You must license the total number of Guest Cabins onboard each cruise ship managed by the Program and the licensed quantity of Guest Cabin licenses may not be shared across multiple cruise ships.

For the purposes of the Cruise Fleet Management, Cruise Crew Management, Cruise Materials Management HQ and Sub-HQ Programs, You must license the total number of Guest Cabins onboard all ships or vessels in the fleet that are managed by the Program.

Guest Room: is defined as the number of guest rooms managed by the Program.

For the purposes of the Oracle Hospitality Suite8 Interface Programs, a unique Guest Room license is required for each distinct product with which an Oracle Hospitality Suite8 Program is required to interface. For example, a customer requiring interfaces of an Oracle Hospitality Suite8 Program with three distinct products must have three separate Guest Room licenses.

Hosted Named User: is defined as an individual authorized by You to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Oracle Hospitality Consulting Services: are defined as services for which the description may be found in the Oracle Hospitality Global Business Unit ("Micros") Consulting Service Descriptions section at www.oracle.com/contracts and which is incorporated by reference.

Hospitality Suite: is defined as an entertainment space that typically includes, but is not limited to, a kitchenette, restroom, table

and seats within an arena, stadium, concert venue or other venue that is managed by the Program.

Installation Services, Start-Up Packs and Configuration/Upgrade Services: is defined as a service(s) for which the description may be found in the Advanced Customer Support Services section at www.oracle.com/contracts and which is incorporated by reference.

Instance: is defined as a single database environment. Test, production, and development environments are considered three separate instances that must each be licensed.

Interface: is defined as each interface connecting the Oracle Program with a third party product. A unique Interface license is required for each distinct third party product with which the Oracle Program is required to interface.

Inventory Location: is defined as a dedicated physical inventory space used by vendors to store their inventory within an arena, stadium, concert venue or other venue that is managed by the Program. Each dedicated physical inventory space must be counted as one Inventory Location.

Invoice Line: is defined as the total number of invoice line items processed by the Program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless You acquire additional Invoice Line licenses from Oracle.

IVR Port: is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. You must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

Kitchen Display Client: is defined as a device that is used to display and monitor the status of ordered items. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

Learning Credits: may be used to acquire education products and services offered in the Oracle University online catalogue posted at http://www.oracle.com/education under the terms specified therein. Learning credits may only be used to acquire products and services at the list price in effect at the time You order the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when You order the relevant product or service. The list price will be reduced by applying the discount specified to You by Oracle. Notwithstanding anything to the contrary in the previous three sentences, learning credits may also be used to pay taxes, materials and/or expenses related to Your order; however, the discount specified above will not be applied to such taxes, materials and/or expenses. Learning credits are valid for a period of 12 months from the date Your order is accepted by Oracle, and You must acquire products and must use any acquired services prior to the end of such period. You may only use learning credits in the country in which You acquired them, may not use them as a payment method for additional learning credits, and may not use different learning credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning credits are non-transferable and non-assignable. You may be required to execute standard Oracle ordering materials when using learning credits to order products or services.

$M in Managed Assets: is defined as one million U.S. Dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the Program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the Program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the Program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the Program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the Program, then sold within the previous 12 months.

Managed Resource: is defined as an individual authorized by You to use the Programs which are installed on a single server or on multiple servers, regardless of whether the individual is actively using the Programs at any given time. In addition, Your employees, contractors, partners and any other individual or entity managed by the Programs shall be counted for the purposes of determining the number of Managed Resource licenses required.

Member Record: is defined as each unique customer loyalty Program Member Record managed by the Program. 100K Member Records shall mean one hundred thousand Member Records.

Merchandise: is defined as a unique item or SKU of a consumer good.

Module: is defined as each production database running the Programs.

Monitored User: is defined as an individual who is monitored by an Analytics Program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time. Individual users who are licensed for an Analytics Program by either Named User Plus or Application User may not be licensed by Monitored User. For the purposes of the Usage Accelerator Analytics Program, every user of Your licensed CRM Sales application Program must be licensed. For the purposes of the Human Resources Compensation Analytics Program, all of Your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, Preventive Controls Governor, and Governance, Risk, and Compliance Controls Suite, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the Program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / Programs) users (individuals) that the Program monitors.

MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription and MySQL Standard Edition Annual Subscription: are defined as the right to use the specified Program(s) in accordance with the applicable license metric and to receive Oracle Software Update License & Support for the specified Program(s) and for MySQL Community Edition for the term specified on the order. MySQL Community Edition refers to MySQL that is licensed under the GPL license. Software Update License & Support for MySQL Community Edition does not include updates of any kind. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Software Update License & Support services are provided under the applicable technical support policies in effect at the time the services are provided. You must obtain a subscription license for all servers where MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition are deployed. If You obtain Oracle Software Update License & Support services for any servers where MySQL Community Edition is deployed, then You must also purchase a subscription license for all of such servers for which You have obtained Oracle Software Update License & Support services. You may obtain Oracle Software Update License & Support services for the MySQL Community Edition subscription licenses at any level (e.g., at the MySQL Cluster Carrier Grade Edition level, at the MySQL Enterprise Edition level and/or at the MySQL Standard Edition level). At the end of the specified term, You may renew Your subscription, if available, at the then current fees for the applicable subscription. If You choose not to renew Your subscription, Your right to use the Program(s) will terminate and You must de-install all applications, tools, and binaries provided to You under the applicable non-Community Edition license (e.g., the license for MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition). If You do not renew a subscription, You will not receive any updates (including patches or subsequent versions) and You may also be subject to reinstatement fees if You later choose to reactivate Your subscription.

Named User Plus / Named User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the Programs, if such devices can access the Programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the Programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following Programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware

and Management Pack for WebCenter Suite, only the users of the Program that is being managed/monitored are counted for the purpose of determining the number of Named User Plus licenses required.

With respect to the following Programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, Load Testing Suite for Oracle Applications and Oracle Test Starter Kit for Utilities (Load Testing), each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following Programs: Data Masking and Subsetting Pack and Data Masking and Subsetting Pack for Non-Oracle Databases, only (a) the users of the database servers where masked data or data subsets originate and (b) the users of the database servers performing the masking or subsetting operations (via GUI or command line) must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight and Application Replay Pack, all users of the respective managed application Program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate, only (a) the users of the Oracle database from which You capture data and (b) the users of the Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Big Data, only the users of the source Oracle or non Oracle database(s) from which You capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all users for all sources must be counted.

For the purposes of the following Programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which You capture data and (b) the users of the database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which You capture data and (b) the users of the Non Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Integrator Enterprise Edition and Data Integrator Enterprise Edition for Oracle Applications, only the users that are running or accessing the data transformation processes must be counted for determining the number of licenses required.

For the purposes of the following Programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not Your employee, contractor or outsourcer, authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the Programs at any given time.

Oracle Financing Contract: is a contract between You and Oracle (or one of Oracle's affiliates) that provides for payments over time of some or all of the sums due under Your order.

1000 Orders: is defined as one thousand orders entered into the applicable Program during a 12 month period. You may not exceed the licensed number of orders during any 12 month period unless You acquire additional 1000 Orders licenses from Oracle.

Order Line: is defined as the total number of order entry line items processed by the Program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless You acquire additional Order Line licenses from Oracle.

1,000 Page Views: is defined as 1,000 Page Views per Month, where one Page View means one visit by a unique internet user to a particular page on a website.

Partner Organization: is defined as an external third party business entity that provides value-added services in developing, marketing and selling Your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as Your employee or contractor who is actively working on behalf of Your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Physical Server: is defined as each physical server on which the Programs are installed.

PIN Entry Device (PED): is defined as an electronic hardware device that is used in a debit, credit or smart card-based transaction to accept and encrypt the cardholder's personal identification number (PIN).

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

POS Client: is defined as a device that is used to record any part of a sales transaction or related end-user functionality such as workstation reporting, cash management, engagement, table management, or manager operations. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

For the purposes of the Oracle Hospitality Guest Access POS and Device Client Program, a POS Client is a guest access control method that includes, but is not limited to, turnstiles, gates and swing doors that are managed by the Program. For each guest access control method, both entrance and exit points must be counted for the purposes of determining the number of licenses required. For example, each turnstile must be counted as two POS Clients (one for entrance and one for exit).

Processor: shall be defined as all processors where the Oracle Programs are installed and/or running. Programs licensed on a processor basis may be accessed by Your internal users (including agents and contractors) and by Your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed Program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle Programs with Standard Edition 2, Standard Edition One or Standard Edition in the product name (with the exception of WebCenter Enterprise Capture Standard Edition, Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the Program (other than Standard Edition One Programs or Standard Edition Programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the Program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following Program: Oracle Healthcare Data Repository, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base Programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed Program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed Program; under these licenses You may also install and/or run the licensed Program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following Programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware and Management Pack for WebCenter Suite, only the processors on which the Program that is being managed/monitored are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Masking and Subsetting Pack and Data Masking and Subsetting Pack for Non-Oracle Databases, only (a) the processors running the database servers where masked data or data subsets originate and (b) the processors running the database servers performing the masking or subsetting operations (via GUI or command line) must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Application Management Pack for Utilities and Application Management Pack for Taxation and Policy Management, all processors on which the middleware and/or database software that support the respective managed application Program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Replay Pack and Real User Experience Insight, all processors on which the middleware software that supports the respective managed application Program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache Program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate, only (a) the processors running the Oracle database from which You capture data and (b) the processors running the Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which You capture data and (b) the processors running the database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the non Oracle database from which You capture data and (b) the processors running the non Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Oracle GoldenGate Application Adapters and Oracle GoldenGate for Big Data, only the processors running the source Oracle or non Oracle database(s) from which You capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all processors for all sources must be counted.

For the purposes of the following Program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the Program is running for indexing content in configured content sources as long as the foregoing is the only use of the Program on all the processors installed in a given server.

Project: is defined as a scheduled stage gate process plan in operation.

Property: is defined as a location with a single physical address.

For the purposes of the following Programs: Oracle Hospitality POS Gateway Provisioning Service for Merchant Link, Oracle Hospitality POS Gateway Change Service for Merchant Link, and Oracle Hospitality POS Annual Support Subscription for Merchant Link, each property management system, each restaurant, and each retail point of sale system must be counted as a separate Property.

500,000 Queries Per Day: is defined as five hundred thousand queries from midnight to the next midnight (e.g., a day) to the production MDEX engine, including but not limited to: text searches; changes to facet (refinement); and page up/down through results (any text box query, change in facet selection, change in results viewed). Queries that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed queries. You may also use the programs for non-production uses, including but not limited to development, quality assurance, and performance testing.

$M in Revenue: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$M Revenue Under Management: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year for the product lines for which the Programs are used.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record, which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record, which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub Program a record is defined as the total number of unique case database records stored in the Case Hub Program. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For the purposes of the Site Hub Program a record is defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub Program. A site database record is a unique site (e.g., an asset, a building, part of a building (such as a store or a franchise within a store, an ATM, etc.)) stored in the Site Hub Program.

For the Programs listed above, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the purposes of the Oracle Data Relationship Management Program, a record is defined as the unique occurrence of any business object or master data construct that You choose to manage within the Program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

For the purposes of the Supplier Lifecycle Management and Supplier Hub Programs, a record is defined as a unique business entity or company record stored as Supplier in the AP_SUPPLIERS table of the Supplier Lifecycle Management and Supplier Hub Programs.

For the purposes of the Life Sciences Customer Hub Program, a record is defined as the number of unique customer database records stored in such Program. A customer database record is a unique physician (i.e., physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub Program.

1000 Records: is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator Program.

Registered User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. Registered Users shall be business partners and/or customers and shall not be Your employees.

250,000 Requests Per Day: is defined as two hundred fifty thousand requests from midnight to the next midnight (e.g., a day) in the production systems. Requests that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed requests. You may also use the Program for non-production uses, including but not limited to development, quality assurance, and performance testing.

For the purposes of the following Program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls in the production systems, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: WebCenter Sites for Oracle ATG Web Commerce, requests to the production WebCenter Sites or production WebCenter Sites Satellite Server Programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Endeca Experience Manager, requests at the production Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g. ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

Retail Register: is defined as any device designed to record any part of a sales transaction.

Retail Store: is defined as any location where two or more people are employed to generate revenue by selling goods and services to customers.

Retail Wireless Device: is defined as a detached device that accesses the Program. Examples of wireless devices include but are not limited to, scanners, RF devices, PDAs.

Revenue Center: is defined as a logical reporting as configured within a Location. For example, a restaurant that keeps its reports and configuration separate from its bar and its room service would require 3 Revenue Center licenses (one for the restaurant, one for the bar and one for room service).

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Rule Set: is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

Server: is defined as the computer on which the Programs are installed. A Server license allows You to use the licensed Program on a single specified computer.

For the purposes of Acme Packet Programs, a Server in a virtual environment is defined as a virtual machine image.

For the purposes of Tekelec Programs, a Server in a virtualized environment is not counted as a Server.

Service Order Line: is defined as the total number of service order entry line items processed by the Program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless You acquire additional Service Order Line licenses from Oracle.

1,000 Sites: is defined as one thousand unique sites added to Multi-Site Quotes created during a 12 month period. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of a Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. A single Site (as defined by its Service Account and Service Point fields Site) that is added to multiple Multi-Site Quotes created during a 12-month period shall be only counted once.

Socket: is defined as a slot that houses a chip (or a multi-chip module) that contains a collection of one or more cores. Regardless of the number of cores, each chip (or multi-chip module) shall count as a single socket. All occupied sockets on which the Program is installed and/or running must be licensed.

Oracle Solaris Premier Subscription for Non-Oracle Hardware per socket: is defined as the right to use the Oracle Solaris Programs (as defined below) on hardware not manufactured by or for Sun/Oracle, and to receive Oracle Premier Support for Operating Systems services (limited to the Oracle Solaris Programs), for the term specified in the ordering document. "Oracle Solaris Programs" refers to the Oracle Solaris operating system and the separately licensed third party technology (as defined below). The Oracle Solaris Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement. The Oracle Solaris Programs may include or be distributed with certain separately licensed components that are part of Java SE ("Java SE"). Java SE and all components associated with it are licensed to You under the terms of the Oracle Binary Code License Agreement for the Java SE Platform Products, and not under the agreement. A copy of the Oracle Binary Code License Agreement for the Java SE Platform Products can be found at www.oracle.com/contracts. This subscription is available only for a server that is certified by Oracle and listed on the Hardware Compatibility List (HCL) at http://www.oracle.com/webfolder/technetwork/hcl/index.html. You must obtain a subscription license for each socket in the server. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Premier Support for Operating System services are provided under the applicable technical support policies in effect at the time the services are provided. At the end of the specified term, You may renew Your subscription, if available, at the then current fees for this subscription.

If Your order specifies **"1 – 4 socket server"** then You may only use the subscription on a server with not more than 4 sockets. If Your order specifies **"5+ socket server"** then You may use the subscription for servers with any number of sockets.

Store: is defined as a physical store location which sells goods or services that utilize one Point-of-Sale (POS) system. If a physical store location has multiple POS systems, then each POS system must be counted as a Store.

Stream: is defined as a concurrent backup or restore job to a tape, disk or cloud target. For tape targets (which would be a physical tape drive (e.g., T10000D or LTO6) or a virtual tape drive), each configured tape drive within the Oracle Secure Backup domain must be counted for determining the number of licenses required. For disk targets, each concurrent job defined per Oracle Secure Backup disk pool must be counted for determining the number of licenses required. For Cloud based targets utilizing the Oracle Secure Backup Cloud Module, each parallel Recovery Manager (RMAN) channel must be counted for determining the number of licenses required.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by You for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter. The total number of Subscribers is equal to the aggregate of all types of Subscribers. If Your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of Your gross annual revenue as reported to the SEC in Your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Sun Ray Device: is defined as the Sun Ray computer on which the Program is running.

System: is defined as a single configuration environment. Test, production, and development configurations are considered three separate systems that must each be licensed.

Tape Drive: is defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For cloud based backups, Oracle counts each parallel stream or Recovery Manager (RMAN) channel as equivalent to a tape drive.

Tape Library Slot: is defined as a physical slot location within a tape library where each slot accepts a single tape cartridge.

Technical Reference Manuals
Technical Reference Manuals ("TRMs") are Oracle's confidential information. You shall use the TRMs solely for Your internal data processing operations for purposes of: (a) implementing applications Programs, (b) interfacing other software and hardware systems to the applications Programs and (c) building extensions to applications Programs. You shall not disclose, use or permit the disclosure or use by others of the TRMs for any other purpose. You shall not use the TRMs to create software that performs the same or similar functions as any of Oracle products. You agree: (a) to exercise either at least the same degree of care to safeguard the confidentiality of the TRMs as You exercise to safeguard the confidentiality of Your own most important confidential information or a reasonable degree of care, whichever is greater; (b) to maintain agreements with Your employees and agents that protect the confidentiality and proprietary rights of the confidential information of third parties such as Oracle and instruct Your employees and agents of these requirements for the TRMs; (c) restrict disclosure of the TRMs to those of Your employees and agents who have a "need to know" consistent with the purposes for which such TRMs were disclosed; (d) maintain the TRMs at all times on Your premises; and (e) not to remove or destroy any proprietary or confidential legends or markings placed upon the TRMs. Oracle shall retain all title, copyright and other proprietary rights in the TRMs. TRMs are provided to You "as-is" without any warranty of any kind. Upon termination, You shall cease using, and shall return or destroy, all copies of the applicable TRMs.

Telephone Number: is defined as each unique telephone number for which the billing information is managed or displayed using the Program, regardless of the number of individual account holders associated with such telephone numbers.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

$B in Total Assets: is defined as one billion U.S. dollars of Your latest published or internally available "Total Asset Value" as disclosed in Your annual report and/or regulatory filings.

Trainee: is defined as an employee, contractor, student or other person who is being recorded by the Program.

Transaction: is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

1K Transactions: is defined as one thousand unique transactions processed through the Program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless You acquire additional transaction licenses from Oracle. For Oracle Contact Center Anywhere, a unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents). For JD Edwards World Purchase Card Management, a unique transaction is defined as a single charge processed by the Program.

Transaction Services Client: is defined as a device that is used to receive data from an external source to record a sales transaction (e.g., a device in a coffee shop that is used by customers to enter their sandwich orders). If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

For the purposes of the Oracle Hospitality Simphony Transaction Services Program, devices that are used to send property or revenue center configuration to an external source must be counted as Transaction Services Clients. For example, if a digital signage provider wants to display menu item information (e.g., price, name, etc.) on a menu board behind the counter and the menu board system requests that a device provides a list of the menu items and prices that are available for purchase, then that device must be licensed as Transaction Services Client.

UPK Developer: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation.

Video Wrapper: is defined as a standardized container that acts as a file system for video assets installed per site. Examples of video wrapper formats include GXF, MXF, OP1A, AVI, Quicktime and LXF.

Wireless handset: is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

Workstation: is defined as the client computer from which the Programs are being accessed, regardless of where the Program is installed.

Term Designation
If Your Program license does not specify a term, the Program license is perpetual and shall continue unless terminated as otherwise provided in the agreement.

1, 2, 3, 4, 5 Year Terms: A Program license specifying a 1, 2, 3, 4 or 5 Year Term shall commence on the effective date of the order and shall continue for the specified period. At the end of the specified period the Program license shall terminate.

1 Year Subscription: A Program license specifying a 1 Year Subscription shall commence on the effective date of the order and shall continue for a period of 1 year. At the end of the 1 year the Program license shall terminate.

Licensing Rules for Oracle Technology Programs and Oracle Business Intelligence Applications

Failover: Subject to the conditions that follow below, Your license for the Programs listed on the US Oracle Technology Price List, which may be accessed at http://www.oracle.com/us/corporate/pricing/price-lists/index.html, includes the right to run the licensed Program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate days in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two days). The above right only applies when a number of machines are arranged in a cluster and share one disk array. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, You must switch back to the primary node. Once the failover period has exceeded ten days, the failover node must be licensed. In addition, only one failover node per clustered environment is at no charge for up to ten separate days even if multiple nodes are configured as failover. Downtime for maintenance purposes counts towards the ten separate days limitation. When licensing options on a failover environment, the options must match the number of licenses of the associated database. Additionally, when licensing by Named User Plus, the user minimums are waived on one failover node only. Any use beyond the right granted in this section must be licensed separately. In a failover environment, the same license metric must be used for the production and failover nodes when licensing a given clustered configuration.

Testing: For the purpose of testing physical copies of backups, Your license for the Oracle Database (Enterprise Edition, Standard Edition or Standard Edition One) includes the right to run the database on an unlicensed computer for up to four times, not exceeding 2 days per testing, in any given calendar year. The aforementioned right does not cover any other data recovery method - such as remote mirroring - where the Oracle Program binary files are copied or synchronized.

You are responsible for ensuring that the following restrictions are not violated:

- Oracle Database Standard Edition 2 may only be licensed on servers that have a maximum capacity of 2 sockets. When used with Oracle Real Application Clusters, Oracle Database Standard Edition 2 may only be licensed on a maximum of 2 one-socket servers. In addition, notwithstanding any provision in Your Oracle license agreement to the contrary, each Oracle Database Standard Edition 2 database may use a maximum of 16 CPU threads at any time. When used with Oracle Real Application Clusters, each Oracle Database Standard Edition 2 database may use a maximum of 8 CPU threads per instance at any time. If You purchase Named User Plus (NUP) licenses, You must maintain a minimum of 10 NUP per server.
- WebLogic Server Standard Edition does not include WebLogic Server Clustering.
- Business Intelligence Standard Edition One can only be licensed on servers that have the ability to run a maximum of 2 sockets. The data sources for BI Server and BI Publisher are limited to the included Oracle Standard Edition One, one other database, and any number of flat file sources such as CSV, and XLS. You may use Oracle Warehouse Builder Core ETL to pull data from any number of data sources but You must use only the included Oracle Standard Edition One as the target database.
- Informatica PowerCenter and PowerConnect Adapters may not be used on a standalone basis or as a standalone ETL tool. The Informatica PowerCenter and PowerConnect Adapters may be used with any data source provided the target(s) are: (i) the Oracle Business Intelligence applications Programs (excluding Hyperion Enterprise Performance Management Applications), (ii) the underlying platforms on which the Oracle Business Intelligence Suite Enterprise Edition Plus Program, Oracle Business Intelligence Standard Edition One or associated components of those Business Intelligence applications Programs run, or (iii) a staging database for any of the foregoing. Informatica PowerCenter and PowerConnect Adapters may also be used where the Oracle Business Intelligence applications Programs (excluding Hyperion Enterprise Performance Management Applications) are the source and non-Oracle Business Intelligence application Programs are the target, provided, that users do not use Informatica PowerCenter and PowerConnect Adapters to transform the data.
- With respect to the Java SE Advanced and Java SE Suite Programs, You may not create, modify, or change the behavior of, or authorize Your users to create, modify, or change the behavior of, classes, interfaces, or subpackages that are in any way identified as "java", "javax" "sun" or "oracle" or any variation of the aforementioned naming conventions. The installation and auto-update processes for these Programs transmit a limited amount of data to Oracle (or its service provider) about those specific processes to help Oracle understand and optimize them. Oracle does not associate the data with personally identifiable information. You can find more information about the data Oracle collects at http://oracle.com/contracts. Additional copyright notices and license terms applicable to portions of the Programs are set forth at http://oracle.com/contracts.
- Programs that contain "for Oracle Applications" in the Program name are limited use Programs. These limited use Programs may only be used with "eligible" Oracle application Programs that contain the following prefixes in the Program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Endeca*, Oracle Knowledge, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance, Oracle

Primavera, Oracle Hospitality, Oracle XBRi, and Oracle Relate. For those prefixes designated above with a "*" not all Programs with that prefix are eligible for use with the "for Oracle Applications" limited use Programs. For a list of excluded Programs please review the Applications Licensing Table, which may be accessed at http://oracle.com/contracts. Notwithstanding anything above, Oracle Business Intelligence Suite Enterprise Edition Plus for Oracle Applications may only be used with "eligible" Oracle application Programs that contain "Oracle Fusion Human Capital Management" as a prefix in the Program name provided that the Oracle Fusion Human Capital Management Programs are the only Programs configured to run against the database instance Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the Oracle Product Information Management Analytics, Fusion Edition, Oracle Customer Data Management Analytics, Fusion Edition and Oracle Product Lifecycle Analytics Programs. Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the following Programs provided that the Oracle Fusion Applications are the only data source: Oracle Sales Analytics, Fusion Edition; Oracle Partner Analytics, Fusion Edition; Oracle Supply Chain and Order Management Analytics; Oracle Financial Analytics, Fusion Edition; Oracle Procurement and Spend Analytics, Fusion Edition; Oracle Human Resources Analytics, Fusion Edition and Oracle Project Analytics. Any use of limited use Programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.

- Oracle BPEL Process Manager Option for Oracle Applications may be used only to enable business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and, other Oracle Applications or third party applications are allowed as long as they are enabled/initiated within the eligible Oracle Applications. Business Processes defined in BPEL are allowed as long as at least one of the services invoked from within the Business Process access an eligible Oracle Application either natively (via Web Services) or via an adapter.
- Oracle Business Intelligence Foundation for Oracle Applications may be used only to perform query, reporting and analysis against a transaction database, data warehouse or an Essbase OLAP cube if: (i) the transaction database is an eligible Oracle Applications transaction database itself or an extraction, in whole or in part, of an eligible Oracle Applications transaction database, without transformation (query, reporting and analysis against a transaction database that is not an eligible Oracle Applications transaction database requires a full use license of Oracle Business Intelligence Foundation Suite); or (ii) the data warehouse is a pre-packaged eligible Oracle Applications data warehouse, with any customizations necessary to reflect customizations made in the eligible Oracle Applications, and restricted only to the eligible Oracle Applications sources (query, reporting and analysis against extensions to the data warehouse drawn from source systems not supported by the pre-packaged data warehouses require a full use license of Oracle Business Intelligence Foundation Suite); or (iii) the dimensions of each Essbase OLAP Cube are sourced from eligible Oracle Applications.
- Oracle WebLogic Suite for Oracle Applications may be used only as an embedded runtime for eligible Oracle Applications or to deploy customizations to an eligible Oracle Application. The WebLogic global datasource or one of the WebLogic application datasources must be configured to access the schema of an eligible Oracle Application.
- Data Integrator Enterprise Edition for Oracle Applications may only be used with the Oracle supplied data integration jobs and customization of the supplied jobs is allowed. For the avoidance of doubt, examples of uses that are not permitted include, but are not limited to, the following: adding new jobs that support different applications, new schemas, or previously unsupported application modules.
- Oracle SOA Suite for Oracle Applications may be used only to enable integration, business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and other non-eligible Oracle Applications or third party applications are allowed as long as they are either initiated or terminated within eligible Oracle Applications. Usage of SOA composites (including but not limited to Rules, Mediator, XSLT transforms, BPEL processes, Spring components, Workflow services and OWSM security policies) is allowed as long as at least one of the services invoked from within each composite accesses an eligible Oracle Application either natively (via Web services) or via an adapter and the invocation is part of a flow that is either initiated or terminated within eligible Oracle Applications. Oracle Service Bus (OSB) usage is allowed as long as each service deployed accesses an eligible Oracle Application either natively (via Web services) or via an adapter.
- Oracle WebCenter Portal for Oracle Applications may be used only to surface eligible Oracle Application(s) and custom applications (collectively, "eligible applications"). Surfacing any third-party applications, including other applications from Oracle, requires a license for Oracle WebCenter Portal. Multiple eligible applications may be surfaced in a single portal instance provided that a WebCenter Portal for Oracle Applications license exists for each eligible application surfaced in the portal. WebCenter Portal for Oracle Applications may be used to integrate the various WebCenter services (e.g., wikis, blogs, and discussions) into an application context, as well as to build out custom workflows and notifications between the eligible application and WebCenter Portal components. The content management features of the Oracle WebCenter Portal for Oracle Applications Program may be used to store and manage documents created outside of the eligible application provided that such documents are related to the eligible application or to the application context.
- Oracle WebCenter Imaging for Oracle Applications may be used to create and modify imaging searches, to modify pre-packaged imaging application document types, and to create and modify input mappings to imaging applications. Oracle WebCenter Imaging for Oracle Applications may also be used to invoke web service application programming interfaces

(API's) from Oracle Application workflows. A license for WebCenter Imaging for Oracle Applications is required to define new document types for the management of images unrelated to a pre-packaged Oracle Applications integration, to develop custom workflows, and to invoke APIs from custom workflows or custom application integrations.

- Oracle Identity and Access Management Suite Plus for Oracle Applications may be used only to perform associated actions for users of and within the eligible Oracle Applications. The Programs may be used to do the following: (1) add, delete, modify, and manage user identities and roles in the eligible Oracle Applications; (2) provide web access management and single sign-on into eligible Oracle Applications; (3) provide data storage or virtualization to data storage of user identities and user identity related information or authentication and authorization policies for eligible Oracle Applications; (4) provide federated single sign-on to eligible Oracle Applications.
- Oracle Coherence Enterprise Edition for Oracle Applications may only be used within the same Java Virtual Machine as the eligible Oracle Application components.
- Oracle GoldenGate for Oracle Applications may only be used with the Oracle supplied integration jobs. Customization of the Oracle supplied integration jobs is allowed if necessitated by (i) customizations of the source application or of the target application or (ii) for performance tuning of the GoldenGate configuration. Oracle GoldenGate for Oracle Applications may not be used (i) for data replication to non-Oracle databases or (ii) by other Oracle applications or (iii) by third party applications for any type of data integration or replication purposes. For the avoidance of doubt, examples of other uses that are not permitted include, but are not limited to, the following: replicating data to non-Oracle databases (including MySQL), adding new source or target schemas, adding unsupported application modules to source or target schemas, supporting other replication topologies (e.g., active-active or multi-master) or adding anything not supplied by Oracle.
- The number of Hyperion Program option licenses must match the number of licenses of the associated Hyperion Program.
- The license for the Hyperion Planning Plus Program includes a limited use license for the Oracle Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis Programs. Such limited use license means that the Oracle Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis Programs may only be used to access data from the Hyperion Planning Plus Program. The Oracle Data Integrator for Oracle Business Intelligence Program may be used to load data from any data source provided that the target database is the Hyperion Planning Plus Program. Specifically, the Oracle Essbase Plus Program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Planning Plus Program and the Aggregate Storage option component of the Oracle Essbase Plus Program may not be used.
- The license for the Hyperion Profitability and Cost Management Program includes a limited use license for the Oracle Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator for Business Intelligence Programs. Such limited use license means that the Oracle Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator for Business Intelligence Programs may only be used to access data from the Hyperion Profitability and Cost Management Program. Specifically, the Oracle Essbase Plus Program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Profitability and Cost Management Program and the Aggregate Storage option component of the Oracle Essbase Plus Program may not be used.

If You purchase Named User Plus licenses for the Programs listed below, You must maintain the following user minimums and user maximums:

Program	**Named User Plus Minimum**
Oracle Database Enterprise Edition	25 Named Users Plus per Processor
NoSQL Database Enterprise Edition	25 Named Users Plus per Processor
Times Ten In-Memory Database	25 Named Users Plus per Processor
Rdb Enterprise Edition	25 Named Users Plus per Processor
CODASYL DBMS	25 Named Users Plus per Processor
Data Integrator Enterprise Edition	25 Named Users Plus per Processor
GoldenGate	25 Named Users Plus per Processor
GoldenGate for Non Oracle Database	25 Named Users Plus per Processor
GoldenGate for Mainframe	25 Named Users Plus per Processor
GoldenGate Veridata	25 Named Users Plus per Processor
GoldenGate for Teradata Replication Services	25 Named Users Plus per Processor
Data Integrator Enterprise Edition for Oracle Applications	25 Named Users Plus per Processor
GoldenGate for Oracle Applications	25 Named Users Plus per Processor
Endeca Discovery Foundation for Oracle Applications	25 Named Users Plus per Processor
Java SE Advanced	10 Named Users Plus per Processor
Java SE Suite	10 Named Users Plus per Processor

WebLogic Server Standard Edition	10 Named Users Plus per Processor
WebLogic Server Enterprise Edition	10 Named Users Plus per Processor
WebLogic Suite	10 Named Users Plus per Processor
Web Tier	10 Named Users Plus per Processor
Coherence Standard Edition One	10 Named Users Plus per Processor
Coherence Enterprise Edition	10 Named Users Plus per Processor
Coherence Grid Edition	10 Named Users Plus per Processor
TopLink and Application Development Framework	10 Named Users Plus per Processor
GlassFish Server	10 Named Users Plus per Processor
Internet Application Server Standard Edition	10 Named Users Plus per Processor*
Internet Application Server Enterprise Edition	10 Named Users Plus per Processor*
API Gateway	10 Named Users Plus per Processor
BPEL Process Manager	10 Named Users Plus per Processor
WebLogic Integration	10 Named Users Plus per Processor
Service Registry	10 Named Users Plus per Processor
Enterprise Repository	10 Named Users Plus per Processor
Forms and Reports	10 Named Users Plus per Processor
Managed File Transfer	10 Named Users Plus per Processor
Tuxedo	10 Named Users Plus per Processor
Event Processing	10 Named Users Plus per Processor
SOA Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Unified Business Process Management Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Business Process Management Standard Edition	10 Named Users Plus per Processor
Application Adapters	10 Named Users Plus per Processor
Oracle E-Business Suite Adapter	10 Named Users Plus per Processor
Integration Adapter for SAP R/3	10 Named Users Plus per Processor
Integration Adapter for JD Edwards World	10 Named Users Plus per Processor
Integration Adapter for Siebel	10 Named Users Plus per Processor
Cloud Adapters	10 Named Users Plus per Processor
B2B for RosettaNet	10 Named Users Plus per Processor
B2B for EDI	10 Named Users Plus per Processor
Healthcare Adapter	10 Named Users Plus per Processor
B2B for ebXML	10 Named Users Plus per Processor
WebCenter Suite Plus	10 Named Users Plus per Processor
WebCenter Portal	10 Named Users Plus per Processor
WebCenter Content	10 Named Users Plus per Processor
WebCenter Sites	10 Named Users Plus per Processor
WebCenter Sites Satellite Server	10 Named Users Plus per Processor
WebCenter Universal Content Management	10 Named Users Plus per Processor
WebCenter Imaging	10 Named Users Plus per Processor
WebCenter Forms Recognition	10 Named Users Plus per Processor
WebCenter Enterprise Capture	10 Named Users Plus per Processor
WebCenter Distributed Capture	10 Named Users Plus per Processor
WebCenter Real-Time Collaboration	10 Named Users Plus per Processor
WebCenter Sites Mobile Option	10 Named Users Plus per Processor
Enterprise Identity Services Suite	10 Named Users Plus per Processor
Identity Governance Suite	10 Named Users Plus per Processor
Access Management Suite Plus	10 Named Users Plus per Processor
Entitlements Server	10 Named Users Plus per Processor
Entitlements Server Security Module	10 Named Users Plus per Processor
Beehive Enterprise Collaboration Server	10 Named Users Plus per Processor

*The Named User Plus Minimum does not apply if the Program is installed on a one-processor machine that allows for a maximum of one user per Program.

Program	Named User Plus Maximum
Personal Edition	1 Named User Plus per database
Business Intelligence Standard Edition One	50 Named Users Plus

If licensing by Named User Plus, the number of licenses for the Programs listed below in column A must match the number of licenses of the associated Program listed in column B. In the case where the minimum number of Named User Plus licenses are/were purchased, the number of licenses may not match due to variance in core factors between the time the respective Programs were licensed. If licensing by Processor, the number of licenses for the Programs listed below in column A must match the number of licenses of the associated Program listed in column B. In the case where the Programs are licensed at different times, the number of licenses may not match due to variance in core factors between the time the respective Programs were licensed; in that case the number of cores used to determine the number of licensed processors for the Programs listed below in column A must match the number of cores used to determine the number of licensed processors of the associated Program listed in Column B. Associated Programs are those Programs being used in conjunction with the Program in Column A.

Column A	Column B
Database Enterprise Edition Options*- Multitenant, Real Application Clusters, Real Application Clusters One Node, Partitioning, OLAP, Spatial and Graph, Advanced Security, Label Security, Database Vault, Active Data Guard, Real Application Testing, Advanced Compression, Advanced Analytics, Database In-Memory, Retail Data Model, Communications Data Model, Airlines Data Model, Utilities Data Model **Database Enterprise Management*-** Diagnostics Pack, Tuning Pack, Database Lifecycle Management Pack, Cloud Management Pack for Oracle Database	Oracle Database Enterprise Edition
RDB Server Options*- TRACE	Rdb Enterprise Edition, CODASYL DBMS
WebLogic Suite Options-** BPEL Process Manager Option, Service Bus, SOA Suite for Oracle Middleware, Unified Business Process Management Suite, WebLogic Coherence Grid Edition Option	WebLogic Suite
WebLogic Server Enterprise Edition and WebLogic Suite Options-** WebLogic Server Multitenant, WebLogic Server Continuous Availability	Associated application server Program being managed by the Program in Column A.
SOA Suite for Oracle Middleware Options- Integration Continuous Availability**	SOA Suite for Oracle Middleware
Application Server Enterprise Management-** WebLogic Server Management Pack Enterprise Edition, SOA Management Pack Enterprise Edition, Cloud Management Pack for Oracle Fusion Middleware, Management Pack for Oracle Data Integrator	Associated application server Program being managed by the Program in Column A.
Management Pack for Oracle Coherence**	Coherence Enterprise Edition, Coherence Grid Edition
Management Pack for Oracle GoldenGate*	GoldenGate, GoldenGate for Non Oracle Database, GoldenGate for Mainframe
Tuxedo Advanced Performance Pack**	Tuxedo
Business Intelligence Server Enterprise Edition Options-	Business Intelligence Server Enterprise

Interactive Dashboard, Delivers, Answers, Office Plug-in, Reporting and Publishing	Edition
Business Intelligence Suite Enterprise Edition Plus Option- Business Intelligence Management Pack	Business Intelligence Suite Enterprise Edition Plus
Beehive Platform Options- Beehive Messaging, Beehive Team Collaboration, Beehive Synchronous Collaboration, Beehive Voicemail	Beehive Platform
Management Pack for Oracle Data Integrator	Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, or Oracle Data Integrator Enterprise Edition for Oracle Applications
Hyperion Financial Data Quality Management Options- Hyperion Financial Data Quality Management Adapter for Financial Management, Hyperion Financial Data Quality Management Adapter Suite, Hyperion Financial Data Quality Management Adapter for SAP	Hyperion Financial Data Quality Management
Hyperion Financial Data Quality Management for Hyperion Enterprise Option- Hyperion Financial Data Quality Management - Enterprise Edition Adapter for Financial Management, Hyperion Financial Data Quality Management – Enterprise Edition Adapter Suite, Hyperion Financial Data Quality Management – Enterprise Edition ERP Source Adapter for SAP	Hyperion Financial Data Quality Management for Hyperion Enterprise

*If licensing by Named User Plus You must maintain, at a minimum, 25 Named Users Plus per Processor per associated Program.

** If licensing by Named User Plus You must maintain, at a minimum, 10 Named Users Plus per Processor per associated Program.

Licensing Rules for Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.

Licensing Rules for ATG Applications

- The Oracle ATG Web Commerce Business Intelligence Program and the Oracle ATG Web Commerce Business Intelligence Administrator Program may only be used in conjunction with either the Oracle ATG Web Commerce Program and/or the Oracle ATG Web Knowledge Manager Program. You may, however, expand Your data model to include other information provided the additional information supplements information is already included in the Oracle ATG Web Commerce Program or in the Oracle ATG Knowledge Manager Program.
- The Cognos BI Consumer Bundle is included in the Oracle ATG Web Commerce Business Intelligence Program and is comprised of (a) one (1) reporting engine for anonymous viewers consisting of no more than two (2) processors and four (4) total cores, (b) unlimited anonymous report viewer seat licenses, (c) one (1) Named BI Web Administrator seat license and one (1) Named BI Professional Report Author seat license. Any additional seat licenses must be licensed separately by purchase of Oracle ATG Web Commerce BI Administrator seat licenses at an additional cost and are not included in any enterprise-wide or similar license.

Licensing Rules for JD Edwards Applications

- The Programs include GNU libgmp library; copyright 1991 Free Software Foundation, Inc. This library is free software that can be modified and redistributed under the terms of the GNU Library General Public License contained in the Programs. The Programs may also contain other third party products.
- Your license for the Program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards Program table located at http://oracle.com/contracts for additional information.

- The Foundation Program contains the development foundation environment/toolkit. You understand and acknowledge that any software Program developed with the functionality of the development foundation environment/toolkit is subject to the terms and conditions of this agreement. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer Programs generated by You utilizing the development tools included in the Programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.

Licensing Rules for Oracle E-Business Suite Applications

- The option Activity Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Field Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Marketing Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Sales Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Activity Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Field Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Marketing Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Privacy Management Policy Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Sales Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.

Licensing Rules for Oracle Hospitality Cruise Applications

- The Oracle Hospitality Data Foundation for Cruise Program may only be used with Oracle Hospitality Cruise Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is allowed via the Oracle Hospitality Cruise Interface Programs only. You may not add new schemas or unsupported applications.

Licensing Rules for Oracle Hospitality Food and Beverage Applications

- The Oracle Hospitality Technology Foundation for Food and Beverage Program may only be used with the Oracle Hospitality Simphony Point-of-Sale, Oracle Hospitality Simphony Transaction Services, Oracle Hospitality Simphony First Edition Point-of-Sale, Oracle Hospitality Simphony First Edition Transaction Services, Oracle Hospitality Reporting and Analytics, and Oracle Hospitality 9700 Foundation Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is allowed via the Oracle Hospitality Interface Programs only. You may not add new schemas or unsupported applications.
- For the Oracle XBRi Loss Prevention for Food and Beverage Program, You acknowledge that there are MicroStrategy, Inc. products (the "MicroStrategy Products") included with that Program and the MicroStrategy Products are subject to the following terms and conditions.

  All terms and conditions of the order under which You license the Oracle XBRi Loss Prevention for Food and Beverage Program (the "Order") that are not expressly modified, supplemented, or deleted by these terms shall remain in force but these terms shall supersede any contradictory terms or conditions in the Order.

a. You acknowledge that the Oracle XBRi Loss Prevention for Food and Beverage Program contains copyrighted and proprietary products and materials of MicroStrategy, Inc., which are obtained under a license from MicroStrategy, Inc.
b. Your use of the MicroStrategy Products is restricted solely to use in combination with the Oracle XBRi Loss Prevention for Food and Beverage Program as included therein and limited to the number of named user licenses purchased on the Order.
c. You are prohibited from changing or expanding the data models and You are limited to accessing data only from the data models provided by Oracle.
d. You are expressly prohibited from reverse engineering, disassembling or decompiling the MicroStrategy Products.
e. You acknowledge that You are being granted a sublicense to the MicroStrategy Products only, and in no event shall any title or ownership to the MicroStrategy Products pass or transfer to You.
f. Oracle and MicroStrategy disclaim any warranty of any kind directly to You for the MicroStrategy Products, including a warranty of performance, merchantability, fitness for a particular purpose, title and non-infringement. ORACLE DOES NOT GUARANTEE THAT THE MICROSTRATEGY PRODUCTS WILL PERFORM ERROR-FREE OR UNINTERRUPTED, OR THAT ORACLE OR MICROSTRATEGY CAN OR WILL CORRECT ALL PROGRAM ERRORS. ORACLE DISCLAIMS, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ORACLE AND MICROSTRATEGY'S LIABILITY FOR ANY DAMAGES, WHETHER DIRECT, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL, AND ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE, ARISING FROM THE USE OF THE MICROSTRATEGY PRODUCTS OR ARISING IN CONNECTION WITH THE ORDER.
g. You are expressly prohibited from written and oral disclosure to any third party of any result of any benchmark tests.
h. If You export the MicroStrategy Products, You are required to comply fully with all relevant export laws and regulations of the United States to ensure that neither the MicroStrategy Products nor any direct product thereof, are exported, directly or indirectly, in violation of United States law.
i. You are expressly prohibited from using the MicroStrategy Products in any manner that violates any individual's privacy right under the applicable law.
j. You acknowledge that Oracle shall have the right to provide to MicroStrategy any personal data provided by You in order for Oracle or MicroStrategy to fulfill its respective obligations hereunder, and that MicroStrategy has the right to export certain personal data outside the European Union to any country in the European Union and/or the United States; provided the processing and export of such personal data shall be carried out in compliance with the applicable law relating to data protection. You have the right to consult, amend, cancel or oppose processing and/or export of Your personal data.
k. In addition to Oracle's audit rights under the Master Agreement, upon Oracle's request, You agree to run a license manager report utilizing the license manager functionality included in any MicroStrategy products. You shall provide Oracle with a license manager report within ten (10) days of receiving a request from Oracle. You understand and agree that Oracle may share license manager report(s) with MicroStrategy.

Licensing Rules for Oracle Hospitality Hotels Applications

- The Oracle Hospitality OPERA 5 Property Standard Program is limited to 55 functions as defined in the Program Documentation.
- The Oracle Hospitality OPERA 5 Property Lite Program is limited to 30 functions as defined in the Program Documentation.
- The following Programs may only be used with the Oracle Hospitality OPERA Programs: Oracle Hospitality Technology Foundation for Hotel Property Systems – OPERA 5 Premium, Oracle Hospitality Technology Foundation for Hotel Property Systems – OPERA 5 Standard, Oracle Hospitality Technology Foundation for Hotel Property Systems – OPERA 5 Lite and Oracle Hospitality Technology Foundation for Hotel Central Office Systems. New reports or customizations of the included reports are allowed. Integration to third party systems is allowed via the Oracle Hospitality Interface Programs only. You may not add new schemas or unsupported applications.

The number of licenses for the Oracle Hospitality Hotels Programs listed below in column A must match the number of licenses of the associated Oracle Hospitality Hotels Program listed in column B.

Column A	Column B
Oracle Hospitality OPERA Property Add-on Modules - Oracle Hospitality OPERA Mobile, Oracle Hospitality Multiproperty Cross Profiles and Configurations, Oracle Hospitality OPERA Multiproperty Cross Reservation, Oracle Hospitality OPERA Multiproperty Cross Postings, Oracle Hospitality OPERA Commission Handling, Oracle Hospitality OPERA Membership for Frequent Guest and Flyer, Oracle Hospitality OPERA Web Self Service, Oracle Hospitality OPERA Campaign Management	Oracle Hospitality OPERA Property Premium, Oracle Hospitality OPERA Property Standard, OR Oracle Hospitality OPERA Property Lite
Oracle Hospitality OPERA Sales and Catering Add-Ons for Hotels – Oracle Hospitality OPERA Sales and Catering for Hotels – Multi-Property Base, Oracle Hospitality OPERA Sales and Catering for Hotels – Multiproperty Group Room Control and Function Diary, Oracle Hospitality OPERA Sales and Catering Account Management	Oracle Hospitality OPERA Sales and Catering Premium OR Oracle Hospitality OPERA Sales and Catering Standard
Oracle Hospitality OPERA Sales and Catering for Conference Centers – Oracle Hospitality OPERA Sales and Catering for Conference Centers - Multiproperty Base, Oracle Hospitality OPERA Sales and Catering for Conference Centers - Multiproperty Group Room Control and Function Diary, Oracle Hospitality OPERA Sales and Catering Account Management for Conference Centers	Oracle Hospitality OPERA Sales and Catering Base for Conference Centers

Licensing Rules for PeopleSoft Applications

- Your license for the Program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards Program table located at http://oracle.com/contracts for additional information.
- The Programs listed below include a license to use Business Analysis Modeler – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft Programs You have licensed. Oracle will deliver this Program to You per the delivery terms in Your order.

  Integrated FieldService, Marketing, Mobile Sales, Online Marketing, Order Capture, Order Capture Self Service, Sales, Support for Customer Self Service
- Your use of the Campus Self Service Program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.
- PeopleTools - Enterprise Development shall be used solely to develop applications for Your internal data processing operations. In no event shall You market or distribute such applications. Notwithstanding anything to the contrary, You shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this Program for the purpose of developing applications.
- Each PeopleTools - Enterprise Development Starter Kit Program shall be used solely by 5 application users to develop applications containing no more than a total of 20 components (as defined in the Program Documentation) for Your internal data processing operations. In no event shall You market or distribute such applications. Notwithstanding anything to the contrary, You shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this Program for the purpose of developing applications.
- You may use PeopleTools – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft Enterprise Programs You have licensed. Oracle will deliver this Program to You per the delivery terms in Your order.
- The Process Modeler Client Program may only be used with PeopleSoft Enterprise or JD Edwards EnterpriseOne Programs You have licensed from Oracle. You shall not use this Program with any other software.
- The license for the Student Administration Program includes a limited use license for the Human Resources, Benefits Administration and the Payroll for North America Programs. Such limited use license means that the Human Resources, Benefits Administration and the Payroll for North America Software modules shall only be used in order to access the features and functions of the Student Administration Program. Your use of the Student Administration Program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.

Licensing Rules for Primavera Applications

- For the purposes of the following Primavera Programs: Earned Value Management, Evolve, SureTrak, Contractor and P3 Project Planner, You acknowledge that You have both read and understand the limited Software Update License & Support services that are available for these Programs, as described in Oracle's Technical Support Policies.
- For purposes of the Primavera SureTrak and Primavera P3 Project Planner Programs, You acknowledge that the agreement delivered to You with these Programs, and not the end user license agreement contained in the product installation, governs the end user's use of these Programs.
- For the purposes of the following Programs: Primavera P6 Enterprise Project Portfolio Management and Primavera P6 Enterprise Project Portfolio Management Web Services, developers and/or users (i) who are not already licensed for the Primavera P6 Enterprise Project Portfolio Management Program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera P6 Enterprise Project Portfolio Management Web Services Program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.
- For the purposes of the following Programs: Primavera Contract Management Web Services and Primavera Contract Management, developers and/or users (i) who are not already licensed for the Primavera Contract Management Program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera Contract Management Web Services Program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.

Licensing Rules for Oracle Retail Programs

- The Oracle Retail Technology Foundation for Store Applications Program may only be used with the Oracle Retail Point of Service Program, the Oracle Retail Back Office Program, the Oracle Retail XStore Point of Service Program and the Oracle Retail XStore Office Program. Any use of the Oracle Retail Technology Foundation for Store Applications Program by other Oracle Programs or third party programs is not permitted.

Licensing Rules for Siebel Applications

- For the Siebel Branch Teller Services Program, Siebel Internet Banking Services Program, Siebel Retail Finance Foundation Services Program and the Siebel Financial Transactions Workbench Program, You may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the Program Documentation, all in accordance with the Program Documentation, and provided that such materials or modified materials shall be used solely with Your licensed use of such Programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the Programs, ancillary Programs, Program Documentation, or any other materials provided by Oracle, or to permit third parties to do so.
- The Siebel Details Program includes a license for 20 Concurrent Users that authorizes You to use the Program on only one Computer for a maximum of 20 Concurrent Users at any given time.
- The Siebel Marketing Server Program is licensed on a Computer basis together with the number of unique Customer Records that You may access using the Program.
- The Siebel Pharma Marketing Server is licensed on the basis of the number of unique Customer Records that You may access using the Program together with the number of Brands that You may manage using the Program.
- The Siebel Pricing Claims Server-Up to 20 Application Users is licensed on a Computer basis with a limitation on the number of Application Users.
- The users or processors of the Siebel Web Channel Program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the Programs that is defined in the Siebel Tools Program.
- The Siebel Data Quality License may only be used with Oracle Master Data Management or Oracle CRM deployments.

Licensing Rules for Programs Licensed per UPK Module

- Oracle grants to You a non-exclusive, nontransferable license for Your UPK Developer(s) to: (i) use those User Productivity Kit ("UPK") Programs licensed as UPK modules (collectively referred to as "UPK content") only as necessary to create and provide training solely for Employee and/or Application Users to use the underlying Programs for Your benefit; (ii) make an unlimited number of copies of the UPK content only as necessary to create and provide training solely to Employees and/or Application Users to use the underlying Programs for Your benefit; and (iii) develop modifications and customizations to the UPK content, if applicable, all subject to the terms and conditions set forth in this agreement, provided all copyright notices are reproduced as provided on the original. You represent and warrant that You have a valid license for the underlying Program(s). You are prohibited from reselling or distributing the UPK content to any other party or using the UPK content other than as explicitly permitted in this agreement. Oracle represents that the UPK content and any content created by You using the UPK content contains valuable proprietary information. Oracle retains title to all portions of the UPK content and

any copies thereof. You shall use UPK content modifications created by You solely for Your internal use in accordance with the terms of this agreement. You may provide access to and use of the UPK content only to those third parties that are licensed as Application Users and that: (a) provide services to You concerning Your use of the UPK content; (b) have a need to use and access the UPK content; and (c) have agreed to substantially similar non-disclosure obligations imposed by You as those contained in this agreement. Application and Employee User(s) of UPK Programs may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Licensing Rules for MySQL Programs

- The MySQL Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement.

APPENDIX F
DISCOUNT TABLE FOR HARDWARE AND ENGINEERED SYSTEMS AND ASSOCIATED SOFTWARE

A. Pricing and Discount Terms for Hardware and Engineered Systems and Associated Software

1. Named Product Hierarchy Discounts. From the effective date of Amendment Two until April 30, 2018, the discounts set forth in the discount table attached to this Appendix F shall apply to hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) that are designated by as a product name associated with the Named Product Hierarchies for such hardware, Engineered Systems and programs (the "**NPH Discount Table**"), provided that such hardware, Engineered Systems and programs are available in production release when the applicable order is placed. Remanufactured hardware and spare products may be purchased under this Master Agreement.[1]

   Oracle may incorporate changes to the product offerings and/or Named Product Hierarchies; and any updates or changes to the pricing and discounting terms provided in this Appendix F shall be made by a written amendment to this Master Agreement.

2. Appendix F Price Lists. The "**Appendix F Price Lists**" for hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) applicable to the Named Product Hierarchies in the attached NPH Discount Table shall be defined as the then-current versions of the following Price Lists at the time of purchase:

   a. Oracle Systems Hardware and Software Global Price List
   b. Oracle Engineered Systems Price List

(Please see attached for the NPH Discount Table.)

[1] You may access the current version of the Remanufactured Product Price List for Remanufactured Products at: http://www.oracle.com/us/products/servers-storage/remanufactured-systems/index.html.

NAMED PRODUCT HIERARCHY DISCOUNT TABLE

NAMED PRODUCT	SLG Discount	EDU Discount
10 Gb Ethernet Switches	15%	18%
10 Gigabit Ethernet Switch Options	15%	18%
Advanced Support Gateway Server	14%	20%
Big Data Appliance	15%	15%
Big Data Connectors Software	25%	25%
Brocade Hardware	24%	34%
Brocade SAN Software	24%	34%
Brocade software	24%	34%
CMT Server Configured Options	15%	18%
Disk Drives	14%	20%
Enterprise Installation Services	0%	0%
Enterprise Tape Drive Conversion Options	24%	34%
Entry Level LTO 5 Tape Drives	24%	34%
Exadata Hardware Products	20%	20%
Exadata Software Products	25%	25%
Exalogic Hardware Products	20%	20%
Exalogic Software Products	25%	25%
Exalytics Hardware Products	15%	15%
Exalytics Software Products	25%	25%
Fabric Interconnect F1-15	15%	18%
Fibre Channel Host Bus Adapters	14%	20%
Fujitsu M10 Server Configured Options	15%	18%
Fujitsu M10 Server Features	15%	18%
Fujitsu M10 Server X-Options	15%	18%
Fujitsu M10-1 Server	15%	18%
Fujitsu M10-4 Server	15%	18%
High-End M-Series Server X-Options	28%	34%
Host Bus Adapters	14%	20%
I/O Modules	15%	18%
Infiniband Host Channel Adapters	14%	20%
Infiniband Switches	28%	34%
Key Management Switch Accessory Kits	24%	34%
LTO Conversion Options	24%	34%
LTO Tape Drive Features	24%	34%
LTO5 Tape Drives	24%	34%
LTO5 Tape Drives (SL150)	24%	34%
LTO6 Tape Drives: AS400	24%	34%
LTO6 Tape Drives: Desktop/Rackmount	24%	34%
LTO6 Tape Drives: Entry Level	24%	34%
LTO6 Tape Drives: High-End Libraries	24%	34%
LTO6 Tape Drives: Midrange Libraries	24%	34%
LTO7 Tape Drives: Desktop/Rackmount	24%	34%
LTO7 Tape Drives: Entry Level	24%	34%

NAMED PRODUCT	SLG Discount	EDU Discount
LTO7 Tape Drives: High-End Libraries	24%	34%
LTO7 Tape Drives: Midrange Libraries	24%	34%
Midrange M-Series Server X-Options	28%	34%
Netra Server X3-2	15%	18%
Netra Server X5-2	15%	18%
Network Adapters	14%	20%
Network Cables	14%	20%
Network Modular System	15%	18%
Network Transceivers	14%	20%
Oracle Database Appliance	14%	20%
Oracle Fabric Manager	20%	25%
Oracle Fabric Monitor	20%	25%
Oracle FS Storage System Options	15%	18%
Oracle FS1-2 Storage System	15%	18%
Oracle Replication Engine	15%	18%
Oracle SDN	20%	25%
Oracle Server X5-2	14%	20%
Oracle Server X5-2L	14%	20%
Oracle Server X5-4	14%	20%
Oracle Server X5-8	14%	20%
Oracle Server X6-2	14%	20%
Oracle Server X6-2L	14%	20%
Oracle Solaris Cluster Software	16%	50%
Oracle Solaris Legacy Containers	16%	50%
Oracle Sun QFS Software	15%	18%
Oracle ZFS Storage Options	24%	34%
Oracle ZFS Storage ZS3-2	24%	34%
Oracle ZFS Storage ZS4-4	24%	34%
Other Server Configured Options	6%	6%
Other Server X-Options	14%	20%
Pillar Axiom SAN Storage Replication Features	15%	18%
Power Cords	14%	20%
Private Cloud Appliance	15%	15%
SAS Host Bus Adapters	14%	20%
Secure Global Desktop Software	16%	50%
Server Hard Disk Drives	14%	20%
Server Solid State Disks	14%	20%
SL150 Tape Library	24%	34%
SL150 Tape Library Features	24%	34%
SL150 Tape Library Options	24%	34%
SPARC M5 Server Configured Memory	15%	18%
SPARC M5 Server Configured Options	15%	18%
SPARC M5 Server X-Option Memory	15%	18%

NAMED PRODUCT	SLG Discount	EDU Discount
SPARC M6-32 Server Configured Options	15%	18%
SPARC M6-32 Server X-Options	15%	18%
SPARC M7 Server	15%	18%
SPARC M7 Server Configured Options	15%	18%
SPARC M7 Server X-Options	15%	18%
SPARC SuperCluster Hardware Products	15%	18%
SPARC T3 Server Configured Options	15%	18%
SPARC T4 Server Configured Options	15%	18%
SPARC T4 Server X-Options	15%	18%
SPARC T5 Server Configured Options	15%	18%
SPARC T5 Server X-Options	15%	18%
SPARC T5-1B Blade Server Module	15%	18%
SPARC T5-2 Server	15%	18%
SPARC T5-4 Server	15%	18%
SPARC T5-8 Server	15%	18%
SPARC T7 Server Configured Options	15%	18%
SPARC T7 Server X-Options	15%	18%
SPARC T7-1 Server	15%	18%
SPARC T7-2 Server	15%	18%
SPARC T7-4 Server	15%	18%
Spare Parts	29%	29%
Storage Archive Manager	22%	50%
Storage Hard Disk Drives	14%	20%
StorageTek Automated Cartridge System Library Software	15%	18%
StorageTek Availability Suite Software	15%	18%
StorageTek Enterprise Library Software	24%	34%
StorageTek Library Content Manager Software	15%	18%
StorageTek Linear Tape File System Software	24%	34%
StorageTek T10000D Tape Drive	24%	34%
StorageTek Tape Analytics Software	15%	34%
StorageTek Virtual Library Extension	15%	18%
StorageTek Virtual Storage Manager Features	24%	34%
StorageTek Virtual Storage Manager System (VSM 6)	24%	34%
StorageTek Virtual Storage Manager System (VSM 7)	24%	34%
Sun Blade Server Options	15%	18%
Sun Fire X4170 M2 Server	14%	20%
Sun Flash Accelerator F160 PCIe Card	24%	34%
Sun Flash Accelerator F320 PCIe Card	24%	34%
Sun Flash Accelerator F80 PCIe Card	24%	34%
Sun Netra Rack Kits	15%	18%
Sun Racks	15%	18%
Sun Ray Server Software	15%	18%
Sun StorageTek SL3000 Modular Library System	24%	34%

NAMED PRODUCT	SLG Discount	EDU Discount
Sun StorageTek SL500 Modular Library System	24%	34%
Sun StorageTek SL8500 Modular Library Features	24%	34%
Sun StorageTek SL8500 Modular Library System	24%	34%
Sun StorageTek T10000B Tape Drive (Open)	24%	34%
Sun StorageTek Virtual Storage Manager System (VSM 4)	24%	34%
Sun StorageTek Virtual Storage Manager System (VSM 5)	24%	34%
Sun Unified Storage System Options	24%	34%
Sun ZFS Storage 7320 System	24%	34%
Sun ZFS Storage 7420 System	24%	34%
Sun ZFS Storage System Features	24%	34%
Sun ZFS Storage System Options	24%	34%
Tape Encryption	24%	34%
Tape Library Features	24%	34%
Tape Media	24%	29%
Tape Options	24%	34%
Tuxedo CFSR	15%	18%
Virtual Desktop Infrastructure Software	28%	34%
Zero Data Loss Appliance	15%	15%
Zero Data Loss Appliance Software	15%	15%

APPENDIX G
HOURLY RATES FOR TIME AND MATERIALS – CONSULTING SERVICES

A. Consulting Rates. From the effective date of Amendment Two until August 31, 2017, consulting services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**Consulting Rates**"):

1. Hourly Rate for Individual Time and Materials Orders. The Hourly Rate Non-Local includes an amount for expenses.

Consultant Level	Hourly Rate Local Resource	Hourly Rate Non-Local
Senior Practice Tech Director	$338.00	$378.00
Practice/Tech Director	$307.00	$347.00
Practice/Tech Manager	$265.00	$305.00
Senior Principal Consultant	$226.00	$266.25
Principal Consultant	$198.13	$238.13
Senior Consultant	$162.75	$202.75
Staff Consultant	$141.75	$181.75
Associate Consultant	$106.25	$146.25
Admin Assistant	$42.50	$82.50
GEH Delivery Center		
RDC Principal Consultant	$149.00	$189.00
RDC Senior Consultant	$124.00	$164.00
RDC Staff Consultant	$107.00	$147.00
RDC Associate Consultant	$91.00	$131.00
Primavera Global Business Unit		
Practice/Tech Director	$345.00	$385.00
Practice/Tech Manager	$285.00	$325.00
Senior Principal Consultant	$235.00	$275.00
Principal Consultant	$195.00	$235.00
Senior Consultant	$160.00	$200.00
Staff Consultant	$140.00	$180.00
Associate Consultant	$110.00	$150.00
Primavera Global Business Unit (offshore – remote only)		
Practice/Tech Manager	$96.00	Not Applicable
Senior Principal Consultant	$72.00	Not Applicable
Principal Consultant	$66.00	Not Applicable
Senior Consultant	$60.00	Not Applicable

Oracle Consulting may quote Fixed Price if requested by the State.

B. All labor categories are U.S. resources.

C. The Consulting Rates apply to orders executed and effective during the period beginning on the effective date of Amendment Two through and including August 31, 2017.

D. The Consulting Rates do not apply to any credits.

E. The Consulting Rates are in lieu of any other discount and shall not apply to any other Oracle products or services including but not limited to licenses, technical support, hardware, education, advanced customer support services, or training.

F. The Consulting Rates for time and materials consulting services granted under the Master Agreement shall not be applied retroactively to fees invoiced prior to the effective date of Amendment Two.

G. Consulting services shall be provided subject to receipt by Oracle of a signed Oracle ordering document including an exhibit containing a scope of services. The fee for such consulting services shall be equal to the number of hours of services performed multiplied by the applicable rate(s), as agreed to in the Oracle ordering document.

H. Any consulting services acquired pursuant to the Master Agreement are separate from any Program licenses acquired pursuant to the Master Agreement. Customer understands that it has the right to acquire Program licenses without acquiring the consulting services, and that Customer has the right to acquire Program licenses and the consulting services separately at the fees stated in the Master Agreement.

APPENDIX H
HOURLY RATES FOR TIME AND MATERIALS ORACLE ADVANCED CUSTOMER SUPPORT

For the period beginning on the effective date of Amendment Two through and including August 31, 2017, Oracle Advanced Customer Support services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**ACS Rates**"):

Resource	Hourly Rate Local Resources	Hourly Rate Non-Local Resources
Technical Account Manager II	$294	$339
Technical Account Manager I	$251	$296
Senior Advanced Support Engineer	$294	$339
Advanced Support Engineer	$248	$293
Senior Data Center Engineer	$194	$239
Data Center Engineer	$151	$196

APPENDIX I
PRICING AND DISCOUNT SCHEDULE FOR ORACLE UNIVERSITY TRAINING

B. Pricing and Discount Terms for Oracle University Training

1. Appendix I Price List. The "**Appendix I Price List**" in this Appendix I shall be defined as the then-current version of the following Price List at the time of order:

   a. Oracle University Global Base Price List

2. Pricing and Discount Terms.

   a. From the effective date of Amendment Two until August 31, 2017, all Oracle University products and services may be purchased based on the discount defined in the schedule below off of the then-current version of the Appendix I Price List at the time of the order or the pricing provided in section 7 (Appendix I Pricing Schedules) below:

Oracle University Discount Schedule (Utilizing the Appendix I Price List in Effect at the Time the Order is Placed, or the Appendix I Pricing Schedules)	
Transaction Band	**Discount**
$0 - $100,000	15%
$100,001 - $250,000	20%
$250,001 - $1,000,000	25%
$1,000,001 - $2,500,000	30%
$2,500,001 +	35%

3. Definition Section.

   a. A "Private Event – On-Site" shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are held at the State or Authorized Contract User training site. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   b. A "Private Event – Virtual" shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection, and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   c. A "Public Event" for Instructor-Led Training (ILT) courses shall mean training courses offered by Oracle University at Oracle University authorized Education Center locations.

   d. A "Public Event" for Live Virtual Classroom (LVC) training shall mean traditional instructor-led training courses offered online and require an internet connection and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC.

   e. "Training On Demand (TOD)" shall be defined as a web-based learning environment that provides on-demand access to self-paced training content, and is made available on a named user basis for a term of 90 days from the effective date of your order. Content is streamed directly to an internet connected device, such as a PC or tablet. It also includes eKit materials and access to a live lab environment to perform hands-on practice of the activities outlined in the course. The TOD format allows students to get full classroom content online, anytime, anywhere.

f. "Self Study Course (SSC)" shall mean interactive, computer-based training available for electronic download to a PC, which supplements the Instructor-Led Training (ILT) and Live Virtual classroom (LVC) training courses. The SSC is licensed on a named user basis and upon purchase is licensed in perpetuity.

g. "Oracle University Learning Streams" shall be defined as a collection of video content and services for technology professionals looking to stay current on Oracle technology. Content will be presented by various individuals, including Oracle architects, support engineers, consultants, instructors and other instructors. Content may include program documentation, webinars, speeches, and curriculum. Learning Streams are made available on a named user basis for a one year term from the effective date of your order. Unauthorized individuals may not view Oracle University Learning Streams content at any time. Unauthorized recording, copying, transmission or other distribution of Oracle University Learning Streams content is strictly prohibited. You are responsible for meeting the minimum system requirements to order the Oracle University Learning Streams. In the event that any Oracle programs are made available for download as part of the service, then use of such programs is subject to the terms of this Master Agreement. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN YOUR AGREEMENT, ORACLE DOES NOT WARRANT THAT ORACLE UNIVERSITY LEARNING STREAMS WILL BE PROVIDED UNINTERRUPTED OR ERROR-FREE.

h. For the purposes of this Appendix I, the term "services" refers to the education services.

i. For the purposes of this Appendix I, a "named user" is an individual authorized by the State or an Authorized Contract User to use the products which are installed on a single server or delivered via an on-line environment, regardless of whether the individual is actively using the product at any given time, and is not transferable.

4. Cancellation and Rescheduling Policy.

a. *Oracle may cancel or reschedule a class at its discretion, and if it does, will use reasonable efforts to notify you at least one week in advance*. You will not be charged for the Oracle cancellation or rescheduling. Cancel and reschedule requests must be received by Oracle University in email or other written communication.

b. If the State or Authorized Contract User customer cancels an enrollment in a Public Event (e.g., ILT or LVC) course at least seven (7) calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations one (1) to six (6) calendar days prior to the Public Event course start date will be charged 50% of assessed course fee. Students who do not cancel, do not show up for a Public Event course will pay the full course fee.

c. If the State or Authorized Contract User customer cancels a Private Event course at least 14 calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations 1-13 calendar days prior to the Private Event course start date will be charged 50% of assessed course fee. If an event is cancelled on the scheduled start date, or students do not show up for the event, then 100% of the course fee will be assessed.

5. Student Satisfaction Program.

a. Oracle's 100% Student Satisfaction program applies to those publicly scheduled and publicly available Oracle University Instructor Led Training classes that are identified as part of the 100% Student Satisfaction program at the time the class is purchased. In the event that a student who has completed such a class and been present for all of the offering is not, in his/her reasonable opinion, satisfied with the class, then the student must notify Oracle by emailing *customersat_us@oracle.com* within 5 business days of the completion of the class. Oracle will then permit the student to retake the same version of the same class title (or at the student's option, the equivalent class provided online, if available) once more for free within 90 days of Oracle's receipt of the notification. The Student Satisfaction program does not apply: (i) to the retaken class; (ii) Training On Demand courses; (iii) if the student is not able to satisfy the above criteria for reasons beyond Oracle's reasonable control. Oracle is not responsible for any applicable taxes, transportation costs, lodging costs or other expenses or costs related to the retake. Oracle has the option, at its sole discretion, of providing a refund for the class fees in lieu of permitting a class retake if for any reason, including scheduling, Oracle considers a refund to be appropriate. This is the sole remedy and Oracle's exclusive liability in the event that a student is not satisfied with the class.

6. Student Kit Materials.

a. Oracle now supports the electronic delivery of Student Kit Materials (eKits). As part of the registration process, you are required to provide an e-mail address so that Oracle may send you a secure password required for the download of the eKit Student materials. Students have a period of 90 days from the day

they receive their eKit notification email to access and download their eKit. Each eKit will be personalized with the student name and email address that is licensed to the registered student for their use only. Reproduction or distribution to a third party of Student Kit Materials is strictly prohibited. Hard-copy Student Kit Materials are not provided in the classroom for eKit-enabled classes. Hard Copy student kits may be purchased from Oracle University at an additional cost once an eKit class event has been completed. Class fees (including Training On Demand fees) are fully payable and non-refundable once you have downloaded the eKit materials (regardless of how far in advance of the class date you undertake the download). Oracle University Student Kit Materials are not available or authorized for purchase from any third party. Students who were unable to attend a confirmed class due to unforeseen reasons and have paid the 100% cancellation fee per the terms of the Class Cancellation Policy may request a copy of the Student Kit Materials used in conjunction with the class. Students must make this request to their Oracle University sales representative within 60 days of the originally scheduled class.

7. Appendix I Price Schedules
From the effective date of Amendment Two through and including August 31, 2017, you may purchase Oracle products and services at the following pricing schedules ("**Appendix I Pricing Schedule**")

Instructor Led Training(ILT), Live Virtual Classroom(LVC) Training & Seminar Formats:	**Currency**	**Public Pricing**	**Metric**
Entry	USD	$480.00	Single Named User Per Delivery Day
Standard	USD	$700.00	Single Named User Per Delivery Day
Premium	USD	$840.00	Single Named User Per Delivery Day
Premium Plus	USD	$1,000.00	Single Named User Per Delivery Day
Entry Accelerated	USD	$480.00	Single Named User Per Content Day
Standard Accelerated	USD	$700.00	Single Named User Per Content Day
Premium Accelerated	USD	$840.00	Single Named User Per Content Day
Premium Plus Accelerated	USD	$1,000.00	Single Named User Per Content Day
Taleo TEE and Learn Instructor	USD	$700.00	Single Named User Per Delivery Day
Taleo Assessment Instructor	USD	$840.00	Single Named User Per Delivery Day

Private Event Training & Seminars - On-Site; up to 16 people	**Currency**	**Private Event Pricing**	**Metric**	**One-day**	**Two-days**	**Three-days**	**Four-days**	**Five-days**
Entry	USD	varies	Per Delivery Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Standard	USD	varies	Per Delivery Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Premium	USD	varies	Per Delivery Day	$8,642.65	$15,913.53	$23,184.41	$30,455.29	$37,726.18
Premium Plus	USD	varies	Per Delivery Day	$9,817.65	$18,263.53	$26,709.41	$35,155.29	$43,601.18
Entry Accelerated	USD	varies	Per Content Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Standard Accelerated	USD	varies	Per Content Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Premium Accelerated	USD	varies	Per Content Day	$8,642.65	$15,913.53	$23,184.41	$30,455.29	$37,726.18
Premium Plus Accelerated	USD	varies	Per Content Day	$9,817.65	$18,263.53	$26,709.41	$35,155.29	$43,601.18
Taleo TEE and Learn Instructor	USD	varies	Per Delivery Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Taleo Assessment Instructor	USD	varies	Per Delivery Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Private Event additional student, over 16	USD	$511.00	Per Delivery Day, Per Student					

Private Event Training & Seminars - Virtual; up to 16 people	Currency	Private Event Pricing	Metric
Entry	USD	$3,800.00	Per Delivery Day
Standard	USD	$5,675.00	Per Delivery Day
Premium	USD	$6,825.00	Per Delivery Day
Premium Plus	USD	$8,000.00	Per Delivery Day
Entry Accelerated	USD	$3,800.00	Per Content Day
Standard Accelerated	USD	$5,675.00	Per Content Day
Premium Accelerated	USD	$6,825.00	Per Content Day
Premium Plus Accelerated	USD	$8,000.00	Per Content Day
Taleo TEE and Learn Instructor	USD	$3,800.00	Per Delivery Day
Taleo Assessment Instructor	USD	$5,675.00	Per Delivery Day
Private Event additional student, over 16	USD	$511.00	Per Delivery Day, Per Student

Subscriptions	Currency	Public Pricing	Metric	TERM
Entry Training on Demand	USD	$480.00	Per Delivery Day	90 Days
Standard Training on Demand	USD	$700.00	Per Delivery Day	90 Days
Premium Training on Demand	USD	$840.00	Per Delivery Day	90 Days
Premium Plus Training on Demand	USD	$1,000.00	Per Delivery Day	90 Days
Entry Training on Demand Renewal	USD	$240.00	Per Delivery Day	90 Days
Standard Training on Demand Renewal	USD	$350.00	Per Delivery Day	90 Days
Premium Training on Demand Renewal	USD	$420.00	Per Delivery Day	90 Days
Premium Plus Training on Demand Renewal	USD	$500.00	Per Delivery Day	90 Days
Learning Streams	USD	$1,000.00	Per Named User	12 Months
Unlimited Learning Subscription (ULS)	USD	$8,880.00	Per Named User	12 Months

Certification	Currency	Public Pricing	Metric
ePractice exam	USD	$65.00	Single Named User per Exam
Kaplan Online Access ePractice Exam	USD	$69.00	Single Named User per Exam
Kaplan Downloadable ePractice Exam	USD	$99.00	Single Named User per Exam
Online Certification	USD	$125.00	Single Named User per Exam
Oracle Core Certification	USD	$245.00	Single Named User per Exam
Oracle Masters Practicum	USD	$1,166.00	Single Named User per Day

User Adoption Services	Currency	Public Pricing	Metric
Associate Instructor – Training (Acquisition)	USD	varies	Per Hour
Staff Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Instructor – Training (Acquisition)	USD	varies	Per Hour
Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Product Training Manager (Acquisition)	USD	varies	Per Hour

User Adoption Services – Oracle Content	Currency	Public Pricing	Metric
Associate Instructor – Training (Oracle)	USD	varies	Per Hour
Staff Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Instructor – Training (Oracle)	USD	varies	Per Hour
Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Product Training Manager (Oracle)	USD	varies	Per Hour

UPK Launch Packs	Currency	Public Pricing	Metric
UPK Launch Pack	USD	$30,000	Per Project Set of UPK Launch Pack
UPK Launch Mini-Pack	USD	$20,000	Per Project Set of UPK Launch Mini-Pack

Toolkit	Currency	Public Pricing	Metric
Taleo Adoption Learning Services Program Toolkit	USD	$6,500	Per Content Day
Taleo Toolkit: Onboarding Trainer	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Recruiting Managers	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Career Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE) Development Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Goal Management	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): HR Administration	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Navigation and Feedback	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Performance Reviews	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Succession Planning	USD	$6,500	Per Content Day
OU Toolkit License	USD	$6,500	Per Year

OU Framework	Currency	Public Pricing	Metric
Customization Day	USD	$1,800	Per Day
Design Day	USD	$2,200	Per Day
Program Mgmt Day	USD	$2,700	Per Day

Custom Courseware	Currency	Public Pricing	Metric
Rel 11i to Rel 12 Financial New Features End User Course	USD	$12,500	Per Content Day
OU Courseware License	USD	$12,500	Per Content Day
Hyperion Planning End User Courseware	USD	$12,500	Per Content Day
Hyperion Financial Management End User Courseware	USD	$12,500	Per Content Day
OBIEE End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Gas End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Electric End User Courseware	USD	$12,500	Per Content Day
CC&B 2.4 - Gas End User Courseware	USD	$12,500	Per Content Day
Taleo (TEE): Getting Started with the Recruiting Center Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): New Recruiting Features for End Users Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Prescreening Made Easy Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Searching Solutions Course Ed	USD	$12,500	Per Content Day

APPENDIX J
Oracle Hardware and Systems Support Policies

The Oracle Hardware and Systems Support Policies, dated April 4, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the hardware and systems support policies at http://www.oracle.com/us/support/index.html.

Oracle Hardware and Systems Support Policies

Effective Date: 4-April-2016

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1. Overview

Unless otherwise stated, these Hardware and Systems Support Policies apply to technical support for all Oracle server and storage and Oracle point of sale product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

For Oracle operating system software, technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of the operating system, running unaltered, and on a certified hardware configuration, as specified in your order or program documentation.

To receive technical support as provided by Oracle Support Services ("OSS") and described in the Oracle Technical Support Levels for Systems section below, you must: (i) provide Oracle with the serial number and/or other identification and entitlement information for all server and storage equipment and/or point of sale products manufactured by or for Oracle and sold by Oracle (either directly or by an Oracle-authorized distributor) ("hardware system") in the manner specified by Oracle; and (ii) pay a technical support fee. A hardware system meeting these two requirements and under contract to receive technical support is referred to as a "covered hardware system." Components and options purchased separately from Oracle from your original equipment purchase are included in the definition of hardware system for the purposes of determining the technical support fee. Oracle will make commercially reasonable efforts to provide the technical support service as described below.

Oracle's obligations under these Hardware and Systems Support Policies do not apply to any malfunctions in a hardware system that could be avoided if you incorporate or implement a hardware or integrated software update or any workaround previously provided by Oracle which would correct the malfunction or to a hardware system that has been (i) modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle serial number tag on the hardware); (ii) maltreated or used in a manner other than in accordance with the relevant documentation; (iii) repaired by any third party in a manner which fails to meet Oracle's quality standards; (iv) improperly installed by any party other than Oracle or an authorized Oracle certified installation partner; (v) used with equipment or software not covered by the service offering, to the extent that problems are attributable to such use; (vi) relocated, to the extent that problems are attributable to the relocation; (vii) used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations; (viii) used by parties appearing on the most current U.S. export exclusion list; (ix) relocated to countries subject to U.S. trade embargo or restrictions; or (x) used remotely to facilitate any activities in the countries referenced in (ix) above or (xi) purchased from any entity other than Oracle or an Oracle-authorized distributor.

Oracle may use subcontractors in the performance of technical support and it warrants the quality of subcontractor work per the warranty terms of your agreement with Oracle.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle's Global Customer Support Security Practices, as referenced below.

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for a hardware system during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Hardware and Systems Support Policies and the previous version of the Oracle Hardware and Systems Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the date of delivery of the hardware unless stated otherwise in your order. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

Matching Service Levels

When acquiring technical support, all hardware systems must be supported, except Oracle Retail and Hospitality Hardware, (e.g., under Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems or Oracle Communications EAGLE Premier Support) or all hardware systems must be unsupported. The preceding sentence pertains to: (i) all of your hardware systems running the Solaris Operating system release 10 Update 9 or later, (ii) all of your hardware systems running the Oracle Linux and Oracle VM operating system, and (iii) all hardware systems that benefit in any way from your support of a covered hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). If you have acquired your Oracle Linux and Oracle VM support services under a separate Oracle Linux and Oracle VM Services Agreement then that hardware system is a covered hardware system under this matching service level policy. When acquiring technical support for point of sale hardware such as Oracle Retail and Hospitality Hardware, all such point of sale hardware systems must be supported or all must be unsupported if the point of sale hardware systems are: (i) the same type (e.g., workstations); (ii) located at the same physical location; and (iii) benefit in any way from your support of a covered point of sale hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). Hardware systems that have reached an end of service life or that you register with Oracle as retired are excluded from the above policy.

Reinstatement of Oracle Technical Support

If Oracle Premier Support for Systems, Oracle Premier Support for Oracle Retail and Hospitality Hardware or Oracle Communications Network Premier Support lapses for more than 90 days or was not purchased at the time you acquired your hardware system, then your hardware system must be qualified as service-ready before technical support can be reinstated. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system.

If technical support lapses or was not originally purchased with your hardware system, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the covered hardware system; b) if you never acquired technical support for the relevant hardware system, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original hardware system delivery date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve support month period shall be the last annual technical support fee you paid for the relevant hardware system; (ii) if you never acquired technical support for the relevant hardware system, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired support from an Oracle-authorized distributor and are now acquiring support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee for the hardware system.

Upgrading Your Support Level

In the event you have acquired Oracle Premier Support for Operating Systems and later choose to upgrade to Oracle Premier Support for Systems, your hardware system must be qualified as service-ready before the technical support can be upgraded. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system. You will be subject to an upgrade fee equal to the difference in price between the Oracle Premier Support for Systems and the Oracle Premier Support for Operating Systems with such difference being prorated from the date that any prior System Support lapsed (or the hardware order date if System Support was never purchased).

Pricing following Reduction of Covered Hardware System or Service Level

Pricing for support is based upon the level of support and the volume of covered hardware systems for which support is ordered. In the event that (i) your hardware system reaches end of service life or (ii) you notify Oracle that you are retiring the hardware system, or (iii) you change service level for all of your systems, then Oracle will reduce your support fee at the next renewal for these reductions.

Unsupported Hardware Systems

Customers with unsupported hardware systems are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported hardware systems. Parts in a covered hardware system may not be transferred to an unsupported system. CD packs or programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported hardware systems.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported hardware systems and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per data center location, to serve as liaisons with OSS. With each USD$250,000 in net support fees per data center location, you have the option to designate an additional two (2) primary and four (4) backup technical contacts per data center location. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide “First Line Support” for the supported hardware system(s) directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported hardware system(s), (ii) a direct response to users with respect to problems or issues with the supported hardware system(s), (iii) a diagnosis of problems or issues of the supported hardware system(s), and (iv) a resolution of problems or issues of the supported hardware system(s).

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported hardware system(s), you may contact Oracle for “Second Line Support”. You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., accept remote connections, provide Explorer Files and/or Core Files) required to provide Second Line Support.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported hardware system(s) and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported hardware system(s) so that such supported hardware system(s) perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Program Updates

"Update" means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and updates may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to End of Service Life

It may become necessary (i) as a part of Oracle's product lifecycle or (ii) if a vendor retires support for its product or the relationship with the vendor is terminated, to announce an End of Service Life date for a hardware system and, therefore, Oracle reserves that right. Oracle will use commercially reasonable efforts to provide twelve (12) months advance notice of End of Service Life. End of Service Life information is available on My Oracle Support. End of Service Life information is subject to change.

Other Third Party Products

Oracle does not itself provide any technical support services for third party warranted hardware (hardware identified on your order by a statement that the warranty will be provided by a third party) or any other third party products installed into or attached to the hardware system by you or your representative other than Oracle (collectively "other third party products"). Further, if other third party products are installed, or fail, in a manner that damages the Oracle hardware system, then the technical support will not cover such damage. Other third party products may also impede and/or add costs in obtaining technical support for certain failure conditions. Interoperability, timing, and intermittent failures are some examples of failure conditions that may require the removal or replacement of other third party products from the Oracle hardware system. Replacement or repair of any damaged components in these situations would be subject to additional charges.

For those failure conditions directly or indirectly related to other third party products (which would include any components accessing or connected to that product that are exhibiting failures), Oracle may, at its sole discretion, remove the other third party products, or require the customer to remove the other third party products, before commencing with the troubleshooting process. Oracle's services for removing the other third party products will be subject to additional charges and if it is determined that the cause of the failure is the other third party products, then Oracle will charge for the entire service call.

If it is determined that the other third party products are not the cause of the failure (i.e., if the problem would have occurred even if the other third party products were not installed in or attached to the hardware system), then Oracle's service call will be addressed under the terms of any existing Oracle technical support contract; provided that the removal of other any third party products by Oracle will be subject to additional charges.

Technology Refresh

If you acquire a new hardware system(s) and technical support from Oracle or an Oracle-authorized partner, you may be eligible to receive a credit for unused support on the decommissioned hardware system(s) currently under an active support contract with Oracle. In order to be eligible for the credit, you must complete the Hardware System Decommission Form which can be found here and submit it within one (1) year of the delivery date of the new hardware system(s). If a credit for unused support is due then such credit will be calculated from the date Oracle receives the Hardware System Decommission Form through the end of the current support period for the decommissioned hardware system(s). The credit for unused support will not exceed the total annual support fee for the new hardware system(s).

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support Oracle Premier Support for Oracle Retail and Hospitality Hardware and Oracle Communications Network Premier Support
- Extended Support for Operating Systems(if offered)
- Sustaining Support for Operating Systems

A description of the services available under Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Oracle Communications Network Premier Support, Extended Support for Operating Systems and Sustaining Support for Operating Systems is included in the Oracle Technical Support Levels section below.

When offered, Oracle Premier Support for Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, and Oracle Communications Network Premier Support will be available for a minimum of five years from the last ship date of the hardware system. When offered, support for the operating systems included under either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten years from the date a release of the operating system becomes generally available, except as noted below. If offered, support for specific releases of the operating system may be extended for an additional three years with Extended Support for Operating Systems. In addition to the technical support fee, an Extended Support for Operating Systems fee applies for each support period for which Extended Support for Operating Systems is purchased. Alternatively, and if offered, support for specific releases of the operating system may be extended with Sustaining Support for Operating Systems, which will be available for as long as you maintain either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems for your Oracle hardware system.

If an operating system included under Oracle Premier Support for Systems moves into Extended Support for Operating Systems and/or Sustaining Support for Operating Systems, you may maintain Oracle Premier Support for Systems except that the technical support received for the operating system will be provided under Extended Support for Operating Systems or Sustaining Support for Operating Systems as described above and in the Oracle Technical Support Levels section below.

Refer to the attached document titled "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF) for Oracle Solaris, Oracle Linux and Oracle VM program releases that are, or will be, covered by the Lifetime Support Policy.

Notes:

1. Solaris Express - Program fixes and security patches for Solaris Express will be provided for six (6) months from the date that a release of Solaris Express becomes generally available. This applies to program fixes and security patches released by Oracle and does not include freely available updates from the OpenSolaris or Solaris Express Community.
2. Oracle Solaris 8 – For customers with a current support contract for the Oracle Solaris 8 release, new Severity 1 fixes and new security fixes will be available for the period of July 2012 – October 2014.

4. Oracle Technical Support Levels for Systems

Oracle Premier Support for Systems

Oracle Premier Support for Systems consists of services in support of hardware systems, operating system software and integrated software (including integrated software options). For hardware systems, this support is limited to (i) server and storage hardware and (ii) Tekelec BNS and PIC hardware. For Oracle servers, this support applies to the following operating system software: Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM. For Tekelec BNS and PIC hardware, this support applies to the operating system software included with the hardware system. Unless otherwise stated in this section, Oracle Premier Support for Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Onsite hardware support for Oracle server or storage systems
- Field Change Orders – system modification recommendations

- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Access to Oracle Enterprise Tape Analysis and Data Recovery services for the Oracle StorageTek tape media specified at http://www.oracle.com/us/support/library/ent-tape-analysis-dr-services-1708102.pdf
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

System Maintenance

You agree to perform prescribed system maintenance, including but not limited to, installing software updates for system software or integrated software, maintaining file systems, replacing air filters and batteries as needed, and tracking proactive diagnostic information.

Replacement Hardware Parts

If Oracle determines that the replacement of a hardware part is necessary, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates." Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Times Targets for Hardware Support noted below, except as otherwise noted herein. Replacement parts will be of new or like-new quality. After five (5) years from last ship date, replacement parts may not be available and/ or the response times for sending replacement parts may be delayed.

Return of Malfunctioning Parts

If Oracle sends a replacement part to you, you will ensure that the malfunctioning part is returned to Oracle in accordance with all shipping or courier instructions from Oracle (unless you have an agreement with Oracle allowing you to retain the malfunctioning part). You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning part within forty-five (45) days of shipment to you, you will be charged the then-current fee for the malfunctioning part.

Oracle Premier Support for Operating Systems

Oracle Premier Support for Operating Systems consists of services in support of (i) operating system and virtualization software for Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM and (ii) integrated software (including integrated software options). Unless otherwise stated in this section, Oracle Premier Support for Operating Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

Extended Support for Operating Systems

Extended Support for Operating Systems may be offered for certain supported Oracle Solaris operating system software releases after Premier Support expires. Please see Oracle's Lifetime Support Policies for more information. When Extended Support for Operating Systems is offered, it is generally available for the terminal codeline release of a program. Unless otherwise stated in this section, supported Oracle Solaris operating system software releases for which Extended Support for Operating Systems is offered and in the Extended Support lifecycle will receive Oracle Premier Support for Operating Systems or technical support for Oracle Solaris under Oracle Premier Support for Systems limited to the following:

- Program updates, fixes, security patches, and security alerts
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools

- Major product and technology releases for Oracle Solaris operating system software, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Access to Platinum Services as described at:
  http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Extended Support for Operating Systems does not include:
- Certification with most new third-party products/versions or most new Oracle programs

Extended Support for Operating Systems is not available for OpenSolaris, Trusted Solaris 8, Oracle Linux and Oracle VM.

Sustaining Support for Operating Systems

Sustaining Support for Operating Systems may be available for certain operating system software releases. Program releases eligible for Sustaining Support for Operating Systems will receive Oracle Premier Support for Operating Systems or technical support for the operating system under Oracle Premier Support for Systems limited to the following:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems, and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Critical patch updates for Oracle Solaris operating system software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Upgrade tools created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems period and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- General maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to: http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Sustaining Support for Operating Systems does not include:
- New program updates, patches, fixes, security patches, security alerts, general maintenance releases, selected functionality releases, documentation updates
- New critical patch updates for Oracle Solaris operating system software
- New upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes
- Previously released fixes or updates that Oracle no longer supports

Because program releases supported by Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited.

Oracle Premier Support for Oracle Retail and Hospitality Hardware

Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html
- Onsite hardware support for Oracle Retail and Hospitality Hardware specified as Field Replaceable Units in the "Oracle Retail and Hospitality Hardware Delivery Method Chart". Availability varies by country.
- Non-technical customer service during normal business hours

Response Time Targets for the United States and Canada

Onsite response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware in the United States and Canada are as specified in the Onsite Response Time Targets section below.

Response Time Targets for EMEA

The response time targets for EMEA (defined below), regardless of severity level, are limited to (i) Advanced Parts Exchange or (ii) onsite assistance, if Oracle determines, in its sole discretion, that onsite support is appropriate. If Oracle determines that onsite assistance will be provided then reasonable efforts will be made to have an engineer arrive at your location within the response time target guidelines below. The response time targets specified in the guidelines below are during local business hours only. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. For purposes of this section, EMEA includes the following countries: Austria, Belgium, Denmark, Finland, France, Germany, Hungary, Ireland, Israel, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland and United Kingdom.

Response Time Targets for EMEA	Country
Advanced Parts Exchange or 4 hour onsite assistance (as described above)	Austria, Belgium, Germany, Hungary, Ireland, Italy, Luxembourg, Netherlands, Spain, United Kingdom
Advanced Parts Exchange or 8 hour onsite assistance (as described above)	Denmark, Finland, France, Norway, Portugal, Sweden
Advanced Parts Exchange or next business day onsite assistance (as described above)	Israel, Poland, Switzerland

Response Time Targets for JAPAC

The response time targets for JAPAC (defined below), regardless of severity level, are limited to (i) return to depot or (ii) onsite assistance, if Oracle determines, in its sole discretion, that onsite support is appropriate. If Oracle determines that onsite assistance will be provided then reasonable efforts will be made to have an engineer arrive at your location within the response time target guidelines below. The response time targets specified in the guidelines below are during local business hours only. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. For purposes of this section, JAPAC includes the following countries: Australia, Cambodia, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam.

Response Time Targets for JAPAC	Country
Return to depot or 4 hour onsite assistance (as described above)	Australia, New Zealand
Return to depot or next business day onsite assistance (as described above)	Hong Kong, India, Japan, Korea, Macau, Malaysia, Myanmar, Philippines, Singapore, Taiwan, Thailand, Vietnam
Return to depot	Cambodia, Guam, Laos, Maldives, Sri-Lanka

Response Time Targets for LAD

The response time targets for LAD (defined below), regardless of severity level, are limited to return to depot. The response time targets specified in the guidelines below are during local business hours only. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. For purposes of this section, LAD includes the following countries: Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay.

Response Time Targets for LAD	Country
Return to depot	Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay

System Maintenance

You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware

If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location in accordance with the "Oracle Retail and Hospitality Delivery Method Chart" Oracle will use reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five (5) years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware

If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within forty-five (45) days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Next business day parts exchange
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html
- Non-technical customer service during normal business hours

Response Time Targets

The response time targets for Oracle Advanced Parts Exchange for Retail and Hospitality Hardware are the same as those for Oracle Premier Support for Oracle Retail and Hospitality Hardware as defined above. Please note that the response time targets for JAPAC & LAD (as defined above), regardless of severity level, are limited to return to depot.

System Maintenance

You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware
If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location. Oracle will use reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five (5) years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware
If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within forty-five (45) days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Communications Network Premier Support

Oracle Communications Network Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for (i) Oracle Communications EAGLE hardware products and (ii) Oracle Acme Packet hardware products, except as otherwise specified in this section. The following Oracle Acme Packet hardware products are excluded and not eligible for Oracle Communications Network Premier Support: Oracle Acme Packet 1100 and 3820 hardware products, Oracle Enterprise Session Border Controller integrated software, Oracle Communications Applications Session Border Controller integrated software and Oracle Enterprise Communications Broker integrated software. Oracle Communications Network Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options) for Oracle Communications EAGLE hardware
- Major product and technology releases for integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
    - Response Time - The elapsed time beginning when you create a service request until

Oracle first responds to you.

- Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.
- Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Oracle Communications EAGLE Premier Support

Effective July 7, 2015, Oracle Communications EAGLE Premier Support is no longer available with new first year license and technical support orders. If you are currently under an active support contract for Oracle Communications EAGLE Premier Support then you may continue to renew Oracle Communications EAGLE Premier Support.

Oracle Communications EAGLE Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for Oracle Communications EAGLE hardware products only. Oracle Communications EAGLE Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options)
- Major product and technology releases for integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications EAGLE Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.
   - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

5. Additional Services Available for Purchase

Oracle Priority Service for Sun Ray Peripherals

Oracle Priority Service for Sun Ray Peripherals consists of:

- Advanced Parts Exchange for keyboards, monitors and country kits; with next business day delivery to your location
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Customer Data & Device Retention Service

Oracle Customer Data & Device Retention Service permits you to retain disk drive(s), flash cache and/or parts that may contain sensitive, confidential, or classified data that have been removed from your hardware system. For the purposes of this service, (i) a disk drive is defined as a spinning media device that stores data accessed by the server, storage array, or tape system, (ii) flash cache is defined as any device having the ability to store information on a solid state media that is re-writable, and (iii) a part is defined as any item in a server, storage device, or network device containing non-volatile random access memory.

Oracle Customer Data & Device Retention Service consists of the following:

- If Oracle, in its sole discretion, determines that a disk drive(s), flash cache and/or parts need to be replaced, Oracle will send a replacement disk drive(s), flash cache, and/or parts to your location. Oracle personnel will install the replacement disk drive(s), flash cache and/or part and return the failed memory component to you. Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below.

If you acquire Oracle Customer Data & Device Retention Service, you will:

- Provide access to your facilities, systems, and operating environment, including root access.
- Provide access to your personnel, including IT and operational staff
- Provide a designated point of contact
- Be responsible for the proper disposal/destruction of replaced disk drive(s), flash cache and/or parts.

If you add Oracle Customer Data & Device Retention Service, you must maintain Oracle Premier Support for Systems; you must acquire Oracle Customer Data & Device Retention Service for (i) all servers of the same model number, (ii) all storage devices of the same model number, and/or (iii) all networking devices of the same model number.

If you renew Oracle Customer Data & Device Retention Services, the renewal fee for such services will be based on the Oracle Customer Data & Device Retention Service pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Onsite Spares

Oracle Onsite Spares provides you with delivery and maintenance of parts at your designated location(s). This service includes only those parts that are specified on your order.

Oracle Onsite Spares consists of the following:

- Parts
- Maintenance and replacement of parts
- Setup of parts onsite
- Semi-annual cycle counts
- Retrieval of parts at end of Support Period

If you acquire Oracle Onsite Spares, you will:

- Provide a secure storage area for parts clearly marked "Property of Oracle. You will ensure that (i) entry to such secure area is restricted to your personnel directly involved in shipping and receiving parts, and (ii) all vehicle and pedestrian access to your warehouse premises is secured against unauthorized access.
- Provide a designated point of contact

In order to acquire Oracle Onsite Spares, you must maintain Oracle Premier Support for Systems.

Oracle will maintain title to and ownership of parts unless or until any such part is exchanged with a damaged or faulty part and installed on a hardware system. Also, with the transfer of title to a part to you, title to the identical damaged or faulty part is transferred to Oracle.

If you renew Oracle Onsite Spares, the renewal fee for such services will be based on the Oracle Onsite Spares pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Business Critical Service for Systems

Oracle offers a service to provide additional service-levels for systems running mission critical business functions. For information about the available service, please refer to http://www.oracle.com/us/corporate/contracts/bus-critical-service-for-systems-1927926.pdf

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Business Critical Service for Systems is not subject to the Reinstatement policies stated above.

Advanced Customer Support

If you acquire any of the below Advanced Customer Support services on your order, Oracle will provide the services described in the applicable exhibit(s) specified below:

- Oracle Priority Support
- Oracle Priority Support Advantage
- Oracle Functional Help Desk
- Oracle Standard Systems Installations:
  - Oracle Standard System Installation ("OSSI") - Basic Service Exhibit
  - Oracle Standard System Installation ("OSSI") with Site Audit Services Exhibit
  - Oracle Standard System Installation ("OSSI") without Site Audit Services Exhibit
- Oracle Standard Software Installation and Configuration for Systems
- Oracle Engineered Systems Configuration Services
- Oracle Preproduction Readiness Review for Systems Service or Oracle Preproduction Readiness Review for Oracle Platinum Services
- Oracle Go-Live Support for Systems Service or Oracle Go-Live Support for Oracle Platinum Services
- Oracle Start-Up Pack for Engineered Systems

Oracle Tekelec Professional Services

If you acquire any of the below Tekelec Professional Services on your order, Oracle will provide the services described in the Tekelec Professional Services Descriptions.

- Oracle Communications Hardware Engineering Site Survey – Per Node Per Site
- Oracle Communications Hardware Installation – Per DC Frame or DC Application Frame enclosure extension
- Oracle Communications Hardware Installation – Per AC Frame
- Oracle Communications DC Hardware Extension Installation – Per Frame – Rack mount server and Shelf additions
- Oracle Communications Hardware Extension Installation – AC or DC Blade Server/Eagle Card/Switches – Per 16 cards/switches per site

- Oracle Communications AC Hardware Extension Installation – Per Frame – Rack mount servers and AC enclosure additions

6. Web-Based Customer Support Systems

My Oracle Support

My Oracle Support is Oracle's customer support web site for hardware support. Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle hardware products are not currently supported under My Oracle Support: Oracle Retail and Hospitality Hardware (JAPAC, LAD, and US Cruise only).

Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio

Access to the following MICROS Systems web-based customer support systems for Oracle Retail and Hospitality Hardware: Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio are governed by the Terms of Use posted on the applicable MICROS Systems web site. The terms of Use are subject to change and a copy of these terms is available upon request. Access to the MICROS Systems web-based customer support systems is limited to your designated technical contacts. Oracle Retail and Hospitality Hardware supported by the MICROS United States and Canadian support teams (except US Cruise) has transitioned from Clarify SelfService, PTS, ZenDesk and Onyx to My Oracle Support. Oracle Retail and Hospitality Hardware supported by the MICROS EMEA support teams has transitioned from Heat Portal and MICROS Self Service Customer Support Portal to My Oracle Support.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Oracle Premier Support for Systems and Oracle Premier Support for Operating Systems.

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your hardware system (e.g., Oracle Shared Shell for hardware)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Auto Service Request)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you. The tools may be subject to availability for selected products.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

Auto Service Request
Auto Service Request ("ASR") allows Oracle products which are ASR-enabled to automatically initiate a service request when specific hardware faults occur by sending fault telemetry information to Oracle. If the ASR enabled hardware is entitled to service, a service request will be initiated on your behalf. The specific hardware faults detected by ASR vary by product type, product version and operating system. Not all hardware faults are detected or sent to Oracle. The ASR fault coverage is subject to change by Oracle at any time and without prior notice.

8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/us/support/policies/index.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

Notwithstanding the restriction above, if you are subject to the United States Health Insurance Portability and Accountability Act (HIPAA) and would like to submit protected health information (PHI) to Oracle as part of receiving technical support services, then you must:

- Execute a business associate agreement with Oracle that specifically references and covers your technical support services
- Submit PHI only in service request attachments on the My Oracle Support customer portal
- Not include PHI in the body of service requests
- When prompted in My Oracle Support, indicate that the service request attachment may contain PHI
- Disable automated file uploads that send files to Oracle as service request attachments

9. Severity Definitions

Service requests for your covered hardware system may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the following severity definitions:

Severity 1
Your production use of the covered hardware system is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts
- System functionality failure causes data loss or renders system unstable
- System malfunction causes mission critical applications to restart, hang, or suspend

Except as otherwise specified, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For MICROS Systems hardware in Australia, Cambodia, Guam, Hong Kong, India, Japan, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam, reasonable efforts will be made to respond to Severity 1 service requests within two (2) business hours. For MICROS Systems hardware in Korea, reasonable efforts will be made to respond to Severity 1 service requests within four (4) hours. For response efforts associated with Oracle Communications EAGLE Premier Support, please see the Oracle Communications EAGLE Premier Support section above. For response efforts associated with Oracle Communications Network Premier Support, please see the Oracle Communications Network Premier Support section above.

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported hardware systems (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle. 24 hour commitment to Severity 1 service requests is not available for Oracle Retail and Hospitality Hardware (JAPAC only).

Severity 2
You experience a severe loss of service. Important features are unavailable with no acceptable workaround, impaired or broken functionality with significant impact to applications, and/or frequent application failure but not data loss; however, operations can continue in a restricted fashion.

Severity 3
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

10. Onsite Response Time Targets for Hardware Support

Except as otherwise specified herein, response time targets for hardware support are as specified below. The response time target for Sun Ray Clients, regardless of severity level, is limited to Advanced Parts Exchange with next business day delivery to your location. The response time targets for (i) hardware eligible for Oracle Communications EAGLE Premier Support or Oracle Communications Network Premier Support and (ii) Tekelec BNS and PIC hardware, regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time target for the Oracle Acme Packet hardware products excluded and not eligible for Oracle Communications Network Support, regardless of severity level, is limited to Advanced Parts Exchange with next business day shipment to your location. Please review the Oracle Communications Network Premier Support section above for excluded Oracle Acme Packet hardware products. The response time targets for Front Porch Digital hardware, regardless of severity level, are limited to (i) Advanced Parts Exchange with next business day delivery to your location or (ii) next business day, if Oracle determines, in its sole discretion, that onsite support is appropriate. The response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware (i) in EMEA, JAPAC, and LAD are as specified in the Oracle Premier Support for Oracle

Retail and Hospitality Hardware section above, (ii) on a ship or other water vessel, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's receipt of the malfunctioning hardware, and (iii) on an island country, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time targets for Oracle Advanced Parts Exchange for Retail and Hospitality, regardless of severity level, are limited to Advanced Parts Exchange with next business day delivery to your location.

Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

Severity 1
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below.

Within 2 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within 4 hours:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 2
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below. Onsite response times are during local business hours only.

Within 4 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within same business day:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Business Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 3
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location the next business day from the close of local business hours or at a later mutually agreed-upon time (e.g., scheduled maintenance window).

Note:
The geographic location of your covered hardware system may cause on-site service to be unavailable or may require additional charges or longer Severity 1, Severity 2 and Severity 3 response times. Oracle reserves the right, in its sole discretion, to adjust Severity 1, Severity 2 and Severity 3 on-site response times or charge additional fees based on the location of the covered hardware system. Actual response times are subject to acts and conditions beyond Oracle's control and, therefore, Oracle's response may be delayed. Oracle is not responsible for response delays caused by factors outside its control. You should contact an Oracle Support Sales representative for more details regarding availability for your covered hardware systems.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

Form No. DTMB-3521 (Rev. 2/2015)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract change will not be executed unless form is filed

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
525 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO.1
to
CONTRACT NO. 071B4300149
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR	PRIMARY CONTACT	EMAIL
Oracle America, Inc.	Joe Mudroch	Joe.mudroch@oracle.com
500 Oracle Parkway	PHONE	VENDOR TAX ID # (LAST FOUR DIGITS ONLY)
Redwood Shores, CA 94065	(314) 477-4418	-5249

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
PROGRAM MANAGER	DTMB	Reid Sisson	(517) 241-1638	Sissonr@michigan.gov
CONTRACT ADMINISTRATOR	DTMB	Whitnie Zuker	(517) 284-7030	zukerw@michigan.gov

CONTRACT SUMMARY			
DESCRIPTION: Oracle Software and Technical Support Services			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
August 29, 2014	August 28, 2019	3, one year	August 28, 2019
PAYMENT TERMS	F.O.B.	SHIPPED TO	
Net 30	N/A	N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☒ Yes ☐ No
MINIMUM DELIVERY REQUIREMENTS			
N/A			

DESCRIPTION OF CHANGE NOTICE				
EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF EXTENSION/OPTION	EXPIRATION DATE AFTER CHANGE
☒ No ☐ Yes	☐	☐		August 28, 2019
CURRENT VALUE	VALUE/COST OF CHANGE NOTICE	ESTIMATED REVISED AGGREGATE CONTRACT VALUE		
$65,000,000.00	$35,000,000.00	$100,000,000.00		

DESCRIPTION:
Effective May 1 2015, this Contract is hereby amended to include the Amendment One to Master Agreement document and Hardware systems support policies. See attached. Furthermore, Section 1.302 Reports has been amended as such:

1.302 REPORTS

Monthly Reporting
Contractor will report within 45 days following the end of each month to DTMB, all purchases made by the SOM and MiDEAL partners from this Contract. At a minimum, the report shall include:

- PO Number
- PO Date
- Customer Name (State Agency/Municipality)
- Bill to contact name & address, and ship to customer name
- Manufacturer item number (if available)
- Manufacturer/Subcontractor name
- Product/Services Engagement Description
- Invoiced amounts by category (Cost of Software, Hardware, Support, Training, Deliverable, Hours, etc. Total Invoice)
- Invoice # and Invoice Date
- State the extended invoice price for each product or service
- Quantity (if available)
- Shipping Cost, required for Expedited Delivery only
- Total invoice amount
- Product Category – Contractor can provide the Named Product Hierarchy from the Hardware Price List, if available (i.e., Network Adapters, Oracle Service X5-2L, SPARC T3 Server, etc.)
- Serial Number (if available)
- Shipped Date (if available)
- Shipped to Contact Name (if available)
- Shipped to Address
- Shipped to City
- Shipped to Zip Code
- Delivery Date (if available)

Reporting formats must be submitted to the State's CCI for approval within ten (10) business days after the execution of the Contract. Once both parties have agreed to the format of the report, it shall become the standard to follow for the duration of the contract.

State Administrative approval on August 28, 2014 for $100,000,000.00. This Change Notice adds the remaining balance of $35,000,000.00 to the Contract. Remaining Value of the AD Board authorized amount may be added to the Contract via future Change Notices: $0.00.

Change Notice Number: 1
Contract Number:071B4300149

For the Contractor:

Robert Wheatley
Robert Wheatley (May 6, 2015)

Bob Wheatley,
Oracle America, Inc.
Senior Deal Manager

May 6, 2015
Date

For the State:

Bill Pemble,
IT Division Director, DTMB Procurement
State of Michigan

5/6/15
Date

AMENDMENT ONE
TO
MASTER AGREEMENT

This Amendment One (this "Amendment") amends Contract No. 071B4300149, a/k/a the Software License and Services Agreement, dated August 29, 2014 (together with all amendments and addenda thereto, the "Master Agreement") between the State of Michigan ("State", "Customer" or "you") and Oracle America, Inc. ("Oracle").

The parties agree to amend the Master Agreement as follows:

1. Delete the title of the Master Agreement and replace it with the following:

   "Hardware, Software License and Services Agreement".

2. Delete the first recital and replace it with the following:

   "This Hardware, Software License and Services Agreement (together with all appendices, schedules, attachments and documents incorporated herein by reference, the "Agreement") is between Oracle America, Inc. with its principal place of business at 500 Oracle Parkway, Redwood City, CA 94055 ("Oracle") and the State of Michigan ("State", "Customer" or "you"). The terms of this Agreement shall apply to all Products and to all Services provided by Oracle pursuant to this Agreement. When completed and executed by both parties, an Order Form shall evidence the Program licenses granted and the Services to be provided."

3. Delete the second recital and replace it with the following:

   "All public entities located within the State of Michigan, including, but not limited to, departments, institutions, institutions of higher education, agencies, legislative, executive or judicial bodies, offices, authorities, posts, committees, institutions, boards, or political subdivisions created by law to exercise sovereign power or to perform governmental duties of the State, cities, counties, towns and political subdivisions (each such entity, an "Authorized Contract User") may also order Products and Services from Oracle in accordance with the terms and conditions of this Agreement. By placing an order under this Agreement, each Authorized Contract User agrees to be bound by the terms and conditions of the applicable ordering document and this Agreement and, for the purposes of such order, "Customer", "you" and "your" as used in this Agreement shall be deemed to refer to such Authorized Contract User, unless indicated otherwise herein. Each Authorized Contract User shall be responsible for its breach(es) of such terms and conditions. "Parties" shall mean Customer and Oracle, and each of us may be referred to individually as a "party.""

4. Delete the fourth recital and replace it with the following:

   "**This Agreement covers the sale or purchase of Programs, Services, and Hardware only, and may not be utilized for the sale or purchase of cloud services.**"

5. Delete the definition of "Commencement Date" and replace it with the following:

   "Commencement Date" shall mean (i) for Programs, the date of shipment of tangible media, or if no delivery of tangible media is necessary, the effective date set forth on the relevant Order Form, (ii) for Hardware, Operating System and Integrated Software, the date the Hardware is delivered and (iii) for Integrated Software Options, the date that Oracle accepts your order for an Integrated Software Option.

6. Delete the definition of "Programs" and replace it with the following:

"**Programs**" shall mean (a) the computer software owned or distributed by Oracle for which Customer is granted a license pursuant to this Agreement; (b) the user and installation guides and manuals for use of the software, which may be delivered with the Programs and accessed at http://oracle.com/contracts ("Documentation"); and (c) Updates. Programs shall be used in the United States. Programs do not include Integrated Software or any Operating System.

7. Delete the definition of "Services" and replace it with the following:

"**Services**" refers to Technical Support services, education, consulting or advanced customer support services which you have ordered.

8. Article I (DEFINITIONS) is amended by adding the following new definitions in the appropriate alphabetical order:

"**Amendment One**" refers to Amendment One to Contract No. 071B4300149, a/k/a the Hardware, Software License and Services Agreement, dated August 29, 2014, between the State and Oracle.

"**Hardware**" refers to the computer equipment, including components, options and spare parts.

"**Integrated Software**" refers to any software or programmable code that is (a) embedded or integrated in the Hardware and enables the functionality of the Hardware or (b) specifically provided to you by Oracle under Appendix E and specifically listed (i) in accompanying documentation, (ii) on an Oracle webpage or (iii) via a mechanism that facilitates installation for use with your Hardware. Integrated Software does not include and you do not have rights to (a) code or functionality for diagnostic, maintenance, repair or technical support services; or (b) separately licensed applications, operating systems, development tools, or system management software or other code that is separately licensed by Oracle. For specific Hardware, Integrated Software includes Integrated Software Options (as defined in Appendix E) separately ordered.

"**Operating System**" refers to the software that manages Hardware for Programs and other software.

"**Products**" refers to Programs, Hardware, Integrated Software and Operating System.

9. Delete the last paragraph of Section 2.1.A. and replace it with the following:

Upon payment for Technical Support Services, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under the Agreement ("deliverables").

10. Delete Section 2.1.C. and replace it with the following:

"C. Oracle or its licensors shall retain all title, copyright and other intellectual proprietary rights in the Programs, Operating System, Integrated Software and anything developed or delivered under the Agreement. Customer does not acquire any rights, express or implied, in the Programs, Operating System, Integrated Software and anything developed or delivered under this Agreement other than those specified in this Agreement or the applicable ordering document."

11. Delete Section 2.2.A. and replace it with the following:

"A. You may not assign, give or transfer the Programs, Operating System, Integrated Software and/or any Services or an interest in them to another individual or entity, without the prior written consent of Oracle. Notwithstanding the foregoing, upon advance written notice to Oracle, you may transfer your rights to the Programs, Operating System, Integrated Software and/or any Services acquired under this Agreement to another State of Michigan Executive

Agency or the Michigan Economic Development Corp. due to a consolidation or transfer of your statutory duties by Executive Order of the Governor of Michigan; provided that such assignee entity agrees in writing to the terms and conditions of the Agreement and the applicable Ordering Document. You may not grant a security interest in or finance from a third party that is not an Oracle affiliate the acquisition of any Programs, Operating System, Integrated Software, Services or Services deliverables acquired under this Agreement."

12. Delete Section 2.3 and replace it with the following:

"**2.3 Verification**

Upon 45 days written notice ("Audit Notice"), Oracle may, at its expense, audit Customer's use of the Programs, Operating System, Integrated Software and Integrated Software Options. Any such audit shall be conducted during regular business hours and shall not unreasonably interfere with Customer's business activities. Customer agrees to cooperate with Oracle's audit and provide reasonable assistance and access to information. If an audit reveals that Customer has underpaid fees to Oracle, Customer shall either (i) pay within 30 days of written notification any fees applicable to your use of the Programs, Operating System, Integrated Software and Integrated Software Options in excess of your license rights or (ii) promptly cease usage of the applicable Programs, Operating System, Integrated Software and Integrated Software Options and promptly delete all copies of the Program, Operating System, Integrated Software and Integrated Software Options from your hardware, network, etc., and promptly pay Oracle applicable fees as for the unlicensed usage in accordance with the price list and discounts set forth in this Agreement. If you do not pay, Oracle can end (a) Program-related Services (include Technical Support), (b) other Services related to the Operating System, Integrated Software and Integrated Software Options ordered under Appendix E and related agreements, (c) Program licenses, and licenses of the Operating System, Integrated Software and Integrated Software Options ordered under the Agreement and related agreements and/or (d) the Agreement. You agree that Oracle shall not be responsible for any of your costs incurred in cooperating with the audit. Notwithstanding the foregoing, upon your written request received by Oracle within 5 days of receipt by you of the Audit Notice, Oracle will provide for your review an audit plan that Oracle anticipates utilizing, provided that such review may not exceed a 5 day period. You may, within such 5 day period, provide Oracle with any concerns or questions about the audit plan. Oracle will work cooperatively with you to agree on a final audit plan.

Audits shall be conducted no more than once annually.

13. Add the following as a new Section 2.5 to read as follows:

"**2.5 Program-related Services**

In addition to technical support, you may order a limited number of Program-related Services under this Agreement as listed in the Program-Related Service Offerings document, which is at http://oracle.com/contracts. You agree to provide Oracle with all information, access and cooperation reasonably necessary to enable Oracle to deliver these Services and you will perform the actions identified in the order as your responsibility. If while performing these Services Oracle requires access to another vendor's products that are part of your system, you will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on your behalf. Services provided may be related to your license to use Programs owned or distributed by Oracle which you acquire under a separate order. The agreement referenced in that order shall govern your use of such Programs.

Upon payment for Program-related Services, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under the Agreement ("deliverables"); however, certain deliverables may be subject to additional license terms provided in the Order Form."

14. Article III (TECHNICAL SERVICES) is renumbered as "Article III-A." and Section 3.1 (Technical Support Services) is renumbered as "Section 3.1-A".

15. Add the following as a new Article III-B. (CONSULTING AND TRAINING SERVICES) immediately after Article III-A. (TECHNICAL SERVICES) to read as follows:

"III-B. CONSULTING AND TRAINING SERVICES

3.1-B Consulting, Advanced Customer Support and Training Services

Oracle will provide consulting, advanced customer support services and training services agreed to by the parties under the terms of this Agreement. All consulting, advanced customer support services and training services shall be according to a defined Statement of Work between the parties.

3.2-B Rights Granted and Restrictions

Upon payment for the Services listed in Section 3.1-B, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under this Agreement ("deliverables"); however, certain deliverables may be subject to additional license terms provided in the Order Form.

You may allow your agents and contractors (including, without limitation, outsourcers) to use deliverables for your internal business operations and you are responsible for their compliance with this Agreement in such use.

Such services provided may be related to your license to use products owned or distributed by Oracle which you acquire under a separate order. The agreement referenced in that order shall govern your use of such products.

3.3-B Background Checks. The State may, at its sole expense, conduct a background check of any Oracle employee who is proposed for assignment to perform services under this Agreement at your site in the United States, provided that (A) the background check complies with all applicable local, state and federal laws, (B) the background check is completed before the employee commences performing services for you; and (C) you obtain written consent from the Oracle employee prior to conducting such background check. You will notify Oracle whether the Oracle employee has or has not passed, or has declined to participate in, such background check. No other information, including any detail about the checks performed or results obtained, will be provided by you to Oracle. If you notify Oracle that an Oracle employee has not passed, or has declined to participate in, such background check, Oracle will not assign that Oracle employee to perform services for you under this Agreement. You acknowledge and agree that any information provided by, and/or obtained about, an Oracle employee is and shall be treated by you as Oracle's Confidential Information, shall not be disclosed to Oracle or any third party, and shall not be used for any purpose other than for determining whether that Oracle employee has or has not passed such background check."

16. Add the following as a new Article III-C. (HARDWARE) immediately after Article III-B. (CONSULTING AND TRAINING SERVICES) to read as follows:

"III-C. HARDWARE

Hardware will be provided under this Agreement in accordance with the terms and conditions provided in the attached Appendix E."

17. Delete Section 4.3 and replace it with the following:

"4.3 Termination by Oracle or Customer
If either of us breaches a material term of the Agreement and fails to correct the breach within 30 days of written specification of the breach, then the breaching party is in default and the non-breaching party may terminate the Agreement. If Oracle terminates the Agreement as specified in the preceding sentence, you must pay within 30 days all amounts which have accrued prior to

such termination, as well as all sums remaining unpaid for Products ordered and/or Services received under the Agreement. Except for nonpayment of fees, the non-breaching party may agree in its sole discretion to extend the 30-day period for so long as the breaching party continues reasonable efforts to cure the breach. You agree that if you are in default under the Agreement, you may not use those Products or Services that are related or subject to such breach.

You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. If you end this Agreement as specified in the preceding sentence, you agree you must pay within 30 days all amounts which have accrued prior to the end of this Agreement, as well as all sums remaining unpaid for Products ordered and/or Services received under this Agreement. For the sake of clarity, Authorized Contract Users may not modify or terminate this Agreement.

If you have used an Oracle Financing Division contract to pay for the fees due under an order and you are in default under that contract, you may not use the Products and/or Services that are subject to such contract."

18. Insert in Section 5.1 (Infringement Indemnity) the following immediately after the third paragraph of such Section 5.1:

"Notwithstanding the provisions of the immediately preceding paragraph and with respect to Hardware only, if Oracle believes or it is determined that the Hardware (or portion thereof) may have violated a third party's intellectual property rights, Oracle may choose to either replace or modify the Hardware (or portion thereof) to be non-infringing (while substantially preserving its utility or functionality) or obtain a right to allow for continued use, or if these alternatives are not commercially reasonable, Oracle may remove the applicable Hardware (or portion thereof) and refund the net book value (calculated based on a five (5) year straight line depreciation) and any unused, prepaid technical support fees you have paid to Oracle for the Hardware.

Provided you are a current subscriber to Oracle technical support services for the Operating System (e.g., Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems or Oracle Linux Premier Support), then for the period of time for which you were a subscriber to the applicable Oracle technical support services (a) the phrase "Material" above in the first paragraph of this Section 5.1 shall include the Operating System and the Integrated Software and any Integrated Software Options that you have licensed and (b) the phrase "Program(s)" in this Section 5.1 is replaced by the phrase "Program(s) or the Operating System or Integrated Software or Integrated Software Options (as applicable)" (i.e., Oracle will not indemnify you for your use of the Operating System and/or Integrated Software and/or Integrated Software Options when you were not a subscriber to the applicable Oracle technical support services). Notwithstanding the foregoing, with respect solely to the Linux operating system, Oracle will not indemnify you for Materials that are not part of the Oracle Linux covered files as defined at http://www.oracle.com/us/support/library/enterprise-linux-indemnification-069347.pdf."

19. Delete Section 5.3.C. and replace it with the following:

"**C. Services Warranty**
For Services other than the Services provided for in the attached Appendix E, Oracle warrants that Services will be performed in a professional manner consistent with industry standards. You must notify Oracle of any warranty deficiencies within 90 days from performance of the deficient Services."

20. Delete Section 5.4.C. and replace it with the following:

"**C. For Services**
For Services other than the Services provided for in the attached Appendix E, the re-performance of the deficient Services, or if Oracle is unable to substantially correct the deficiency in a commercially reasonable manner, Customer shall be entitled to end the deficient Service and recover the fees paid to Oracle for the deficient services."

21. Delete the first paragraph of Section 6.1 and replace it with the following:

"All fees payable to Oracle are due and payable 30 days from the invoice date. Except as set forth in the following proviso and in clause (ii) of the immediately following sentence, Services fees are invoiced after the performance of the Service; provided that fees payable by State agencies for 12-month Oracle University subscription services shall be invoiced annually in advance. Technical Support fees (i) payable by Authorized Contract Users (other than State agencies) shall be invoiced quarterly in arrears and (ii) payable by State agencies shall be invoiced annually in advance. The period of performance for all Services is effective upon the Commencement Date. Program fees are invoiced as of the Commencement Date. All other applicable fees shall be payable 30 days from the invoice date, and shall be deemed overdue if they remain unpaid thereafter. Customer agrees to applicable media and shipping charges. Customer shall issue a purchase order, or alternative document acceptable to Oracle, on or before the effective date of the applicable Order Form. You understand that you may receive multiple invoices for the Products and Services you ordered."

22. Delete the first paragraph of Section 7.4 and replace it with the following:

"IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, DATA OR DATA USE, INCURRED BY EITHER PARTY OR ANY THIRD PARTY, WHETHER IN AN ACTION IN CONTRACT OR TORT, EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT WITH RESPECT TO THE EXCLUSIVE INFRINGEMENT INDEMNIFICATION ABOVE, ORACLE'S LIABILITY FOR DAMAGES HEREUNDER, WHETHER IN AN ACTION IN CONTRACT OR TORT OR OTHERWISE, SHALL IN NO EVENT EXCEED THE AMOUNT OF FEES PAID BY CUSTOMER UNDER THIS AGREEMENT, AND IF SUCH DAMAGES RESULT FROM CUSTOMER'S USE OF THE PRODUCT OR SERVICES, SUCH LIABILITY SHALL BE LIMITED TO FEES PAID FOR THE RELEVANT PRODUCT OR SERVICES GIVING RISE TO THE LIABILITY."

23. Delete Section 7.7 and replace it with the following:

"7.7 Export Administration
Customer agrees to comply fully with all relevant export laws and regulations of the United states ("Export Laws") to assure that neither the Products and/or materials resulting from Services (nor any direct product thereof) are (1) exported, directly or indirectly, in violation of Export Law; or (2) are intended to be used for any purposes prohibited by the Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation."

24. Delete the last paragraph of Section 7.9 and replace it with the following:

It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal or any other similar non-Oracle document and no terms included in any such purchase order, portal or other non-Oracle document shall apply to the products and/or services ordered. With respect to terms and conditions governing the sale of Hardware, in the event of inconsistencies between the terms contained in Appendix E and this Agreement, Appendix E shall take precedence. In the event of any inconsistencies between the terms of an order and this Agreement, this Agreement shall take precedence, unless otherwise specified in the ordering document. Notwithstanding the foregoing, the parties agree that to the extent an ordering document sets forth transaction-specific terms that were expressly negotiated by the parties to the ordering document, such transaction-specific terms in the ordering document shall control. This Agreement and orders may not be modified and the rights and restrictions may not be altered or waived except in a writing signed by authorized representatives of you and of Oracle. Any notice required under this Agreement shall be provided to the other party in writing.

25. Delete Section 8.1 and replace it with the following:

"**8.1 Term of the Agreement**
Orders may be placed under this Agreement for 5 years from the Effective Date of this Agreement. After the initial term of this Agreement, by mutual written amendment to this Agreement, the parties may extend the term of this Agreement for not more than three additional one-year terms. All Products and Services as ordered under this Agreement shall be under Oracle's standard fees and policies in effect at the time of such order. The pricing, discount, and/or rate terms as of the effective date of Amendment One are attached hereto, as applicable, as:

(i) Appendix A (Pricing and Discount Schedule for Licenses and First Year Technical Support), which shall be updated on August 29, 2015 and thereafter annually;
(ii) Appendix F (Pricing and Discount Schedule for Hardware), which shall be updated on August 29, 2015 and thereafter quarterly;
(iii) Appendix G (Hourly Rates for Time and Materials – Consulting Services), which shall be updated on August 29, 2015 and thereafter annually;
(iv) Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support), which shall be updated on August 29, 2015 and thereafter annually; and
(v) Appendix I (Pricing and Discount Schedule for Oracle University Training), which shall be updated on August 29, 2015 and thereafter annually.

26. Delete Section 8.3 and replace it with the following:

"**8.3 Segmentation**
The purchase of any Products and related services or other Services are all separate offers and separate from any other order for any Products and related services or other Services you may receive or have received from Oracle. You understand that you may purchase any Products and related services or other services independently of any other Products or services. Your obligation to pay for (a) any Products and related services is not contingent on performance of any other services or delivery of any other Products or (b) other services is not contingent on delivery of any Products or performance of any additional/other service."

27. Each of the following new appendices are hereby added to the Master Agreement:

(i) Appendix E in the form of Exhibit A attached hereto;
(ii) Appendix F in the form of Exhibit B attached hereto;
(iii) Appendix G in the form of Exhibit C attached hereto;
(iv) Appendix H in the form of Exhibit D attached hereto;
(v) Appendix I in the form of Exhibit E attached hereto; and
(vi) Appendix J in the form of Exhibit F attached hereto.

Subject to the modifications herein, the Master Agreement shall remain in full force and effect.

The Effective Date of this Amendment is May 1st, 2015. (to be completed by Oracle)

The State of Michigan, Department of Technology, Management and Budget (DTMB)		Oracle America, Inc.	
Signature	Bill Pemble	Signature	Robert Wheatley Robert Wheatley (May 6, 2015)
Name	Bill Pemble	Name	Robert Wheatley
Title	Director IT	Title	Senior Deal Manager
Signature Date	5/6/15	Signature Date	May 6, 2015

APPENDIX E
HARDWARE

This Hardware Appendix E (this "Appendix E") is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle"). This Appendix E shall coterminate with the Agreement.

1. DEFINITIONS

1.1 "**Integrated Software Options**" refers to software or programmable code embedded in, installed on, or activated on the Hardware that requires one or more unit licenses that You must separately order. Such separate order will set forth the fees for the Integrated Software Options You are ordering. Not all Hardware contains Integrated Software Options; please refer to the Oracle Integrated Software Options License Definitions, Rules and Metrics accessible at http://oracle.com/contracts (the "Integrated Software Options License Rules") for the specific Integrated Software Options that may apply to specific Hardware. Oracle reserves the right to designate new software features as Integrated Software Options in subsequent releases and that designation will be specified in the applicable documentation and in the Integrated Software Options License Rules.

1.2 Capitalized terms used but not defined in this Appendix E have the meanings set forth in the Agreement.

2. RIGHTS GRANTED

2.1 Your Hardware order consists of the following items: Operating System (as defined in Your configuration), Integrated Software and all Hardware equipment (including components, options and spare parts) specified on the applicable order. Your Hardware order may also include Integrated Software Options. Integrated Software Options may not be activated or used until You separately order them and pay the fees as set forth in an in accordance with such Order. .

2.2 You have the right to use the Operating System delivered with the Hardware subject to the terms of the license agreement(s) delivered with the Hardware. Current versions of the license agreements are located at http://oracle.com/contracts. You are licensed to use the Operating System and any Operating System updates acquired through technical support only as incorporated in, and as part of, the Hardware.

2.3 You have the limited, non-exclusive, royalty free, non-transferable, non-assignable right to use Integrated Software delivered with the Hardware subject to the terms of this Appendix E and the applicable documentation. You are licensed to use that Integrated Software and any Integrated Software updates acquired through technical support only as incorporated in, and as part of, the Hardware. You have the limited, non-exclusive, royalty free, non-transferable, non-assignable right to use Integrated Software Options that you separately order subject to the terms of this Appendix E, the applicable documentation and the Integrated Software Options License Rules; the Integrated Software Options License Rules are incorporated in and made a part of this Appendix E. You are licensed to use those Integrated Software Options and any Integrated Software Options updates acquired through technical support only as incorporated in, and as part of, the Hardware. To fully understand Your license right to any Integrated Software Options that You separately order, You need to review the Integrated Software Options License Rules. In the event of any conflict between the Master Agreement and the Integrated Software Options License Rules, the Integrated Software Options License Rules shall take precedence.

2.4 The Operating System or Integrated Software or Integrated Software Options (or all three) may include separate works, identified in a readme file, notice file or the applicable documentation, which are licensed under open source or similar license terms; Your rights to use the Operating System, Integrated Software and Integrated Software Options under such terms are not restricted in any way by the Master Agreement including this Appendix E. The appropriate terms associated with such separate works can be found in the readme files, notice

files or in the documentation accompanying the Operating System, Integrated Software, and Integrated Software Options.

For GPLv2, LGPLv2.1, GPLv3 and LGPLv3 licensed code You received as binaries on physical media, You may receive a copy of the source code ("source code") on media via postal service by submitting a written request at http://www.oracle.com/technetwork/opensource/index.html. Alternatively, You can mail Your written request to Oracle Corporation, Attn: VP of Legal, Development and Engineering, 500 Oracle Parkway, MS-5OP10, Redwood Shores, CA 94065. Your request should include the name and version number of the Product, Your name, Your company name (if applicable), Your return mailing address, and Your email address. Certain source distributions require a fee for physical media; in such case, You will be sent details on the cost and payment procedure via email. Your request must be sent within three (3) years of the date of Oracle's last delivery of the applicable Product, or in the case of code licensed under the GPLv3, You may send a request for as long as Oracle offers spare parts or technical support for the applicable Product model. This offer only applies if You received Your Operating System, Integrated Software or Integrated Software Options on physical media.

2.5 Upon payment for Hardware-related Services, You have the non-exclusive, non-assignable, royalty free, perpetual, limited right to use for Your internal business operations anything developed by Oracle and delivered to You under this Appendix E ("deliverables"); however, certain deliverables may be subject to additional license terms which are provided in the order.

3. RESTRICTIONS

3.1 You may only make copies of the Operating System, Integrated Software and Integrated Software Options for archival purposes, to replace a defective copy, or for program verification. You shall not remove any copyright notices or labels on the Operating System, Integrated Software or Integrated Software Options. You shall not decompile or reverse engineer (unless required by law for interoperability) the Operating System or Integrated Software.

3.2 You acknowledge that to operate certain Hardware, Your facility must meet a minimum set of requirements as described in the Hardware documentation in effect on the date such Hardware is delivered to You. Such requirements may change from time to time, as communicated by Oracle to You in the applicable Hardware documentation.

3.3 The prohibition on the assignment or transfer of the Operating System or any interest in it under Section 2.2 of the Agreement shall apply to all Operating Systems licensed under this Appendix E, except to the extent that such prohibition is rendered unenforceable under applicable law.

4. TRIAL PROGRAMS

Oracle may include additional Programs on the Hardware (e.g., Exadata Storage Server software). You are not authorized to use those Programs unless You have a license specifically granting You the right to do so; however, You may use those additional Programs for trial, non-production purposes for up to 30 days from the date of delivery provided that You may not use the trial Programs to provide or attend third party training on the content and/or functionality of the Programs. To use any of these Programs after the 30 day trial period, You must obtain a license for such Programs from Oracle or an authorized reseller. If You decide not to obtain a license for any Program after the 30 day trial period, You will cease using and promptly delete any such Programs from Your computer systems. Programs licensed for trial purposes are provided "as is" and Oracle does not provide technical support or offer any warranties for these Programs.

If, when you install the Hardware purchased by you under an ordering document, a Program that is not licensed by you is inadvertently loaded and left on a computer, then you will not be charged license fees for such unlicensed Program provided that you have not used (loading alone does not constitute use) the unlicensed Program and that you promptly remove such unlicensed Program when it is discovered.

5. TECHNICAL SUPPORT

5.1 Oracle Hardware and Systems Support acquired with Your order may be renewed annually and, if You renew Oracle Hardware and Systems Support for the same systems and same

configurations, for the first and second renewal years the technical support fee will not increase by more than 3% over the prior year's fees.

5.2 If ordered, Oracle Hardware and Systems Support (including first year and all subsequent years) is provided under Oracle's Hardware and Systems Support Policies in effect at the time the technical support services are provided. You agree to cooperate with Oracle and provide the access, resources, materials, personnel, information, and consents that Oracle may require in order to perform the technical support services. The Oracle Hardware and Systems Support Policies are incorporated in this Appendix E as Appendix J and Appendix J shall be amended annually to include Oracle's then current Hardware and Systems Support Policies. The Hardware and Systems Support Policies are subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of technical support services provided during the period for which fees for Oracle Hardware and Systems Support have been paid. You should review the policies prior to entering into the order for technical support services. You may access the current version of the Oracle Hardware and Systems Support Policies at http://oracle.com/contracts.

5.3 Oracle Hardware and Systems Support is effective upon the Commencement Date of the Hardware or upon the effective date of the order if shipment of Hardware is not required.

6. HARDWARE-RELATED SERVICES

In addition to technical support, You may order a limited number of Hardware-related Services under this Appendix E as listed in the Hardware-Related Services document, which is at http://oracle.com/contracts. You agree to provide Oracle with all information, access and cooperation reasonably necessary to enable Oracle to deliver these Services and You will perform the actions identified in the order as Your responsibility. If while performing these Services Oracle requires access to another vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf. Services provided may be related to Your license to use Products owned or distributed by Oracle which You acquire under a separate order. The agreement referenced in that order shall govern Your use of such Products.

7. WARRANTIES, DISCLAIMERS AND EXCLUSIVE REMEDIES

7.1 Oracle provides a limited warranty ("Oracle Hardware Warranty") for (i) the Hardware, (ii) the Operating System and the Integrated Software and the Integrated Software Options, and (iii) the Operating System media, the Integrated Software media and the Integrated Software Options media ("media", and (i), (ii) and (iii) collectively, "Hardware Items"). Oracle warrants that the Hardware will be free from, and using the Operating System and Integrated Software and Integrated Software Options will not cause in the Hardware, material defects in materials and workmanship for one year from the date the Hardware is delivered to You. Oracle warrants that the media will be free from material defects in materials and workmanship for a period of 90 days from the date the media is delivered to You. You may access a more detailed description of the Oracle Hardware Warranty at http://www.oracle.com/us/support/policies/index.html ("Warranty Web Page"). Any changes to the Oracle Hardware Warranty specified on the Warranty Web Page will not apply to Hardware or media ordered prior to such change. The Oracle Hardware Warranty applies only to Hardware and media that have been (1) manufactured by or for Oracle, and (2) sold by Oracle (either directly or by an Oracle-authorized distributor). The Hardware may be new or like new. The Oracle Hardware Warranty applies to Hardware that is new and Hardware that is like-new which has been remanufactured and certified for warranty by Oracle.

7.2 Oracle also warrants that technical support services and Hardware-related Services (as referenced in Section 6 of this Appendix E) ordered and provided under this Appendix E will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support service or Hardware-related Services warranty deficiencies within 90 days from performance of the deficient technical support service or Hardware-related Services.

7.3 **FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY AND ORACLE'S ENTIRE LIABILITY SHALL BE: (i) THE REPAIR OR, AT ORACLE'S OPTION AND EXPENSE, REPLACEMENT OF THE DEFECTIVE HARDWARE ITEM, OR IF SUCH REPAIR OR REPLACEMENT IS NOT REASONABLY ACHIEVABLE, THE REFUND OF THE FEES YOU PAID ORACLE FOR THE DEFECTIVE HARDWARE ITEM OR (ii) THE**

REPERFORMANCE OF THE DEFICIENT HARDWARE-RELATED SERVICES; OR, IF ORACLE CANNOT SUBSTANTIALLY CORRECT THE DEFICIENCY IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE DEFICIENT HARDWARE-RELATED SERVICES AND RECOVER THE FEES YOU PAID TO ORACLE FOR THE DEFICIENT HARDWARE-RELATED SERVICES. TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS WITH RESPECT TO THE ABOVE ITEMS, INCLUDING ANY WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

7.4 Replacement units for defective parts or Hardware Items replaced under the Oracle Hardware Warranty may be new or like new quality. Such replacement units assume the warranty status of the Hardware into which they are installed and have no separate or independent warranty of any kind. Title in all defective parts or Hardware Items shall transfer back to Oracle upon removal from the Hardware.

7.5 **ORACLE DOES NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATION OF THE HARDWARE, OPERATING SYSTEM, INTEGRATED SOFTWARE, INTEGRATED SOFTWARE OPTIONS OR MEDIA.**

7.6 No warranty will apply to any Hardware, Operating System, Integrated Software, Integrated Software Options or media which has been:

a. modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle/Sun serial number tag on the Hardware);
b. maltreated or used in a manner other than in accordance with the relevant documentation;
c. repaired by any third party in a manner which fails to meet Oracle's quality standards;
d. improperly installed by any party other than Oracle or an authorized Oracle certified installation partner;
e. used with equipment or software not covered by an Oracle warranty, to the extent that the problems are attributable to such use;
f. relocated, to the extent that problems are attributable to such relocation;
g. used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations;
h. used by parties appearing on the then-current U.S. export exclusion list;
i. relocated to countries subject to U.S. trade embargo or restrictions;
j. used remotely to facilitate any activities for parties or in the countries referenced in 7.6(h) and 7.6(i) above; or
k. purchased from any entity other than Oracle or an Oracle authorized reseller.

7.7 The Oracle Hardware Warranty does not apply to normal wear of the Hardware or media. The Oracle Hardware Warranty is extended only to the original purchaser or original lessee of the Hardware and may be void in the event that title to the Hardware is transferred to a third party.

8. [Intentionally Omitted]

9. ORDER LOGISTICS

9.1 Delivery, Installation and Acceptance of Hardware

9.1.1 You are responsible for installation of the Hardware unless You purchase installation services from Oracle for that Hardware.

9.1.2 Oracle will deliver the Hardware to the delivery address specified by You on Your purchasing document or when Your purchasing document does not indicate a ship to address, the location specified on the order. The applicable country specific Hardware shipping terms are located in the Order and Delivery Policies, which may be accessed at http://oracle.com/contracts.

9.1.3 Acceptance of the Hardware is deemed to occur on delivery.

9.1.4 Oracle may make and invoice You for partial deliveries.

9.1.5 Oracle may make substitutions and modifications to the Hardware that do not cause a material adverse effect in overall Hardware performance.

9.1.6 Delivery Timeframe.

(a) With respect to orders of Hardware by Authorized Contract Users that are not State agencies, Oracle will use its reasonable commercial efforts to deliver the Hardware within a timeframe that is consistent with Oracle's past practices regarding the amount and type of Hardware that You have ordered.

(b) With respect to orders of Hardware listed on Appendix F (which Hardware does not, for the avoidance of doubt, include spare parts, or remanufactured or end-of-life products) by Authorized Contract Users that are State agencies, Oracle will endeavor to deliver such Hardware within the estimated delivery timeframe (if any) set forth in the applicable ordering document. Each estimated delivery timeframe shall be expressed as a certain number of calendar days and shall commence upon the receipt by Oracle of an ordering document effective in accordance with its terms.

Should Oracle fail to deliver the Hardware within the estimated delivery timeframe, the Authorized Contract User may cancel the order for such Hardware without incurring any cancellation or change order fees provided that (i) Oracle's failure to meet the estimated delivery timeframe is not (A) due to a force majeure event as set forth in Section 8.4 or (B) caused by any action or omission of the Authorized Contract User or the expeditor, carrier or shipping company and (ii) Oracle receives notice from such Authorized Contract User of such Authorized Contract User's decision to cancel the order for such Hardware prior to the date on which the Hardware has shipped. For the avoidance of doubt, any such cancellation shall be applicable solely to the Hardware for which Oracle has failed to meet the estimated delivery timeframe, and shall not be applicable to any other Products or Services (if any) included in the applicable ordering document.

The Parties agree that the failure of Oracle to deliver Hardware within the applicable estimated delivery timeframe shall not constitute a default or breach of this Agreement or the applicable ordering document, or entitle the State or any Authorized Contract User to any rights or remedies (other than the ability to cancel the order for such Hardware as set forth in the immediately preceding paragraph).

Any notice of cancellation shall be sent by electronic mail to each of the following email address: HW-cancellations-NA_WW@oracle.com.

Notices by electronic mail shall be deemed received upon the sender's receipt of an acknowledgment from the intended recipient (such as by the "return receipt requested" function, as available, return email or other written acknowledgment).

9.2 Transfer of Title

Title to the Hardware will transfer upon delivery.

9.3 Territory

The Hardware shall be installed in the country/countries that You specify as the delivery location on Your purchasing document or when Your purchasing document does not indicate a ship to address, the location specified in the order.

9.4 Pricing, Invoicing, and Payment Obligation

9.4.1 You may change a Hardware order prior to shipment subject to the then current change order fee as established by Oracle from time to time. The applicable change order fees and a description of allowed changes are defined in the Order and Delivery Policies, which may be accessed at http://oracle.com/contracts.

9.4.2 In entering into payment obligations under an order, You agree and acknowledge that You have not relied on the future availability of any Hardware, Program or updates. However, (a) if You order technical support, the preceding sentence does not relieve Oracle of its obligation to provide such technical support under the Master Agreement, if and when available, in accordance with Oracle's then current technical support policies, and (b) the preceding sentence does not change the rights granted to You under an order and the Master Agreement.

9.4.3 Hardware and Integrated Software Options fees are invoiced as of the respective Commencement Dates.

9.4.4 Except as set forth in clause (ii) of the immediately following sentence, Hardware-related Service fees are invoiced after performance of the Hardware-related Service performance. Technical support fees (i) payable by Authorized Contract Users (other than State agencies) shall be invoiced quarterly in arrears and (ii) payable by State agencies shall be invoiced annually in advance. The period of performance for all Hardware-related Services is effective upon the Commencement Date of the Hardware or upon the effective date of the order if shipment of Hardware is not required.

9.4.5 In addition to the prices listed on the order, Oracle will invoice You for any applicable freight charges or applicable taxes, and You will be responsible for such charges and taxes notwithstanding any express or implied provision in the "Incoterms" referenced in the Order and Delivery Policies. The Order and Delivery Policies may be accessed at http://oracle.com/contracts.

APPENDIX F

Pricing and Discount Schedule for Hardware

This Appendix F is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle).

(please see attached)

APPENDIX G

Hourly Rates for Time and Materials – Consulting Services

This Appendix G is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

A. Consulting Rates. For a period of one (1) year from the effective date of Amendment One, consulting services in individual time and materials orders may be ordered under the Agreement at the rates set forth below ("Consulting Rates"):

1. Hourly Rate for Individual Time and Materials Orders. The Hourly Rate Non-Local includes an amount for expenses.

Consultant Level	Hourly Rate Local Resource	Hourly Rate Non-Local
Senior Practice Tech Director	$338.00	$378.00
Practice/Tech Director	$307.00	$347.00
Practice/Tech Manager	$265.00	$305.00
Senior Principal Consultant	$226.00	$266.25
Principal Consultant	$198.13	$238.13
Senior Consultant	$162.75	$202.75
Staff Consultant	$141.75	$181.75
Associate Consultant	$106.25	$146.25
Admin Assistant	$42.50	$82.50
GEH Delivery Center		
RDC Principal Consultant	$149.00	$189.00
RDC Senior Consultant	$124.00	$164.00
RDC Staff Consultant	$107.00	$147.00
RDC Associate Consultant	$91.00	$131.00
Primavera Global Business Unit		
Practice/Tech Director	$345.00	$385.00
Practice/Tech Manager	$285.00	$325.00
Senior Principal Consultant	$235.00	$275.00
Principal Consultant	$195.00	$235.00
Senior Consultant	$160.00	$200.00
Staff Consultant	$140.00	$180.00
Associate Consultant	$110.00	$150.00
Primavera Global Business Unit (offshore – remote only)		
Practice/Tech Manager	$96.00	Not Applicable
Senior Principal Consultant	$72.00	Not Applicable
Principal Consultant	$66.00	Not Applicable
Senior Consultant	$60.00	Not Applicable

*Oracle Consulting can quote Fixed Price if requested by the State of Michigan

B. All labor categories are US resources.

C. The Consulting Rates apply to orders executed and effective during the period beginning on the effective date of Amendment One through and including August 28, 2015.

D. The Consulting Rates do not apply to any credits.

E. The Consulting Rates are in lieu of any other discount and shall not apply to any other Oracle products or services including but not limited to licenses, technical support, hardware, education, advanced customer support services, or training.

F. The Consulting Rates for time and materials consulting services granted under the Agreement shall not be applied retroactively to fees invoiced prior to the effective date of Amendment One.

G. Consulting services shall be provided subject to receipt by Oracle of a signed Oracle ordering document including an exhibit containing a scope of services. The fee for such consulting services shall be equal to the number of hours of services performed multiplied by the applicable rate(s), as agreed to in the Oracle ordering document.

H. Any consulting services acquired pursuant to the Agreement are separate from any Program licenses acquired pursuant to the Agreement. Customer understands that it has the right to acquire Program licenses without acquiring the consulting services, and that Customer has the right to acquire Program licenses and the consulting services separately at the fees stated in the Agreement.

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APPENDIX H

Hourly Rates for Time and Materials Oracle Advanced Customer Support

This Appendix H is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

For the period beginning on the effective date of Amendment One through and including August 28, 2015, Oracle Advanced Customer Support services in individual time and materials orders may be ordered under the Agreement at the rates set forth below ("ACS Rates"):

Resource	Hourly Rate Local Resources	Hourly Rate Across Local Resources
Technical Account Manager II	$294	$339
Technical Account Manager I	$251	$296
Senior Advanced Support Engineer	$294	$339
Advanced Support Engineer	$248	$293
Senior Data Center Engineer	$194	$239
Data Center Engineer	$151	$196

Invoiced as Services are performed -- aka Invoiced/Billed in Arrears

APPENDIX I

Pricing and Discount Schedule for Oracle University Training

This Appendix I is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

Appendix
Pricing and Discount Schedule

A. Pricing and Discount Terms for Oracle University Training:

1. Price List. For the period beginning on the effective date of Amendment One through and including August 28, 2015, the "Price Lists" in this Appendix I shall be defined as the following Price Lists (listed below in Section 7):

   a. Oracle University Global Base Price List, dated September 1, 2014.

2. Pricing and Discount Terms.

   a. For a period of one (1) year from the effective date of Amendment One, all Oracle University products and services may be purchased based on the discount defined in the schedule below:

Oracle University Discount Schedule [Utilizing the Price List in Effect at the Time the Order is Placed]	
Transaction Band	Discount
$0 - $100,000	15%
$100,001 - $250,000	20%
$250,001 - $1,000,000	25%
$1,000,001 - $2,500,000	30%
$2,500,001 +	35%

3. Definition Section.

   a. A "Private Event – On-Site" shall mean training courses provided by Oracle University that are requested by a State of Michigan government entity and which are held at a State of Michigan entity training site. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   b. A "Private Event – Virtual" shall mean training courses provided by Oracle University that are requested by a State of Michigan government entity and which are delivered online and require an internet connection, and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC. Private events

will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

c. A "Public Event" for Instructor-Led Training (ILT) courses shall mean training courses offered by Oracle University at Oracle University authorized Education Center locations.

d. A "Public Event" for Live Virtual Classroom (LVC) training shall mean traditional instructor-led training courses offered online and require an internet connection and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC.

e. "Training On Demand (TOD)" shall be defined as a web-based learning environment that provides on-demand access to self-paced training content, and is made available on a named user basis for a term of 90 days from the effective date of your order. Content is streamed directly to an internet connected device, such as a PC or tablet. It also includes eKit materials and access to a live lab environment to perform hands-on practice of the activities outlined in the course. The TOD format allows students to get full classroom content online, anytime, anywhere.

f. "Self Study Course (SSC)" shall mean interactive, computer-based training available for electronic download to a PC, which supplements the Instructor-Led Training (ILT) and Live Virtual classroom (LVC) training courses. The SSC is licensed on a named user basis and upon purchase is licensed in perpetuity.

g. "Oracle University Learning Streams" shall be defined as a collection of video content and services for technology professionals looking to stay current on Oracle technology. Content will be presented by various individuals, including Oracle architects, support engineers, consultants, instructors and other instructors. Content may include program documentation, webinars, speeches, and curriculum. Learning Streams are made available on a named user basis for a one year term from the effective date of your order. Unauthorized individuals may not view Oracle University Learning Streams content at any time. Unauthorized recording, copying, transmission or other distribution of Oracle University Learning Streams content is strictly prohibited. You are responsible for meeting the minimum system requirements to order the Oracle University Learning Streams. In the event that any Oracle programs are made available for download as part of the service, then use of such programs is subject to the terms of this agreement. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN YOUR AGREEMENT, ORACLE DOES NOT WARRANT THAT ORACLE UNIVERSITY LEARNING STREAMS WILL BE PROVIDED UNINTERRUPTED OR ERROR-FREE.

h. The term "services" refers to the education services.

i. A "named user" is an individual authorized by the State of Michigan to use the products which are installed on a single server or delivered via an on-line environment, regardless of whether the individual is actively using the product at any given time, and is not transferable.

4. Cancellation and Rescheduling Policy.

a. *Oracle may cancel or reschedule a class at its discretion, and if it does, will use reasonable efforts to notify you at least one week in advance.* You will not be charged for the Oracle cancellation or rescheduling. Cancel and reschedule requests must be received by Oracle University in email or other written communication.

b. If the State of Michigan or Local government customer cancels an enrollment in a Public Event (e.g., ILT or LVC) course at least seven (7) calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations one (1) to six (6) calendar days prior to the Public Event course start date will be charged 50% of assessed course fee. Students who do not cancel, do not show up for a Public Event course will pay the full course fee.

c. If the State of Michigan or Local government customer cancels a Private Event course at least 14 calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations 1-13 calendar days prior to the Private Event course start date will be charged 50% of assessed course fee. If an event is cancelled on the scheduled start date, or students do not show up for the event, then 100% of the course fee will be assessed.

5. Student Satisfaction Program.

   a. Oracle's 100% Student Satisfaction program applies to those publicly scheduled and publicly available Oracle University Instructor Led Training classes that are identified as part of the 100% Student Satisfaction program at the time the class is purchased. In the event that a student who has completed such a class and been present for all of the offering is not, in his/her reasonable opinion, satisfied with the class, then the student must notify Oracle by emailing *customersat_us@oracle.com* within 5 business days of the completion of the class. Oracle will then permit the student to retake the same version of the same class title (or at the student's option, the equivalent class provided online, if available) once more for free within 90 days of Oracle's receipt of the notification. The Student Satisfaction program does not apply: (i) to the retaken class; (ii) Training On Demand courses; (iii) if the student is not able to satisfy the above criteria for reasons beyond Oracle's reasonable control. Oracle is not responsible for any applicable taxes, transportation costs, lodging costs or other expenses or costs related to the retake. Oracle has the option, at its sole discretion, of providing a refund for the class fees in lieu of permitting a class retake if for any reason, including scheduling, Oracle considers a refund to be appropriate. This is the sole remedy and Oracle's exclusive liability in the event that a student is not satisfied with the class.

6. Student Kit Materials.

   a. Oracle now supports the electronic delivery of Student Kit Materials (eKits). As part of the registration process, you are required to provide an e-mail address so that Oracle may send you a secure password required for the download of the eKit Student materials. Students have a period of 90 days from the day they receive their eKit notification email to access and download their eKit. Each eKit will be personalized with the student name and email address that is licensed to the registered student for their use only. Reproduction or distribution to a third party of Student Kit Materials is strictly prohibited. Hard-copy Student Kit Materials are not provided in the classroom for eKit-enabled classes. Hard Copy student kits may be purchased from Oracle University at an additional cost once an eKit class event has been completed. Class fees (including Training On Demand fees) are fully payable and non-refundable once you have downloaded the eKit materials (regardless of how far in advance of the class date you undertake the download). Oracle University Student Kit Materials are not available or authorized for purchase from any third party. Students who were unable to attend a confirmed class due to unforeseen reasons and have paid the 100% cancellation fee per the terms of the Class Cancellation Policy may request a copy of the Student Kit Materials used in conjunction with the class. Students must make this request to their Oracle University sales representative within 60 days of the originally scheduled class.

7. Price Lists

Instructor Led Training(ILT), Live Virtual Classroom(LVC) Training & Seminar Formats:	Currency	Public Pricing	Metric
Entry	USD	$480.00	Single Named User Per Delivery Day
Standard	USD	$700.00	Single Named User Per Delivery Day
Premium	USD	$840.00	Single Named User Per Delivery Day
Premium Plus	USD	$1,000.00	Single Named User Per Delivery Day
Entry Accelerated	USD	$480.00	Single Named User Per Content Day
Standard Accelerated	USD	$700.00	Single Named User Per Content Day
Premium Accelerated	USD	$840.00	Single Named User Per Content Day
Premium Plus Accelerated	USD	$1,000.00	Single Named User Per Content Day
Taleo TEE and Learn Instructor	USD	$700.00	Single Named User Per Delivery Day
Taleo Assessment Instructor	USD	$840.00	Single Named User Per Delivery Day

Private Event Training & Seminars - On-Site; up to 16 people		Private Event Pricing	Metric	One-day	Two-days	Three-days	Four-days	Five-days
Entry	USD	varies	Per Delivery Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Standard	USD	varies	Per Delivery Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Premium	USD	varies	Per Delivery Day	$8,642.65	$15,913.53	$23,184.41	$30,455.29	$37,726.18
Premium Plus	USD	varies	Per Delivery Day	$9,817.65	$18,263.53	$26,709.41	$35,155.29	$43,601.18
Entry Accelerated	USD	varies	Per Content Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18

				.65	3	41	29	18
				$7,	$13,	$19,	$25,	$31,
	US		Per Content	492	613.	734.	855.	976.
Standard Accelerated	D	varies	Day	.65	53	41	29	18
				$8,	$15,	$23,	$30,	$37,
	US		Per Content	642	913.	184.	455.	726.
Premium Accelerated	D	varies	Day	.65	53	41	29	18
				$9,	$18,	$26,	$35,	$43,
	US		Per Content	817	263.	709.	155.	601.
Premium Plus Accelerated	D	varies	Day	.65	53	41	29	18
				$5,	$9,8	$14,	$18,	$22,
	US		Per Delivery	617	63.5	109.	355.	601.
Taleo TEE and Learn Instructor	D	varies	Day	.65	3	41	29	18
				$7,	$13,	$19,	$25,	$31,
	US		Per Delivery	492	613.	734.	855.	976.
Taleo Assessment Instructor	D	varies	Day	.65	53	41	29	18
	US		Per Delivery Day, Per					
Private Event additional student, over 16	D	$511.00	Student					

Private Event Training & Seminars - Virtual; up to 16 people		**Private Event Pricing**	**Metric**
	US	$3,800.0	Per Delivery
Entry	D	0	Day
	US	$5,675.0	Per Delivery
Standard	D	0	Day
	US	$6,825.0	Per Delivery
Premium	D	0	Day
	US	$8,000.0	Per Delivery
Premium Plus	D	0	Day
	US	$3,800.0	Per Content
Entry Accelerated	D	0	Day
	US	$5,675.0	Per Content
Standard Accelerated	D	0	Day
	US	$6,825.0	Per Content
Premium Accelerated	D	0	Day
	US	$8,000.0	Per Content
Premium Plus Accelerated	D	0	Day
	US	$3,800.0	Per Delivery
Taleo TEE and Learn Instructor	D	0	Day
	US	$5,675.0	Per Delivery
Taleo Assessment Instructor	D	0	Day
	US		Per Delivery Day, Per
Private Event additional student, over 16	D	$511.00	Student

Subscriptions				**TERM**
Entry Training on Demand	USD	$480.00	Per Delivery Day	90 Days
Standard Training on Demand	USD	$700.00	Per Delivery Day	90 Days
Premium Training on Demand	USD	$840.00	Per Delivery Day	90 Days
Premium Plus Training on Demand	USD	$1,000.00	Per Delivery Day	90 Days
Entry Training on Demand Reuewal	USD	$240.00	Per Delivery Day	
Standard Training on Demand Renewal	USD	$350.00	Per Delivery Day	
Premium Training on Demand Renewal	USD	$420.00	Per Delivery Day	
Premium Plus Training on Demand Renewal	USD	$500.00	Per Delivery Day	
Learning Streams	USD	$1,000.00	Per Named User	12 Months
Unlimited Learning Subscription (ULS)	USD	$8,880.00	Per Named User [10 User Minimum]	12 Months

Enterprise Digital Training Solution (EDTS): Unlimited Learning Subscription + Unlimited Live Virtual Class Subscription	USD	EDTS Pricing 12 Months Table [Below]	Per Named User [*100 User Minimum]

Named Users	List Price Per Named User
100+	$ 11,100.00
250+	$ 8,880.00
500+	$ 7,104.00

*Once initial 100 User Minimum requirement is met, additional users may be procured at a lower 10 User Minimum threshold and at the same rate; if purchased prior to the expiration date of the initial qualifying EDTS investment 12-month subscription period.

Certification			
ePractice exam	USD	$65.00	Single Named User per Exam
Kaplan Online Access ePractice Exam	USD	$69.00	Single Named User per Exam
Kaplan Downloadable ePractice Exam	USD	$99.00	Single Named User per Exam
Online Certification	USD	$125.00	Single Named User per Exam
Oracle Core Certification	USD	$245.00	Single Named User per Exam
Oracle Masters Practicum	USD	$1,166.00	User per Day
User Adoption Services			
Associate Instructor – Training (Acquisition)	USD	varies	Per Hour

Staff Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Instructor – Training (Acquisition)	USD	varies	Per Hour
Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Product Training Manager (Acquisition)	USD	varies	Per Hour

User Adoption Services - Oracle Content

Associate Instructor – Training (Oracle)	USD	varies	Per Hour
Staff Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Instructor – Training (Oracle)	USD	varies	Per Hour
Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Product Training Manager (Oracle)	USD	varies	Per Hour

UPK Launch Packs

UPK Launch Pack	USD	$30,000	Per Project Set of UPK Launch Pack
UPK Launch Mini-Pack	USD	$20,000	Per Project Set of UPK Launch Mini-Pack

Toolkit

Taleo Adoption Learning Services Program Toolkit	USD	$6,500	Per Content Day
Taleo Toolkit: Onboarding Trainer	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Recruiting Managers	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Career Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE) Development Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Goal Management	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): HR Administration	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Navigation and Feedback	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Performance Reviews	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Succession Planning	USD	$6,500	Per Content Day
OU Toolkit License	USD	$6,500	Per Year

OU Framework

Customization Day	USD	$1,800	Per Day
Design Day	USD	$2,200	Per Day
Program Mgmt Day	USD	$2,700	Per Day

Custom Courseware

Rel 11i to Rel 12 Financial New Features End User Course	USD	$12,500	Per Content Day

OU Courseware License	USD	$12,500	Per Content Day
Hyperion Planning End User Courseware	USD	$12,500	Per Content Day
Hyperion Financial Management End User Courseware	USD	$12,500	Per Content Day
OBIEE End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Gas End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Electric End User Courseware	USD	$12,500	Per Content Day
CC&B 2.4 - Gas End User Courseware	USD	$12,500	Per Content Day
Taleo (TEE): Getting Started with the Recruiting Center Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): New Recruiting Features for End Users Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Prescreening Made Easy Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Searching Solutions Course Ed	USD	$12,500	Per Content Day

APPENDIX J

Oracle Hardware and Systems Support Policies

This Appendix J is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

ORACLE

Oracle Hardware and Systems Support Policies

Effective Date: 1-April-2015

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1. Overview

Unless otherwise stated, these Hardware and Systems Support Policies apply to technical support for all Oracle server and storage and Oracle point of sale product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

For Oracle operating system software, technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of the operating system, running unaltered, and on a certified hardware configuration, as specified in your order or program documentation.

To receive technical support as provided by Oracle Support Services ("OSS") and described in the Oracle Technical Support Levels for Systems section below, you must: (i) provide Oracle with the serial number and/or other identification and entitlement information for all server and storage equipment and/or point of sale products manufactured by or for Oracle and sold by Oracle (either directly or by an Oracle-authorized distributor) ("hardware system") in the manner specified by Oracle; and (ii) pay a technical support fee. A hardware system meeting these two requirements and under contract to receive technical support is referred to as a "covered hardware system." Components and options purchased separately from Oracle from your original equipment purchase are included in the definition of hardware system for the purposes of determining the technical support fee. Oracle will make commercially reasonable efforts to provide the technical support service as described below.

Oracle's obligations under these Hardware and Systems Support Policies do not apply to any malfunctions in a hardware system that could be avoided if you incorporate or implement a hardware or integrated software update or any workaround previously provided by Oracle which would correct the malfunction or to a hardware system that has been (i) modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle serial number tag on the hardware); (ii) maltreated or used in a manner other than in accordance with the relevant documentation; (iii) repaired by any third party in a manner which fails to meet Oracle's quality standards; (iv) improperly installed by any party other than Oracle or an authorized Oracle certified installation partner; (v) used with equipment or software not covered by the service offering, to the extent that problems are attributable to such use; (vi) relocated, to the extent that problems are attributable to the relocation; (vii) used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations; (viii) used by parties appearing on the most current U.S. export exclusion list; (ix) relocated to countries subject to U.S. trade embargo or restrictions; or (x) used remotely to facilitate any activities in the countries referenced in (ix) above or (xi) purchased from any entity other than Oracle or an Oracle-authorized distributor.

Oracle may use subcontractors in the performance of technical support and it warrants the quality of subcontractor work per the warranty terms of your agreement with Oracle.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-076833.html and Oracle's Global Customer Support Security Practices, as referenced below.

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for a hardware system during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Hardware and Systems Support Policies and the previous version of the Oracle Hardware and Systems Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the date of delivery of the hardware unless stated otherwise in your order. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

Matching Service Levels

When acquiring technical support, all hardware systems must be supported, except Oracle Retail and Hospitality Hardware, (e.g., under Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems or Oracle Communications EAGLE Premier Support) or all hardware systems must be unsupported. The preceding sentence pertains to: (i) all of your hardware systems running the Solaris Operating system release 10 Update 9 or later, (ii) all of your hardware systems running the Oracle Linux and Oracle VM operating system, and (iii) all hardware systems that benefit in any way from your support of a covered hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). If you have acquired your Oracle Linux and Oracle VM support services under a separate Oracle Linux and Oracle VM Services Agreement then that hardware system is a covered hardware system under this matching service level policy. When acquiring technical support for point of sale hardware such as Oracle Retail and Hospitality Hardware, all such point of sale hardware systems must be supported or all must be unsupported if the point of sale hardware systems are: (i) the same type (e.g., workstations); (ii) located at the same physical location; and (iii) benefit in any way from your support of a covered point of sale hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). Hardware systems that have reached an end of service life or that you register with Oracle as retired are excluded from the above policy.

Reinstatement of Oracle Technical Support

If Oracle Premier Support for Systems or Oracle Premier Support for Oracle Retail and Hospitality Hardware lapses for more than 90 days or was not purchased at the time you acquired your hardware system, then your hardware system must be qualified as service-ready before technical support can be reinstated. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system.

If technical support lapses or was not originally purchased with your hardware system, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the covered hardware system; b) if you never acquired technical support for the relevant hardware system, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original hardware system delivery date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve support month period shall be the last annual technical support fee you paid for the relevant hardware system; (ii) if you never acquired technical support for the relevant hardware system, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired support from an Oracle-authorized distributor and are now acquiring support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee for the hardware system.

Upgrading Your Support Level

In the event you have acquired Oracle Premier Support for Operating Systems and later choose to upgrade to Oracle Premier Support for Systems, your hardware system must be qualified as service-ready before the technical support can be upgraded. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system. You will be subject to an upgrade fee equal to the difference in price between the Oracle Premier Support for Systems and the Oracle Premier Support for Operating Systems with such difference being prorated from the date that any prior System Support lapsed (or the hardware order date if System Support was never purchased).

Pricing following Reduction of Covered Hardware System or Service Level

Pricing for support is based upon the level of support and the volume of covered hardware systems for which support is ordered. In the event that (i) your hardware system reaches end of service life or (ii) you notify Oracle that you are retiring the hardware system, or (iii) you change service level for all of your systems, then Oracle will reduce your support fee at the next renewal for these reductions.

Unsupported Hardware Systems

Customers with unsupported hardware systems are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported hardware systems. Parts in a covered hardware system may not be transferred to an unsupported system. CD packs or programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported hardware systems.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts

must be knowledgeable about the Oracle supported hardware systems and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per data center location, to serve as liaisons with OSS. With each USD$250,000 in net support fees per data center location, you have the option to designate an additional two (2) primary and four (4) backup technical contacts per data center location. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide "First Line Support" for the supported hardware system(s) directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported hardware system(s), (ii) a direct response to users with respect to problems or issues with the supported hardware system(s), (iii) a diagnosis of problems or issues of the supported hardware system(s), and (iv) a resolution of problems or issues of the supported hardware system(s).

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported hardware system(s), you may contact Oracle for "Second Line Support". You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., accept remote connections, provide Explorer Files and/or Core Files) required to provide Second Line Support; however, please do not provide Oracle with access to any health, payment card, or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices section below.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported hardware system(s) and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported hardware system(s) so that such supported hardware system(s) perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Program Updates

"Update" means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and updates may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to End of Service Life

It may become necessary (i) as a part of Oracle's product lifecycle or (ii) if a vendor retires support for its product or the relationship with the vendor is terminated, to announce an End of Service Life date for a hardware system

and, therefore, Oracle reserves that right. Oracle will use commercially reasonable efforts to provide twelve (12) months advance notice of End of Service Life. End of Service Life information is available on My Oracle Support. End of Service Life information is subject to change.

Other Third Party Products

Oracle does not itself provide any technical support services for third party warranted hardware (hardware identified on your order by a statement that the warranty will be provided by a third party) or any other third party products installed into or attached to the hardware system by you or your representative other than Oracle (collectively "other third party products"). Further, if other third party products are installed, or fail, in a manner that damages the Oracle hardware system, then the technical support will not cover such damage. Other third party products may also impede and/or add costs in obtaining technical support for certain failure conditions. Interoperability, timing, and intermittent failures are some examples of failure conditions that may require the removal or replacement of other third party products from the Oracle hardware system. Replacement or repair of any damaged components in these situations would be subject to additional charges.

For those failure conditions directly or indirectly related to other third party products (which would include any components accessing or connected to that product that are exhibiting failures), Oracle may, at its sole discretion, remove the other third party products, or require the customer to remove the other third party products, before commencing with the troubleshooting process. Oracle's services for removing the other third party products will be subject to additional charges and if it is determined that the cause of the failure is the other third party products, then Oracle will charge for the entire service call.

If it is determined that the other third party products are not the cause of the failure (i.e., if the problem would have occurred even if the other third party products were not installed in or attached to the hardware system), then Oracle's service call will be addressed under the terms of any existing Oracle technical support contract; provided that the removal of other any third party products by Oracle will be subject to additional charges.

Technology Refresh

If you acquire a new hardware system(s) and technical support from Oracle or an Oracle-authorized partner, you may be eligible to receive a credit for unused support on the decommissioned hardware system(s) currently under an active support contract with Oracle. In order to be eligible for the credit, you must complete the Hardware System Decommission Form which can be found here and submit it within one (1) year of the delivery date of the new hardware system(s). If a credit for unused support is due then such credit will be calculated from the date Oracle receives the Hardware System Decommission Form through the end of the current support period for the decommissioned hardware system(s). The credit for unused support will not exceed the total annual support fee for the new hardware system(s).

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, and Oracle Premier Support for Oracle Retail and Hospitality Hardware
- Extended Support for Operating Systems(if offered)
- Sustaining Support for Operating Systems

A description of the services available under Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Extended Support for Operating Systems and Sustaining Support for Operating Systems is included in the Oracle Technical Support Levels section below.

When offered, Oracle Premier Support for Systems, Oracle Communications EAGLE Premier Support and Oracle Premier Support for Oracle Retail and Hospitality Hardware will be available for a minimum of five years from the last ship date of the hardware system. When offered, support for the operating systems included under either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten

years from the date a release of the operating system becomes generally available, except as noted below. If offered, support for specific releases of the operating system may be extended for an additional three years with Extended Support for Operating Systems. In addition to the technical support fee, an Extended Support for Operating Systems fee applies for each support period for which Extended Support for Operating Systems is purchased. Alternatively, and if offered, support for specific releases of the operating system may be extended with Sustaining Support for Operating Systems, which will be available for as long as you maintain either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems for your Oracle hardware system.

If an operating system included under Oracle Premier Support for Systems moves into Extended Support for Operating Systems and/or Sustaining Support for Operating Systems, you may maintain Oracle Premier Support for Systems except that the technical support received for the operating system will be provided under Extended Support for Operating Systems or Sustaining Support for Operating Systems as described above and in the Oracle Technical Support Levels section below.

Refer to the attached document titled "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF) for Oracle Solaris, Oracle Linux and Oracle VM program releases that are, or will be, covered by the Lifetime Support Policy.

Notes:

1. Solaris Express - Program fixes and security patches for Solaris Express will be provided for six (6) months from the date that a release of Solaris Express becomes generally available. This applies to program fixes and security patches released by Oracle and does not include freely available updates from the OpenSolaris or Solaris Express Community.
2. Oracle Solaris 8 – For customers with a current support contract for the Oracle Solaris 8 release, new Severity 1 fixes and new security fixes will be available for the period of July 2012 – October 2014.

4. Oracle Technical Support Levels for Systems

Oracle Premier Support for Systems

Oracle Premier Support for Systems consists of services in support of hardware systems, operating system software and integrated software (including integrated software options). For hardware systems, this support is limited to (i) server and storage hardware and (ii) Tekelec BNS and PIC hardware. For Oracle servers, this support applies to the following operating system software: Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM. For Tekelec BNS and PIC hardware, this support applies to the operating system software included with the hardware system. Unless otherwise stated in this section, Oracle Premier Support for Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Onsite installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Onsite hardware support for Oracle server or storage systems
- Field Change Orders – system modification recommendations
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network

- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Management Pack for Linux
- Right to use Oracle Clusterware for Oracle Linux. To access and download Oracle Clusterware for Oracle Linux, go to http://www.oracle.com/technetwork/database/clusterware/overview/index-096607.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Access to Oracle Enterprise Tape Analysis and Data Recovery services for the Oracle StorageTek tape media specified at http://www.oracle.com/us/support/library/ent-tape-analysis-dr-services-1708102.pdf
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

System Maintenance

You agree to perform prescribed system maintenance, including but not limited to, installing software updates for system software or integrated software, maintaining file systems, replacing air filters and batteries as needed, and tracking proactive diagnostic information.

Replacement Hardware Parts

If Oracle determines that the replacement of a hardware part is necessary, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates." Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Times Targets for Hardware Support noted below, except as otherwise noted herein. Replacement parts will be of new or like-new quality. After five (5) years from last ship date, replacement parts may not be readily available and the response times for sending replacement parts may be delayed.

Return of Malfunctioning Parts

If Oracle sends a replacement part to you, you will ensure that the malfunctioning part is returned to Oracle in accordance with all shipping or courier instructions from Oracle (unless you have an agreement with Oracle allowing you to retain the malfunctioning part). You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning part within forty-five (45) days of shipment to you, you will be charged the then-current fee for the malfunctioning part.

Oracle Premier Support for Operating Systems

Oracle Premier Support for Operating Systems consists of services in support of (i) operating system and virtualization software for Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM and (ii) integrated software (including integrated software options). Unless otherwise stated in this section, Oracle Premier Support for Operating Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Onsite installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Management Pack for Linux
- Right to use Oracle Clusterware for Oracle Linux. To access and download Oracle Clusterware for Oracle Linux, go to http://www.oracle.com/technetwork/database/clusterware/overview/index-096607.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

Extended Support for Operating Systems

Extended Support for Operating Systems may be offered for certain supported Oracle Solaris operating system software releases after Premier Support expires. Please see Oracle's Lifetime Support Policies for more information. When Extended Support for Operating Systems is offered, it is generally available for the terminal codeline release of a program. Unless otherwise stated in this section, supported Oracle Solaris operating system software releases for which Extended Support for Operating Systems is offered and in the Extended Support lifecycle will receive Oracle Premier Support for Operating Systems or technical support for Oracle Solaris under Oracle Premier Support for Systems limited to the following:

- Program updates, fixes, security patches, and security alerts

- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Major product and technology releases for Oracle Solaris operating system software, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Access to Platinum Services as described at
- http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdfNon-technical customer service during normal business hours

Extended Support for Operating Systems does not include:
- Certification with most new third-party products/versions or most new Oracle programs

Extended Support for Operating Systems is not available for OpenSolaris, Trusted Solaris 8, Oracle Linux and Oracle VM.

Sustaining Support for Operating Systems

Sustaining Support for Operating Systems may be available for certain operating system software releases. Program releases eligible for Sustaining Support for Operating Systems will receive Oracle Premier Support for Operating Systems or technical support for the operating system under Oracle Premier Support for Systems limited to the following:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems, and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Critical patch updates for Oracle Solaris operating system software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Upgrade tools created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems period and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends).
- General maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Management Pack for Linux
- Right to use Oracle Clusterware for Oracle Linux. To access and download Oracle Clusterware for Oracle Linux, go to http://www.oracle.com/technetwork/database/clusterware/overview/index-096607.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-166778.html
- Non-technical customer service during normal business hours

Sustaining Support for Operating Systems does not include:
- New program updates, patches, fixes, security patches, security alerts, general maintenance releases, selected functionality releases, documentation updates
- New critical patch updates for Oracle Solaris operating system software
- New upgrade tools
- Certification with most new third-party products/versions or most new Oracle products

- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes
- Previously released fixes or updates that Oracle no longer supports.

Because program releases supported by Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited.

Oracle Premier Support for Oracle Retail and Hospitality Hardware

Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html
- Onsite hardware support for Oracle Retail and Hospitality Hardware specified as Field Replaceable Units in the "Oracle Retail and Hospitality Hardware Delivery Method Chart"
- Non-technical customer service during normal business hours

For onsite response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware only, if Oracle determines, in its sole discretion, that onsite support is appropriate, reasonable efforts will be made to have an engineer arrive at your location within the response time target guidelines below, except as otherwise specified herein. The response time target guidelines for Oracle Retail and Hospitality Hardware on a ship or other water vessel, regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's receipt of the malfunctioning hardware. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. Except for Severity 1, the response times specified in the guidelines below are during local business hours only. For Severity 1, onsite response time targets specified in the guidelines below are during extended business hours as follows: 9:00 am – 10:00 pm Monday – Sunday, including holidays. The distance specified in the guidelines is distance from an Oracle Service Location. Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

	Response Time Targets							
Severity Level	3 Hours	4 Hours	6 Hours	8 Hours	12 Hours	16 Hours	24 Hours	Reasonable Efforts
Severity 1	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	N/A	N/A	N/A	N/A	Greater than 125 miles
Severity 2	N/A	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	N/A	N/A	N/A	Greater than 125 miles
Severity 3	N/A	N/A	N/A	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	N/A	Greater than 125 miles
Severity 4	N/A	N/A	N/A	N/A	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	Greater than 125 miles

System Maintenance

You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware

If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location in

accordance with the "Oracle Retail and Hospitality Delivery Method Chart" Oracle will use reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five (5) years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be readily available and the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware
If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within forty-five (45) days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Communications EAGLE Premier Support

Oracle Communications EAGLE Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for Oracle Communications EAGLE hardware products only. Oracle Communications EAGLE Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options)
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications EAGLE Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.
   - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

5. Additional Services Available for Purchase

Oracle Priority Service for Sun Ray Peripherals

Oracle Priority Service for Sun Ray Peripherals consists of:

- Advanced Parts Exchange for keyboards, monitors and country kits; with next business day delivery to your location
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Customer Data & Device Retention Service

Oracle Customer Data & Device Retention Service permits you to retain disk drive(s), flash cache and/or parts that may contain sensitive, confidential, or classified data that have been removed from your hardware system. For the purposes of this service, (i) a disk drive is defined as a spinning media device that stores data accessed by the server, storage array, or tape system, (ii) flash cache is defined as any device having the ability to store information on a solid state media that is re-writable, and (iii) a part is defined as any item in a server, storage device, or network device containing non-volatile random access memory.

Oracle Customer Data & Device Retention Service consists of the following:

- If Oracle, in its sole discretion, determines that a disk drive(s), flash cache and/or parts need to be replaced, Oracle will send a replacement disk drive(s), flash cache, and/or parts to your location. Oracle personnel will install the replacement disk drive(s), flash cache and/or part and return the failed memory component to you. Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below.

If you acquire Oracle Customer Data & Device Retention Service, you will:

- Provide access to your facilities, systems, and operating environment, including root access.
- Provide access to your personnel, including IT and operational staff
- Provide a designated point of contact
- Be responsible for the proper disposal/destruction of replaced disk drive(s), flash cache and/or parts.

If you add Oracle Customer Data & Device Retention Service, you must maintain Oracle Premier Support for Systems; you must acquire Oracle Customer Data & Device Retention Service for (i) all servers of the same model number, (ii) all storage devices of the same model number, and/or (iii) all networking devices of the same model number.

If you renew Oracle Customer Data & Device Retention Services, the renewal fee for such services will be based on the Oracle Customer Data & Device Retention Service pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Onsite Spares

Oracle Onsite Spares provides you with delivery and maintenance of parts at your designated location(s). This service includes only those parts that are specified on your order.

Oracle Onsite Spares consists of the following:

- Parts
- Maintenance and replacement of parts
- Setup of parts onsite
- Semi-annual cycle counts
- Retrieval of parts at end of Support Period

If you acquire Oracle Onsite Spares, you will:

- Provide a secure storage area for parts clearly marked "Property of Oracle. You will ensure that (i) entry to such secure area is restricted to your personnel directly involved in shipping and receiving parts, and (ii) all vehicle and pedestrian access to your warehouse premises is secured against unauthorized access.
- Provide a designated point of contact

In order to acquire Oracle Onsite Spares, you must maintain Oracle Premier Support for Systems.

Oracle will maintain title to and ownership of parts unless or until any such part is exchanged with a damaged or faulty part and installed on a hardware system. Also, with the transfer of title to a part to you, title to the identical damaged or faulty part is transferred to Oracle.

If you renew Oracle Onsite Spares, the renewal fee for such services will be based on the Oracle Onsite Spares pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Business Critical Service for Systems

Oracle offers a service to provide additional service-levels for systems running mission critical business functions. For information about the available service, please refer to http://www.oracle.com/us/corporate/contracts/bus-critical-service-for-systems-1927926.pdf

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Business Critical Service for Systems is not subject to the Reinstatement policies stated above.

Advanced Customer Support

If you acquire any of the below Advanced Customer Support services on your order, Oracle will provide the services described in the applicable exhibit(s) specified below:

- Oracle Priority Support
- Oracle Standard Systems Installations:
  - Oracle Standard System Installation ("OSSI") - Basic Service Exhibit
  - Oracle Standard System Installation ("OSSI") with Site Audit Services Exhibit
  - Oracle Standard System Installation ("OSSI") without Site Audit Services Exhibit
- Oracle Standard Software Installation and Configuration for Systems
- Oracle Engineered Systems Configuration Services
- Oracle Preproduction Readiness Review for Systems Service or Oracle Preproduction Readiness Review for Oracle Platinum Services
- Oracle Go-Live Support for Systems Service or Oracle Go-Live Support for Oracle Platinum Services
- Oracle Start-Up Pack for Engineered Systems

Oracle Tekelec Professional Services

If you acquire any of the below Tekelec Professional Services on your order, Oracle will provide the services described in the Tekelec Professional Services Descriptions.

- Oracle Communications Hardware Engineering Site Survey – Per Node Per Site
- Oracle Communications Hardware Installation – Per DC Frame or DC Application Frame enclosure extension
- Oracle Communications Hardware Installation – Per AC Frame
- Oracle Communications DC Hardware Extension Installation – Per Frame – Rack mount server and Shelf additions
- Oracle Communications Hardware Extension Installation – AC or DC Blade Server/Eagle Card/Switches – Per 16 cards/switches per site
- Oracle Communications AC Hardware Extension Installation – Per Frame – Rack mount servers and AC enclosure additions

6. Web-Based Customer Support Systems

My Oracle Support

My Oracle Support is Oracle's customer support web site for hardware support. Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle products are not currently supported under My Oracle Support: Oracle Retail and Hospitality Hardware.

Clarify SelfService, MS CRM, PTS, ZenDesk and Onyx

The following policy applies to Oracle Retail and Hospitality Hardware only:
Access to the following MICROS Systems web-based customer support systems: Clarify SelfService, MS CRM, PTS, ZenDesk and Onyx are governed by the Terms of Use posted on the applicable MICROS Systems web site. The terms of Use are subject to change and a copy of these terms is available upon request. Access to the MICROS Systems web-based customer support systems is limited to your designated technical contacts.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Oracle Premier Support for Systems and Oracle Premier Support for Operating Systems.

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your hardware system (e.g., Oracle Shared Shell for hardware)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Auto Service Request)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you. The tools may be subject to availability for selected products.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

Auto Service Request
Auto Service Request ("ASR") allows Oracle products which are ASR-enabled to automatically initiate a service request when specific hardware faults occur by sending fault telemetry information to Oracle. If the ASR enabled hardware is entitled to service, a service request will be initiated on your behalf. The specific hardware faults detected by ASR vary by product type, product version and operating system. Not all hardware faults are detected or sent to Oracle. The ASR fault coverage is subject to change by Oracle at any time and without prior notice.

8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/us/support/policies/index.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

9. Severity Definitions

Service requests for your covered hardware system may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the following severity definitions:

Severity 1
Your production use of the covered hardware system is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts
- System functionality failure causes data loss or renders system unstable
- System malfunction causes mission critical applications to restart, hang, or suspend

Except as otherwise specified herein, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For response efforts associated with Oracle Communications EAGLE Premier Support, please see the Oracle Communications EAGLE Premier Support section above.

24 Hour Commitment to Severity 1 Service Requests: OSS will work 24x7 until the issue is resolved or as long as useful progress can be made. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

Severity 2
You experience a severe loss of service. Important features are unavailable with no acceptable workaround, impaired or broken functionality with significant impact to applications, and/or frequent application failure but not data loss; however, operations can continue in a restricted fashion.

Severity 3
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

10. Onsite Response Time Targets for Hardware Support

Except as otherwise specified herein, response time targets for hardware support are as specified below. The response time target for Sun Ray Clients, regardless of severity level, is limited to Advanced Parts Exchange with next business day delivery to your location. The response time target for Acme Packet hardware, regardless of severity level, is limited to Advanced Parts Exchange with next business day shipment to your location. The response time targets for Tekelec hardware (i.e., Oracle Communications EAGLE hardware, Tekelec BNS and PIC), regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware are as specified in the Oracle Premier Support for Oracle Retail and Hospitality Hardware section above.

Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

Severity 1
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below.

Within 2 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within 4 hours:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 2
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below. Onsite response times are during local business hours only.

Within 4 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within same business day:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Business Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 3
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location the next business day from the close of local business hours or at a later mutually agreed-upon time (e.g., scheduled maintenance window).

Note:
The geographic location of your covered hardware system may cause on-site service to be unavailable or may require additional charges or longer Severity 1, Severity 2 and Severity 3 response times. Oracle reserves the right, in its sole discretion, to adjust Severity 1, Severity 2 and Severity 3 on-site response times or charge additional fees based on the location of the covered hardware system. Actual response times are subject to acts and conditions beyond Oracle's control and, therefore, Oracle's response may be delayed. Oracle is not responsible for response delays caused by factors outside its control. You should contact an Oracle Support Sales representative for more details regarding availability for your covered hardware systems.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

State of Michigan Pricelist 12/2/2014

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7100030	Spare: StorageTek LTO tape drive: 1 HP LTO5 full height SAS for StorageTek SL500, StorageTek SL3000, and StorageTek SL8500	Spare parts	$7,690.00	29%	$5,459.90	29%	$5,459.90
7100031	Spare: StorageTek LTO tape drive: 1 HP LTO5 4 Gb FC for StorageTek SL500, StorageTek SL3000, and StorageTek SL8500	Spare parts	$10,250.00	29%	$7,277.50	29%	$7,277.50
7100090	Sun Blade 6000 Virtualized 40 GbE Network Express Module	Network Adapters	$4,584.00	14%	$3,942.24	20%	$3,667.20
7100110	Spare: energy storage module	Spare parts	$252.00	29%	$178.92	29%	$178.92
7100235	Spare: HP LTO power cable	Spare parts	$60.00	29%	$42.60	29%	$42.60
7100262	1-phase high voltage 22 kVA PDU	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
7100265	1-phase high voltage 22 kVA PDU (for factory installation)	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
7100272	Spare: F20 flash accelerator	Spare parts	$7,818.00	29%	$5,550.78	29%	$5,550.78
7100283	Sun Blade PCIe-2 pass-through fabric expansion module (for factory installation)	Sun Blade Server Options	$219.00	15%	$186.15	18%	$179.58
7100311	Spare: Exadata X2-2 Apple service kit	Spare parts	$11,580.00	29%	$8,221.80	29%	$8,221.80
7100334	Spare: two 8 GB DDR3, 1333MHz low voltage registered DIMMs	Spare parts	$1,880.00	29%	$1,334.80	29%	$1,334.80
7100335	Spare: Intel ® Xeon ® E7-4820 8-core 2.00 GHz processor	Spare parts	$6,480.00	29%	$4,600.80	29%	$4,600.80
7100337	Spare: Intel ® Xeon ® E7-4860 10-core 2.26 GHz processor	Spare parts	$17,340.00	29%	$12,311.40	29%	$12,311.40
7100338	Spare: Intel ® Xeon ® E7-4870 10-core 2.40 GHz processor	Spare parts	$20,360.00	29%	$14,455.60	29%	$14,455.60
7100339	Spare: system board assembly	Spare parts	$6,600.00	29%	$4,686.00	29%	$4,686.00
7100340	Spare: memory riser card	Spare parts	$960.00	29%	$681.60	29%	$681.60
7100342	Spare: 22000 VA single phase low voltage PDU	Spare parts	$5,358.00	29%	$3,804.18	29%	$3,804.18
7100343	Spare: 22000 VA single phase high voltage PDU	Spare parts	$5,000.00	29%	$3,550.00	29%	$3,550.00
7100369	Spare: PSU DC power supply assembly	Spare parts	$4,050.00	29%	$2,875.50	29%	$2,875.50
7100402	Spare: FC assembly for HP LTO5 tape drive	Spare parts	$9,540.00	29%	$6,773.40	29%	$6,773.40
7100417	Sun Netra 6000 chassis DC with midplane, accessory kit with dongle and RJ45-DB9 adaptor, 9 server module filler panels, 20 PCIe Express Module filler panels, and 2 Network Express Module filler panels	Sun Netra 6000 Blade Chassis	$15,251.00	15%	$12,963.35	18%	$12,505.82
7100418	Sun Netra 6000 chassis AC with midplane, accessory kit with dongle and RJ45-DB9 adaptor, 9 server module filler panels, 20 PCIe Express Module filler panels, and 2 Network Express Module filler panels	Sun Netra 6000 Blade Chassis	$8,685.00	15%	$7,382.25	18%	$7,121.70
7100444	Spare: HP LTO5 fibre assembly	Spare parts	$9,410.00	29%	$6,681.10	29%	$6,681.10
7100480	Spare: 4 GB USB drive single-level cell unprogrammed	Spare parts	$260.00	29%	$184.60	29%	$184.60
7100485	Spare: virtualized 40 GbE network express module	Spare parts	$6,912.00	29%	$4,907.52	29%	$4,907.52
7100494	Spare: encryption bellsarius for IBM LTO4 and IBM LTO5 tape drives	Spare parts	$920.00	29%	$653.20	29%	$653.20
7100497	Solid filler panel kit	Sun Racks	$103.00	15%	$87.55	18%	$84.46
7100570	Wago DC plug connectors, pack of 10	Netra SPARC T3-1 Server	$165.00	15%	$140.25	18%	$135.30
7100584	Spare: PCIe fabric expansion module	Spare parts	$678.00	29%	$481.38	29%	$481.38
7100591	Spare: chassis management module for Sun Netra 6000 M2 modular system	Spare parts	$1,520.00	29%	$1,079.20	29%	$1,079.20
7100633	Sun Blade PCIe-2 pass-through fabric expansion module	Sun Blade Server Options	$285.00	15%	$242.25	18%	$233.70
7100921	Spare: snap-in rail assembly	Spare parts	$870.00	29%	$617.70	29%	$617.70

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7100922	Spare: bolt-on rail assembly	Spare parts	$890.00	29%	$631.90	29%	$631.90
7101048	Spare: meter riser FC, 50 micron, LC-LC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7101297	Spare: Infiniband gateway switch for Oracle Exalogic Elastic Cloud X2-2	Spare parts	$29,370.00	29%	$20,852.70	29%	$20,852.70
7101647	Spare: power distribution board assembly	Spare parts	$642.00	29%	$455.82	29%	$455.82
7101664	Oracle Solaris and Oracle VM Server for SPARC preinstall (for factory installation)	SPARC T4 Server Configured Options	$0.00	15%	$0.00	18%	$0.00
7102010	Spare: service processor assembly for SPARC T4-1 server	Spare parts	$654.00	29%	$464.34	29%	$464.34
7102011	Spare: logic board assembly for SPARC T4-1 server	Spare parts	$21,282.00	29%	$15,110.22	29%	$15,110.22
7102044	Spare: drive carrier with one 1 TB SATA HDD for Hitachi	Spare parts	$1,452.00	29%	$1,030.92	29%	$1,030.92
7102046	Spare: one 2 TB 7200 rpm 3.5-inch SATA HDD with bracket	Spare parts	$2,850.00	29%	$2,023.50	29%	$2,023.50
7102056	Spare: enclosure services for 1 drive tray with EMI gasket	Spare parts	$1,074.00	29%	$762.54	29%	$762.54
7102058	Spare: fan	Spare parts	$1,026.00	29%	$728.46	29%	$728.46
7102066	Spare: 13th drive carrier with one 1 TB SATA HDD for Hitachi	Spare parts	$1,704.00	29%	$1,209.84	29%	$1,209.84
7102069	Spare: one 2 TB 7200 rpm 3.5-inch SATA HDD with bracket for hot spare position	Spare parts	$3,036.00	29%	$2,155.56	29%	$2,155.56
7102078	Spare: battery	Spare parts	$852.00	29%	$604.92	29%	$604.92
7102109	Spare: I/O unit with K2 RAID	Spare parts	$6,294.00	29%	$4,468.74	29%	$4,468.74
7102110	Spare: cable assembly, 2 meters, 18 awg, C14 plug, SJT wire, 110 V	Spare parts	$48.00	29%	$34.08	29%	$34.08
7102113	Spare: cable assembly, 22 inches, DB9, female-female	Spare parts	$48.00	29%	$34.08	29%	$34.08
7102117	Spare: cable assembly, 0.5 meter, FC, HSSDC2/HSSDC2	Spare parts	$120.00	29%	$85.20	29%	$85.20
7102120	Spare: GbE 4-port network interface module for copper cable	Spare parts	$3,294.00	29%	$2,338.74	29%	$2,338.74
7102121	Spare: cable assembly, 2 meters, FC, HSSDC2/HSSDC2	Spare parts	$144.00	29%	$102.24	29%	$102.24
7102122	Spare: GbE 4-port network interface module for optical cable	Spare parts	$4,314.00	29%	$3,062.94	29%	$3,062.94
7102124	Spare: network interface module with 4 GB SAN adapter	Spare parts	$4,350.00	29%	$3,088.50	29%	$3,088.50
7102128	Spare: private interconnect module for Emulex SOC422	Spare parts	$8,874.00	29%	$6,300.54	29%	$6,300.54
7102133	Spare: PSU with cooling for drive trays	Spare parts	$1,044.00	29%	$741.24	29%	$741.24
7102134	Spare: network cable, 0.5 meter, cat 5E, blue	Spare parts	$42.00	29%	$29.82	29%	$29.82
7102135	Spare: optical SFP multi-mode transceiver	Spare parts	$180.00	29%	$127.80	29%	$127.80
7102136	Spare: optical cable, 2 meters, duplex multi-mode, 50/125 core, LC/LC	Spare parts	$102.00	29%	$72.42	29%	$72.42
7102137	Spare: optical cable, 0.5 meter, duplex multi-mode, 50/125 core, LC/LC	Spare parts	$96.00	29%	$68.16	29%	$68.16
7102138	Spare: optical cable, 1 meter, duplex single-mode, 50/125 core, SC/LC	Spare parts	$126.00	29%	$89.46	29%	$89.46
7102141	Spare: SFP module, multi-mode optical, 1 and 2 GB/sec, SAN	Spare parts	$258.00	29%	$183.18	29%	$183.18
7102355	Spare: module bezel slammer	Spare parts	$1,092.00	29%	$775.32	29%	$775.32
7102356	Spare: 4U rack rail kit	Spare parts	$348.00	29%	$247.08	29%	$247.08
7102357	Spare: 2U rack rail kit	Spare parts	$246.00	29%	$174.66	29%	$174.66
7102358	Spare: Rack Rail Kit, 2U Pilot	Spare parts	$516.00	29%	$366.36	29%	$366.36
7102359	Spare: module bezel 2U chassis	Spare parts	$666.00	29%	$472.86	29%	$472.86

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7102360	Spare: ISCI HBA	Spare parts	$5,688.00	29%	$4,038.48	29%	$4,038.48
7102361	Spare: module bezel with automatic storage management and brick with EMI	Spare parts	$672.00	29%	$477.12	29%	$477.12
7102362	Spare: generic flyover module network interface module and iSCSI base	Spare parts	$3,846.00	29%	$2,730.66	29%	$2,730.66
7102363	Spare: module 1U pilot server with brackets	Spare parts	$6,270.00	29%	$4,451.70	29%	$4,451.70
7102364	Spare: generic PCIx PCIe flyover module network interface module and blank base	Spare parts	$4,086.00	29%	$2,901.06	29%	$2,901.06
7102365	Spare: enhanced 1U pilot server module with brackets	Spare parts	$7,560.00	29%	$5,367.60	29%	$5,367.60
7102366	Spare: 10 Gb PCIe HBA dual port	Spare parts	$4,206.00	29%	$2,986.26	29%	$2,986.26
7102369	Spare: cable kit, PC to Brick, 3.5 millimeters stereo mini-Jack-M/DB9-F/USB	Spare parts	$276.00	29%	$195.96	29%	$195.96
7102370	Spare: PBF optical SFP+ short range transceiver, 10 G ethernet	Spare parts	$1,548.00	29%	$1,099.08	29%	$1,099.08
7102371	Spare: PBR optical SFP+ short range transceiver, 8 G FC	Spare parts	$1,410.00	29%	$1,001.10	29%	$1,001.10
7102692	Spare: air filter	Spare parts	$300.00	29%	$213.00	29%	$213.00
7102693	Spare: DC Wago assembly kit	Spare parts	$144.00	29%	$102.24	29%	$102.24
12002105	Localized Power Cord Kit North American/Asian,RoHS-6 compliant	Other Server X-Options	$10.00	14%	$8.60	20%	$8.00
#10083243-Z-N	Spare: CORDSET,2,3,JAPAN,F/IEC320	Spare parts	$78.00	29%	$55.38	29%	$55.38
#10148031-N	Spare: TERM,LVD/SE,ULTRA-SCSI	Spare parts	$108.00	29%	$76.68	29%	$76.68
#10148031-Z-N	Spare: TERM,LVD/SE,ULTRA-SCSI	Spare parts	$108.00	29%	$76.68	29%	$76.68
#10187005-N	Spare: SCSI,UNIVSL,68MD-68MD,500MM	Spare parts	$109.00	29%	$77.39	29%	$77.39
#10187005-Z-N	Spare: SCSI,UNIVSL,68MD-68MD,500MM	Spare parts	$117.00	29%	$83.07	29%	$83.07
#10187012-Z-N	Spare: SCSI,UNIVSL,68MD-68VHDCI,5M	Spare parts	$306.00	29%	$217.26	29%	$217.26
#10187015-N	Spare: CAB ASSY,LVD,68MD-VHDCI,3M	Spare parts	$240.00	29%	$170.40	29%	$170.40
#10187016-N	Spare: CAB ASSY,LVD,68MD-VHDCI,5M	Spare parts	$254.00	29%	$180.34	29%	$180.34
#10187075-Z-N	Spare: TERMINATOR,SCSI3,68POS,DIFF	Spare parts	$84.00	29%	$59.64	29%	$59.64
#10421356-N	Spare: ELECTRIC LATCH, 12VDC, 450mA.	Spare parts	$596.00	29%	$423.16	29%	$423.16
#10501902-N	Spare: CMRA,VSN,12VDC,F2.0,4X,10T/100	Spare parts	$1,513.00	29%	$1,074.23	29%	$1,074.23
#10800160-N	Spare: LC DUPLEX COUPLING RECEPTACLES	Spare parts	$34.00	29%	$24.14	29%	$24.14
#10800316-Z-N	Spare: LC TO LC DPLX,0.5M,50/125,RSR	Spare parts	$57.00	29%	$40.47	29%	$40.47
#10800340-Z-N	Spare: LC-LC,DPLX,3M,50/125,RSR	Spare parts	$95.00	29%	$67.45	29%	$67.45
#10800614-N	Spare: 24 PORT ETHERNET SL3000	Spare parts	$641.00	29%	$455.11	29%	$455.11
#135-1204	Spare: Sun 10Gb QSFP Transcvr	Spare parts	$2,035.00	29%	$1,444.85	29%	$1,444.85
#135-1205	Spare: XCVR,10GBE/1GBE SFP+	Spare parts	$1,595.00	29%	$1,132.45	29%	$1,132.45
#150-1204-N	Spare: BATTERY 3V LITHIUM COI	Spare parts	$156.00	29%	$110.76	29%	$110.76
#180-1097-N	Spare: AC POWER CORD 115V	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-1662	Spare: power cord, Korea, 2.5 meters, KSC 8305 plug, IEC 320 C13 connector, 15 A, 250 V	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-1997	Spare: power cord, United Kingdom, 2.5 meters, BS 1363 plug, IEC-320-C13 connector, 10 A, 250 V	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-2004	Spare: international AC power cord	Spare parts	$30.00	29%	$21.30	29%	$21.30
#180-2005-N	Spare: DOM AC POWER CORD 4M	Spare parts	$140.00	29%	$99.40	29%	$99.40
#180-2082-N	Spare: POWER CORD STK 6540	Spare parts	$45.00	29%	$31.95	29%	$31.95
#180-2085	Spare: jumper cable, 2.5 meters, right angle plug, IEC-320-C13 connector, 13 A	Spare parts	$100.00	29%	$71.00	29%	$71.00

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#180-2130	Spare: power cord, Israel, 2.5 meters, SI-32 plug, IEC60320-C13 connector, 10 A, 250 V	Spare parts	$50.00	29%	$35.50	29%	$35.50
#180-2164-N	Spare: IEC 320 C13 to NEMA 6-15P, 10 A, 250V, 2 meters, black	Spare parts	$43.00	29%	$30.53	29%	$30.53
#180-2243	Spare: power cord, Japan, 2.5 meters, PSE 6-15 plug, IEC-320-C13 connector, 15 A, 125 V	Spare parts	$42.00	29%	$29.82	29%	$29.82
#180-2244	Spare: power cord, Japan, 2.5 meters, PSE 6-15P plug, C13 connector, 15 A	Spare parts	$48.00	29%	$34.08	29%	$34.08
#180-2298	Spare: power cord, South Africa, 2.5 meters, SANS164-1 plug, IEC-320-C13 connector, 10 A, 250 V	Spare parts	$42.00	29%	$29.82	29%	$29.82
#180-2379-N	Spare: jumper cable, 1 meter, right angle plug, IEC-320-C13 connector, 13 A, 250 V	Spare parts	$35.00	29%	$24.85	29%	$24.85
#180-2380-N	Spare: jumper cable, 2 meters, right angle plug, IEC-320-C13 connector, 13 A, 250 V	Spare parts	$40.00	29%	$28.40	29%	$28.40
#180-2443	Spare: rack jumper cable, straight plug connector, 3 meters, 16 A	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-2449	Spare: power cord, India, 2.5 meters, IS 1293 plug, IEC-320-C13 connector, 10 A, 250 V	Spare parts	$60.00	29%	$42.60	29%	$42.60
#260800537-Z-N	Spare: FC,2,13GBD,LC,850NM,MM,OPTOXCV	Spare parts	$221.00	29%	$156.91	29%	$156.91
#300-2186-N	Spare: 660W DC D218 POWER SUP	Spare parts	$1,152.00	29%	$817.92	29%	$817.92
#300-2299	Spare: 760 W PSU	Spare parts	$726.00	29%	$515.46	29%	$515.46
#300-2304	Spare: 1200 W AC PSU, 12 V	Spare parts	$1,020.00	29%	$724.20	29%	$724.20
#300-2305	Spare: 1200 W DC PSU, 12 V	Spare parts	$2,780.00	29%	$1,973.80	29%	$1,973.80
#310-0228	Spare: HEATSINK, X4470	Spare parts	$336.00	29%	$238.56	29%	$238.56
#313818304	Spare: printed wire assembly HBX board	Spare parts	$678.00	29%	$481.38	29%	$481.38
#313819303	Spare: printed wire assembly HBY board	Spare parts	$1,104.00	29%	$783.84	29%	$783.84
#313830204	Spare: printed wire assembly HBO board	Spare parts	$288.00	29%	$204.48	29%	$204.48
#313838304	Spare: printed wire assembly HBLW board	Spare parts	$206.00	29%	$146.26	29%	$146.26
#313839304	Spare: printed wire assembly HBLY board	Spare parts	$180.00	29%	$127.80	29%	$127.80
#313907409	Spare:printed wiring assembly, RLE	Spare parts	$710.00	29%	$504.10	29%	$504.10
#313909511	Spare: printed wiring assembly, RLM	Spare parts	$1,690.00	29%	$1,199.90	29%	$1,199.90
#313935502	Spare: BEZEL,HP LTO/LTO2	Spare parts	$32.00	29%	$22.72	29%	$22.72
#313958206	Spare: printed wire assembly HBF board	Spare parts	$540.00	29%	$383.40	29%	$383.40
#313980501	Spare: radius control assembly	Spare parts	$60.00	29%	$42.60	29%	$42.60
#313994503	Spare: load plate	Spare parts	$90.00	29%	$63.90	29%	$63.90
#313998701	Spare: vacancy plate drive array	Spare parts	$60.00	29%	$42.60	29%	$42.60
#3143458-Z-N	Spare: T10A Power Supply, SL8500	Spare parts	$440.00	29%	$312.40	29%	$312.40
#314346801-N	Spare: 1200W DC PWR SUP SL3000	Spare parts	$1,188.00	29%	$843.48	29%	$843.48
#3144571-Z-N	Spare: BEZEL, UPPER, 9310/L5500, T10000	Spare parts	$32.00	29%	$22.72	29%	$22.72
#3145064-N	Spare: PWA, PUM	Spare parts	$5,629.00	29%	$3,996.59	29%	$3,996.59
#314526-N	Spare: PWA,RLB2	Spare parts	$94.00	29%	$66.74	29%	$66.74
#314821805	Spare: label multimedia kit	Spare parts	$1,123.00	29%	$797.33	29%	$797.33
#3148559-Z-N	Spare: MAGAZINE ASSEMBLY,SL500,LTO	Spare parts	$155.00	29%	$110.05	29%	$110.05
#3154489-Z-N	Spare: POWER SUPPLY	Spare parts	$1,152.00	29%	$817.92	29%	$817.92
#315464001-N	Spare: CABLE ASSY,TTI,T10000,4GB,SL85	Spare parts	$63.00	29%	$44.73	29%	$44.73
#350-1519-N	Spare: SERIAL CABLE SET(3)	Spare parts	$324.00	29%	$230.04	29%	$230.04
#350-1546	Spare: Exadata V2 cable management arm	Spare parts	$137.00	29%	$97.27	29%	$97.27
#350-1694	Spare: cable management arm	Spare parts	$1,263.00	29%	$896.73	29%	$896.73

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#351-0011	Spare: system fan assembly for Netra SPARC T3-1 server	Spare parts	$320.00	29%	$227.20	29%	$227.20
#351-0012	Spare: hard drive fan assembly for Netra SPARC T3-1 server	Spare parts	$200.00	29%	$142.00	29%	$142.00
#370-4743-N	Spare: BATTERY ASSY SE 9960	Spare parts	$1,018.00	29%	$722.78	29%	$722.78
#370-6799-N	Spare: BATTERY MODULE SSE 3510	Spare parts	$2,149.00	29%	$1,525.79	29%	$1,525.79
#371-0239-N	Spare: PRINT CIRCUIT BRD 9985	Spare parts	$2,630.00	29%	$1,867.30	29%	$1,867.30
#371-0322-N	Spare: FIBRE SFP TRNSCVR SHT WL	Spare parts	$504.00	29%	$357.84	29%	$357.84
#371-1247-N	Spare: PRINTED CIRCUIT BRD ALPA	Spare parts	$250.00	29%	$177.50	29%	$177.50
#371-1446-N	Spare: REAR FAN CNTRLR ASSY	Spare parts	$324.00	29%	$230.04	29%	$230.04
#371-1448-N	Spare: FRONT IND MOD (FIM)	Spare parts	$610.00	29%	$433.10	29%	$433.10
#371-1451-N	Spare: 10-PORT, GbE, NEM SB6000	Spare parts	$1,187.00	29%	$842.77	29%	$842.77
#371-2210-N	Spare: BATTERY U20 M2, T5120	Spare parts	$54.00	29%	$38.34	29%	$38.34
#371-2216-N	Spare: SPARC64 VI 2-core 2.4 GHz processor	Spare parts	$9,624.00	29%	$6,833.04	29%	$6,833.04
#371-2482-N	Spare: 1 lithium-ion battery module, 2.5 V	Spare parts	$796.00	29%	$565.16	29%	$565.16
#371-2701-N	Spare: PWR DIST BRD FAN N T5220	Spare parts	$248.00	29%	$176.08	29%	$176.08
#371-2740-N	Spare: snap-in slide rail rackmount kit, 730 millimeters	Spare parts	$252.00	29%	$178.92	29%	$178.92
#371-2742-N	Spare: cable management arm	Spare parts	$90.00	29%	$63.90	29%	$63.90
#371-3038-N	Spare: SVP SUN STK 9990V 9985V	Spare parts	$9,950.00	29%	$7,064.50	29%	$7,064.50
#371-3043-N	Spare: 12V NIC BATTERY 9990V	Spare parts	$4,300.00	29%	$3,053.00	29%	$3,053.00
#371-3064-N	Spare: DISK ADAPTER 9985V	Spare parts	$24,600.00	29%	$17,466.00	29%	$17,466.00
#371-3074-N	Spare: 512GB MEMORY DIMM 9985V	Spare parts	$1,590.00	29%	$1,128.90	29%	$1,128.90
#371-3075-N	Spare: PCB SHARED MEMORY 9985V	Spare parts	$4,770.00	29%	$3,386.70	29%	$3,386.70
#371-3077-N	Spare: FC 8 PORT ADAPTER 9990V	Spare parts	$18,885.00	29%	$13,415.45	29%	$13,415.45
#371-3083-N	Spare: FIBRE SFP TRANSCEIVER	Spare parts	$761.00	29%	$540.31	29%	$540.31
#371-3253-N	Spare: LI ION BATTERY X4150	Spare parts	$995.00	29%	$706.45	29%	$706.45
#371-3638	Spare: Disk drive 300GB/15kmi	Spare parts	$4,157.00	29%	$2,951.47	29%	$2,951.47
#371-3783-N	Spare: PRINTED CIRCUIT BOARD 9985V	Spare parts	$4,896.00	29%	$3,476.16	29%	$3,476.16
#371-3789-N	Spare: FAN ASSY W/THERMAL DE 9985V	Spare parts	$1,484.00	29%	$1,053.64	29%	$1,053.64
#371-3790-N	Spare: FAN ASSEMBLY BOX 9985V	Spare parts	$4,818.00	29%	$3,420.78	29%	$3,420.78
#371-4201-N	Spare: 15KVA PDU	Spare parts	$4,227.00	29%	$3,001.17	29%	$3,001.17
#371-4203-N	Spare: CACHE MEMORY MODULE (1.	Spare parts	$20,885.00	29%	$14,828.35	29%	$14,828.35
#371-4295	Spare: 8 Gb/sec Single Fibre Channel PCIe HBA	Spare parts	$1,908.00	29%	$1,354.68	29%	$1,354.68
#371-4306	Spare: ASSY TOP, PCA,2P,FC,PCIE H	Spare parts	$2,832.00	29%	$2,010.72	29%	$2,010.72
#371-4324-N	Spare: PCI Express Single FC	Spare parts	$2,354.00	29%	$1,671.34	29%	$1,671.34
#371-4325-N	Spare: PCIe HOST BUS	Spare parts	$3,012.00	29%	$2,138.52	29%	$2,138.52
#371-4472-N	Spare: SVP HI RELIABILITY 9990V	Spare parts	$10,140.00	29%	$7,199.40	29%	$7,199.40
#371-4473-N	Spare: ENCRYPT DISK ADAPTER 9985V	Spare parts	$25,200.00	29%	$17,892.00	29%	$17,892.00
#371-4492	Spare: Disk drive 146 Gb/15kmi	Spare parts	$3,715.00	29%	$2,637.65	29%	$2,637.65
#371-4522	Spare: 8 Gb PCI express dual fibre channel module Qlogic	Spare parts	$4,650.00	29%	$3,301.50	29%	$3,301.50
#371-4666	Spare: 8 Gb PCI express dual fibre channel module Emulo	Spare parts	$4,700.00	29%	$3,337.00	29%	$3,337.00
#371-4676	Spare: SS6180 BTRY BACKUP UN	Spare parts	$1,620.00	29%	$1,150.20	29%	$1,150.20
#371-4791	Spare: slide rail rack kit	Spare parts	$765.00	29%	$543.15	29%	$543.15
#371-4812	Spare: SLIDE_RAIL,CMA,G3	Spare parts	$317.00	29%	$225.07	29%	$225.07

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#371-4919	Spare: screw-mount slide rail kit	Spare parts	$282.00	29%	$200.22	29%	$200.22
#371-4938	Spare: power distribution board assembly	Spare parts	$432.00	29%	$306.72	29%	$306.72
#371-4939	Spare: signal interface board	Spare parts	$800.00	29%	$568.00	29%	$568.00
#371-4941	Spare: SAS disk backplane	Spare parts	$440.00	29%	$312.40	29%	$312.40
#371-4942	Spare: PCIe mezzanine board	Spare parts	$858.00	29%	$609.18	29%	$609.18
#371-4976	Spare: 3-phase 15000 VA PDU, International	Spare parts	$4,446.00	29%	$3,156.66	29%	$3,156.66
#371-4977	Spare: 3-phase high voltage 24,000 VA PDU	Spare parts	$5,724.00	29%	$4,064.04	29%	$4,064.04
#371-4978	Spare: 3-phase high voltage 37,000 VA PDU	Spare parts	$7,314.00	29%	$5,192.94	29%	$5,192.94
#371-4982	Spare: 6 Gb SAS RAID PCI battery module	Spare parts	$460.00	29%	$326.60	29%	$326.60
#373-0339	Spare: BROCADE 4GB SW SFP	Spare parts	$330.00	29%	$234.30	29%	$234.30
#373-0341	Spare: BROCADE 4GB LW 10KM SF	Spare parts	$3,743.00	29%	$2,657.53	29%	$2,657.53
#373-0516	Spare: base with 2 PSUs for Brocade 7800 Extension Switch	Spare parts	$28,170.00	29%	$20,000.70	29%	$20,000.70
#375-3609	Spare: 8-port 6 Gb/sec SAS-2 RAID HBA	Spare parts	$1,170.00	29%	$830.70	29%	$830.70
#375-3616	Spare: Sun Dual 10GbE SFP+ PCIe2.0 ExpressModule	Spare parts	$2,675.00	29%	$1,899.25	29%	$1,899.25
#375-3617	Spare: dual 10 GbE SFP+ low profile	Spare parts	$2,340.00	29%	$1,661.40	29%	$1,661.40
#375-3640	Spare: PCIe 8PORT SAS2.0 INT	Spare parts	$714.00	29%	$506.94	29%	$506.94
#375-3641	Spare: 6 Gb SAS PCIe HBA, External	Spare parts	$775.00	29%	$550.25	29%	$550.25
#375-3643	Spare: RAID expansion module	Spare parts	$636.00	29%	$451.56	29%	$451.56
#375-3648	Spare: dual port 10 GbE fabric expansion module	Spare parts	$1,100.00	29%	$781.00	29%	$781.00
#375-3681	Spare: 10 GbE FCoE Converged Network Adapter CRD, dual port and SR optics	Spare parts	$4,575.00	29%	$3,248.25	29%	$3,248.25
#375-3682	Spare: Storage 10 GbE PCIe FCoE Converged Network Adapter: Qlogic	Spare parts	$3,175.00	29%	$2,254.25	29%	$2,254.25
#375-3684	Spare:Sun Storage Dual 10 GbE PCIe FCoE Converged Network Adapter: Qlogic CNA-SR	Spare parts	$5,025.00	29%	$3,567.75	29%	$3,567.75
#375-3685	Spare: 10 GbE FCoE ExpressModule Converged Network Adapter, dual port and twinax	Spare parts	$3,550.00	29%	$2,520.50	29%	$2,520.50
#375-3696	Spare: Sun InfiniBand QDR Host Channel Adapter PCIe: low profile	Spare parts	$4,160.00	29%	$2,953.60	29%	$2,953.60
#375-3697	Spare: SB QDR IB-HCA PCI-e EM(PTO)	Spare parts	$4,190.00	29%	$2,974.90	29%	$2,974.90
#375-3701	Spare: 8-port 6 Gb/sec SAS PCIe RAID HBA	Spare parts	$1,530.00	29%	$1,086.30	29%	$1,086.30
#380-1612	Spare: LTO4 HH SCSI INTERN DR	Spare parts	$4,464.00	29%	$3,169.44	29%	$3,169.44
#410273303	Spare: photoelectrics detector	Spare parts	$220.00	29%	$156.20	29%	$156.20
#410273704	Spare: base assembly detector	Spare parts	$140.00	29%	$99.40	29%	$99.40
#419603601	Spare: cable assembly	Spare parts	$186.00	29%	$132.06	29%	$132.06
#419604501	Spare: PDU cable assembly	Spare parts	$276.00	29%	$195.96	29%	$195.96
#419605001	Spare: fan tray	Spare parts	$350.00	29%	$248.50	29%	$248.50
#419606401	Spare: rail cable assembly	Spare parts	$140.00	29%	$99.40	29%	$99.40
#419608001	Spare: power supply cable assembly	Spare parts	$228.00	29%	$161.88	29%	$161.88
#419616301	Spare: jumper cable assembly	Spare parts	$40.00	29%	$28.40	29%	$28.40
#419621501	Spare: front door cable assembly	Spare parts	$60.00	29%	$42.60	29%	$42.60
#419626401	Spare: HBF jumper cable assembly	Spare parts	$190.00	29%	$134.90	29%	$134.90
#419629201	Spare: door stop keeper	Spare parts	$50.00	29%	$35.50	29%	$35.50
#419630101	Spare: bracket switch	Spare parts	$60.00	29%	$42.60	29%	$42.60
#419632601	Spare: upper right bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00
#419632701	Spare: upper left bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00

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#419633201	Spare: lower left bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00
#419633301	Spare: lower right bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00
#419633601	Spare: right door stop assembly	Spare parts	$230.00	29%	$163.30	29%	$163.30
#419634001	Spare: cable assembly	Spare parts	$550.00	29%	$390.50	29%	$390.50
#419634101	Spare: drive cable	Spare parts	$570.00	29%	$404.70	29%	$404.70
#419634301	Spare: HBZ cable assembly	Spare parts	$280.00	29%	$198.80	29%	$198.80
#4196417-Z-N	Spare: PDU ASSY,AC,1PH	Spare parts	$6,486.00	29%	$4,605.06	29%	$4,605.06
#4196426-Z-N	Spare: ROBOT ASSY	Spare parts	$17,284.00	29%	$12,271.64	29%	$12,271.64
#4196583-Z-N	Spare: BLOCK,BOTTOM CAP	Spare parts	$450.00	29%	$319.50	29%	$319.50
#419801101	Spare: HBS tray assembly	Spare parts	$680.00	29%	$482.80	29%	$482.80
#419802401	Spare: keypad assembly	Spare parts	$1,044.00	29%	$741.24	29%	$741.24
#419802701	Spare: electronics module assembly	Spare parts	$11,170.00	29%	$7,930.70	29%	$7,930.70
#419803704	HBZ module assembly	Spare parts	$3,020.00	29%	$2,144.20	29%	$2,144.20
#4198138-N	Spare: Cable Assy, AC 110V/20A, US	Spare parts	$462.00	29%	$328.02	29%	$328.02
#419887401	Spare: rail terminator assembly	Spare parts	$400.00	29%	$284.00	29%	$284.00
#419894002	Spare: rack alignment tool	Spare parts	$13,296.00	29%	$9,440.16	29%	$9,440.16
#4199000-N	Spare: COVER,SIDE,BASE/DEM,REAR	Spare parts	$1,542.00	29%	$1,094.82	29%	$1,094.82
#4199001-N	Spare: COVER,SIDE	Spare parts	$2,677.00	29%	$1,900.67	29%	$1,900.67
#419942201	Spare: printed wire assembly HBC board	Spare parts	$2,832.00	29%	$2,010.72	29%	$2,010.72
#4199502-N	Spare: PWA, HBCR	Spare parts	$2,550.00	29%	$1,810.50	29%	$1,810.50
#419951602	Spare: ethernet switch assembly	Spare parts	$4,900.00	29%	$3,479.00	29%	$3,479.00
#4199567-Z-N	Spare: CONTROLLER PWA EML 459861-001	Spare parts	$2,670.00	29%	$1,895.70	29%	$1,895.70
#511-1435	Spare: 8 slot disk backplane	Spare parts	$636.00	29%	$451.56	29%	$451.56
#511-1496	Spare: cluster heartbeat card	Spare parts	$660.00	29%	$468.60	29%	$468.60
#511-1525	Spare: 10 GB ethernet module	Spare parts	$1,296.00	29%	$920.16	29%	$920.16
#511-1548	Spare:8-SLOT HDD BACKPLANE, 1U	Spare parts	$749.00	29%	$531.79	29%	$531.79
#525-2146-N	Spare: SSCC NVRAM	Spare parts	$191.00	29%	$135.61	29%	$135.61
#530-3624	Spare: cable, SCSI-3/VHDCI, 68 pin	Spare parts	$159.00	29%	$112.89	29%	$112.89
#530-3627-N	Spare: external SCSI cable HD68 to VHDC, 10 meters	Spare parts	$323.00	29%	$229.33	29%	$229.33
#530-3629-N	Spare: ULTRA3 SCSI CABLE .8M	Spare parts	$95.00	29%	$67.45	29%	$67.45
#530-3630-N	Spare: 2 METER SCSI VHDCI CABLE	Spare parts	$202.00	29%	$143.42	29%	$143.42
#530-3632	Spare: SCSI cable, VHDCI/VHDCI, 68 pin	Spare parts	$370.00	29%	$262.70	29%	$262.70
#530-3882	Spare: 4X mini SAS cable, 1 meter, shielded	Spare parts	$220.00	29%	$156.20	29%	$156.20
#530-3883	Spare: 4X Mini SAS cable, 2 meters, shielded	Spare parts	$330.00	29%	$234.30	29%	$234.30
#530-3884	Spare: 3M,4X MINI SAS CBL,SHL	Spare parts	$342.00	29%	$242.82	29%	$242.82
#530-3888	Spare: disk drive power cable	Spare parts	$90.00	29%	$63.90	29%	$63.90
#530-3936-N	Spare: CBL,36P-DB15,USBX2,RJ45,SE	Spare parts	$284.00	29%	$201.64	29%	$201.64
#530-4349	Spare: FLEX_CIRCUIT CBL, X4470	Spare parts	$231.00	29%	$164.01	29%	$164.01
#530-4432-N	Spare: Ethernet Cable Exadata V2	Spare parts	$52.00	29%	$36.92	29%	$36.92
#530-4433-N	Spare: Ethernet Cable Exadata V2	Spare parts	$60.00	29%	$42.60	29%	$42.60
#530-4434-N	Spare: Ethernet Cable	Spare parts	$36.00	29%	$25.56	29%	$25.56
#530-4435-N	Spare: Ethernet Cable Exadata V2	Spare parts	$45.00	29%	$31.95	29%	$31.95
#530-4436-N	Spare: Ethernet Cable Exadata V2	Spare parts	$52.00	29%	$36.92	29%	$36.92
#530-4437-N	Spare: ETHERNET CABLE EXADATAV2	Spare parts	$45.00	29%	$31.95	29%	$31.95
#530-4438-N	Spare: RJ45 to RJ45 Cabel EXADATA V2	Spare parts	$39.00	29%	$27.69	29%	$27.69

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#530-4441	Spare: SUN 10GE SFP+ TWINX PASSIVE CO	Spare parts	$274.00	29%	$194.54	29%	$194.54
#530-4442	Spare: SUN 10GE SFP+ TWINX PASSIVE CO	Spare parts	$330.00	29%	$234.30	29%	$234.30
#530-4443	Spare: SUN 10GE SFP+ TWINX PASSIVE CO	Spare parts	$463.00	29%	$328.73	29%	$328.73
#530-4444	Spare: Sun 10Gbps QSFP to QSFP Cbl 1m	Spare parts	$275.00	29%	$195.25	29%	$195.25
#530-4445	Spare: Sun 10Gbps QSFP to QSFP Cbl 3m	Spare parts	$325.00	29%	$230.75	29%	$230.75
#530-4446	Spare: Sun 10Gbps QSFP to QSFP Cbl 5m	Spare parts	$450.00	29%	$319.50	29%	$319.50
#530-4449	Spare: XCVR, 850NM, 1/10GBPS DUA	Spare parts	$995.00	29%	$706.45	29%	$706.45
#530-4450	Spare: Sun 10Gbps QSFPtoSFP+ Cble 1m	Spare parts	$775.00	29%	$550.25	29%	$550.25
#530-4451	Spare: Sun 10Gbps QSFPtoSFP+ Cble 3m	Spare parts	$1,090.00	29%	$773.90	29%	$773.90
#530-4452	Spare: Sun 10Gbps QSFPtoSFP+ Cble 5m	Spare parts	$1,450.00	29%	$1,029.50	29%	$1,029.50
#530-4480	Spare: OPT SPLTR,10M,QSFP,10GBPS	Spare parts	$1,174.00	29%	$833.54	29%	$833.54
#530-4481	Spare: OPT SPLTR,20M,QSFP,10GBPS	Spare parts	$1,409.00	29%	$1,000.39	29%	$1,000.39
#530-4482	Spare: OPT SPLTR,50M,QSFP,10GBPS	Spare parts	$2,115.00	29%	$1,501.65	29%	$1,501.65
#530-4502	Spare: blue ethernet cable, 10 feet	Spare parts	$70.00	29%	$49.70	29%	$49.70
#530-4526	Spare: green ethernet cable, 7 feet	Spare parts	$50.00	29%	$35.50	29%	$35.50
#530-4527	Spare: yellow ethernet cable, 7 feet	Spare parts	$50.00	29%	$35.50	29%	$35.50
#537-1081-N	Spare: FC optical cable LC/LC, 2 meters	Spare parts	$131.00	29%	$93.01	29%	$93.01
#537-1082-N	Spare: FC optical cable LC/LC, 5 meters	Spare parts	$149.00	29%	$105.79	29%	$105.79
#537-1083-N	Spare: FC optical cable LC/LC, 15 meters	Spare parts	$187.00	29%	$132.77	29%	$132.77
#537-1084-N	Spare: FC OPTCL CBL, LC/LC, 25M	Spare parts	$192.00	29%	$136.32	29%	$136.32
#537-1085-N	Spare: FC optical cable LC/LC, 50 meters	Spare parts	$300.00	29%	$213.00	29%	$213.00
#541-3490	Spare: disk backplane connector	Spare parts	$850.00	29%	$603.50	29%	$603.50
#541-3495-N	Spare: Sun Datacenter InfiniBand 36 port switch	Spare parts	$30,790.00	29%	$21,860.90	29%	$21,860.90
#541-3539	Spare: FAN_MODULE, X4470	Spare parts	$280.00	29%	$198.80	29%	$198.80
#541-4084	Spare: riser assembly	Spare parts	$486.00	29%	$345.06	29%	$345.06
#541-4085	Spare: express riser assembly	Spare parts	$420.00	29%	$298.20	29%	$298.20
#541-4124	Spare: fan board assembly	Spare parts	$618.00	29%	$438.78	29%	$438.78
#541-4222	Spare: fan assembly	Spare parts	$432.00	29%	$306.72	29%	$306.72
#541-4223	Spare: power distribution assembly	Spare parts	$780.00	29%	$553.80	29%	$553.80
#541-4303	Spare: 24 slot disk backplane	Spare parts	$1,386.00	29%	$984.06	29%	$984.06
#542-0287	Spare: 600GB10K,SAS2,SFF,MAR L	Spare parts	$2,250.00	29%	$1,597.50	29%	$1,597.50
#542-0382	Spare: PCIe riser card	Spare parts	$1,100.00	29%	$781.00	29%	$781.00
#542-0388	Spare: 300 GB 10000 rpm SAS HDD	Spare parts	$1,071.00	29%	$760.41	29%	$760.41
#542-0391	Spare: DVD tray assembly	Spare parts	$870.00	29%	$617.70	29%	$617.70
#542-0422	Spare: 300 GB 10000 rpm 3.7 millisecond SAS HDD	Spare parts	$890.00	29%	$631.90	29%	$631.90
#542-0423	Spare: 600 GB 10000 rpm SAS HDD	Spare parts	$1,600.00	29%	$1,136.00	29%	$1,136.00
#560-2937-N	Spare: CABLE KIT EXADATA V2	Spare parts	$252.00	29%	$178.92	29%	$178.92
#560-2951	Spare: CABLE KIT, X4450	Spare parts	$375.00	29%	$266.25	29%	$266.25
#560-2959	Spare: cable kit	Spare parts	$306.00	29%	$217.26	29%	$217.26
#560-2963	Spare: cable kit	Spare parts	$250.00	29%	$177.50	29%	$177.50
1109A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 Low Profile adapter incorporating Intel 82599 10 Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. ATO option	Network Adaptors	$1,580.00	14%	$1,358.80	20%	$1,264.00

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1110A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 ExpressModule incorporating Intel82599 10Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. ATO-option	Network Adapters	$1,628.00	14%	$1,400.08	20%	$1,302.40
2123A	Sun SFP+ to 1000 Base-T adapter (for factory installation)	Network Transceivers	$448.00	14%	$385.28	20%	$358.40
2124A	QSFP parallel fiber optics short wave transceiver (for factory installation)	10 Gigabit Ethernet Switch Options	$1,595.00	15%	$1,355.75	18%	$1,307.90
2129A	Dual rate transceiver: SFP+ SR. Support 1 Gb/sec and 10 Gb/sec dual rate (for factory installation)	Network Transceivers	$840.00	14%	$722.40	20%	$672.00
2352A	2 memory DIMM slot filler (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
2364A	Cable management arm (for factory installation)	Other Server Configured Options	$40.00	6%	$37.60	6%	$37.60
2365A	Tool-less rackmount rail kit (for factory installation)	Other Server Configured Options	$146.00	6%	$137.24	6%	$137.24
333A-25-10-AR	Power cord: Argentina, 2.5 meters, IRAM2073 plug, C13 co	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-AU	Power cord: Australia, 2.5 meters, SA3112 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-BR	Power cord: Brazil, 2.5 meters, NBR14136 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-CH	Power cord: Switzerland, 2.5 meters, SEV1011 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-CN	Power cord: China, 2.5 meters, GB2099 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-DK	Power cord: Denmark, 2.5 meters, DEMKO107 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-EURO	Power cord: Europe, 2.5 meters, CEE7/VII plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-IL	Power cord: Israel, 2.5 meters, SI-32 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-IN	Power cord: India, 2.5 meters, IS1293 plug, C13 connector, 10 A (for factory installation)	Power Cords	$30.00	14%	$25.80	20%	$24.00
333A-25-10-IT	Power cord: Italy, 2.5 meters, CEI23 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-KR	Power cord: Korea, 2.5 meters, KSC8305 plug, C13 connector, 10 A (for factory installation)	Power Cords	$20.00	14%	$17.20	20%	$16.00
333A-25-10-TW	Power cord: Taiwan, 2.5 meters, CNS10917 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-UK	Power cord: UK, 2.5 meters, BS1363A plug, C13 connector, 10 A (for factory installation)	Power Cords	$19.00	14%	$16.34	20%	$15.20
333A-25-10-ZA	Power cord: South Africa, 2.5 meters, SANS164 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-15-JP	Power cord: Japan, 2.5 meters, PSE5-15 plug, C13 connector, 15 A (for factory installation)	Power Cords	$32.00	14%	$27.52	20%	$25.60
333A-25-15-NEMA	Power cord: North America and Asia, 2.5 meters, 5-15P plug, C13 connector, 15 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-15-TW	Power cord: Taiwan, 2.5 meters, CNS10917 plug, C13 connector, 15 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333F-20-10-NEMA	Power cord: North America and Asia, 2 meters, 5-15P plug C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333F-25-15-JP	Power cord: Japan, 2.5 meters, PSE6-15 plug, C13 connector, 15 A (for factory installation)	Power Cords	$32.00	14%	$27.52	20%	$25.60
333G-25-10-TW	Power cord 250V: Taiwan, 2.5 meter, NEMA6-20 plug, IEC60320-C13 connector, 10A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
333J-40-15-NEMA	Power cord: North America and Asia, 4 meters, L6-20P plug, C13 connector, 15 A (for factory installation)	Power Cords	$50.00	14%	$43.00	20%	$40.00
333R-40-10-309	Power cord: International, 4 meters, IEC309-IP44 plug, C13 connector, 10 A (for factory installation)	Power Cords	$75.00	14%	$64.50	20%	$60.00
333V-20-15-C14	Power cord: Sun Rack jumper, straight, 2 meters, C14 plug C13 connector, 15 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333V-30-15-C14	Power cord: Sun Rack jumper, straight, 3 meters, C14 plug C13 connector, 15 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333W-10-13-C14RA	Power cord: Sun Rack jumper, 1 meter, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$45.00	14%	$38.70	20%	$36.00
333W-25-13-C14RA	Power cord: Sun Rack jumper, 2.5 meters, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$49.00	14%	$42.14	20%	$39.20
334J-40-20-NEMA	Power cord, North America/Asia, 4 meters, NEMA L6-20P plug, IEC60320-C19 connector, 20 A, 250 VAC rated	Power Cords	$45.00	14%	$38.70	20%	$36.00
334R-40-16-309	Power cord, International, 4 meters, IEC309-IP44 plug, IEC60320-C19 connector, 16 A	Power Cords	$45.00	14%	$38.70	20%	$36.00
334T-40-16-309	Power cord, International, 4 meters, IEC309-IP67 watertight plug, IEC60320-C19 connector, 20 A	Power Cords	$50.00	14%	$43.00	20%	$40.00
4061A	19-inch 4-post slide mount kit with adjustable slide rails (for factory installation)	Sun Netra Rack Kits	$995.00	15%	$845.75	18%	$815.90
4242A	Sun InfiniBand QDR Host Channel Adapter PCIe: low profile (for factory installation)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
4243A	Sun InfiniBand QDR Host Channel Adapter PCIe Express Module (for factory installation)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
4460A-N	Sun Blade Server Module slot filler panel for Sun Blade Modular System chassis. RoHS-5. Factory Integration.	Sun Blade Server Options	$0.00	15%	$0.00	18%	$0.00
4462A-N	PCIe ExpressModule slot filler panel for Sun Blade Modular System chassis. RoHS-5. Factory Integration.	Sun Blade Server Options	$0.00	15%	$0.00	18%	$0.00
4623A	Dongle Cable II with RJ45 serial, video connector and RJ45-to-DB9 adaptor (for factory installation)	Sun Blade Server Options	$45.00	15%	$38.25	18%	$36.90
4871A-Z-N	Sun Dual 10GbE Fabric Expansion Module (FEM) for Sun blade server module. The FEM uses Intel 82599 controller. Connects Sun server Modules to 10 GbE Network Express Module (NEM). RoHS-5, ATO-option.	Network Adapters	$720.00	14%	$619.20	20%	$576.00
5394A	PCIe filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
5562A-Z	Sun dual speed 10 GbE SFP+ long reach pluggable transceiver (for factory installation)	Network Transceivers	$1,840.00	14%	$1,582.40	20%	$1,472.00
5879A-N	Memory filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
5894A-N	Solaris 10 pre-installation for Sun Fire X4170, X4270 and X4275 servers. For Factory Integration Only.	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
5897A-N	3.5-inch HDD filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
6000A-N	Sun Crypto Accelerator 6000 PCIe Card	Network Encryption Cards	$9,950.00	14%	$8,557.00	20%	$7,960.00
6331A-N	2.5-inch HDD filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7901A-4	19-inch 2-post rackmount kit (for factory installation)	Sun Netra Rack Kits	$325.00	15%	$276.25	18%	$266.50
7904A-4	600 by 600 millimeters rackmount kit (for factory installation)	Sun Netra Rack Kits	$210.00	15%	$178.50	18%	$172.20
8099A-4	19-inch 4-post slide mount kit (for factory installation)	Sun Netra Rack Kits	$910.00	15%	$773.50	18%	$745.20
8224A-N	SAS cable kit (for factory installation)	Netra SPARC Server Options	$45.00	15%	$38.25	18%	$36.90
8371A	DVD bay filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
8392A	Oracle OVM pre-installation (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
B61301	Oracle Standard System Installation Service, Without Site Audit: Servers - Group I	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B61304	Oracle Standard System Installation Service, Site Audit: Servers - Group II	Enterprise Installation Services	$1,575.00	0%	$1,575.00	0%	$1,575.00
B61307	Oracle Standard System Installation Service, Site Audit: Servers - Group III	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61310	Oracle Standard System Installation Service, Site Audit: Servers - Group IV	Enterprise Installation Services	$8,400.00	0%	$8,400.00	0%	$8,400.00
B61313	Oracle Standard System Installation Service, Site Audit: Servers - Group V	Enterprise Installation Services	$12,600.00	0%	$12,600.00	0%	$12,600.00
B61470	Oracle Standard System Installation Service, Site Audit: Servers - Group VI	Enterprise Installation Services	$21,000.00	0%	$21,000.00	0%	$21,000.00
B61473	Oracle Standard System Installation Service, Basic: Storage Disk - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B61476	De-Installation Service, Servers - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B61477	De-Installation Service, Servers - Group II	Enterprise Installation Services	$788.00	0%	$788.00	0%	$788.00
B61478	De-Installation Service, Servers - Group III	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B61479	De-Installation Service, Servers - Group IV	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61480	De-Installation Service, Servers - Group V	Enterprise Installation Services	$6,300.00	0%	$6,300.00	0%	$6,300.00
B61481	De-Installation Service Fee, Servers - Group VI	Enterprise Installation Services	$10,500.00	0%	$10,500.00	0%	$10,500.00
B61482	De-Installation Service, Storage Disk - Group I	Enterprise Installation Services	$131.00	0%	$131.00	0%	$131.00
B61968	Oracle Standard System Installation Service, Without Site Audit: Storage Disk - Group II	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B61971	Oracle Standard System Installation Service, Without Site Audit: Storage Disk - Group III	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B61974	Oracle Standard System Installation Service, Site Audit: Storage Disk - Group IV	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61977	Oracle Standard System Installation Service, Basic: Storage Tape - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B61980	Oracle Standard System Installation Service, Basic: Storage Tape - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B61983	Oracle Standard System Installation Service, Without Site Audit: Storage Tape - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B61986	Oracle Standard System Installation Service, Without Site Audit: Storage Tape - Group IV	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B61989	Oracle Standard System Installation Service, Site Audit: Storage Tape - Group V	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61992	Oracle Standard System Installation Service, Site Audit: Storage Tape - Group VI	Enterprise Installation Services	$14,700.00	0%	$14,700.00	0%	$14,700.00
B61995	Oracle Standard System Installation Service, Racks - Basic	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B61998	Oracle Standard System Installation Service, Basic: Switches - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62001	Oracle Standard System Installation Service, Without Site Audit: Switches - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62004	Oracle Standard System Installation Service, Without Site Audit: Switches - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B62007	Oracle Standard System Installation Service, Without Site Audit: Switches - Group IV	Enterprise Installation Services	$1,575.00	0%	$1,575.00	0%	$1,575.00
B62010	De-Installation Service, Storage Disk - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62011	De-Installation Service, Storage Disk - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00

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B62012	De-Installation Service, Storage Disk - Group IV	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B62013	De-Installation Service, Storage Tape - Group I	Enterprise Installation Services	$131.00	0%	$131.00	0%	$131.00
B62014	De-Installation Service, Storage Tape - Group II	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62015	De-Installation Service, Storage Tape - Group III	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62016	De-Installation Service, Storage Tape - Group IV	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B62017	De-Installation Service, Storage Tape - Group V	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B62018	De-Installation Service, Storage Tape - Group VI	Enterprise Installation Services	$7,350.00	0%	$7,350.00	0%	$7,350.00
B62019	De-Installation Service, Racks	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62020	De-Installation Service, Switches - Group I	Enterprise Installation Services	$131.00	0%	$131.00	0%	$131.00
B62021	De-Installation Service, Switches - Group II	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62022	De-Installation Service, Switches - Group III	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62023	De-Installation Service, Switches - Group IV	Enterprise Installation Services	$788.00	0%	$788.00	0%	$788.00
B63937	Oracle Standard System Installation Service, Basic: Upgrade - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B63938	Oracle Standard System Installation Service, Basic: Upgrade - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B63939	Oracle Standard System Installation Service, Basic: Upgrade - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B63940	Oracle Standard System Installation Service, Basic: Upgrade - Group IV	Enterprise Installation Services	$1,575.00	0%	$1,575.00	0%	$1,575.00
B63941	Oracle Standard System Installation Service, Basic: Upgrade - Group V	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B63942	Oracle Standard System Installation Service, Basic: Upgrade - Group VI	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B63943	Oracle Standard System Installation Service, Basic: Upgrade - Group VII	Enterprise Installation Services	$6,300.00	0%	$6,300.00	0%	$6,300.00
B63944	Oracle Standard System Installation Service,Basic: Upgrade - Group VIII	Enterprise Installation Services	$8,400.00	0%	$8,400.00	0%	$8,400.00
B63945	Oracle Standard System Installation Service, Basic: Upgrade - Group IX	Enterprise Installation Services	$10,500.00	0%	$10,500.00	0%	$10,500.00
CEC19-LCO-NUP	Sun Ray Software - Named User Plus Perpetual	Sun Ray Server Software	$100.00	15%	$85.00	18%	$82.00
CEC19-LCO-SRD	Sun Ray Software – Sun Ray Device Perpetual	Sun Ray Server Software	$100.00	15%	$85.00	18%	$82.00
CEC19-T02-NUP	Sun Ray Software - Named User Plus 2 Year	Sun Ray Server Software	$35.00	15%	$29.75	18%	$28.70
CEC19-T02-SRD	Sun Ray Software - Sun Ray Device 2 Year	Sun Ray Server Software	$35.00	15%	$29.75	18%	$28.70
CEC19-T03-NUP	Sun Ray Software - Named User Plus 3 Year	Sun Ray Server Software	$50.00	15%	$42.50	18%	$41.00
CEC19-T03-SRD	Sun Ray Software - Sun Ray Device 3 Year	Sun Ray Server Software	$50.00	15%	$42.50	18%	$41.00
CEC19-T04-NUP	Sun Ray Software - Named User Plus 4 Year	Sun Ray Server Software	$60.00	15%	$51.00	18%	$49.20
CEC19-T04-SRD	Sun Ray Software - Sun Ray Device 4 Year	Sun Ray Server Software	$60.00	15%	$51.00	18%	$49.20
CEC19-T05-NUP	Sun Ray Software - Named User Plus 5 Year	Sun Ray Server Software	$70.00	15%	$59.50	18%	$57.40
CEC19-T05-SRD	Sun Ray Software - Sun Ray Device 5 Year	Sun Ray Server Software	$70.00	15%	$59.50	18%	$57.40
L88861	StorageTek QFS Client - Server Perpetual	Oracle Sun QFS Software	$3,250.00	15%	$2,762.50	18%	$2,665.00
L88863	StorageTek QFS Client - Server 2 Year	Oracle Sun QFS Software	$1,138.00	15%	$967.30	18%	$933.16
L88864	StorageTek QFS Client - Server 3 Year	Oracle Sun QFS Software	$1,625.00	15%	$1,381.25	18%	$1,332.50
L88865	StorageTek QFS Client - Server 4 Year	Oracle Sun QFS Software	$1,950.00	15%	$1,657.50	18%	$1,599.00
L88866	StorageTek QFS Client - Server 5 Year	Oracle Sun QFS Software	$2,275.00	15%	$1,933.75	18%	$1,865.50
L88867	StorageTek QFS - Processor Perpetual	Oracle Sun QFS Software	$950.00	15%	$807.50	18%	$779.00
L88869	StorageTek QFS - Processor 2 Year	Oracle Sun QFS Software	$333.00	15%	$283.05	18%	$273.06
L88870	StorageTek QFS - Processor 3 Year	Oracle Sun QFS Software	$475.00	15%	$403.75	18%	$389.50

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
L88871	StorageTek QFS - Processor 4 Year	Oracle Sun QFS Software	$570.00	15%	$484.50	18%	$467.40
L88872	StorageTek QFS - Processor 5 Year	Oracle Sun QFS Software	$665.00	15%	$565.25	18%	$545.30
L90617	Oracle Solaris Cluster, Enterprise Edition - Processor Perpetual	Oracle Solaris Cluster Software	$3,000.00	16%	$2,520.00	50%	$1,500.00
L90619	Oracle Solaris Cluster, Enterprise Edition - Processor 2 Year	Oracle Solaris Cluster Software	$1,050.00	16%	$882.00	50%	$525.00
L90620	Oracle Solaris Cluster, Enterprise Edition - Processor 3 Year	Oracle Solaris Cluster Software	$1,500.00	16%	$1,260.00	50%	$750.00
L90621	Oracle Solaris Cluster, Enterprise Edition - Processor 4 Year	Oracle Solaris Cluster Software	$1,800.00	16%	$1,512.00	50%	$900.00
L90622	Oracle Solaris Cluster, Enterprise Edition - Processor 5 Year	Oracle Solaris Cluster Software	$2,100.00	16%	$1,764.00	50%	$1,050.00
RA-SS2CF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
RA-SS2CM-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
RA-SS2NF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
RA-SS2NF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
RB-SS2CF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
RB-SS2CM-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
SE3X4A11Z	SAS cable kit for installation of internal RAID card	SPARC T3 Server X-Options	$12.00	15%	$10.20	18%	$9.84
SE3X7XA1Z	10 GbE XFP XAUI adapter card	SPARC T3 Server X-Options	$395.00	15%	$335.75	18%	$323.90
SE3X7XT1Z	10 GbE short reach XFP transceiver	SPARC T3 Server X-Options	$499.00	15%	$424.15	18%	$409.18
SE3X7XT2Z	10 GbE long reach XFP transceiver	SPARC T3 Server X-Options	$995.00	15%	$845.75	18%	$815.90
SE3Y4A11Z	SAS cable kit for installation of internal RAID card (for factory installation)	SPARC T3 Server Configured Options	$12.00	15%	$10.20	18%	$9.84
SE3Y7XA1Z	10 GbE XFP XAUI adapter card (for factory installation)	SPARC T3 Server Configured Options	$395.00	15%	$335.75	18%	$323.90
SE3Y7XT1Z	10 GbE short reach XFP transceiver (for factory installation)	SPARC T3 Server Configured Options	$499.00	15%	$424.15	18%	$409.18
SE3Y7XT2Z	10 GbE long reach XFP transceiver (for factory installation)	SPARC T3 Server Configured Options	$995.00	15%	$845.75	18%	$815.90
SE4X5XC1Z	SPARC T3-2 10 Gb Network Module QFSP quad port XAUI adapter card	SPARC T3 Server X-Options	$499.00	15%	$424.15	18%	$409.18
SE4Y5XC1Z	SPARC T3-2 10 Gb Network Module QFSP quad port XAUI	SPARC T3-2 Server	$499.00	15%	$424.15	18%	$409.18
SE6X3G12Z	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00
SE6X3K11Z	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
SE6Y3G12Z	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
SE6Y3K11Z	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
SE6Y5RF1Z	Memory filler panel (for factory installation)	SPARC T3 Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SE6Y9MF1Z	Filler panel for disk drives (for factory installation)	SPARC T3 Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SELX9P11P	Power cord: North America and Asia, 4 meters, NEMA L6-20P plug, IEC60320-C19 connector, 20 A	Power Cords	$99.00	14%	$85.14	20%	$79.20

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
SELX9P21P	Power cord: International, 4.0 meters, IEC309-IP44 plug, IEC60320-C19 connector, 16 A	Power Cords	$68.00	14%	$58.48	20%	$54.40
SELX9P31P	Power cord: global jumper, straight plug-connector, 2.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A	Power Cords	$57.00	14%	$49.02	20%	$45.60
SELX9P61P	Power cord: Argentina, 4 meters, IRAM2073 plug, IEC60320-C19 connector, 16 A	Power Cords	$63.00	14%	$54.18	20%	$50.40
SELX9P81Z	Power cord: Europe, 4.0 meters, CEE7/VII plug, IEC60320-C19 connector, 16 A	Power Cords	$29.00	14%	$24.94	20%	$23.20
SELX9P91Z	Power cord: Global jumper, straight plug-connector, 1.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A	Power Cords	$27.00	14%	$23.22	20%	$21.60
SELY9P11Z	Power cord: North America and Asia, 4 meters, NEMA L6-20P plug, IEC60320-C19 connector, 20 A (for factory installation)	Power Cords	$65.00	14%	$55.90	20%	$52.00
SELY9P21Z	Power cord: International, 4.0 meters, IEC309-IP44 plug, IEC60320-C19 connector, 16 A (for factory installation)	Power Cords	$39.00	14%	$33.54	20%	$31.20
SELY9P31Z	Power cord: global jumper, straight plug-connector, 2.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A (for factory installation)	Power Cords	$29.00	14%	$24.94	20%	$23.20
SELY9P61Z	Power cord: Argentina, 4.0 meters, IRAM2073 plug, IEC60320-C19 connector, 16 A (for factory installation)	Power Cords	$34.00	14%	$29.24	20%	$27.20
SELY9P81Z	Power cord: Europe, 4.0 meters, CEE7/VII plug, IEC60320-C19 connector, 16 A (for factory installation)	Power Cords	$22.00	14%	$18.92	20%	$17.60
SELY9P91Z	Power cord: Global jumper, straight plug-connector, 1.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A (for factory installation)	Power Cords	$20.00	14%	$17.20	20%	$16.00
SG-EMFCOE2-Q-SR	Sun Storage Dual 10 GbE PCIe FCoE Converged Network Adapter: Qlogic and SR optics (for factory installation)	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
SG-EMFCOE2-Q-TA	Sun Storage Dual 10 GbE FCoE ExpressModule Converged Network Adapter: Qlogic, 2 port and Twinax (for factory installation)	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
SG-PCIE1FC-EM8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA single port Emulex (for factory installation)	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
SG-PCIE1FC-QF8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA single port QLogic (for factory installation)	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
SG-PCIE2FC-EB4-Z-N	Sun Storagetek PCI-E Enterprise 4Gb FC Host Bus Adapter, Emulex, ExpressModule Form Factor, Dual Port, factory configurable, RoHS 6 compliant.	Host Bus Adapters	$1,395.00	14%	$1,199.70	20%	$1,116.00
SG-PCIE2FC-EM8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA dual port Emulex (for factory installation)	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-PCIE2FC-QF8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA dual port QLogic (for factory installation)	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-PCIE8SAS-EB-Z-N	Sun Storagetek (TM) EM SAS Host Bus Adapter, ExpressModule form factor, Eight Port, RoHS 6 compliant, factor configure option	Host Bus Adapters	$550.00	14%	$473.00	20%	$440.00
SG-PCIEFCGBE-E8-N	Sun StorageTek Dual 8 Gb FC Dual 1 GbE HBA in ExpressModule form factor, RoHS-6 compliant, Emulex factory configure.	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20
SG-PCIEFCGBE-Q8-N	Sun StorageTek Dual 8 Gb FC Dual 1 GbE HBA in ExpressModule form factor, RoHS-6 compliant, Qlogic. factory configure.	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20

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SG-PCIEFCOE2-Q-SR	Sun Storage 10 GbE PCIe FCoE Converged Network Adapter: Qlogic low profile, dual port and SR optics (for factory installation)	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
SG-PCIEFCOE2-Q-TA	Sun Storage 10 GbE PCIe FCoE Converged Network Adapter: Qlogic low profile, dual port and Twin-AX (for factory installation)	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
SG-SAS6-EM-Z	Sun Storage 6 Gb SAS ExpressModule HBA: 8 port (for factory installation)	Host Bus Adapters	$468.00	14%	$402.48	20%	$374.40
SG-SAS6-EXT-Z	Sun Storage 6 Gb SAS PCIe HBA: 8 port (for factory installation)	Host Bus Adapters	$297.00	14%	$255.42	20%	$237.60
SG-SAS6-INT-Z	Sun Storage 6 Gb SAS PCIe HBA, Internal: 8 port (for factory installation)	Host Bus Adapters	$270.00	14%	$232.20	20%	$216.00
SG-SAS6-REM-Z	Sun Storage 6 Gb SAS REM HBA: 8 port (for factory installation)	Host Bus Adapters	$270.00	14%	$232.20	20%	$216.00
SG-SAS6-R-INT-Z	Sun Storage 6 Gb SAS PCIe RAID HBA, Internal: 8 port and 512 MB memory (for factory installation)	Host Bus Adapters	$699.00	14%	$601.14	20%	$559.20
SG-SAS6-R-REM-Z	Sun Storage 6 Gb SAS REM RAID HBA: 8 port and 512 MB memory (for factory installation)	Host Bus Adapters	$708.00	14%	$608.88	20%	$566.40
SG-XEMFCOE2-Q-SR	Sun Storage Dual 10 GbE PCIe FCoE Converged Network Adapter: Qlogic and SR optics	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
SG-XEMFCOE2-Q-TA	Sun Storage Dual 10 GbE FCoE ExpressModule Converged Network Adapter: Qlogic, 2 port and Twinax	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
SG-XPCIE1FC-QF8-N	Sun StorageTek 8 Gb FC PCIe host bus adaptor, single port includes standard and low profile brackets, low profil form factor. RoHS 6 compliant, Qlogic, x-option	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
SG-XPCIE2FC-EM8-N	Sun StorageTek 8 Gb FC PCIe host bus adapter, dual port includes standard and low profile brackets, low profile form factor. RoHS 6 compliant, Emulex, x-option	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-XPCIE2FC-QF8-N	Sun StorageTek 8 Gb FC PCIe host bus adapter, dual port includes standard and low profile brackets, low profile form factor. RoHS 6 compliant, Qlogic, x-option	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-XPCIEFCGBE-Q8-N	Sun StorageTek Dual 8 Gb FC Dual 1 GbE HBA in ExpressModule form factor, RoHS-6 compliant, Qlogic. X-Option.	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20
SG-XPCIESAS-S7-Z	Sun StorageTek 8-port external SAS PCIe HBA for Sun Storage 7000 Unified Storage System	Host Bus Adapters	$649.00	14%	$558.14	20%	$519.20
SGX-SAS6-INT-Z	Sun Storage 6 Gb SAS PCIe HBA, Internal: 8 port	Host Bus Adapters	$333.00	14%	$286.38	20%	$266.40
SGX-SAS6-REM-Z	Sun Storage 6 Gb SAS REM HBA: 8 port	Host Bus Adapters	$333.00	14%	$286.38	20%	$266.40
SGX-SAS6-R-INT-Z	Sun Storage 6 Gb SAS PCIe RAID HBA, Internal: 8 port and 512 MB memory	Host Bus Adapters	$839.00	14%	$721.54	20%	$671.20
SGX-SAS6-R-REM-Z	Sun Storage 6 Gb SAS REM RAID HBA: 8 port and 512 MB memory	Host Bus Adapters	$850.00	14%	$731.00	20%	$680.00
SLCIS-LCO-1929	Oracle Solaris Legacy Containers (1 to 4 socket server) - Socket Perpetual	Oracle Solaris Legacy Containers	$2,000.00	15%	$1,680.00	50%	$1,000.00
SLCIS-LCO-2929	Oracle Solaris Legacy Containers (5+ socket server) - Socket Perpetual	Oracle Solaris Legacy Containers	$4,000.00	15%	$3,360.00	50%	$2,000.00
SOLZS-10KC9A9S-IP-N	Oracle Solaris 10 5/09 Operating System SPARC Pre-Install (for factory installation)	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SOLZS-10LC9A9S-IP-N	Oracle Solaris 10 10/09 Operating System SPARC Pre-Install (for factory installation)	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SOLZS-10M9A9S-FI-N	Oracle Solaris 10 preInstall UFS root	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SOLZS-10M9A9S-IP-N	Oracle Solaris 10 preInstall ZFS root	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00

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SR-1042E-N	Rack, 42-1000-600mm wide, shipping loaded	Sun Racks	$2,349.00	15%	$1,996.65	18%	$1,926.18
SR-1042-N	Rack, 42-1000-600mm wide, empty shipping only	Sun Racks	$1,649.00	15%	$1,401.65	18%	$1,352.18
SR-10K-IEC309-N	Sun Rack II 10kVA PDU, Single Phase, 48 Supplied Amps Max, IEC309 on 4m captive cord, Data Center Two 32A IEC309-IP44-2P3W 250VAC (25A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering (INTERNATIONAL)	Sun Racks	$900.00	15%	$765.00	18%	$738.00
SR-10K-L630-N	Sun Rack II 10kVA PDU, Single Phase, 48 Supplied Amps Max, NEMA L6-30P on 4m captive cords, Data Center Two 30A NEMA L6-30R (30A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$900.00	15%	$765.00	18%	$738.00
SR-1242E-N	Sun Rack, 42U, 1200mm depth, 600mm width, included Enterprise Packaging suitable for shipping fully loaded	Sun Racks	$2,849.00	15%	$2,421.65	18%	$2,336.18
SR-1242-N	Sun Rack II, 42U, 1200mm depth, 600mm width, empty shipping only (do not install product inside the rack while it is on this pallet)	Sun Racks	$2,149.00	15%	$1,826.65	18%	$1,762.18
SR-15K-IEC309-4P-N	Sun Rack II 15kVA PDU, 3-Phase, 69 Supplied Amps Max, IEC309 on 4m captive cord, Data Center One 60A IEC309-IP67-3P4W 250VAC (60A breaker), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
SR-15K-IEC309-U5P	3-phase high voltage 15 kVA PDU (UL and EN 300 386 compliant, for factory installation)	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
SR-15K-L630-N	Sun Rack II 15kVA PDU, Single Phase, 72 Supplied Amps Max, NEMA L6-30P on 4m captive cords, Data Center Three 30A NEMA L6-30R (30A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
SR-37K-IEC309-4P-N	Sun Rack II 37kVA PDU, 3-Phase, 180 Supplied Amps Max IEC309 on 4m captive cords, Data Center Three 60A IEC309-IP67-3P4W 250VAC (60A breakers), 45 C13 and 9 C19 Outlets in 9 Groups, Current Metering.	Sun Racks	$2,250.00	15%	$1,912.50	18%	$1,845.00
SR-37K-IEC309-U5P	3-phase high voltage 37 kVA PDU (UL and EN 300 386 compliant, for factory installation)	Sun Racks	$2,360.00	15%	$2,006.00	18%	$1,935.20
SR-JUMP-1MC13	Power cord: Sun Rack 2 jumper, 1 meter, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$29.00	14%	$24.94	20%	$23.20
SR-JUMP-1MC19	Power cord, Sun Rack 2 Jumper, 1 meter, IEC60320-2-2 Sheet I (C20) right angle plug, IEC60320-1-C19 connector, 20 A	Power Cords	$36.00	14%	$30.96	20%	$28.80
SR-JUMP-2MC13	Power cord: Sun Rack 2 jumper, 2 meters, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$29.00	14%	$24.94	20%	$23.20
SR-JUMP-2MC19	Power cord, Sun Rack 2 Jumper, 2 meters, IEC60320-2-2 sheet I (C20) right angle plug, IEC60320-1-C19 connector, 20 A	Power Cords	$36.00	14%	$30.96	20%	$28.80
SR-JUMPKIT-N	Jumper Cable Start Up Kit: qty 10 of 1 meter C13 plugs + qty 10 of 2 meter C13 plugs + qty 2 1 meter C19 plugs + Qty 2 2meter C19 plugs	Sun Racks	$198.00	15%	$168.30	18%	$162.36
TA-2.0M-SAS	SAS cable: 2 meters, mini shielded, array to host connection (for factory installation)	Disk Drives	$150.00	14%	$129.00	20%	$120.00
TTAI9-LCO-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus Perpetual	Secure Global Desktop Software	$250.00	16%	$210.00	50%	$125.00

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TTAI9-T02-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 2 Year	Secure Global Desktop Software	$88.00	16%	$73.92	50%	$44.00
TTAI9-T03-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 3 Year	Secure Global Desktop Software	$125.00	16%	$105.00	50%	$62.50
TTAI9-T04-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 4 Year	Secure Global Desktop Software	$150.00	16%	$126.00	50%	$75.00
TTAI9-T05-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 5 Year	Secure Global Desktop Software	$175.00	16%	$147.00	50%	$87.50
TTVI9-LCO-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus Perpetual	Virtual Desktop Infrastructure Software	$150.00	28%	$108.00	34%	$99.00
TTVI9-LCO-SRD	Oracle Virtual Desktop Infrastructure – Sun Ray Device Perpetual	Virtual Desktop Infrastructure Software	$150.00	28%	$108.00	34%	$99.00
TTVI9-T02-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 2 Year	Virtual Desktop Infrastructure Software	$53.00	28%	$38.16	34%	$34.98
TTVI9-T02-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 2 Year	Virtual Desktop Infrastructure Software	$53.00	28%	$38.16	34%	$34.98
TTVI9-T03-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 3 Year	Virtual Desktop Infrastructure Software	$75.00	28%	$54.00	34%	$49.50
TTVI9-T03-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 3 Year	Virtual Desktop Infrastructure Software	$75.00	28%	$54.00	34%	$49.50
TTVI9-T04-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 4 Year	Virtual Desktop Infrastructure Software	$90.00	28%	$64.80	34%	$59.40
TTVI9-T04-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 4 Year	Virtual Desktop Infrastructure Software	$90.00	28%	$64.80	34%	$59.40
TTVI9-T05-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 5 Year	Virtual Desktop Infrastructure Software	$105.00	28%	$75.60	34%	$69.30
TTVI9-T05-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 5 Year	Virtual Desktop Infrastructure Software	$105.00	28%	$75.60	34%	$69.30
TTWI9-LCO-NUP	Oracle Secure Global Desktop for Microsoft Windows only - Named User Plus Perpetual	Secure Global Desktop Software	$150.00	16%	$126.00	50%	$75.00
TTWI9-T02-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 2 Year	Secure Global Desktop Software	$53.00	16%	$44.52	50%	$26.50
TTWI9-T03-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 3 Year	Secure Global Desktop Software	$75.00	16%	$63.00	50%	$37.50
TTWI9-T04-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 4 Year	Secure Global Desktop Software	$90.00	16%	$75.60	50%	$45.00
TTWI9-T05-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 5 Year	Secure Global Desktop Software	$105.00	16%	$88.20	50%	$52.50
X1109A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 Low Profile adapter incorporating Intel 82599 10 Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. X-option	Network Adapters	$1,896.00	14%	$1,630.56	20%	$1,516.80
X1110A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 ExpressModule incorporating Intel82599 10Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. X-option	Network Adapters	$1,954.00	14%	$1,680.44	20%	$1,563.20
X1132A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 0.8m; (RoHS-6)	Disk Drives	$95.00	14%	$81.70	20%	$76.00
X1134A-Z-N	Cable, SCSI, SCSI-3/SCSI-3, 68-pin, 0.8m; (RoHS-6)	Sun Blade Server Options	$85.00	15%	$80.75	18%	$77.90

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X1136A-Z-N	Cable, SCSI, VHDCI/VHDCI, 68-pin, 0.8m; (RoHS-6)	Disk Drives	$95.00	14%	$81.70	20%	$76.00
X1138A-Z-N	Cable, SCSI, VHDCI/VHDCI,68-pin, 2m; (RoHS-6)	Disk Drives	$95.00	14%	$81.70	20%	$76.00
X1139A-Z-N	Cable, SCSI, SCSI-3/SCSI-3, 68-pin, 2m; (RoHS-6)	Sun Blade Server Options	$95.00	15%	$80.75	18%	$77.90
X2073A-N	Sun Blade 6000 Ethernet Switched NEM 24p 10 GbE: 14 uplink ports	Network Adapters	$9,516.00	14%	$8,183.76	20%	$7,612.80
X2074A-F	Sun 10 Gigabit Ethernet Switch: 1 RU switch with 72 ports Front-to-rear airflow	10 Gigabit Ethernet Switches	$42,956.00	15%	$36,512.60	18%	$35,223.92
X2074A-R	Sun 10 Gigabit Ethernet Switch: 1 RU switch with 72 ports Rear-to-front airflow	10 Gigabit Ethernet Switches	$43,056.00	15%	$36,597.60	18%	$35,305.92
X2121A-1M-N	QSFP to QSFP passive copper cable: 1 meter	Network Cables	$140.00	14%	$120.40	20%	$112.00
X2121A-2M	QSFP passive copper cable: 2 meters	Network Cables	$168.00	14%	$144.48	20%	$134.40
X2121A-3M-N	QSFP to QSFP passive copper cable: 3 meters	Network Cables	$180.00	14%	$154.80	20%	$144.00
X2121A-5M-N	QSFP to QSFP passive copper cable: 5 meters	Network Cables	$252.00	14%	$216.72	20%	$201.60
X2123A	Sun SFP+ to 1000 Base-T adapter	Network Transceivers	$538.00	14%	$462.68	20%	$430.40
X2124A-N	QSFP parallel fiber optics short wave transceiver	10 Gigabit Ethernet Switch Options	$1,595.00	15%	$1,355.75	18%	$1,307.90
X2125A-1M-N	Twinax Passive Copper Cable splitter: 1 meter	Network Cables	$380.00	14%	$326.80	20%	$304.00
X2125A-3M-N	Twinax Passive Copper Cable splitter: 3 meters	Network Cables	$548.00	14%	$471.28	20%	$438.40
X2125A-5M-N	Twinax Passive Copper Cable splitter: 5 meters	Network Cables	$880.00	14%	$756.80	20%	$704.00
X2127A-10M	QSFP optical cable splitter: 10 meters, MPO to 4 LC	Network Cables	$708.00	14%	$608.88	20%	$566.40
X2127A-20M	Optical Cable splitter: 20 meters MPO to 4 LC connector	Network Cables	$848.00	14%	$729.28	20%	$678.40
X2127A-50M	QSFP optical cable splitter: 50 meters, MPO to 4 LC	Network Cables	$1,276.00	14%	$1,097.36	20%	$1,020.80
X2129A-N	Dual rate transceiver: SFP+ SR. Support 1 Gb/sec and 10 Gb/sec dual rate	Network Transceivers	$1,008.00	14%	$866.88	20%	$806.40
X2130A-1M-N	Twinax Passive Copper Cable: 1 meter	Network Cables	$164.00	14%	$141.04	20%	$131.20
X2130A-3M-N	Twinax Passive Copper Cable: 3 meters	Network Cables	$212.00	14%	$182.32	20%	$169.60
X2130A-5M-N	Twinax Passive Copper Cable: 5 meters	Network Cables	$280.00	14%	$240.80	20%	$224.00
X2364A	Cable management arm	Other Server X-Options	$100.00	14%	$86.00	20%	$80.00
X2365A	Tool-less rackmount rail kit	Other Server X-Options	$222.00	14%	$190.92	20%	$177.60
X2826A-Z	Sun Network QDR InfiniBand Gateway Switch with 32 InfiniBand ports and 8 ethernet ports.	Infiniband Switches	$20,140.00	28%	$14,500.80	34%	$13,292.40
X311L-N	Power cord: North America and Asia, 2.5 meters, 5-15P plug, C13 connector, 15 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X312E-N	Power cord: China, 2.5 meters, GB2099 plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X312F-N	Power cord: Argentina, 2.5 meters, IRAM2073 plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X312G-N	Power cord: Korea, 2.5 meters, KSC8305 plug C13 connector, 10 A	Power Cords	$20.00	14%	$17.20	20%	$16.00
X312L-N	Power cord: Europe, 2.5 meters, CEE7/VII plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X314L-N	Power cord: Switzerland, 2.5 meters, SEV1011 plug, C13 connector, 10 A	Power Cords	$25.00	14%	$21.50	20%	$20.00
X317L-N	Power cord: UK, 2.5 meters, BS1363A plug, C13 connector, 10 A	Power Cords	$19.00	14%	$16.34	20%	$15.20
X320A-N	Power Cord: : North America direct to wall for Sun Fire 3800-4810 server, Sun Fire V490 server, and Sun Fire V890 server (PTO)	Power Cords	$13.00	14%	$11.18	20%	$10.40
X332A-N	Power cord: Taiwan, 2.5 meters, CNS10917 plug, C13 connector, 10 A	Power Cords	$25.00	14%	$21.50	20%	$20.00

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X332T-N	Power cord: International, 4 meters, IEC309-IP44 plug, C13 connector, 10 A	Power Cords	$75.00	14%	$64.50	20%	$60.00
X333A-25-10-BR-N	Localized power cord, Brazil, 2.5 meter, 10Amp rated, Plug NBR14136 with ground,Connector IEC60320-1-C13.	Power Cords	$13.00	14%	$11.18	20%	$10.40
X333A-25-10-IL-N	Localized Power Cord Kit Israel, SI-32 plug, IEC60320-C13 connector 10A, 250VAC rated, 2.5meter RoHS-6 compliant.	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333A-25-10-IN-N	Localized power cord, India, 2.5 meter, 10Amp rated, Plug NBR14136 with ground,Connector IEC60320-1-C13	Power Cords	$30.00	14%	$25.80	20%	$24.00
X333A-25-10-ZA-N	Localized power cord, South Africa, 2.5 meter, 10Amp rated, Plug SANS164 with ground,Connector IEC60320-1-C13.	Power Cords	$13.00	14%	$11.18	20%	$10.40
X333A-25-15-JP-N	Power cord: Japan, 2.5 meters, PSE6-15 plug, C13 connector, 15 A	Power Cords	$32.00	14%	$27.52	20%	$25.60
X333A-25-15-TW-N	Power Cord: : Taiwan 125 VAC 15 amps 2.5 meters (PTO)	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333F-25-15-JP-N	Localized Power Cord Kit Japan, PSE 6-15P plug, IEC6032 C13 connector 15A, 250VAC rated, 2.5meter, RoHS-6 compliant.	Power Cords	$32.00	14%	$27.52	20%	$25.60
X333G-25-10-TW	Power cord: Taiwan, 2.5 meters, NEMA6-20 plug, IEC60320 C13 connector, 10 A, 250 V	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333V-20-15-C14-N	Rack Jumper Cable, Straight Plug Connector, 2.0 meter, 15Amp rated, Plug IEC60320-2-2 Sheet E (C14) Connector IEC60320-1-C13	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333V-30-15-C14-N	Rack Jumper Cable, Straight Plug Connector, 3.0 meter, 15Amp rated, Plug IEC60320-2-2 Sheet E (C14), Connector IEC60320-1-C13	Power Cords	$25.00	14%	$21.50	20%	$20.00
X340L-N	Power cord: North America and Asia, 4 meters, L6-20P plug, C13 connector, 15 A	Power Cords	$50.00	14%	$43.00	20%	$40.00
X3830A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 4m; (RoHS-6)	Disk Drives	$145.00	14%	$124.70	20%	$116.00
X3830B-Z-N	Cable, SCSI VHDCI/VHDCI, 68-pin, 4m; (RoHS-6)	Disk Drives	$145.00	14%	$124.70	20%	$116.00
X3831A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 10m; (RoHS-6)	Disk Drives	$195.00	14%	$167.70	20%	$156.00
X3831B-Z-N	Cable, SCSI, VHDCI/VHDCI, 68-pin, 10m; (RoHS-5)	Disk Drives	$195.00	14%	$167.70	20%	$156.00
X3832A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 2m; (RoHS-6)	Disk Drives	$100.00	14%	$86.00	20%	$80.00
X3837A-N	5 meter Null Ethernet Cable, RoHS-6	Other Server X-Options	$125.00	14%	$107.50	20%	$100.00
X383L-N	Power cord: Denmark, 2.5 meters, DEMKO107 plug, C13 connector, 10 A	Power Cords	$25.00	14%	$21.50	20%	$20.00
X384L-N	Power cord: Italian, 2.5 meters, CEI23 plug, C13 connector 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X386L-N	Power cord: Australia, 2.5 meters, SA3112 plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X4061A-N	19-inch 4-post slide mount kit with adjustable slide rails	Sun Netra Rack Kits	$995.00	15%	$845.75	18%	$815.90
X4234A-Z-N	Sun Netra 2U servers: air filter 10 pack for chassis, which supports 2 HDD	Other Server X-Options	$250.00	14%	$215.00	20%	$200.00
X4242A	Sun InfiniBand QDR Host Channel Adapter PCIe: low profile (for on-site upgrade)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
X4243A	Sun InfiniBand QDR Host Channel Adapter PCIe Express Module (for on-site upgrade)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
X4353A-Z-N	Sun Netra 2U servers: air filter 10 pack for chassis, which supports 4 HDD	Other Server X-Options	$250.00	14%	$215.00	20%	$200.00
X4453A	Air filter, pack of 10 for 2 RU, 4 HDD	Netra SPARC T3-1 Server	$250.00	15%	$212.50	18%	$205.00

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X4622A-N	Sun Blade 6000 Family Dongle Cable II with RJ45 Serial, 2xUSB, Video Connectors and RJ45-to-DB9 adapter. RoHS 5. X-option	Sun Blade Server Options	$60.00	15%	$51.00	18%	$49.20
X4871A-Z-N	Sun Blade server module: Sun Dual 10 GbE Fabric Expansion Module	Network Adapters	$864.00	14%	$743.04	20%	$691.20
X4911A	One 8 GB DDR3-1333 registered low-voltage DIMM	Other Server X-Options	$219.00	14%	$188.34	20%	$175.20
X5074A-Z-N	PWR CORD, QTY 4, AC INPUT, 20A (AMER: L6-20P to IEC 320, 4m) for the Sun Blade 6000 or the Sun Blade 6000 P Modular System, RoHS-6	Sun Blade Server Options	$154.00	15%	$130.90	18%	$126.28
X5075A-Z-N	PWR CORD, QTY 4, AC INPUT, 16A (EPAC: IEC 309 to IEC 320, 4m) for the Sun Blade 6000 or the Sun Blade 6000 P Modular System, RoHS-6	Sun Blade Server Options	$86.00	15%	$73.10	18%	$70.52
X5077A-Z-N	PWR CORD, QTY 4, AC INPUT, 20A (IEC 320-C19 to IEC 320-C20, 2.0 M) Optional cords for connecting a rack mounted Sun Blade Modular System chassis to a Modular Power System (MPS). RoHS-6.	Other Server X-Options	$20.00	14%	$17.20	20%	$16.00
X5180A-N	Air Filter pack containing 10 foam filter to be used as replacement filters in the system behind the front bezel, for use with the Netra X4450 and Netra T5440. ROHS-6 Compliant.	Other Server X-Options	$290.00	14%	$249.40	20%	$232.00
X5562A-Z	Sun dual speed 10 GbE SFP+ long reach pluggable transceiver	Network Transceivers	$2,208.00	14%	$1,898.88	20%	$1,766.40
X5915A-N	2 Sun 30 A to 20 A AC power adapters with 30 A AC branch input with NEMA L6-30P plug and NEMA L6-20R receptacle, 4 meters	Sun Blade Server Options	$1,364.00	15%	$1,159.40	18%	$1,118.48
X6000A-N	Sun Crypto Accelerator 6000 SSL/IPsec Accelerator with keystore and FIPs support, PCI card. RoHS: 6 compliant.	Network Encryption Cards	$9,950.00	14%	$8,557.00	20%	$7,960.00
X7251A-N	Netra CT 820 Server air filter 5 per pack.	Sun Netra T5220 Server	$395.00	15%	$335.75	18%	$323.90
X7901A-4-N	19-inch 2-post rackmount kit	Sun Netra Rack Kits	$325.00	15%	$276.25	18%	$266.50
X7904A-4-N	600 by 600 millimeters rackmount kit	Sun Netra Rack Kits	$210.00	15%	$178.50	18%	$172.20
X8096A-4-N	19-inch 4-post slide mount kit	Sun Netra Rack Kits	$910.00	15%	$773.50	18%	$746.20
X8224A-N	SAS cable kit	Netra SPARC Server Options	$118.00	15%	$100.30	18%	$96.76
X9237-1-A-N	Power Jumper Cable, 1.0meter (qty 1), for Sun Rack 900/1000. RoHS-6 compliant.	Power Cords	$45.00	14%	$38.70	20%	$36.00
X9238-1-A-N	Power Jumper Cable, 2.5 meter (qty 1), for Sun Rack 900/1000. RoHS-6 compliant.	Power Cords	$49.00	14%	$42.14	20%	$39.20
X949A-4-N	Wago DC plug connectors, 10-pack for all Netra servers, Sun Fire X4100, X4100 M2, X4200, X4200 M2 and storage (except Netra ft 1800). X-Option. RoHS-6	Other Server X-Options	$165.00	14%	$141.90	20%	$132.00
X9732A-Z-N	2M LC to LC FC Optical Cable RoHS-6 compliant	Disk Drives	$65.00	14%	$55.90	20%	$52.00
X9733A-Z-N	5M LC to LC FC Optical Cable RoHS-6 compliant	Disk Drives	$80.00	14%	$68.80	20%	$64.00
X9734A-Z-N	15M LC to LC FC Optical Cable RoHS-6 Compliant.	Disk Drives	$105.00	14%	$90.30	20%	$84.00
X9736A-Z-N	25M LC to LC FC Optical Cable. RoHS-6 Compliant.	Disk Drives	$180.00	14%	$154.80	20%	$144.00
X9738A-Z-N	50M LC to LC FC Optical Cable. RoHS-6 Compliant.	Disk Drives	$230.00	14%	$197.80	20%	$184.00
XRA-SS2CF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
XRA-SS2CM-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
XRA-SS2NF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00
XRA-SS2NF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
XRB-SS2CF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00

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XRB-SS2CM-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00
XSESS118FU-N	StorageTek SAS RAID HBA: 8 port, internal for Fujitsu (for factory installation)	Host Bus Adapters	$599.00	14%	$515.14	20%	$479.20
XSR-1042E-N	Sun Rack, 42U, 1000 depth, 600mm width, packaging suitable for shipping fully loaded	Sun Racks	$2,349.00	15%	$1,996.65	18%	$1,926.18
XSR-1042-N	Sun Rack, 42U, 1000 depth, 600mm width, empty shipping only (do not install product inside the rack while it is on th pallet)	Sun Racks	$1,649.00	15%	$1,401.65	18%	$1,352.18
XSR-10K-IEC309-N	1-phase high voltage 10 kVA PDU for non-EU countries	Sun Racks	$900.00	15%	$765.00	18%	$738.00
XSR-10K-L630-N	Sun Rack II 10kVA PDU, Single Phase, 48 Supplied Amps Max, NEMA L6-30P on 4m captive cords, Data Center Two 30A NEMA L6-30R (30A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$900.00	15%	$765.00	18%	$738.00
XSR-1242E-N	Sun Rack, 42U, 1200 depth, 600mm width, packaging suitz	Sun Racks	$2,849.00	15%	$2,421.65	18%	$2,336.18
XSR-1242-N	Sun Rack, 42U, 1200 depth, 600mm width, empty shipping only (do not install product inside the rack while it is on th pallet)	Sun Racks	$2,149.00	15%	$1,826.65	18%	$1,762.18
XSR-15KIEC309-4P-N	3-phase low voltage 15 kVA PDU for non-EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
XSR-15KIEC309-U5P	3-phase high voltage 15 kVA PDU (UL and EN 300 386 compliant)	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
XSR-15K-L630-N	1-phase low voltage 15 kVA PDU for non-EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
XSR-37KIEC309-4P-N	Sun Rack II 37kVA PDU, 3-Phase, 180 Supplied Amps Max IEC309 on 4m captive cords, Data Center Three 60A IEC309-4P67-3P4W 250VAC (60A breakers), 45 C13 and 9 C19 Outlets in 9 Groups, Current Metering.	Sun Racks	$2,250.00	15%	$1,912.50	18%	$1,845.00
XSR-37KIEC309-U5P	3-phase high voltage 37 kVA PDU (UL and EN 300 386 compliant)	Sun Racks	$2,360.00	15%	$2,006.00	18%	$1,935.20
XSR-CLIPNUT-N	Sun Rack II Clip Nut/Screw Kit, M6x1 Nut, M6x1x12mm Screw, Qty 32 EA	Sun Racks	$60.00	15%	$51.00	18%	$49.20
XSR-JUMP-1MC13-N	Single Jumper Cable 1 meter (C13 plug)	Power Cords	$29.00	14%	$24.94	20%	$23.20
XSR-JUMP-1MC19-N	Single Jumper Cable 1 meter (C19 plug)	Power Cords	$36.00	14%	$30.96	20%	$28.80
XSR-JUMP-2MC13-N	Single Jumper Cable 2 meter (C13 plug)	Power Cords	$29.00	14%	$24.94	20%	$23.20
XSR-JUMP-2MC19-N	Single Jumper Cable 2 meter (C19 plug)	Power Cords	$36.00	14%	$30.96	20%	$28.80
XSR-JUMPKIT-N	Jumper Cable Start Up Kit: qty 10 of 1 meter C13 plugs + qty 10 of 2 meter C13 plugs + qty 2 1 meter C19 plugs + Qty 2 2meter C19 plugs	Sun Racks	$198.00	15%	$168.30	18%	$162.36
XSR-JUMPPAC1MC13-N	Jumper Cable Kit: qty 10 mix of 1 meter cable (C13 plug)	Sun Racks	$89.00	15%	$75.65	18%	$72.98
XSR-JUMPPAC2MC13-N	Jumper Cable Kit: qty 10 mix of 2 meter cable (C13 plug)	Sun Racks	$89.00	15%	$75.65	18%	$72.98
XTA-0.5M-SAS-N	Sun Storage 0.5m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$95.00	14%	$81.70	20%	$76.00
XTA-1.0M-SAS-N	Sun Storage 1.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$110.00	14%	$94.60	20%	$88.00
XTA-2.0M-SAS-N	Sun Storage 2.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$150.00	14%	$129.00	20%	$120.00
XTA-3.0M-SAS-N	Sun Storage 3.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$175.00	14%	$150.50	20%	$140.00
XTA-6.0M-SAS-N	Sun Storage 6.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$325.00	14%	$279.50	20%	$260.00
7100115	Spare: cable, 2 meter IB QSFP copper	Spare parts	$258.00	29%	$183.18	29%	$183.18
7100274	SAS cable: 3 meters, 2x1 (for factory installation)	Tape Options	$200.00	24%	$152.00	34%	$132.00

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7100275	SAS cable: 3 meters, 2x1	Tape Options	$200.00	24%	$152.00	34%	$132.00
7100276	4X mini SAS cable: 3 meters, 1x1, shielded (for factory installation)	Tape Options	$120.00	24%	$91.20	34%	$79.20
7100277	4X mini SAS cable: 3 meters, 1x1, shielded	Tape Options	$120.00	24%	$91.20	34%	$79.20
7100477	Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, UTP	Network Adapters	$888.00	14%	$763.68	20%	$710.40
7100479	Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, UTP (for factory installation)	Network Adapters	$740.00	14%	$636.40	20%	$592.00
7100481	Sun Dual Port GbE PCIe 2.0 Low Profile Adapter, MMF	Network Adapters	$1,142.00	14%	$982.12	20%	$913.60
7100482	Sun Dual Port GbE PCIe 2.0 Low Profile Adapter, MMF (for factory installation)	Network Adapters	$952.00	14%	$818.72	20%	$761.60
7100483	Sun Quad Port GbE PCIe 2.0 ExpressModule, UTP	Network Adapters	$1,109.00	14%	$953.74	20%	$887.20
7100484	Sun Quad Port GbE PCIe 2.0 ExpressModule, UTP (for factory installation)	Network Adapters	$924.00	14%	$794.64	20%	$739.20
7100486	Sun Quad Port GbE PCIe 2.0 ExpressModule, MMF	Network Adapters	$2,549.00	14%	$2,192.14	20%	$2,039.20
7100487	Sun Quad Port GbE PCIe 2.0 ExpressModule, MMF (for factory installation)	Network Adapters	$2,124.00	14%	$1,826.64	20%	$1,699.20
7100488	Sun Dual Port 10GBase-T Adapter	Network Adapters	$1,498.00	14%	$1,288.28	20%	$1,198.40
7100490	Sun Dual Port 10GBase-T ExpressModule	Network Adapters	$1,788.00	14%	$1,535.96	20%	$1,428.80
7100492	Sun Dual Port 10GBase-T ExpressModule (for factory installation)	Network Adapters	$1,488.00	14%	$1,279.68	20%	$1,190.40
7100563	Sun Dual Port 10GBase-T Adaptor (for factory installation)	Network Adapters	$1,248.00	14%	$1,073.28	20%	$998.40
7100730	One 8 GB DDR3-1600 DIMM (for factory installation)	Other Server Configured Options	$152.00	6%	$142.88	6%	$142.88
7100731	32 GB DDR3-1066 DIMM (for factory installation)	Sun Fire X4170 M2 Server	$1,182.00	14%	$1,016.52	20%	$945.60
7100733	One 16 GB DDR3-1600 DIMM (for factory installation)	Other Server Configured Options	$302.00	6%	$283.88	6%	$283.88
7100734	Oracle Solaris preinstall (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7100735	Oracle VM preinstall (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7100790	One 8 GB DDR3-1600 DIMM	Other Server X-Options	$182.00	14%	$156.52	20%	$145.60
7100792	32 GB DDR3-1066 DIMM	Sun Fire X4170 M2 Server	$1,418.00	14%	$1,219.48	20%	$1,134.40
7100794	One 16 GB DDR3-1600 DIMM	Other Server X-Options	$362.00	14%	$311.32	20%	$289.60
7100879	StorageTek SL8500 modular library system: base module with 1,448 physical slots and 1,450 activated slots	Sun StorageTek SL8500 Modular Library System	$202,395.00	24%	$153,820.20	34%	$133,580.70
7100880	StorageTek SL8500 modular library system: activation permit for 100 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$4,000.00	24%	$3,040.00	34%	$2,640.00
7100881	StorageTek SL8500 modular library system: activation permit for 250 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$9,500.00	24%	$7,220.00	34%	$6,270.00
7100882	StorageTek SL8500 modular library system: activation permit for 500 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$17,500.00	24%	$13,300.00	34%	$11,550.00
7100883	StorageTek SL8500 modular library system: activation permit for 1,000 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$30,000.00	24%	$22,800.00	34%	$19,800.00
7100885	Rail kit for base frame	System	$4,536.00	24%	$3,447.36	34%	$2,993.76
7100886	Rail kit for 1 expansion frame	System	$7,903.00	24%	$6,006.28	34%	$5,215.98
7100888	Rail kit for 2 expansion frames	System	$10,103.00	24%	$7,678.28	34%	$6,667.98
7100889	Rail kit for 3 expansion frames	System	$16,074.00	24%	$12,216.24	34%	$10,608.84
7100891	Rail kit for 4 expansion frames	System	$18,995.00	24%	$14,436.20	34%	$12,536.70
7100892	Rail kit for 5 expansion frames	System	$21,612.00	24%	$16,425.12	34%	$14,263.92
7100894	Assembly for N+1 power	System	$1,147.00	24%	$871.72	34%	$757.02

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7100898	StorageTek SL8500 modular library system: cartridge expansion frame with 1,728 physical slots and no activated cartridge slots. Separately priced activation permit required	Sun StorageTek SL8500 Modular Library System	$20,778.00	24%	$15,791.28	34%	$13,713.48
7100900	Cartridge CAP magazine with 13 physical slots (for onsite assembly)	Sun StorageTek SL8500 Modular Library System	$132.00	24%	$100.32	34%	$87.12
7100908	Redundant cartridge access port	System	$6,427.00	24%	$4,884.52	34%	$4,241.82
7100917	Performance redundant electronics	System	$8,825.00	24%	$6,707.00	34%	$5,824.50
7100919	Pass-thru port mechanisms	System	$32,419.00	24%	$24,638.44	34%	$21,396.54
7100924	Hub for intra-library communications	System	$2,414.00	24%	$1,834.64	34%	$1,593.24
7100926	Pass-thru port frame	System	$8,100.00	24%	$6,916.00	34%	$6,006.00
7100928	Redundant handbots	System	$39,575.00	24%	$30,077.00	34%	$26,119.50
7100929	Single-phase power	System	$3,981.00	24%	$3,025.56	34%	$2,627.46
7100930	Delta power	System	$3,843.00	24%	$2,920.68	34%	$2,536.38
7100931	DC, 1,200 W PSU	System	$751.00	24%	$570.76	34%	$495.66
7100932	StorageTek SL8500 modular library system: activation permit for redundant TCP/IP host interface	Sun StorageTek SL8500 Modular Library Features	$15,000.00	24%	$11,400.00	34%	$9,900.00
7100936	StorageTek SL8500 Partitioning - Integrated Software Option - per Tape Library Metric	Sun StorageTek SL8500 Modular Library Features	$10,000.00	24%	$7,600.00	34%	$6,600.00
7100938	Wye power	System	$3,856.00	24%	$2,930.56	34%	$2,544.96
7100942	6 rack unit rack	System	$3,426.00	24%	$2,603.76	34%	$2,261.16
7100945	StorageTek SL8500 modular library system: activation permit for 100 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$4,800.00	24%	$3,648.00	34%	$3,168.00
7100946	StorageTek SL8500 modular library system: activation permit for 250 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$11,400.00	24%	$8,664.00	34%	$7,524.00
7100947	StorageTek SL8500 modular library system: activation permit for 500 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$21,000.00	24%	$15,960.00	34%	$13,860.00
7100948	StorageTek SL8500 modular library system: activation permit for 1,000 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$36,000.00	24%	$27,360.00	34%	$23,760.00
7100962	Brocade 300 Switch: activation permit for 8 FC ports. Includes eight 8 Gb SFP short wave optic modules	Brocade Hardware	$4,500.00	24%	$3,420.00	34%	$2,970.00
7100968	StorageTek LTO tape drive: 1 HP LTO5 6 Gb SAS for StorageTek SL500	LTO5 Tape Drives	$14,000.00	24%	$10,640.00	34%	$9,240.00
7101234	One 512 GB SATA SSD 2.5-inch version 2 read-flash accelerator with martin bracket. Minimum 2010.Q3.3 or later appliance software required.	Sun Unified Storage System Options	$4,478.00	24%	$3,403.28	34%	$2,955.48
7101263	Spare: AST2100 chassis management module	Spare parts	$1,128.00	29%	$800.88	29%	$800.88
7101366	StorageTek SL8500 modular library system: performance kit	Sun StorageTek SL8500 Modular Library System	$10,590.00	24%	$8,048.40	34%	$6,989.40
7101409	StorageTek SL500 modular library system: activation permit for second port on dual fibre card, for after original system installation	Sun StorageTek SL500 Modular Library System	$1,000.00	24%	$760.00	34%	$660.00
7101546	StorageTek LTO tape drive: 1 HP LTO5 half height 6 Gb SAS with rackmount	Entry Level LTO 5 Tape Drives	$6,500.00	24%	$4,940.00	34%	$4,290.00
7101568	Netra SPARC T4-2 Server: 4RU base AC with 2 SPARC T4 8-Core processor 2.85 GHz	Netra SPARC T4-2 Server	$36,884.00	15%	$31,351.40	18%	$30,244.88

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7101657	Spare: one 8 GB DDR3-1600 registered DIMM	Spare parts	$480.00	29%	$340.80	29%	$340.80
7101658	Spare: one 16 GB DDR3-1600 registered DIMM	Spare parts	$1,536.00	29%	$1,090.56	29%	$1,090.56
7101750	StorageTek SL150 modular tape library: base unit with 30 slots and 1 LTO5 half-height 8 Gb FC tape drive	SL150 Tape Library	$6,075.00	24%	$4,617.00	34%	$4,009.50
7101751	Spare: Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, UTP	Spare parts	$1,050.00	29%	$745.50	29%	$745.50
7101752	Spare: Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, MMF	Spare parts	$2,022.00	29%	$1,435.62	29%	$1,435.62
7101753	Spare: Sun Quad Port GbE PCIe 2.0 ExpressModule, UTP	Spare parts	$1,254.00	29%	$890.34	29%	$890.34
7101754	Spare: Sun Quad Port GbE PCIe 2.0 ExpressModule, MMF	Spare parts	$3,030.00	29%	$2,151.30	29%	$2,151.30
7101755	Spare: Sun Dual Port 10 GbE PCIe 2.0 Low Profile Adapter Base-T	Spare parts	$1,926.00	29%	$1,367.46	29%	$1,367.46
7101756	Spare: Sun Dual Port 10 GbE PCIe 2.0 ExpressModule, Base-T	Spare parts	$2,250.00	29%	$1,597.50	29%	$1,597.50
7101758	Heatsink (for factory installation)	Other Server Configured Options	$20.00	6%	$18.80	6%	$18.80
7101760	StorageTek SL150 modular tape library: base unit with 30 slots and 1 LTO5 half-height 6 Gb SAS tape drive	SL150 Tape Library	$5,833.00	24%	$4,433.08	34%	$3,849.78
7101761	StorageTek LTO tape drive: 1 HP LTO5 half-height 6 Gb SAS for StorageTek SL150 (for factory installation)	LTO5 Tape Drives (SL150)	$2,470.00	24%	$1,877.20	34%	$1,630.20
7101762	StorageTek LTO tape drive: 1 HP LTO5 half-height 8 Gb FC for StorageTek SL150 (for factory installation)	LTO5 Tape Drives (SL150)	$2,713.00	24%	$2,061.88	34%	$1,790.58
7101763	StorageTek SL150 modular tape library: expansion module with 30 slots (for factory installation)	SL150 Tape Library Options	$793.00	24%	$602.68	34%	$523.38
7101769	StorageTek SL150 modular tape library: power supply (for factory installation)	SL150 Tape Library Options	$223.00	24%	$169.48	34%	$147.18
7101770	StorageTek SL150 modular tape library: expansion module with 30 slots	SL150 Tape Library Options	$968.00	24%	$735.68	34%	$638.88
7101771	StorageTek SL150 modular tape library: power supply	SL150 Tape Library Options	$267.00	24%	$202.92	34%	$176.22
7101772	StorageTek LTO tape drive: 1 HP LTO5 half-height 6 Gb SAS for StorageTek SL150	LTO5 Tape Drives (SL150)	$2,964.00	24%	$2,252.64	34%	$1,956.24
7101773	StorageTek LTO tape drive: 1 HP LTO5 half-height 8 Gb FC for StorageTek SL150	LTO5 Tape Drives (SL150)	$3,255.00	24%	$2,473.80	34%	$2,148.30
7101774	StorageTek SL150 modular library: pair of magazines: 1 left and 1 right	SL150 Tape Library Options	$198.00	24%	$150.48	34%	$130.68
7101883	Brocade SW200R Switch: activation permit for 4 FC ports	Brocade software	$2,100.00	24%	$1,596.00	34%	$1,386.00
7101905	Spare: service processor for Netra SPARC T4-1 server	Spare parts	$900.00	29%	$639.00	29%	$639.00
7101908	FC cable assembly: 6 meters, optical, duplex, multi-mode, 50/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$54.00	15%	$45.90	18%	$44.28
7101914	Ethernet cable assembly: 5 meters, CAT 5E, green	Pillar Axiom SAN Storage System Options	$13.00	15%	$11.05	18%	$10.66
7101915	Ethernet cable assembly: 2 meters, CAT 5E UTP patch, red	Pillar Axiom SAN Storage System Options	$7.00	15%	$5.95	18%	$5.74
7101918	Ethernet cable assembly: 5 meters, SFP+ 10GbE direct attach passive copper cable	Pillar Axiom SAN Storage System Options	$206.00	15%	$175.10	18%	$168.92
7101919	FC cable assembly: 3 meters, optical, duplex, multi-mode, 50/125 core, LC-LC	Pillar Axiom SAN Storage System Options	$48.00	15%	$40.80	18%	$39.36
7101920	FC cable assembly: 6 meters, optical, duplex, multi-mode, 50/125 core, LC-LC	Pillar Axiom SAN Storage System Options	$55.00	15%	$46.75	18%	$45.10
7101921	FC cable assembly: 10 meters, optical, duplex, multi-mode, 50/125 core, LC-LC	Pillar Axiom SAN Storage System Options	$64.00	15%	$54.40	18%	$52.48
7101922	FC cable assembly: 3 meters, optical, duplex, multi-mode, 50/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$46.00	15%	$39.10	18%	$37.72

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7101923	Pillar Axiom SSD Brick with thirteen 50 GB SSDs (for factory installation)	Pillar Axiom SAN Storage System Options	$34,282.00	15%	$29,139.70	18%	$28,111.24
7101924	Pillar Axiom SSD Brick with thirteen 200 GB SSDs (for factory installation)	Pillar Axiom SAN Storage System Options	$127,346.00	15%	$108,244.10	18%	$104,423.72
7101925	Power cord: 3 meters, 18 AWG, 3 conductor, SJT wire, NEMA 5-15 plug, black, 110 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$9.00	15%	$7.65	18%	$7.38
7101926	Pillar Axiom Fibre Channel Brick with twelve 300 GB 15000 rpm 3.5-inch FC HDDs (for factory installation)	Pillar Axiom SAN Storage System Options	$17,909.00	15%	$15,222.65	18%	$14,685.38
7101927	Pillar Axiom Fibre Channel Brick with twelve 600 GB 15000 rpm 3.5-inch FC HDDs (for factory installation)	Pillar Axiom SAN Storage System Options	$23,346.00	15%	$19,844.10	18%	$19,143.72
7101929	Pillar Axiom SATA Brick with thirteen 2 TB 7200 rpm 3.5-inch SATA HDDs (for factory installation)	Pillar Axiom SAN Storage System Options	$21,863.00	15%	$18,583.55	18%	$17,927.66
7101930	Rackmounted slammer installation cable kit for 1 SOC422 slammer with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$1,102.00	15%	$936.70	18%	$903.64
7101931	Rackmounted slammer installation cable kit for 2 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$2,930.00	15%	$2,490.50	18%	$2,402.60
7101932	Rackmounted slammer installation cable kit for 3 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$5,114.00	15%	$4,346.90	18%	$4,193.48
7101934	Pillar Axiom Brick rackmounted installation optical cable kit (for factory installation)	Pillar Axiom SAN Storage System Options	$754.00	15%	$640.90	18%	$618.28
7101935	Installation cable kit with 1 SOC422 slammer with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$1,102.00	15%	$936.70	18%	$903.64
7101936	FC cable assembly: 10 meters, optical, duplex, multi-mode, 50/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$65.00	15%	$55.25	18%	$53.30
7101937	FC cable assembly: 3 meters, optical, duplex, single-mode, 8.3 /125 core, LC-LC	Pillar Axiom SAN Storage System Options	$60.00	15%	$51.00	18%	$49.20
7101938	FC cable assembly: 3 meters, optical, duplex, multi-mode, 8.3/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$50.00	15%	$42.50	18%	$41.00
7101939	Installation cable kit with 2 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$2,930.00	15%	$2,490.50	18%	$2,402.60
7101940	Installation cable kit with 3 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$5,114.00	15%	$4,346.90	18%	$4,193.48
7101941	Installation cable kit with 4 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$7,434.00	15%	$6,318.90	18%	$6,095.88
7101942	Pillar Axiom Brick installation optical cable kit (for factory installation)	Pillar Axiom SAN Storage System Options	$754.00	15%	$640.90	18%	$618.28
7101945	Rackmounted slammer installation cable kit for 4 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$7,434.00	15%	$6,318.90	18%	$6,095.88
7101948	Pillar Axiom Replication Engine 4 Gb FC PCIe HBA: 4 port (for factory installation)	Pillar Axiom SAN Storage System Options	$6,600.00	15%	$5,610.00	18%	$5,412.00
7101960	Power cord: ASM, 3 meters, 18 AWG, 3 conductor, SJT wire, C14 plug, black, 110/240 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$12.00	15%	$10.20	18%	$9.84
7101969	FC cable assembly: 2 meters, SFP to HSSDC2 passive	Pillar Axiom SAN Storage System Options	$125.00	15%	$106.25	18%	$102.50
7101972	FC cable assembly: 0.5 meter, SFP to SFP passive	Pillar Axiom SAN Storage System Options	$86.00	15%	$73.10	18%	$70.52
7101973	Pillar Axiom Pilot with 4 GB memory, rackmounted (for factory installation)	Pillar Axiom SAN Storage System Options	$8,164.00	15%	$6,939.40	18%	$6,694.48

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7101974	Pillar Axiom Pilot with 4 GB memory (for factory installation)	Pillar Axiom SAN 600 Storage System	$8,164.00	15%	$6,939.40	18%	$6,694.48
7101975	FC cable assembly: 1 meter, SFP to SFP passive	Pillar Axiom SAN Storage System Options	$96.00	15%	$81.60	18%	$78.72
7101976	Pillar Axiom Replication Engine with 32 GB memory (for factory installation)	Pillar Axiom SAN Storage System Options	$19,302.00	15%	$16,406.70	18%	$15,827.64
7101980	FC cable assembly: 2 meters, SFP to SFP passive	Pillar Axiom SAN Storage System Options	$114.00	15%	$96.90	18%	$93.48
7101987	Power cord: 15 feet, NEMA L5-30P plug, 30 A, 120 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$209.00	15%	$177.65	18%	$171.38
7101990	Power cord: 15 feet, NEMA L6-30P plug, 30 A, 220 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$209.00	15%	$177.65	18%	$171.38
7101991	Slammer optical cable kit	Pillar Axiom SAN Storage System Options	$905.00	15%	$769.25	18%	$742.10
7101995	Power cord: 15 feet, IEC309 2P+E plug, 16 A (for factory installation)	Pillar Axiom SAN Storage System Options	$67.00	15%	$56.95	18%	$54.94
7101998	Power cord: 15 feet, IEC309 2P+E plug, 32 A (for factory installation)	Pillar Axiom SAN Storage System Options	$311.00	15%	$264.35	18%	$255.02
7101999	PDU assembly: 3-phase, domestic, NEMA L21-30P plug, 30 A (for factory installation)	Pillar Axiom SAN Storage System Options	$5,028.00	15%	$4,273.80	18%	$4,122.96
7102003	Pillar Axiom SSD Brick with thirteen 50 GB SSDs	Pillar Axiom SAN Storage System Options	$41,138.00	15%	$34,967.30	18%	$33,733.18
7102005	Pillar Axiom SSD Brick with thirteen 200 GB SSDs	Pillar Axiom SAN Storage System Options	$152,815.00	15%	$129,892.75	18%	$125,308.30
7102006	PDU with mounting brackets, 30 A (for factory installation)	Pillar Axiom SAN Storage System Options	$1,055.00	15%	$896.75	18%	$865.10
7102007	Pillar Axiom Fibre Channel Brick with twelve 300 GB 15000 rpm 3.5-inch FC HDDs	Pillar Axiom SAN Storage System Options	$21,491.00	15%	$18,267.35	18%	$17,622.62
7102020	Brick copper cable kit	Pillar Axiom SAN Storage System Options	$1,908.00	15%	$1,621.80	18%	$1,564.56
7102021	Pillar Axiom Secure WORMfs - Integrated Software Option - per Management Controller Metric	Pillar Axiom SAN Storage System Features	$25,000.00	15%	$21,250.00	18%	$20,500.00
7102022	Pillar Axiom Storage Domains - Integrated Software Optio - per Management Controller Metric	Pillar Axiom SAN Storage System Features	$25,000.00	15%	$21,250.00	18%	$20,500.00
7102023	42U cabinet with rails (for factory installation)	Pillar Axiom SAN Storage System Options	$9,709.00	15%	$8,252.65	18%	$7,961.38
7102024	Pillar Axiom Copy Services Bundle - Integrated Software Option - per Management Controller Metric	Pillar Axiom SAN Storage System Features	$30,000.00	15%	$25,500.00	18%	$24,600.00
7102025	Rack baying kit (for factory installation)	Pillar Axiom SAN Storage System Options	$61.00	15%	$51.85	18%	$50.02
7102026	Pillar Axiom MaxRep Replication for NAS - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage System Features	$1,000.00	15%	$850.00	18%	$820.00
7102027	Pillar Axiom Fibre Channel Brick with twelve 600 GB 15000 rpm 3.5-inch FC HDDs	Pillar Axiom SAN Storage System Options	$28,015.00	15%	$23,812.75	18%	$22,972.30
7102029	Pillar Axiom SATA Brick with thirteen 2TB 7200 rpm 3.5-inch SATA HDDs	Pillar Axiom SAN Storage System Options	$26,236.00	15%	$22,300.60	18%	$21,513.52
7102030	Pillar Axiom 600 2 Gb FC PCIx HBA with NDMP tape backup	Pillar Axiom SAN Storage System Options	$558.00	15%	$474.30	18%	$457.56
7102031	Rack stabilizer kit (for factory installation)	Pillar Axiom SAN Storage System Options	$79.00	15%	$67.15	18%	$64.78
7102032	Pillar Axiom 600 1 Gb iSCSI PCIx TOE HBA: 2 port	Pillar Axiom SAN Storage System Options	$3,409.00	15%	$2,897.65	18%	$2,795.38
7102033	Add-on slammer optical cable kit for 1 slammer series 2/3 to 1 slammer series 2/3	Pillar Axiom SAN Storage System Options	$2,470.00	15%	$2,099.50	18%	$2,025.40
7102034	Add-on slammer optical cable kit for 1 slammer series 2/3 to 2 slammer series 2/3	Pillar Axiom SAN Storage System Options	$2,775.00	15%	$2,358.75	18%	$2,275.50
7102035	Add-on slammer optical cable kit for 2 slammer series 2/3 to 1 slammer series 2/3	Pillar Axiom SAN Storage System Options	$4,943.00	15%	$4,201.55	18%	$4,053.26
7102142	Pillar Axiom Pilot with 2 GB memory (for factory installation)	Pillar Axiom SAN 600 Storage System	$6,874.00	15%	$5,842.90	18%	$5,636.68

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7102143	Pillar Axiom Pilot with 2 GB memory, rackmounted pilot (for factory installation)	Pillar Axiom SAN 600 Storage System	$6,874.00	15%	$5,842.90	18%	$5,636.68
7102154	Pillar Axiom MaxRep Asynchronous Replication - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$1,200.00	15%	$1,020.00	18%	$984.00
7102155	Pillar Axiom MaxRep Asynchronous Replication with Application Protection - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$2,550.00	15%	$2,167.50	18%	$2,091.00
7102156	Pillar Axiom MaxRep Synchronous Replication - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$1,440.00	15%	$1,224.00	18%	$1,180.80
7102157	Pillar Axiom MaxRep Synchronous Replication with Application Protection - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$3,000.00	15%	$2,550.00	18%	$2,460.00
7102254	Pillar Axiom Brick installation copper cable kit	Pillar Axiom SAN Storage System Options	$958.00	15%	$814.30	18%	$785.56
7102257	Add-on slammer copper cable kit for 1 slammer with SOC422 to 2 slammer with 7197	Pillar Axiom SAN Storage System Options	$1,957.00	15%	$1,663.45	18%	$1,604.74
7102259	Add-on slammer copper cable kit for 2 slammer with SOC422 to 1 slammer with 7197	Pillar Axiom SAN Storage System Options	$3,681.00	15%	$3,128.85	18%	$3,018.42
7102260	Add-on slammer copper cable kit for 1 slammer with SOC422 to 1 slammer with SOC422	Pillar Axiom SAN Storage System Options	$1,202.00	15%	$1,021.70	18%	$985.64
7102261	Add-on slammer copper cable kit for 1 slammer with SOC422 to 2 slammer with SOC422	Pillar Axiom SAN Storage System Options	$1,318.00	15%	$1,120.30	18%	$1,080.76
7102262	Add-on slammer copper cable kit for 2 slammer with SOC422 to 2 slammer with SOC422	Pillar Axiom SAN Storage System Options	$2,458.00	15%	$2,089.30	18%	$2,015.56
7102263	Ehternet cable assembly: 0.5 meter, CAT 5E UTP patch, blue	Pillar Axiom SAN Storage System Options	$6.00	15%	$5.10	18%	$4.92
7102266	Power cord: ASM, 3 meters, 18 AWG, 3 conductor, SJT wire, C14 plug, black, 110/240 VAC rated	Pillar Axiom SAN Storage System Options	$14.00	15%	$11.90	18%	$11.48
7102274	PDU assembly: 3-phase, domestic, NEMA L21-30P plug, 30 A	Pillar Axiom SAN Storage System Options	$6,034.00	15%	$5,128.90	18%	$4,947.88
7102277	PDU with mounting brackets: North America, NEMA L6-30P plug, 30 A	Pillar Axiom SAN Storage System Options	$1,266.00	15%	$1,076.10	18%	$1,038.12
7102278	42U cabinet with rails	Pillar Axiom SAN Storage System Options	$7,939.00	15%	$6,748.15	18%	$6,509.98
7102279	Rack baying kit	Pillar Axiom SAN Storage System Options	$73.00	15%	$62.05	18%	$59.86
7102280	Rack stabilizer kit	Pillar Axiom SAN Storage System Options	$95.00	15%	$80.75	18%	$77.90
7102282	Power cord: Australia, 15 feet, 56P320 plug, IEC320 C19 connector, 16 A, 250 VAC rated	Pillar Axiom SAN Storage System Options	$405.00	15%	$344.25	18%	$332.10
7102284	Power cord: Australia, 9 feet, 56P322 plug, hard wire, 24 A (for factory installation)	Pillar Axiom SAN Storage System Options	$465.00	15%	$395.25	18%	$381.30
7102285	Power cord: Australia, 15 feet, 56P320 plug, IEC320 C19 connector, 16 A, 250 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$336.00	15%	$285.60	18%	$275.52
7102286	Power cord: Australia, 15 feet, 56P315S plug, IEC320 C19 connector, 15 A, 250 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$215.00	15%	$182.75	18%	$176.30
7102287	Upgrade slammer copper cable kit for 2 slammers with SOC422 (for factory installation)	Pillar Axiom SAN Storage System Options	$1,305.00	15%	$1,109.25	18%	$1,070.10
7102288	Upgrade add-on slammer copper cable kit for 1 slammer with SOC422 (for factory installation)	Pillar Axiom SAN Storage System Options	$499.00	15%	$424.15	18%	$409.18
7102337	Oracle ZFS Storage Appliance Replication - Integrated Software Option - per Management Controller Metric	Sun ZFS Storage System Features	$15,000.00	24%	$11,400.00	34%	$9,900.00
7102338	Oracle ZFS Storage Appliance Cloning - Integrated Software Option - per Management Controller Metric	Sun ZFS Storage System Features	$7,500.00	24%	$5,700.00	34%	$4,950.00

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7102460	Netra SPARC T4-2 Server: 4RU base DC with 2 SPARC T4 8-Core processor 2.85 GHz	Netra SPARC T4-2 Server	$41,136.00	15%	$34,965.60	18%	$33,731.52
7102498	Netra SPARC T4-1 server : 2RU AC base chassis with 1 SPARC T4 8-Core Processor 2.85 GHz	Netra SPARC T4-1 Server	$19,840.00	15%	$16,864.00	18%	$16,268.80
7102499	Netra SPARC T4-1 server : 2RU DC base chassis with 1 SPARC T4 8-Core Processor 2.85 GHz	Netra SPARC T4-1 Server	$21,984.00	15%	$18,686.40	18%	$18,026.88
7102610	Spare: 8 GB SFP short wave	Spare parts	$642.00	29%	$455.82	29%	$455.82
7102672	Spare: SSD sleeve	Spare parts	$84.00	29%	$59.64	29%	$59.64
7102673	Spare: SSD hub	Spare parts	$84.00	29%	$59.64	29%	$59.64
7102674	Spare: rack set, end, 1EF	Spare parts	$234.00	29%	$166.14	29%	$166.14
7102675	Spare: rack set, end, 5EF	Spare parts	$426.00	29%	$302.46	29%	$302.46
7102676	Spare: cable assembly, 48 V	Spare parts	$324.00	29%	$230.04	29%	$230.04
7102677	Spare: end stop, upper left	Spare parts	$108.00	29%	$76.68	29%	$76.68
7102678	Spare: end stop, upper right	Spare parts	$108.00	29%	$76.68	29%	$76.68
7102679	Spare: end stop floor, left	Spare parts	$114.00	29%	$80.94	29%	$80.94
7102680	Spare: end stop floor, right	Spare parts	$108.00	29%	$76.68	29%	$76.68
7102681	Spare: cable assembly	Spare parts	$132.00	29%	$93.72	29%	$93.72
7102682	Spare: cable assembly, jumper	Spare parts	$54.00	29%	$38.34	29%	$38.34
7102740	Four 2.5-inch drive slots and 1 DVD-RW disk cage	Other Server Configured Options	$506.00	6%	$477.52	6%	$477.52
7102741	Eight 2.5-inch drive slots, 1 DVD-RW disk cage, and rear slot disk filler panel	Other Server Configured Options	$722.00	6%	$678.68	6%	$678.68
7102742	Twenty-four 2.5-inch drive slots disk cage and two 2.5-inch drive rear slots disk cage	Other Server Configured Options	$1,214.00	6%	$1,141.16	6%	$1,141.16
7102743	Twelve 3.5-inch drive slots disk cage and two 2.5-inch drive rear slots disk cage	Other Server Configured Options	$1,108.00	6%	$1,041.52	6%	$1,041.52
7102744	Eight 2.5-inch drive slots disk cage	Other Server Configured Options	$538.00	6%	$505.72	6%	$505.72
7102745	Heat sink (for factory installation)	Other Server Configured Options	$28.00	6%	$26.32	6%	$26.32
7102748	PCIe filler panel (for factory installation)	Other Server Configured Options	$2.00	6%	$1.88	6%	$1.88
7102752	Spare: power distribution board	Spare parts	$1,674.00	29%	$1,188.54	29%	$1,188.54
7102753	Spare: air filter assembly	Spare parts	$648.00	29%	$460.08	29%	$460.08
7102754	Spare: system fan assembly	Spare parts	$638.00	29%	$451.56	29%	$451.56
7102755	Spare: rear fan assembly	Spare parts	$600.00	29%	$426.00	29%	$426.00
7102756	Spare: 1 motherboard and tray assembly for Netra SPARC T4-2 server	Spare parts	$35,238.00	29%	$25,018.98	29%	$25,018.98
7102757	Spare: LED board assembly for Netra SPARC T4-2 server	Spare parts	$330.00	29%	$234.30	29%	$234.30
7102762	Spare: 1000 W 12 V PSU	Spare parts	$930.00	29%	$660.30	29%	$660.30
7102763	Spare: 2U CPU heat sink	Spare parts	$226.00	29%	$161.88	29%	$161.88
7102764	Spare: left indicator	Spare parts	$216.00	29%	$153.36	29%	$153.36
7102765	Spare: right indicator	Spare parts	$390.00	29%	$276.90	29%	$276.90
7102766	Spare: fan module	Spare parts	$275.00	29%	$195.96	29%	$195.96
7102767	Spare: motherboard assembly	Spare parts	$10,314.00	29%	$7,322.94	29%	$7,322.94
7102769	Spare: rear disk backplane	Spare parts	$426.00	29%	$302.46	29%	$302.46
7102770	Spare: 2U SAS disk expander	Spare parts	$3,192.00	29%	$2,266.32	29%	$2,266.32
7102772	Spare: 24-disk backplane with bracket	Spare parts	$1,800.00	29%	$1,278.00	29%	$1,278.00
7102773	Spare: four 2.5-inch disk backplane	Spare parts	$498.00	29%	$353.58	29%	$353.58
7102774	Spare: interlock cable, 125 millimeters	Spare parts	$84.00	29%	$59.64	29%	$59.64
7102775	Spare: 8-disk 2U cable kit	Spare parts	$426.00	29%	$302.46	29%	$302.46

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102776	Spare: 12-disk 2U cable kit	Spare parts	$480.00	29%	$340.80	29%	$340.80
7102777	Spare: four 3.5-inch disk backplane	Spare parts	$498.00	29%	$353.58	29%	$353.58
7102779	Spare: 6-disk backplane board	Spare parts	$780.00	29%	$553.80	29%	$553.80
7102780	Spare: 8-disk backplane board	Spare parts	$780.00	29%	$553.80	29%	$553.80
7102781	Spare: single fan module	Spare parts	$210.00	29%	$149.10	29%	$149.10
7102782	Spare: motherboard assembly tray	Spare parts	$7,920.00	29%	$5,623.20	29%	$5,623.20
7102783	Spare: USB front cable	Spare parts	$378.00	29%	$268.38	29%	$268.38
7102784	Spare: LED alarm indicator with cable	Spare parts	$390.00	29%	$276.90	29%	$276.90
7102785	Spare: power distribution board	Spare parts	$684.00	29%	$485.64	29%	$485.64
7102786	Spare: PCIe riser board	Spare parts	$384.00	29%	$272.64	29%	$272.64
7102787	Spare: 1 Intel(R) Xeon(R) E5-2658 8-core 2.1 GHz processor	Spare parts	$5,442.00	29%	$3,863.82	29%	$3,863.82
7102789	Spare: heat sink	Spare parts	$192.00	29%	$136.32	29%	$136.32
7102792	Spare: cable kit	Spare parts	$198.00	29%	$140.58	29%	$140.58
7102793	Spare: RAID SAS cable kit	Spare parts	$174.00	29%	$123.54	29%	$123.54
7102795	Spare: 600 W PSU, 12 V	Spare parts	$708.00	29%	$502.68	29%	$502.68
7102797	One 8 GB DDR3-1600 registered DIMM	Netra Server X3-2	$182.00	15%	$154.70	18%	$149.24
7102800	One 16 GB DDR3-1600 registered DIMM	Netra Server X3-2	$362.00	15%	$307.70	18%	$296.84
7102802	SAS cable kit	Netra Server X3-2	$44.00	15%	$37.40	18%	$36.08
7102805	Spare: 1U heat sink CPU	Spare parts	$204.00	29%	$144.84	29%	$144.84
7102807	Spare: motherboard assembly	Spare parts	$5,658.00	29%	$4,017.18	29%	$4,017.18
7102808	Spare: fan module	Spare parts	$150.00	29%	$106.50	29%	$106.50
7102810	Spare: 1U single riser card	Spare parts	$204.00	29%	$144.84	29%	$144.84
7102812	Spare: double stacked riser card	Spare parts	$258.00	29%	$183.18	29%	$183.18
7102814	Spare: 3.5-inch indicator	Spare parts	$306.00	29%	$217.26	29%	$217.26
7102816	Spare: 2.5-inch indicator	Spare parts	$246.00	29%	$174.66	29%	$174.66
7102818	Spare: cable kit	Spare parts	$642.00	29%	$455.82	29%	$455.82
7102869	High bandwidth QSFP optical cable: 10 meters, MPO to MPO	Network Cables	$948.00	14%	$815.28	20%	$758.40
7102870	High bandwidth QSFP optical cable: 20 meters, MPO to MPO	Network Cables	$1,233.00	14%	$1,060.38	20%	$986.40
7102871	High bandwidth QSFP optical cable: 50 meters, MPO to MPO	Network Cables	$1,953.00	14%	$1,679.58	20%	$1,562.40
7102883	Spare: base chassis for StorageTek SL150	Spare parts	$1,440.00	29%	$1,022.40	29%	$1,022.40
7102886	Spare: expansion chassis for StorageTek SL150	Spare parts	$1,128.00	29%	$800.88	29%	$800.88
7102887	Spare: robot assembly	Spare parts	$4,638.00	29%	$3,292.98	29%	$3,292.98
7102888	Spare: POWER SUPPLY	Spare parts	$564.00	29%	$400.44	29%	$400.44
7102891	Spare: set of left and right magazine	Spare parts	$474.00	29%	$336.54	29%	$336.54
7102892	Spare: operator panel	Spare parts	$1,056.00	29%	$749.76	29%	$749.76
7102893	Spare: library expansion controller printed circuit assembly	Spare parts	$306.00	29%	$217.26	29%	$217.26
7102894	Spare: library control module printed circuit assembl	Spare parts	$138.00	29%	$97.98	29%	$97.98
7102895	Spare: StorageTek LTO tape drive: 1 LTO5 6 Gb SAS for SL150	Spare parts	$6,018.00	29%	$4,272.78	29%	$4,272.78
7102896	Spare: StorageTek LTO tape drive: 1 LTO5 8 Gb FC for SL150	Spare parts	$6,594.00	29%	$4,681.74	29%	$4,681.74

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102898	Pillar Axiom NAS Slammer with eight 1 Gb/sec copper por and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,194.00	15%	$29,064.90	18%	$28,039.08
7102899	Pillar Axiom NAS Slammer with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$35,214.00	15%	$29,931.90	18%	$28,875.48
7102900	Pillar Axiom NAS Slammer with four 10 Gb/sec copper ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$39,188.00	15%	$33,309.80	18%	$32,134.16
7102901	Pillar Axiom NAS Slammer with four 10 Gb/sec optical por and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,284.00	15%	$35,941.40	18%	$34,672.88
7102902	Pillar Axiom iSCSI Slammer with four 1 Gb/sec copper po and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$40,378.00	15%	$34,321.30	18%	$33,109.96
7102903	Pillar Axiom Fibre Channel SAN Slammer with four 4 Gb/s FC ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,705.00	15%	$29,499.25	18%	$28,458.10
7102904	Pillar Axiom Fibre Channel SAN Slammer with four 8 Gb/s FC ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,039.00	15%	$35,733.15	18%	$34,471.98
7102905	Pillar Axiom NAS Slammer with eight 1 Gb/sec copper por and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,194.00	15%	$29,064.90	18%	$28,039.08
7102906	Pillar Axiom NAS Slammer with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$35,214.00	15%	$29,931.90	18%	$28,875.48
7102907	Pillar Axiom NAS Slammer with four 10 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$39,188.00	15%	$33,309.80	18%	$32,134.16
7102908	Pillar Axiom NAS Slammer with four 10 Gb/sec optical por and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,284.00	15%	$35,941.40	18%	$34,672.88
7102909	Pillar Axiom iSCSI Slammer with four 1 Gb/sec copper po and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$40,387.00	15%	$34,328.95	18%	$33,117.34
7102910	Pillar Axiom Fibre Channel SAN Slammer with four 4 Gb/s FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,705.00	15%	$29,499.25	18%	$28,458.10
7102911	Pillar Axiom Fibre Channel SAN Slammer with four 8 Gb/s FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,038.00	15%	$35,732.30	18%	$34,471.16
7102912	Pillar Axiom NAS Slammer with eight 1 Gb/sec copper por and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$41,033.00	15%	$34,878.05	18%	$33,647.06
7102913	Pillar Axiom NAS Slammer with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$42,257.00	15%	$35,918.45	18%	$34,650.74
7102914	Pillar Axiom NAS Slammer with four 10 Gb/sec copper ports and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$47,025.00	15%	$39,971.25	18%	$38,560.50
7102915	Pillar Axiom NAS Slammer with four 10 Gb/sec optical por and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$50,740.00	15%	$43,129.00	18%	$41,606.80
7102916	Pillar Axiom iSCSI Slammer with four 1 Gb/sec copper po and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$48,465.00	15%	$41,195.25	18%	$39,741.30

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7102917	Pillar Axiom Fibre Channel Slammer with four 4 Gb FC por and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$41,655.00	15%	$35,406.75	18%	$34,157.10
7102918	Pillar Axiom Fibre Channel Slammer with four 8 Gb/sec FC ports and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$50,466.00	15%	$42,896.10	18%	$41,382.12
7102919	Pillar Axiom NAS Slammer upgrade with eight 1 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$34,194.00	15%	$29,064.90	18%	$28,039.08
7102920	Pillar Axiom NAS Slammer upgrade with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$35,214.00	15%	$29,931.90	18%	$28,875.48
7102921	Pillar Axiom NAS Slammer upgrade with four 10 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$39,188.00	15%	$33,309.80	18%	$32,134.16
7102922	Pillar Axiom NAS Slammer upgrade with four 10 Gb/sec optical ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$42,284.00	15%	$35,941.40	18%	$34,672.88
7102923	Pillar Axiom iSCSI Slammer upgrade with four 1 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$40,387.00	15%	$34,328.95	18%	$33,117.34
7102924	Pillar Axiom Fibre Channel SAN Slammer upgrade with four 4 Gb/sec FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$34,705.00	15%	$29,499.25	18%	$28,458.10
7102925	Pillar Axiom Fibre Channel Slammer upgrade with four 8 Gb/sec FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$42,038.00	15%	$35,732.30	18%	$34,471.16
7102926	Pillar Axiom Replication Engine add-on with 32 GB memory (for factory installation)	Pillar Axiom SAN Storage System Options	$23,162.00	15%	$19,687.70	18%	$18,992.84
7102927	Pillar Axiom MaxRep Asynchronous Replication add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$1,200.00	15%	$1,020.00	18%	$984.00
7102928	Pillar Axiom MaxRep Asynchronous Replication with Application Protection add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$2,550.00	15%	$2,167.50	18%	$2,091.00
7102929	Pillar Axiom MaxRep Synchronous Replication add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$1,440.00	15%	$1,224.00	18%	$1,180.80
7102930	Pillar Axiom MaxRep Synchronous Replication with Application Protection add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$3,000.00	15%	$2,550.00	18%	$2,460.00
7102975	Netra Server X3-2: 2 RU DC base chassis with motherboard and 6 HDDs and DVD	Netra Server X3-2	$5,194.00	15%	$4,414.90	18%	$4,259.08
7102976	Netra Server X3-2: 2 RU AC base chassis with motherboard and 6 HDDs and DVD	Netra Server X3-2	$5,048.00	15%	$4,290.80	18%	$4,139.36
7102978	Netra Server X3-2: 2 RU DC base chassis with motherboard and 8 HDDs	Netra Server X3-2	$5,108.00	15%	$4,341.80	18%	$4,188.56
7102979	Netra Server X3-2: 2 RU AC base chassis with motherboard and 8 HDDs	Netra Server X3-2	$4,930.00	15%	$4,190.50	18%	$4,042.60
7102980	1 Intel(R) Xeon(R) E5-2658 8-core 2.1 GHz processor (for factory installation)	Netra Server X3-2	$1,780.00	15%	$1,513.00	18%	$1,459.60
7102981	Heat sink (for factory installation)	Netra Server X3-2	$26.00	15%	$22.10	18%	$21.32
7102982	One 8 GB DDR3-1600 registered DIMM (for factory installation)	Netra Server X3-2	$152.00	15%	$129.20	18%	$124.64
7102983	Oracle System Assistant (for factory installation)	Netra Server X3-2	$0.00	15%	$0.00	18%	$0.00

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7102984	One 16 GB DDR3-1600 registered DIMM (for factory installation)	Netra Server X3-2	$302.00	15%	$256.70	18%	$247.64
7102986	SAS cable kit (for factory installation)	Netra Server X3-2	$34.00	15%	$28.90	18%	$27.88
7102989	Spare: cooling tray tool	Spare parts	$2,124.00	29%	$1,508.04	29%	$1,508.04
7103040	Spare: 6-disk air filter	Spare parts	$258.00	29%	$183.18	29%	$183.18
7103041	Spare: 8-disk air filter	Spare parts	$252.00	29%	$178.92	29%	$178.92
7103042	Spares: 2 wago DC connectors	Spare parts	$396.00	29%	$281.16	29%	$281.16
7103058	Spare: cable, 50 meters, MPO high bandwidth QSFP	Spare parts	$2,934.00	29%	$2,083.14	29%	$2,083.14
7103059	Spare: cable, 20 meters, MPO high bandwidth QSFP	Spare parts	$1,854.00	29%	$1,316.34	29%	$1,316.34
7103060	Spare: cable, 10 meters, MPO high bandwidth QSFP	Spare parts	$1,428.00	29%	$1,013.88	29%	$1,013.88
7103063	Spare: 32 GB DIMM	Spare parts	$7,584.00	29%	$5,384.64	29%	$5,384.64
7103064	Spare: 24 disk 2U cable kit	Spare parts	$462.00	29%	$328.02	29%	$328.02
7103065	Spare: 4 GB USB flash memory	Spare parts	$186.00	29%	$132.06	29%	$132.06
7103071	Netra Blade X3-2B: base blade assembly (for factory installation)	Netra Blade X3-2B	$2,100.00	15%	$1,785.00	18%	$1,722.00
7103087	Oracle System Assistant (for factory installation)	Netra Blade X3-2B	$0.00	15%	$0.00	18%	$0.00
7103118	Spare: optical cable, 1 meter, duplex, multi-mode, 50/125 core, LC-LC	Spare parts	$90.00	29%	$63.90	29%	$63.90
7103119	Spare: optical cable, 3 meters, duplex, multi-mode, 50/125 core, LC-LC	Spare parts	$102.00	29%	$72.42	29%	$72.42
7103120	Spare: cable, 2 meters, CAT 5E UTP patch, red	Spare parts	$30.00	29%	$21.30	29%	$21.30
7103122	Spare: cable, 1 meter, passive, SFP to SFP	Spare parts	$174.00	29%	$123.54	29%	$123.54
7103123	Spare: cable, 0.5 meter, passive, SFP to SFP,	Spare parts	$162.00	29%	$115.02	29%	$115.02
7103124	Spare: cable, 2 meters, passive, SFP to HSSDC2	Spare parts	$216.00	29%	$153.36	29%	$153.36
7103131	Spare: cable assembly with USB	Spare parts	$30.00	29%	$21.30	29%	$21.30
7103132	Spare: 8 Gb FC PCIe HBA with optical interface: 2 port	Spare parts	$7,062.00	29%	$5,014.02	29%	$5,014.02
7103314	Spare: tape drive clutch tool	Spare parts	$426.00	29%	$302.46	29%	$302.46
7103315	spare: tape drive leader bundle	Spare parts	$360.00	29%	$255.60	29%	$255.60
7103316	spare: tape drive retaining strip	Spare parts	$42.00	29%	$29.82	29%	$29.82
7103317	spare: tape drive splicing block	Spare parts	$294.00	29%	$208.74	29%	$208.74
7103318	spare: tape drive splicing tabs	Spare parts	$66.00	29%	$46.86	29%	$46.86
7103365	StorageTek Virtual Library Extension: capacity upgrade with 330 TB effective capacity	StorageTek Virtual Library Extension	$146,656.00	15%	$124,657.60	18%	$120,257.92
7103428	StorageTek Virtual Storage Manager 5: activation permit for 1 TB effective capacity	StorageTek Virtual Storage Manager Features	$18,000.00	24%	$13,680.00	34%	$11,880.00
7103494	Spare: 4-Core Motherboard	Spare parts	$20,976.00	29%	$14,892.96	29%	$14,892.96
7103495	Netra SPARC T4-1 server: 2 RU AC base chassis with 1 SPARC T4 4-core processor 2.85 GHz	Netra SPARC T4-1 (4 core) Server	$12,395.00	15%	$10,535.75	18%	$10,163.90
7103496	Netra SPARC T4-1 server: 2 RU DC base chassis with 1 SPARC T4 4-core processor 2.85 GHz	Netra SPARC T4-1 (4 core) Server	$13,735.00	15%	$11,674.75	18%	$11,262.70
7103527	Spare: cable kit for RAID expansion module	Spare parts	$156.00	29%	$110.76	29%	$110.76
7103529	Spare: one 8 GB DDR3-1600 DIMM	Spare parts	$480.00	29%	$340.80	29%	$340.80
7103530	Spare: one 16 GB DDR3-1600 DIMM	Spare parts	$1,536.00	29%	$1,090.56	29%	$1,090.56
7103568	Spare: high efficiency power supply assembly	Spare parts	$1,200.00	29%	$852.00	29%	$852.00
7103792	Spare: Sun Netra X6270 M3 server module	Spare parts	$6,882.00	29%	$4,886.22	29%	$4,886.22
7103942	Spare: C4 Quad Core, eShanghai Motherboard, w/Flyover, Slammer, w/loader, HSF	Spare parts	$24,000.00	29%	$17,040.00	29%	$17,040.00
7103958	Spare: cable,powor,15ft,c19 to nema,125v,20a	Spare parts	$102.00	29%	$72.42	29%	$72.42

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7103959	Spare: cable,power,15ft,c19 to nema,250v,20a	Spare parts	$96.00	29%	$68.16	29%	$68.16
7103960	Spare: cable,power,15ft,c19 to nema,120v,20a	Spare parts	$54.00	29%	$38.34	29%	$38.34
7103961	Spare: cable,optical,duplex,multimode,50/125 core,sc-lc,3-meter	Spare parts	$132.00	29%	$93.72	29%	$93.72
7103962	Spare: cable,optical,duplex,multimode,62.5/125 core,lc-lc,3-meter	Spare parts	$180.00	29%	$127.80	29%	$127.80
7103963	Spare: cable,optical,duplex,multimode,62.5/125 core,sc-lc,3-meter	Spare parts	$132.00	29%	$93.72	29%	$93.72
7103964	Spare: cable,cat-5e network,5m,green	Spare parts	$30.00	29%	$21.30	29%	$21.30
7103965	Spare: cable,optical,duplex,singlemode,8.3/125 core,sc-lc,3-meter	Spare parts	$150.00	29%	$106.50	29%	$106.50
7103966	Spare: cable,sfp to sfp passive,2m long	Spare parts	$192.00	29%	$136.32	29%	$136.32
7103967	Spare: cable,sfp+ 10gbe direct attach passive copper,5m	Spare parts	$372.00	29%	$264.12	29%	$264.12
7103973	Spare: asm,3-phase pdu,30a,nema,l21-30p plug,domestic	Spare parts	$10,056.00	29%	$7,139.76	29%	$7,139.76
7103974	Spare: hba,fibre channel to pci-x	Spare parts	$930.00	29%	$660.30	29%	$660.30
7103975	Spare: cable,optical,duplex,singlemode,8.3 /125 core,lc-lc,meter	Spare parts	$198.00	29%	$140.58	29%	$140.58
7103996	StorageTek Tape Analytics for StorageTek SL8500 modular library system - Integrated Software Option - per Tape Library Metric	Tape Library Features	$32,000.00	24%	$24,320.00	34%	$21,120.00
7103997	StorageTek Tape Analytics for StorageTek SL3000 modular library system - Integrated Software Option - per Tape Library Metric	Tape Library Features	$16,000.00	24%	$12,160.00	34%	$10,560.00
7104018	Spare: brush assembly	Spare parts	$3,600.00	29%	$2,556.00	29%	$2,556.00
7104075	Spare: StorageTek LTO tape drive: 1 IBM LTO5 8 GB FC for StorageTek SL8500, StorageTek SL3000, and StorageTek SL500	Spare parts	$32,256.00	29%	$22,901.76	29%	$22,901.76
7104076	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL8500 and IBM AS400	Entry Level LTO 5 Tape Drives	$28,250.00	24%	$21,470.00	34%	$18,645.00
7104105	Spare: service processor for Netra SPARC T4-2 server	Spare parts	$720.00	29%	$511.20	29%	$511.20
7104106	Spare: two 32 GB DDR3-1066 low voltage registered DIMMs	Spare parts	$13,200.00	29%	$9,372.00	29%	$9,372.00
7104117	Spare: tape drive rackmount fan assembly	Spare parts	$636.00	29%	$451.56	29%	$451.56
7104118	Spare: tape drive fan assembly for StorageTek SL8500	Spare parts	$576.00	29%	$408.96	29%	$408.96
7104119	Spare: tape drive fan assembly for StorageTek SL3000	Spare parts	$516.00	29%	$366.36	29%	$366.36
7104120	Spare: library operator panel for StorageTek SL500	Spare parts	$3,192.00	29%	$2,266.32	29%	$2,266.32
7104198	One 16 GB DDR3-1066 registered DIMM (for factory installation)	SPARC T4 Server Configured Options	$690.00	15%	$586.50	18%	$565.80
7104199	One 16 GB DDR3-1066 registered DIMM	SPARC T4 Server X-Options	$828.00	15%	$703.80	18%	$678.96
7104200	One 32 GB DDR3-1066 registered DIMM (for factory installation)	SPARC T4 Server Configured Options	$2,000.00	15%	$1,700.00	18%	$1,640.00
7104201	One 32 GB DDR3-1066 registered DIMM	SPARC T4 Server X-Options	$2,400.00	15%	$2,040.00	18%	$1,968.00
7104412	Spare: cable assembly, European Union, 15 feet, 16 A	Spare parts	$30.00	29%	$21.30	29%	$21.30
7104413	Spare: cable assembly, European Union, 15 feet, 16 A	Spare parts	$138.00	29%	$97.98	29%	$97.98
7104414	Spare: one 600 GB 15000 rpm 3.5-inch FC HDD with bracket	Spare parts	$2,088.00	29%	$1,482.48	29%	$1,482.48
7104415	Spare: one 300 GB 15000 rpm 3.5-inch FC HDD with bracket	Spare parts	$2,550.00	29%	$1,810.50	29%	$1,810.50
7104444	Spare: one 16GB DDR3-1066 DIMM	Spare parts	$888.00	29%	$630.48	29%	$630.48
7104445	Spare: one 32GB DDR3-1066 DIMM	Spare parts	$4,932.00	29%	$3,501.72	29%	$3,501.72

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7104568	Spare: blank cable labels	Spare parts	$324.00	29%	$230.04	29%	$230.04
7104613	Spare: cable kit	Spare parts	$270.00	29%	$191.70	29%	$191.70
7104615	Spare: Intel(R) Xeon(R) E5-2630L 6-core 2.0 GHz processor	Spare parts	$4,278.00	29%	$3,037.38	29%	$3,037.38
7104900	Single processor I/O cover kit (for factory installation)	Other Server Configured Options	$10.00	6%	$9.40	6%	$9.40
7104901	Single processor I/O cover kit (for factory installation)	Other Server Configured Options	$40.00	6%	$37.60	6%	$37.60
7104916	Spare: cooling fan tray	Spare parts	$840.00	29%	$596.40	29%	$596.40
7104917	Spare: 300 W AC PSU	Spare parts	$3,600.00	29%	$2,556.00	29%	$2,556.00
7104918	Spare: Cisco Catalyst 4948E Ethernet Switch	Spare parts	$93,564.00	29%	$66,430.44	29%	$66,430.44
7104930	One 16 GB DDR3-1066 registered DIMMs (for factory installation)	SPARC T4 Server Configured Options	$690.00	15%	$586.50	18%	$565.80
7104931	One 16 GB DDR3-1066 registered DIMMs	SPARC T4 Server X-Options	$828.00	15%	$703.80	18%	$678.96
7104966	Spare: operator panel for StorageTek SL150 modular tape library for OEM	Spare parts	$1,068.00	29%	$758.28	29%	$758.28
7105054	Spare: one 16 GB DDR3-1066 DIMM	Spare parts	$786.00	29%	$558.06	29%	$558.06
#160-3993-N	Spare: 1 lithium system board battery, 3 V	Spare parts	$96.00	29%	$68.16	29%	$68.16
#350-1312-N	Spare: fan module for Sun Datacenter Infiniband switches	Spare parts	$912.00	29%	$647.52	29%	$647.52
#371-4198	Spare: 10 kVA single phase PDU with L6-30P plugs	Spare parts	$3,822.00	29%	$2,713.62	29%	$2,713.62
#371-4200	Spare: 10 kVA single phase PDU with IEC 60309 plugs	Spare parts	$3,534.00	29%	$2,509.14	29%	$2,509.14
#371-4779	Spare: 32-port keyboard, video and mouse switch	Spare parts	$16,866.00	29%	$11,974.86	29%	$11,974.86
#371-4780	Spare: KMM drawer with US keyboard	Spare parts	$4,584.00	29%	$3,254.64	29%	$3,254.64
#419843204	Spare: printed wiring assembly HBT, HBT2	Spare parts	$3,192.00	29%	$2,266.32	29%	$2,266.32
#501-7439-N	Spare: single 10 GbE XAUI adaptor	Spare parts	$804.00	29%	$570.84	29%	$570.84
#501-7843	Spare: 2-slot rear HDD backplane	Spare parts	$180.00	29%	$127.80	29%	$127.80
333U-10-10-C14	Power cord: Jumper, 1.0 meter, straight IEC60320-2-2 Sheet E (C14) plug, right angle IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
333V-02-10-C14	Power cord: Jumper, straight plug-connector, 0.2 meter, IEC60320-2-2 Sheet E (C14) plug, IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
333V-10-10-C14	Power cord: Jumper, straight plug-connector, 1.0 meter, IEC60320-2-2 Sheet E (C14) plug, IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
333V-29-10-NPLG	Power cord: Jumper, 2.9 meters, IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
9840D-EKEY-A-N	Encryption for StorageTek T9840D tape drives: activation permit for 1 tape drive	Tape Encryption	$5,000.00	24%	$3,800.00	34%	$3,300.00
ACSLS-0001	StorageTek Automated Cartridge System Library Software (ACSLS) - Server Perpetual	StorageTek Automated Cartridge System Library Software	$15,000.00	15%	$12,750.00	18%	$12,300.00
ACSLS-0001-T02	StorageTek Automated Cartridge System Library Software (ACSLS) - server 2 Year	StorageTek Automated Cartridge System Library Software	$5,250.00	15%	$4,462.50	18%	$4,305.00
ACSLS-0001-T03	StorageTek Automated Cartridge System Library Software (ACSLS) - Server 3 Year	StorageTek Automated Cartridge System Library Software	$7,500.00	15%	$6,375.00	18%	$6,150.00
ACSLS-0001-T04	StorageTek Automated Cartridge System Library Software (ACSLS) - Server 4 Year	StorageTek Automated Cartridge System Library Software	$9,000.00	15%	$7,650.00	18%	$7,380.00
ACSLS-0001-T05	StorageTek Automated Cartridge System Library Software (ACSLS) - Server 5 Year	StorageTek Automated Cartridge System Library Software	$10,500.00	15%	$8,925.00	18%	$8,610.00
ACSLS-HA-0001	Sun Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent – Server Perpetual	StorageTek Automated Cartridge System Library Software	$15,000.00	15%	$12,750.00	18%	$12,300.00

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ACSLS-HA-0001-T02	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent - Server 2 year	StorageTek Automated Cartridge System Library Software	$5,250.00	15%	$4,462.50	18%	$4,305.00
ACSLS-HA-0001-T03	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent - Server 3 Year	StorageTek Automated Cartridge System Library Software	$7,500.00	15%	$6,375.00	18%	$6,150.00
ACSLS-HA-0001-T04	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent - Server 4 year	StorageTek Automated Cartridge System Library Software	$9,000.00	15%	$7,650.00	18%	$7,380.00
ACSLS-HA-0001-T05	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent -Server 5 Year	StorageTek Automated Cartridge System Library Software	$10,500.00	15%	$8,925.00	18%	$8,610.00
CABLE10148031-Z-N	Ultra SCSI cable: LVD/SE	Tape Options	$80.00	24%	$60.80	34%	$52.80
CABLE10187000-Z-N	SCSI cable: 3 meters, 68MD-68MD	Tape Options	$100.00	24%	$76.00	34%	$66.00
CABLE10187003-Z-N	SCSI cable: 6 meters, 68MD-68VHDCI	Tape Options	$176.00	24%	$133.76	34%	$116.16
CABLE10187008-Z-N	SCSI cable: universal, 3 meters, 68MD-68MD	Tape Options	$109.00	24%	$82.84	34%	$71.94
CABLE10187009-Z-N	SCSI cable: universal, 5 meters, 68MD-68MD	Tape Options	$137.00	24%	$104.12	34%	$90.42
CABLE10187010-Z-N	SCSI cable: universal, 10 meters, 68MD-68MD	Tape Options	$230.00	24%	$174.80	34%	$151.80
CABLE10187011-Z-N	SCSI cable: universal, 3 meters, 68MD-68VHDCI	Tape Options	$166.00	24%	$126.16	34%	$109.56
CABLE10187012-Z-N	SCSI cable: universal, 5 meters, 68MD-68VHDCI	Tape Options	$188.00	24%	$142.88	34%	$124.08
CABLE10187013-Z-N	SCSI cable: universal, 10 meters, 68MD-68VHDCI	Tape Options	$231.00	24%	$175.56	34%	$152.46
CABLE10187014-Z-N	SCSI cable: universal, 2 meters, 68MD-68VHDCI	Tape Options	$168.00	24%	$127.68	34%	$110.88
CABLE10187015-Z-N	SCSI cable: LVD, 3 meters, 68MD-VHDCI	Tape Options	$156.00	24%	$118.56	34%	$102.96
CABLE10187016-Z-N	SCSI cable: LVD, 5 meters, 68MD-VHDCI	Tape Options	$171.00	24%	$129.96	34%	$112.86
CABLE10187017-Z-N	SCSI cable: LVD, 10 meters, 68MD-VHDCI	Tape Options	$198.00	24%	$150.48	34%	$130.68
CABLE10187033-Z-A	StorageTek cable assembly: 8 feet, 24 awg, shld, cat5E (for factory installation)	Tape Options	$22.00	24%	$16.72	34%	$14.52
CABLE10187033-Z-N	Cable assembly: 8 feet, 24 awg, shld, cat 5E	Tape Options	$22.00	24%	$16.72	34%	$14.52
CABLE10187034-Z-A	StorageTek cable assembly: 35 feet, 24 awg, shld, cat5E (for factory installation)	Tape Options	$32.00	24%	$24.32	34%	$21.12
CABLE10187034-Z-N	Cable assembly: 35 feet, 24 awg, shld, cat 5E	Tape Options	$32.00	24%	$24.32	34%	$21.12
CABLE10187035-Z-A	StorageTek cable assembly: 50 inch, 24 awg, shld, cat5E (for factory installation)	Tape Options	$29.00	24%	$22.04	34%	$19.14
CABLE10187035-Z-N	Cable assembly: 50 inches, 24 awg, shld, cat 5E	Tape Options	$29.00	24%	$22.04	34%	$19.14
CABLE10187037-Z-A	StorageTek cable assembly: 55 feet, 24 awg, shld, cat5E (for factory installation)	Tape Options	$43.00	24%	$32.68	34%	$28.38
CABLE10187037-Z-N	Cable assembly: 55 feet, 24 awg, shld, cat 5E	Tape Options	$43.00	24%	$32.68	34%	$28.38
CABLE10800285-Z-N	ESCON-ESCON cable: plenum, 13 meters, 62.5/125	Tape Options	$112.00	24%	$85.12	34%	$73.92
CABLE10800288-Z-N	ESCON-ESCON cable: plenum, 107 meters, 62.5/125	Tape Options	$473.00	24%	$359.48	34%	$312.18
CABLE10800292-Z-N	ESCON-ESCON cable: riser, 107 meters, 62.5/125	Tape Options	$430.00	24%	$326.80	34%	$283.80
CABLE10800294-Z-N	FC cable: plenum, 10 meters, duplex, SC-SC, 50/125	Tape Options	$64.00	24%	$48.64	34%	$42.24
CABLE10800295-Z-N	FC cable: plenum, 50 meters, duplex, SC-SC, 50/125	Tape Options	$141.00	24%	$107.16	34%	$93.06
CABLE10800298-Z-N	FC cable: riser, 50 meters, duplex, SC-SC, 50/125	Tape Options	$129.00	24%	$98.04	34%	$85.14
CABLE10800302-Z-A	StorateTek FC cable: 3 meters, duplex, single mode, riser, LC-LC connectors (for factory installation)	Tape Options	$62.00	24%	$47.12	34%	$40.92
CABLE10800304-Z-N	FC cable: riser, 100 meters, duplex, LC-SC, 9/125	Tape Options	$204.00	24%	$155.04	34%	$134.64
CABLE10800305-Z-N	FC cable: plenum, 100 meters, duplex, LC-LC, 9/125	Tape Options	$232.00	24%	$176.32	34%	$153.12

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CABLE10800306-Z-A	StorageTek FC cable: 100 meters, 9/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$207.00	24%	$157.32	34%	$136.62
CABLE10800306-Z-N	FC cable: riser, 100 meters, duplex, LC-LC, 9/125	Tape Options	$207.00	24%	$157.32	34%	$136.62
CABLE10800307-Z-A	StorageTek FC cable: OM2, 1 meter, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$59.00	24%	$44.84	34%	$38.94
CABLE10800307-Z-N	StorageTek FC cable: OM2, 1 meter, 50/125, duplex, riser, LC-LC connectors	Tape Options	$59.00	24%	$44.84	34%	$38.94
CABLE10800308-Z-A	StorageTek FC cable: OM2, 2 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800308-Z-N	StorageTek FC cable: OM2, 2 meters, 50/125, duplex, riser, LC-LC connectors	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800310-Z-A	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$76.00	24%	$57.76	34%	$50.16
CABLE10800310-Z-N	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, riser, LC-LC connectors	Tape Options	$76.00	24%	$57.76	34%	$50.16
CABLE10800313-Z-A	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, plenum, LC-LC connectors (for factory installation)	Tape Options	$79.00	24%	$60.04	34%	$52.14
CABLE10800313-Z-N	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, plenum, LC-LC connectors	Tape Options	$79.00	24%	$60.04	34%	$52.14
CABLE10800316-Z-N	FC cable: riser, 0.5 meter, duplex, LC-LC, 50/125	Tape Options	$57.00	24%	$43.32	34%	$37.62
CABLE10800317-Z-N	FC cable: riser, 10 meters, duplex, LC-SC, 50/125	Tape Options	$73.00	24%	$55.48	34%	$48.18
CABLE10800320-Z-N	FC cable: plenum, 10 meters, duplex, LC-SC, 50/125	Tape Options	$76.00	24%	$57.76	34%	$50.16
CABLE10800321-Z-N	FC cable: plenum, 50 meters, duplex, LC-SC, 50/125	Tape Options	$164.00	24%	$124.64	34%	$108.24
CABLE10800325-Z-N	ESCON-MT-RJ cable: riser, 31 meters, 62.5/125	Tape Options	$143.00	24%	$108.68	34%	$94.38
CABLE10800326-Z-N	ESCON-MT-RJ cable: riser, 61 meters, 62.5/125	Tape Options	$188.00	24%	$142.88	34%	$124.08
CABLE10800327-Z-N	ESCON-MT-RJ cable: plenum, 13 meters, 62.5/125	Tape Options	$86.00	24%	$65.36	34%	$56.76
CABLE10800330-Z-A	StorageTek FC cable: 10 meters, 9/125, duplex, plenum, LC-LC connectors (for factory installation)	Tape Options	$74.00	24%	$56.24	34%	$48.84
CABLE10800330-Z-N	FC cable: plenum 10 meters, duplex, LC-LC, 9/125	Tape Options	$74.00	24%	$56.24	34%	$48.84
CABLE10800331-Z-A	StorageTek FC cable: 10 meters, 9/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$72.00	24%	$54.72	34%	$47.52
CABLE10800332-Z-A	StorageTek FC cable: 50 meters, 9/125, duplex, plenum, LC-LC connectors (for factory installation)	Tape Options	$144.00	24%	$109.44	34%	$95.04
CABLE10800332-Z-N	FC cable: plenum, 50 meters, duplex, LC-LC, 9/125	Tape Options	$144.00	24%	$109.44	34%	$95.04
CABLE10800333-Z-A	StorageTek FC cable: 50 meters, 9/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$132.00	24%	$100.32	34%	$87.12
CABLE10800333-Z-N	FC cable: riser, 50 meters, duplex, LC-LC, 9/125	Tape Options	$132.00	24%	$100.32	34%	$87.12
CABLE10800334-Z-N	FC cable: plenum, 10 meters, duplex, LC-SC, 9/125	Tape Options	$72.00	24%	$54.72	34%	$47.52
CABLE10800340-Z-A	StorageTek FC cable: 3 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800340-Z-N	FC cable: riser, 3 meters, duplex, LC-LC, 50/125	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800341-Z-A	StorageTek FC cable: 5 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$66.00	24%	$50.16	34%	$43.56
CABLE10800341-Z-N	FC cable: riser, 5 meters, duplex, LC-LC, 50/125	Tape Options	$66.00	24%	$50.16	34%	$43.56
CABLE10800345-Z-N	FC cable: riser, 2 meters, duplex, LC-SC, 50/125	Tape Options	$55.00	24%	$41.80	34%	$36.30
CABLE10800346-Z-N	FC cable: riser, 5 meters, duplex, LC-SC, 50/125	Tape Options	$64.00	24%	$48.64	34%	$42.24
CLUSTEREDVTSS1M-N	StorageTek Virtual Storage Manager System: activation permit to cluster VSM systems together in a disaster recovery environment	Sun StorageTek Virtual Storage Manager System (VSM 4)	$50,000.00	24%	$38,000.00	34%	$33,000.00

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DS2-4URK-19U	Sun disk shelf: universal rail kit for 19-inch depth racks (for factory installation)	Sun Unified Storage System Options	$230.00	24%	$174.80	34%	$151.80
ELS-0001	StorageTek Enterprise Library Software - Server Perpetual	StorageTek Enterprise Library Software	$30,000.00	24%	$22,800.00	34%	$19,800.00
ELS-0001-T02	StorageTek Enterprise Library Software - Server 2 year	StorageTek Enterprise Library Software	$10,500.00	24%	$7,980.00	34%	$6,930.00
ELS-0001-T03	StorageTek Enterprise Library Software - Server 3 year	StorageTek Enterprise Library Software	$15,000.00	24%	$11,400.00	34%	$9,900.00
ELS-0001-T04	StorageTek Enterprise Library Software - Server 4 year	StorageTek Enterprise Library Software	$18,000.00	24%	$13,680.00	34%	$11,880.00
ELS-0001-T05	StorageTek Enterprise Library Software - Server 5 year	StorageTek Enterprise Library Software	$21,000.00	24%	$15,960.00	34%	$13,860.00
L88662	StorageTek Storage Archive Manager - Processor 2 Year	Storage Archive Manager	$10,500.00	22%	$8,190.00	50%	$5,250.00
L88663	StorageTek Storage Archive Manager - Processor 3 Year	Storage Archive Manager	$15,000.00	22%	$11,700.00	50%	$7,500.00
L88664	StorageTek Storage Archive Manager - Processor 4 Year	Storage Archive Manager	$18,000.00	22%	$14,040.00	50%	$9,000.00
L88665	StorageTek Storage Archive Manager - Processor 5 Year	Storage Archive Manager	$21,000.00	22%	$16,380.00	50%	$10,500.00
L88855	StorageTek Availability Suite - Terabyte Perpetual	StorageTek Availability Suite Software	$10,000.00	15%	$8,500.00	18%	$8,200.00
L88857	StorageTek Availability Suite - Terabyte 2 Year	StorageTek Availability Suite Software	$3,500.00	15%	$2,975.00	18%	$2,870.00
L88858	StorageTek Availability Suite - Terabyte 3 Year	StorageTek Availability Suite Software	$5,000.00	15%	$4,250.00	18%	$4,100.00
L88859	StorageTek Availability Suite - Terabyte 4 Year	StorageTek Availability Suite Software	$6,000.00	15%	$5,100.00	18%	$4,920.00
L88860	StorageTek Availability Suite - Terabyte 5 Year	StorageTek Availability Suite Software	$7,000.00	15%	$5,950.00	18%	$5,740.00
L93798	StorageTek Tape Analytics - Server Perpetual	StorageTek Tape Analytics Software	$1,000.00	15%	$850.00	34%	$660.00
L93800	StorageTek Tape Analytics - Server 2 Year	StorageTek Tape Analytics Software	$350.00	15%	$297.50	34%	$231.00
L93801	StorageTek Tape Analytics - Server 3 Year	StorageTek Tape Analytics Software	$500.00	15%	$425.00	34%	$330.00
L93802	StorageTek Tape Analytics - Server 4 Year	StorageTek Tape Analytics Software	$600.00	15%	$510.00	34%	$396.00
L93803	StorageTek Tape Analytics - Server 5 Year	StorageTek Tape Analytics Software	$700.00	15%	$595.00	34%	$462.00
LCM-0001	Library Content Manager - CPU, Perpetual	StorageTek Library Content Manager Software	$30,000.00	15%	$25,500.00	18%	$24,600.00
LTO4HH-HPSA1URK2-N	StorageTek LTO tape drive: 1 HP LTO4 half height 3 Gb SAS for rackmount	LTO4 Tape Drives	$4,100.00	24%	$3,116.00	34%	$2,706.00
LTO4HH-HPSA-1URK-N	StorageTek LTO tape drive: 1 HP LTO4 half height 3 Gb SAS with rackmount (for factory installation)	LTO4 Tape Drives	$4,500.00	24%	$3,420.00	34%	$2,970.00
LTO4HH-HPSC-1UR2-N	StorageTek LTO tape drive: 1 HP LTO4 half height SCSI fo rackmount	LTO4 Tape Drives	$4,100.00	24%	$3,116.00	34%	$2,706.00
LTO4HH-HPSC-1URK-N	StorageTek LTO tape drive: 1 HP LTO4 half height SCSI with rackmount (for factory installation)	LTO4 Tape Drives	$4,500.00	24%	$3,420.00	34%	$2,970.00
LTO5HH-HPSA-1URK2Z	StorageTek LTO tape drive: 1 bare HP LTO5 half-height SAS tape drive for second bay in 1 U rackmount	Entry Level LTO 5 Tape Drives	$5,500.00	24%	$4,180.00	34%	$3,630.00
LTO5HH-HPSA-DT-Z	StorageTek LTO tape drive: 1 bare HP LTO5 half-height SAS tape drive in desktop enclosure configuration	Entry Level LTO 5 Tape Drives	$5,750.00	24%	$4,370.00	34%	$3,795.00
LTO5-HP8FC-SL3000Z	StorageTek LTO tape drive: 1 HP LTO5 8 Gb FC tape drive for StorageTek SL3000 modular library system	LTO5 Tape Drives	$15,840.00	24%	$12,038.40	34%	$10,454.40
LTO5-HP8FC-SL500Z	StorageTek LTO tape drive: 1 HP LTO5 8 Gb FC tape drive for StorageTek SL500 modular library system	LTO5 Tape Drives	$14,936.00	24%	$11,351.36	34%	$9,857.76
LTO5-HP8FC-SL85Z	StorageTek LTO tape drive: 1 HP LTO5 8 Gb FC tape drive for StorageTek SL8500 modular library system	LTO5 Tape Drives	$19,060.00	24%	$14,485.60	34%	$12,579.60
LTO5-IB8FC-SL3000Z	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL3000	LTO5 Tape Drives	$15,840.00	24%	$12,038.40	34%	$10,454.40
LTO5-IB8FC-SL500Z	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL500	LTO5 Tape Drives	$17,000.00	24%	$12,920.00	34%	$11,220.00
LTO5-IB8FC-SL85Z	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL8500	LTO5 Tape Drives	$19,060.00	24%	$14,485.60	34%	$12,579.60
LTO-ENCRYPT-ACTIVE	Encryption for StorageTek LTO tape drives: activation permit for 1 tape drive	LTO Tape Drive Features	$1,000.00	24%	$760.00	34%	$660.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
MCLTO4-CASE-HOR-N	StorageTek LTO4 tape media: horizontal label, jewel case, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-CASEUNLBL-N	StorageTek LTO4 tape media: no label, jewel case, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-CASE-VERT-N	StorageTek LTO4 tape media: vertical label, jewel case, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-LBPK-HOR-N	StorageTek LTO4 tape media: horizontal label, library pack, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-LBPKUNLBL-N	StorageTek LTO4 tape media: no label, library pack, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-LBPK-VERT-N	StorageTek LTO4 tape media: vertical label, library pack, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-WORM-HOR-N	StorageTek LTO4 tape media: WORM, horizontal label, jewel case, pack of 20	Tape Media	$867.00	24%	$658.92	29%	$615.57
MCLTO4-WORM-UNL-N	StorageTek LTO4 tape media: WORM, no label, jewel case pack of 20	Tape Media	$867.00	24%	$658.92	29%	$615.57
MCLTO4-WORM-VERT-N	StorageTek LTO4 tape media: WORM, vertical label, jewel case, pack of 20	Tape Media	$867.00	24%	$658.92	29%	$615.57
MCLTO5-CASE-HOR	StorageTek LTO media: horizontal label, jewel case, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-CASE-UNLBL	StorageTek LTO media: no label, jewel case, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-CASE-VERT	StorageTek LTO media: vertical label, jewel case, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-LBPK-HOR	StorageTek LTO media: horizontal label, library pack, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-LBPK-UNLBL	StorageTek LTO media: no label, library pack, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-LBPK-VERT	StorageTek LTO media: vertical label, library pack, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-WORM-HOR	StorageTek LTO5 tape media: WORM, horizontal label, jewel case, packof 20	Tape Media	$791.00	24%	$601.16	29%	$561.61
MCLTO5-WORM-UNL	StorageTek LTO5 tape media: WORM , no label, jewel case pack of 20	Tape Media	$791.00	24%	$601.16	29%	$561.61
MCLTO5-WORM-VERT	StorageTek LTO5 tape media: WORM, vertical label, jewel case, pack of 20	Tape Media	$791.00	24%	$601.16	29%	$561.61
MCLTOCL-5PK-LBL-N	StorageTek LTO universal cleaning cartridge: labeled, pack of 5	Tape Media	$328.00	24%	$249.28	29%	$232.88
MCLTOCL-5PKUNLBL-N	StorageTek LTO universal cleaning cartridge: no label, pack of 5	Tape Media	$327.00	24%	$248.52	29%	$232.17
MCT10K2CL-5PK-LBL	StorageTek T10000 cleaning cartridges: universal, labeled, pack of 5	Tape Media	$822.00	24%	$624.72	29%	$583.62
MCT10K2CL-5PK-ULBL	StorageTek T10000 cleaning cartridges: universal, no label, pack of 5	Tape Media	$812.00	24%	$617.12	29%	$576.52
MCT10K2S-UNLBL	StorageTek T10000 T2 tape cartridge: sport, no label, not initialized, pack of 20	Tape Media	$3,699.00	24%	$2,811.24	29%	$2,626.29
MCT10K2-UNLBL	StorageTek T10000 T2 tape cartridge: no label, not initialized, pack of 20	Tape Media	$5,440.00	24%	$4,134.40	29%	$3,862.40
MCT10K2V-SP-UNLBL	StorageTek T10000 T2 tape cartridge: volsafe sport, no label, not initialized, pack of 20	Tape Media	$3,869.00	24%	$2,940.44	29%	$2,746.99
MCT10K2V-UNLBL	StorageTek T10000 T2 tape cartridge: volsafe, no label, not initialized, pack of 20	Tape Media	$5,610.00	24%	$4,263.60	29%	$3,983.10
MCT10K-UNLBL-N	StorageTek T10000 tape cartridge: data, no label, not initialized, pack of 20	Tape Media	$2,860.00	24%	$2,173.60	29%	$2,030.60

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MCT10S-UNLBL-N	StorageTek T10000 tape cartridge: sport, no label, not initialized, pack of 20	Tape Media	$2,100.00	24%	$1,596.00	29%	$1,491.00
MCT10V-SP-UNLBL-N	StorageTek T10000 tape cartridge: volsafe sport, no label, not initialized, pack of 20	Tape Media	$2,500.00	24%	$1,900.00	29%	$1,775.00
MCT10V-UNLBL-N	StorageTek T10000 tape cartridge: volsafe, no label, not initialized, pack of 20	Tape Media	$3,500.00	24%	$2,660.00	29%	$2,485.00
NUTIS-111-2011	StorageTek Storage Archive Manager - Processor Perpetual	Storage Archive Manager	$30,000.00	22%	$23,400.00	50%	$15,000.00
PWRCORD10083243-A	Power cord: Japan, 2.5 meters, METI plug, IEC60320-1-C13 connector, 15 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083243-N	Power cord: Japan, 2.5 meters, METI plug, IEC60320-1-C13 connector, 15 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083244-A	Power cord: Australia, 2.5 meters, SA3112 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083244-N	Power cord: Australia, 2.5 meters, SA3112 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083245-A	Power cord: Italy, 2.5 meters, CEI23 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083245-N	Power cord: Italy, 2.5 meters, CEI23 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083246-A	Power cord: Switzerland, 2.5 meters, SEV1011 plug, 10 A, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083246-N	Power cord: Switzerland, 2.5 meters, SEV1011 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083247-A	Power cord: United Kingdom, 2.5 meters, BS1363A plug, 10 A, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$30.00	24%	$22.80	34%	$19.80
PWRCORD10083247-N	Power cord: United Kingdom, 2.5 meters, BS1363A plug, IEC60320-1-C13 connector, 10 A	Tape Options	$30.00	24%	$22.80	34%	$19.80
PWRCORD10083248-A	Power cord: Denmark, 2.5 meters, DEMKO107 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$90.00	24%	$68.40	34%	$59.40
PWRCORD10083248-N	Power cord: Denmark, 2.5 meters, DEMKO107 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$90.00	24%	$68.40	34%	$59.40
PWRCORD10083636-A	Power cord: South Africa, 2.5 meters, BS546 plug, IEC60320-1-C13 connector, 16 A (for factory installation)	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD10083636-N	Power cord: South Africa, 2.5 meters, BS546 plug, IEC60320-1-C13 connector, 16 A	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD10187018-A	Power cord: Europe, 2.5 meters, CEE 7/VII plug, IEC60320-C13 connector, 10 A (for factory installation)	Tape Options	$20.00	24%	$15.20	34%	$13.20
PWRCORD10187018-N	Power cord: Europe, 2.5 meters, CEE 7/VII plug, IEC60320-C13 connector, 10 A	Tape Options	$20.00	24%	$15.20	34%	$13.20
PWRCORD10187019-A	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$15.00	24%	$11.40	34%	$9.90
PWRCORD10187019-N	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 10 A	Tape Options	$15.00	24%	$11.40	34%	$9.90
PWRCORD10187020-A	Power cord: North America and Asia, 3.0 meters, NEMA 6-15P plug, IEC60320-1-C13 connector, 13 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187020-N	Power cord: North America and Asia, 3 meters, NEMA 6-15P plug, IEC60320-1-C13 connector, 13 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187021-N	Power cord: North America, 2.5 meters, C19 connector, 13 A	Tape Options	$35.00	24%	$26.60	34%	$23.10

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PWRCORD10187023-N	Power cord: North America, 2.5 meters, C19 connector, 15 A	Tape Options	$185.00	24%	$140.60	34%	$122.10
PWRCORD10187024-A	Power cord: North America and Asia, 2.5 meters, NEMA L6-15P plug, IEC60320-1-C13 connector, 13 A (for factory installation)	Tape Options	$155.00	24%	$117.80	34%	$102.30
PWRCORD10187025-N	Power cord: North America, 3 meters, C19 connector, 13 A	Tape Options	$115.00	24%	$87.40	34%	$75.90
PWRCORD10187026-N	5	Tape Options	$150.00	24%	$114.00	34%	$99.00
PWRCORD10187028-N	Power cord: Japan, 2.5 meters, C19 connector, 15 A	Tape Options	$190.00	24%	$144.40	34%	$125.40
PWRCORD10187029-N	Power cord: Australia, 2.5 meters, C19 connector, 10 A	Tape Options	$145.00	24%	$110.20	34%	$95.70
PWRCORD10187030-N	Power cord: Italy, 2.5 meters, C19 connector, 10 A	Tape Options	$105.00	24%	$79.80	34%	$69.30
PWRCORD10187031-N	Power cord: United Kingdom, 2.5 meters, C19 connector, 10 A	Tape Options	$70.00	24%	$53.20	34%	$46.20
PWRCORD10187032-N	Power cord: South Africa, 2.5 meters, C19 connector, 16 A	Tape Options	$130.00	24%	$98.80	34%	$85.80
PWRCORD10187045-A	Power cord: Jumper, 2.5 meters, C14 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$10.00	24%	$7.60	34%	$6.60
PWRCORD10187045-N	Power cord: Jumper, 2.5 meters, C14 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$10.00	24%	$7.60	34%	$6.60
PWRCORD10187047-N	Sun StorageTek CORD,3,PWR,F,IEC320,HAR,NOPLG, RoHS-5	Tape Options	$110.00	24%	$83.60	34%	$72.60
PWRCORD10187048-A	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187048-N	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187055-N	Sun StorageTek CORD,18,3,SVT,1M,M/SHFRT, RoHS-5	Tape Options	$20.00	24%	$15.20	34%	$13.20
PWRCORD10187057-A	Power cord: Jumper, 3.0 meters, C14 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187057-N	Power cord: Jumper, 3 meters, C14 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187061-A	Power cord: North America and Asia, 3.0 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187061-N	Power cord: North America and Asia, 3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187064-N	Sun StorageTek CordSet,SJT,IEC320,18AWG,8IN, RoHS-5	Tape Options	$25.00	24%	$19.00	34%	$16.50
PWRCORD10187065-N	5	Tape Options	$130.00	24%	$98.80	34%	$85.80
PWRCORD10187067-N	Cord,SVT,C13 M&F,1M	Tape Options	$0.00	24%	$0.00	34%	$0.00
PWRCORD10187086-A	Power cord: Taiwan, 2.5 meters, CNS10917 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD10187086-N	Power cord: Taiwan, 2.5 meters, CNS10917 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD419728301-N	Power cord: North America, 10 feet	Tape Options	$635.00	24%	$482.60	34%	$419.10
SG-XSWBRO10GE-24P	Brocade DCX Backbone: 24-port 10 GbE FCoE blade	Brocade Hardware	$92,999.00	24%	$70,679.24	34%	$61,379.34
SGXSWBRO1GECPSFP-N	Brocade 7800 Extension Switch: 1 GbE copper SFP	Brocade Hardware	$495.00	24%	$376.20	34%	$326.70
SGXSWBRO300-8P8G-N	Brocade 300 Switch with eight 8 Gb activated ports and E_port license	Brocade Hardware	$6,159.00	24%	$4,680.84	34%	$4,064.94
SGXSWBRO300-8PNE-N	Brocade 300 Switch with eight 4 Gb activated ports	Brocade Hardware	$4,395.00	24%	$3,340.20	34%	$2,900.70
SG-XSWBRO3X50-RK-N	Brocade rack rail kit	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00

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SGXSWBRO4100-UPG-N	Brocade 5000 Switch: activation permit for 4 FC ports	Brocade Hardware	$7,800.00	24%	$5,928.00	34%	$5,148.00
SGXSWBRO48KFCI-Z-N	Brocade 48000 Director: activation permit for FCIP WAN connectivity	Brocade software	$30,000.00	24%	$22,800.00	34%	$19,800.00
SG-XSWBRO49-16UP-N	Brocade 5300 Switch: activation permit for CUP	Brocade Hardware	$16,995.00	24%	$12,916.20	34%	$11,216.70
SG-XSWBRO49-CUP-N	Brocade 5300 Switch: activation permit for CUP	Brocade software	$14,995.00	24%	$11,396.20	34%	$9,896.70
SG-XSWBRO49-EXF-N	Brocade 5300 Switch: activation permit for extended fabric	Brocade software	$5,995.00	24%	$4,556.20	34%	$3,956.70
SGXSWBRO5100ANLK-N	Brocade 5100 Switch: activation permit for adaptive networking	Brocade software	$7,595.00	24%	$5,772.20	34%	$5,012.70
SGXSWBRO5100EBLK-N	Brocade 5100 Switch: activation permit for trunking, advanced performance monitoring, fabric watch, extended fabrics and adaptive networking	Brocade software	$18,595.00	24%	$14,132.20	34%	$12,272.70
SGXSWBRO5100IRLK-N	Brocade 5100 Switch: activation permit for integrated routing	Brocade software	$23,595.00	24%	$17,932.20	34%	$15,572.70
SGXSWBRO5100PD8L-N	Brocade 5100 Switch: activation permit for 8 additional ports. Includes eight 8 Gb SFP long wave optic modules	Brocade Hardware	$28,995.00	24%	$22,036.20	34%	$19,136.70
SGXSWBRO5100POD8-N	Brocade 5100 Switch: activation permit for 8 additional ports. Includes eight 8 Gb SFP short wave optic modules	Brocade Hardware	$7,764.00	24%	$5,900.64	34%	$5,124.24
SGXSWBRO5300ANLK-N	Brocade 5300 Switch: activation permit for adaptive networking. Includes 80 activated shortwave 8 Gb/sec SFPs	Brocade software	$11,595.00	24%	$8,812.20	34%	$7,652.70
SGXSWBRO5300EBLK-N	Brocade 5300 Switch: activation permit for trunking, advanced performance monitoring, fabric watch, extended fabrics and adaptive networking	Brocade software	$29,595.00	24%	$22,492.20	34%	$19,532.70
SGXSWBRO5300IRLK-N	Brocade 5300 Switch: activation permit for integrated routing	Brocade software	$35,595.00	24%	$27,052.20	34%	$23,492.70
SGXSWBRO5300PD8L-N	Brocade 5300 Switch: activation permit for 16 additional ports. Includes eight 8 Gb SFP long wave optic modules	Brocade Hardware	$52,995.00	24%	$40,276.20	34%	$34,976.70
SGXSWBRO5300POD8-N	Brocade 5300 Switch: activation permit for 16 additional ports. Includes eight 8 Gb SFP short wave optic modules	Brocade Hardware	$23,995.00	24%	$18,236.20	34%	$15,836.70
SGXSWBRO7800016UP-N	Brocade 7800 Extension Switch: activation permit for 16 additional ports	Brocade Hardware	$61,995.00	24%	$47,116.20	34%	$40,916.70
SGXSWBRO7800-22P-N	Brocade 7800 Extension Switch with four 8 Gb FC activated ports and two 1 GbE activated ports	Brocade Hardware	$18,995.00	24%	$14,436.20	34%	$12,536.70
SG-XSWBRO7800-AE-N	Brocade 7800 Extension Switch: activation permit for adva	Brocade software	$10,795.00	24%	$8,204.20	34%	$7,124.70
SGXSWBRO7800-CUP-N	CUP	Brocade software	$5,975.00	24%	$4,541.00	34%	$3,943.50
SG-XSWBRO7800-EB-N	Brocade 7800 Extension Switch: activation permit for trunking, advanced performance monitoring, fabric watch, extended fabrics and adaptive networking	Brocade software	$15,995.00	24%	$12,156.20	34%	$10,556.70
SG-XSWBRO7800-IR-N	Brocade 7800 Extension Switch: activation permit for integrated routing	Brocade software	$14,100.00	24%	$10,716.00	34%	$9,306.00
SGXSWBRO8GB-16NS-N	Brocade DCX Backbone: 16-port 8 Gb blade	Brocade Hardware	$38,995.00	24%	$29,636.20	34%	$25,736.70
SGXSWBRO8GB-32NS-N	Brocade DCX Backbone: 32-port 8 Gb blade	Brocade Hardware	$61,695.00	24%	$46,888.20	34%	$40,718.70
SGXSWBRO8GB-48NS-N	Brocade DCX Backbone: 48-port 8 Gb blade	Brocade Hardware	$83,495.00	24%	$63,456.20	34%	$55,106.70
SGXSWBRO8GBM16W8-N	Brocade DCX Backbone: 16-port 8 Gb blade with sixteen short wave 8 Gb SFPs	Brocade Hardware	$40,300.00	24%	$30,628.00	34%	$26,598.00
SGXSWBRO8GBM32W8-N	Brocade DCX Backbone: 32-port 8 Gb blade with 16 short wave 8 Gb SFPs	Brocade Hardware	$63,500.00	24%	$48,260.00	34%	$41,910.00
SGXSWBRO8GBM48W8-N	Brocade DCX Backbone: 48-port 8 Gb blade with 16 short wave 8 Gb SFPs	Brocade Hardware	$88,500.00	24%	$67,260.00	34%	$58,410.00
SGXSWBRODCX4-CUP-N	Brocade DCX-4S Backbone: activation permit for CUP	Brocade software	$23,195.00	24%	$17,628.20	34%	$15,308.70

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SGXSWBRODCX4IRLK-N	Brocade DCX-4S Backbone: activation permit for integrated routing	Brocade software	$45,995.00	24%	$34,956.20	34%	$30,356.70
SG-XSWBRODCX-CUP-N	Brocade DCX Backbone: activation permit for CUP	Brocade software	$26,000.00	24%	$19,760.00	34%	$17,160.00
SGXSWBRODCX-IRLK-N	Brocade DCX Backbone: activation permit for integrated routing	Brocade software	$51,995.00	24%	$39,516.20	34%	$34,316.70
SGXSWBROFX82422P-N	Brocade DCX Backbone: 22-port blade with 12 FC ports activated and ten 1 GbE ports activated	Brocade Hardware	$105,995.00	24%	$80,556.20	34%	$69,956.70
SGXSWBROFX824-AE-N	Brocade FX8-24 Extension Blade: activation permit for advanced extension	Brocade software	$14,995.00	24%	$11,396.20	34%	$9,896.70
SGXSWBROFX824EUP-N	Brocade FX8-24 Extension Blade: activation permit for two 10 GbE ports	Brocade software	$38,995.00	24%	$29,636.20	34%	$25,736.70
SGXSWBROPWR-AUST-N	Power cord: Australia, 1.8 meter, AS3112 plug, IEC60320-C19 connector	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SG-XSWBROPWR-EU-N	Power cord: Europe, 1.8 meter, CEE7-7 plug, IEC60320-C19 connector	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROPWRNA110-N	Power cord: North America, 1.8 meter, NEMA 5-20 plug, IEC60320-C19 connector, 110 A	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROPWRNA250-N	Power cord: North America, 1.8 meter, NEMA L6-20P plug, IEC60320-C19 connector, 250 A	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROPWROTHER-N	Power cord: countries other than North America, Europe and Australia, 1.8 meter, EC60309 plug, IEC60320-C19 connector	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROSFP10ES1-N	Brocade 10 GbE SFP+ short range optic module	Brocade Hardware	$1,295.00	24%	$984.20	34%	$854.70
SGXSWBROSFP10ES8-N	Brocade 10 GbE SFP+ short range optic module, pack of 8	Brocade Hardware	$6,795.00	24%	$5,164.20	34%	$4,484.70
SGXSWBROSFP10GEL-N	Brocade 10 GbE SFP+ long range optic module	Brocade Hardware	$3,495.00	24%	$2,656.20	34%	$2,306.70
SG-XSWBROSFP1GE-N	Brocade 1 GbE copper optic module for FCIP	Brocade Hardware	$450.00	24%	$342.00	34%	$297.00
SG-XSWBROSFP-1M1PK	Brocade 10 GbE SFP+ direct attached copper optic module: 1 meter	Brocade Hardware	$249.00	24%	$189.24	34%	$164.34
SG-XSWBROSFP-3M1PK	Brocade 10 GbE SFP+ direct attached copper optic module: 3 meters	Brocade Hardware	$279.00	24%	$212.04	34%	$184.14
SGXSWBROSFP4ELWL-N	Brocade 4 Gb SFP optic module: 30 kilometers	Brocade Hardware	$3,995.00	24%	$3,036.20	34%	$2,636.70
SGXSWBROSFP4GLWS-N	Brocade 4 Gb SFP long wave optic module: 4 kilometers	Brocade Hardware	$745.00	24%	$566.20	34%	$491.70
SGXSWBROSFP4GSWS-N	Brocade 4 Gb SFP short wave optic module	Brocade Hardware	$125.00	24%	$95.00	34%	$82.50
SGXSWBROSFP4LLWS-N	Brocade 4 Gb SFP long wave optic module: 10 kilometers	Brocade Hardware	$1,200.00	24%	$912.00	34%	$792.00
SG-XSWBROSFP-5M1PK	Brocade 10 GbE SFP+ direct attached copper optic module: 5 meters	Brocade Hardware	$339.00	24%	$257.64	34%	$223.74
SGXSWBROSFP8ELWL-N	Brocade 8 Gb SFP extra long wave optic module: 25 kilometers	Brocade Hardware	$9,195.00	24%	$6,988.20	34%	$6,068.70
SGXSWBROSFP8GLWS-N	Brocade 8 Gb SFP long wave optic module: 10 kilometers	Brocade Hardware	$3,095.00	24%	$2,352.20	34%	$2,042.70
SGXSWBROSFP8GSWS-N	Brocade 8Gb SFP short wave optic module	Brocade Hardware	$399.00	24%	$303.24	34%	$263.34
SL3000-1CAP-Z	Cartridge access port	System	$5,155.00	24%	$3,917.80	34%	$3,402.30
SL3000-1CEM-Z	Cartridge expansion module with 438-620 physical slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$4,000.00	24%	$3,040.00	34%	$2,640.00
SL3000-1DCPWR-Z	DC, 1200 W PSU	System	$876.00	24%	$665.76	34%	$578.16
SL3000-25SLOT	StorageTek SL3000 modular library system: activation permit for 25 cartridge slots	Sun StorageTek SL3000 Modular Library System	$2,500.00	24%	$1,900.00	34%	$1,650.00
SL3000-2TCPIP	StorageTek SL3000 modular library system: activation permit for redundant TCP/IP host interface	Sun StorageTek SL3000 Modular Library System	$5,155.00	24%	$3,917.80	34%	$3,402.30

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SL3000-BASE-Z	StorageTek SL3000 modular library system: base module with 1 drive array with 8 slots, no activated cartridge slots and 205 - 421 physical slots for EU countries. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$52,217.00	24%	$39,684.92	34%	$34,463.22
SL3000-CAPMAG-Z	Cartridge magazine with 13 physical slots (for onsite assembly)	Sun StorageTek SL3000 Modular Library System	$500.00	24%	$380.00	34%	$330.00
SL3000-DRVARRAY-Z	One drive array with 8 slots	System	$2,273.00	24%	$1,727.48	34%	$1,500.18
SL3000-DUALBOT-Z	Dual robot with key	System	$36,082.00	24%	$27,422.32	34%	$23,814.12
SL3000-EMDCPWR-Z	DC, 200 W PSU	System	$875.00	24%	$665.76	34%	$578.16
SL3000-IPWCD30220	Power cord: International, 4 meters, 330 P6W plug, L6-30R connector, 30 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
SL3000K-1000SLOT	StorageTek SL3000 modular library system: activation permit for 1,000 cartridge slots	Sun StorageTek SL3000 Modular Library System	$68,763.00	24%	$52,259.88	34%	$45,383.58
SL3000K-100-SLOT	StorageTek SL3000 modular library system: activation permit for 100 cartridge slots	Sun StorageTek SL3000 Modular Library System	$8,763.00	24%	$6,659.88	34%	$5,783.58
SL3000K-200-SLOT	StorageTek SL3000 modular library system: activation permit for 200 cartridge slots	Sun StorageTek SL3000 Modular Library System	$15,773.00	24%	$11,987.48	34%	$10,410.18
SL3000K-2FCPORT	StorageTek SL3000 modular library system: activation permit for dual FC port	Sun StorageTek SL3000 Modular Library System	$3,500.00	24%	$2,660.00	34%	$2,310.00
SL3000K-500-SLOT	StorageTek SL3000 modular library system: activation permit for 500 cartridge slots	Sun StorageTek SL3000 Modular Library System	$36,082.00	24%	$27,422.32	34%	$23,814.12
SL3000K-700-SLOT	StorageTek SL3000 modular library system: activation permit for 700 cartridge slots	Sun StorageTek SL3000 Modular Library System	$44,250.00	24%	$33,630.00	34%	$29,205.00
SL3000K-DEM200-Z	StorageTek SL3000 modular library system: drive expansion module with 1 drive array with 8 slots, 200 activated cartridge slots, and 230-498 physical slots. Separately priced activation permit required for deactivated components	Sun StorageTek SL3000 Modular Library System	$21,340.00	24%	$16,218.40	34%	$14,084.40
SL3000K-PART	StorageTek SL3000 Partitioning - Integrated Software Option - per Tape Library Metric	Sun StorageTek SL3000 Modular Library System	$8,247.00	24%	$6,267.72	34%	$5,443.02
SL3000-LEFTAEM-Z	Left access expansion module	System	$25,000.00	24%	$19,000.00	34%	$16,500.00
SL3000-OPPANL-Z	Operator panel	System	$3,093.00	24%	$2,350.68	34%	$2,041.38
SL3000-PDU110-Z	AC, 20 A, 100-120 V PDU	System	$1,082.00	24%	$822.32	34%	$714.12
SL3000-PDU240-Z	AC, 30 A, 200-240 V PDU	System	$1,082.00	24%	$822.32	34%	$714.12
SL3000-PWCD20110	Power cord: United States and Japan, 3.6 meters, L5-20Pplug, L5-20R connector, 20 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
SL3000-PWCD30220	Power cord: United Sates, 3.6 meters, L6-30P plug, L6-30R connector, 30 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
SL3000-REDELCT-Z	StorageTek SL3000 modular library system: redundant electronics (for onsite assembly)	Sun StorageTek SL3000 Modular Library System	$27,000.00	24%	$20,520.00	34%	$17,820.00
SL3000-RIGHTAEM-Z	Right access expansion module	System	$25,000.00	24%	$19,000.00	34%	$16,500.00
SL3000-WARRAY-Z	2 cartridge magazines with 23 physical cartridge slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$1,031.00	24%	$783.56	34%	$680.46
T10C-4FC-SW-30Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC for StorageTek SL3000	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
T10C-4FC-SW-85Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC for StorageTek SL8500	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
T10C-4FC-SW-RK1Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC rackmount	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
T10C-4FI-LW-30Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON for StorageTek SL3000	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00

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T10C-4FI-LW-85Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON for StorageTek SL8500	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00
T10C-4FI-LW-RK1Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON rackmount	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00
T10C-FC/FI-CKITZ	StorageTek T10000C or StorageTek T10000D tape drive: FC to FICON conversion kit	Enterprise Tape Drive Conversion Options	$7,000.00	24%	$5,320.00	34%	$4,620.00
T10K-EKEY-A-N	Encryption for StorageTek T10000 tape drives: activation permit for 1 tape drive	Tape Encryption	$5,000.00	24%	$3,800.00	34%	$3,300.00
VLE50HZ-POWER-Z	1-phase high voltage 50 Hz 10 kVA PDU (for factory installation)	StorageTek Virtual Library Extension	$10,384.00	15%	$8,826.40	18%	$8,514.88
VLE60HZ-POWER-Z	1-phase low voltage 60 Hz 10 kVA PDU (for factory installation)	StorageTek Virtual Library Extension	$11,216.00	15%	$9,533.60	18%	$9,197.12
VSM4-2.5TBCAP1-M-N	StorageTek Virtual Storage Manager System 4: activation permit for 1.25 TB – 2.5 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$125,000.00	24%	$95,000.00	34%	$82,500.00
VSM4-5.0TB-CAP1M-N	StorageTek Virtual Storage Manager System 4: activation permit for 2.5 TB – 5 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$250,000.00	24%	$190,000.00	34%	$165,000.00
VSM4-7.4TB-CAP1M-N	StorageTek Virtual Storage Manager System 4: activation permit for 5 TB – 7.4 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$240,000.00	24%	$182,400.00	34%	$158,400.00
VSM4-ESC32CH-CBM-N	StorageTek Virtual Storage Manager System 4: LOP channel interface conversion bill	Sun StorageTek Virtual Storage Manager System (VSM 4)	$192,500.00	24%	$146,300.00	34%	$127,050.00
VSM5E1.25TBCAPAD-N	StorageTek Virtual Storage Manager System 5e: activation permit for 0.8 TB – 1.25 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 5)	$164,050.00	24%	$124,678.00	34%	$108,273.00
VSME1.25TB-CAP1M-N	StorageTek Virtual Storage Manager System 4e: activation permit for .8 TB – 1.25 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$164,050.00	24%	$124,678.00	34%	$108,273.00
VSM-IMP-EXPMGMTM-N	Storage Advanced Management Policies software	Sun StorageTek Virtual Storage Manager System (VSM 5)	$25,000.00	24%	$19,000.00	34%	$16,500.00
X2821A-Z-N	Sun Datacenter Switch IB-36 is a 1RU 36 port managed QDR InfiniBand Switch. The switch utilizes standard QSFP connectors. Comes with redundant power supplies.	Infiniband Switches	$14,980.00	28%	$10,785.60	34%	$9,886.80
X984/T10K-2GB-LW-N	Single 2 GB long wave SFP for single port to dual port upgrades and short wave to long wave conversions	Tape Options	$2,000.00	24%	$1,520.00	34%	$1,320.00
X984/T10K-2GB-SW-N	Single 2 GB short wave SFP for single port to dual port upgrades and long wave to short wave conversions	Tape Options	$2,000.00	24%	$1,520.00	34%	$1,320.00
XL5-SL500-DPCK	StorageTek LTO5 FC dual port conversion kit for installation of a second data port in StorageTek LTO5 drive tray assembly	LTO Conversion Options	$500.00	24%	$380.00	34%	$330.00
XL5-SL85-SL30-DPCK	StorageTek LTO5 FC dual port conversion kit for installation of a second data port in StorageTek LTO5 drive tray assembly	LTO Conversion Options	$500.00	24%	$380.00	34%	$330.00
XSL24-48-SAS-CBL-N	StorageTek SL24 tape autoloader and StorageTek SL48 tape library: external mini SAS to mini SAS fan-out cable, 2 meters	Sun StorageTek SL24 Tape Autoloader	$250.00	24%	$190.00	34%	$165.00
XSL3000-1000SLOT-F	StorageTek SL3000 modular library system: activation permit for 1,000 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$68,763.00	24%	$52,259.88	34%	$45,383.58
XSL3000-100-SLOT-F	StorageTek SL3000 modular library system: activation permit for 100 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$8,763.00	24%	$6,659.88	34%	$5,783.58
XSL3000-200-SLOT-F	StorageTek SL3000 modular library system: activation permit for 200 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$15,773.00	24%	$11,987.48	34%	$10,410.18

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XSL3000-25-SLOT-F	StorageTek SL3000 modular library system: activation permit for 25 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$2,500.00	24%	$1,900.00	34%	$1,650.00
XSL3000-2FCPORT-F	StorageTek SL3000 modular library system: activation permit for dual FC port, for after original system installation	Sun StorageTek SL3000 Modular Library System	$3,500.00	24%	$2,660.00	34%	$2,310.00
XSL3000-2TCPIP-F	StorageTek SL3000 modular library system: activation permit for redundant TCP/IP host interface, for after original system installation	Sun StorageTek SL3000 Modular Library System	$5,155.00	24%	$3,917.80	34%	$3,402.30
XSL3000-500-SLOT-F	StorageTek SL3000 modular library system: activation permit for 500 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$36,082.00	24%	$27,422.32	34%	$23,814.12
XSL3000-AEM-LFT-N	StorageTek SL3000 modular library system: left access expansion module	Sun StorageTek SL3000 Modular Library System	$25,000.00	24%	$19,000.00	34%	$16,500.00
XSL3000-AEM-RT-Z-N	StorageTek SL3000 modular library system: right access expansion module	Sun StorageTek SL3000 Modular Library System	$25,000.00	24%	$19,000.00	34%	$16,500.00
XSL3000-CAP-MAG-N	CAP magazine with 13 physical slots	System	$500.00	24%	$380.00	34%	$330.00
XSL3000-CAP-Z-N	26 cartridge access port slots	System	$5,155.00	24%	$3,917.80	34%	$3,402.30
XSL3000-CEM-Z-N	StorageTek SL3000 modular library system: cartridge expansion module with 438-620 physical slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$9,278.00	24%	$7,051.28	34%	$6,123.48
XSL3000-DCPWR-Z-N	StorageTek SL3000 X-Option, DC Power Supply (PS), Used	System	$876.00	24%	$665.76	34%	$578.16
XSL3000-DEM200-F	StorageTek SL3000 modular library system: drive expansion module with 1 drive array with 8 slots, 200 activated cartridge slots, and 230-498 physical slots upgrade. Separately priced activation permit required for deactivated components	Sun StorageTek SL3000 Modular Library System	$21,340.00	24%	$16,218.40	34%	$14,084.40
XSL3000-DRVARY-Z-N	Sun StorageTek SL3000 X-Option, Drive Array (DA), Adds 8 additional drive slots, 2 DAs can be added to BM, 3 DAs can be added to DEM, Cannot add DAs to CEMs, Power options determine max drive support, RoHS-5	Sun StorageTek SL3000 Modular Library System	$2,273.00	24%	$1,727.48	34%	$1,500.18
XSL3000-EM-DCPWR-N	Sun StorageTek SL3000 X-Option, 200 Watt DC Power Supply (PS), Used for Electronics Module, Used in 110V and 240V libraries, Only needed if N+1 and 2N are required See manuals, RoHS-5	Sun StorageTek SL3000 Modular Library System	$876.00	24%	$665.76	34%	$578.16
XSL3000-IPC30220-N	Power cord: International, 4 meters, 330 P6W wall end plug L6-30R library end plug, 220 VAC, 30 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
XSL3000K-2FCCARD	StorageTek SL3000 modular library system: dual FC control card	Sun StorageTek SL3000 Modular Library System	$2,900.00	24%	$2,204.00	34%	$1,914.00
XSL3000K-DUALBOT-N	StorageTek SL3000 X-Option, DualBot feature, Second robot, Requires 240 VAC 30 Amp AC PDU, Requires 2 PEMs or 2 AEMs, 2 CEM/PEM conversion labels included. MUST REQUEST HARDWARE ACTIVATION KEY. ROHS-5.	Sun StorageTek SL3000 Modular Library System	$36,082.00	24%	$27,422.32	34%	$23,814.12
XSL3000-OP-PANL-N	Sun StorageTek SL3000 X-Option, Operations Panel (OP), Color Touch Screen, 9.63 W x 7.25 H, One OP can be added to BM, Cannot add OP to DEM/CEM/PEM/AEM, RoHS-5	Sun StorageTek SL3000 Modular Library System	$3,093.00	24%	$2,350.68	34%	$2,041.38
XSL3000-PART-F	StorageTek SL3000 Partitioning - Integrated Software Option - per Tape Library Metric, for after original system installation	Sun StorageTek SL3000 Modular Library System	$8,247.00	24%	$6,267.72	34%	$5,443.02

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XSL3000-PC20110-N	Sun StorageTek SL3000 X-Option, US/Japan 12 ft./3.6 m. Power Cord, 110 VAC 20 Amp 10 AWG, L5-20P Wall End Plug, L5-20R Library End Plug, RoHS-5	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
XSL3000-PC30220-N	Sun StorageTek SL3000 X-Option, US 12 ft Power Cord, 220 VAC 30 Amp 10 AWG, L6-30P Wall End Plug, L6-30R Library End Plug, RoHS-5	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
XSL3000-PDU-110-N	Sun StorageTek SL3000 X-Option, AC Power Distribution Unit (PDU), 100-127 VAC 20 Amp, See manuals for drive/power requirements, Second PDU required for 2N power, Used in Base Module and DEM, RoHS-5	Sun StorageTek SL3000 Modular Library System	$1,082.00	24%	$822.32	34%	$714.12
XSL3000-PDU-240-N	Sun StorageTek SL3000 X-Option, AC Power Distribution Unit (PDU), 200-240 VAC 30 Amp, See manuals for drive/power requirements, Second PDU required for 2N, Used in Base Module and DEM, RoHS-5	Sun StorageTek SL3000 Modular Library System	$1,082.00	24%	$822.32	34%	$714.12
XSL3000-REDELCT-Z	Redundant electronics	System	$27,000.00	24%	$20,520.00	34%	$17,820.00
XSL3000-W-ARRAY-N	StorageTek SL3000 modular library system: window cartridge arrays for base module and DEM only, increases physical capacity 23 slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$1,031.00	24%	$783.56	34%	$680.46
XSL48-PWR-Z-N	StorageTek SL48 tape library: redundant power supply	Sun StorageTek SL48 Tape Library	$400.00	24%	$304.00	34%	$264.00
XSL500KBASE30-50-F	StorageTek SL500 modular library system: activation permit for remaining LTO base unit cartridge slots, for after original system installation	Sun StorageTek SL500 Modular Library System	$2,500.00	24%	$1,900.00	34%	$1,650.00
XSL500K-DEMSLOTS-F	StorageTek SL500 modular library system: LTO drive expansion module: activation permit for 1/3 of module slots	Sun StorageTek SL500 Modular Library System	$7,000.00	24%	$5,320.00	34%	$4,620.00
X-SL500K-PARTNG-F	StorageTek SL500: Partitioning- hardware activation permit required	Sun StorageTek SL500 Modular Library System	$3,000.00	24%	$2,280.00	34%	$1,980.00
XSL8500-0EF-RAIL-N	Rails for 0 expansion frame	System	$5,444.00	24%	$4,137.44	34%	$3,593.04
XSL8500-1EF-RAIL-N	Rails for 1 expansion frame	System	$9,483.00	24%	$7,207.08	34%	$6,258.78
XSL8500-1PH-Z-N	Single-phase power	System	$4,777.00	24%	$3,630.52	34%	$3,152.82
XSL8500-2EF-RAIL-N	Rails for 2 expansion frames	System	$12,124.00	24%	$9,214.24	34%	$8,001.84
XSL8500-3EF-RAIL-N	Rails for 3 expansion frames	System	$19,289.00	24%	$14,659.64	34%	$12,730.74
XSL8500-4BOT-Z-N	4 HandBots	System	$47,490.00	24%	$36,092.40	34%	$31,343.40
XSL8500-4EF-RAIL-N	Rails for 4 expansion frames	System	$22,794.00	24%	$17,323.44	34%	$15,044.04
XSL8500-5EF-RAIL-N	Rails for 5 expansion frames	System	$25,934.00	24%	$19,709.84	34%	$17,116.44
XSL8500-DELTAZ-N	Delta power	System	$4,611.00	24%	$3,504.36	34%	$3,043.26
XSL8500-DR-PWR-Z-N	DC, 1,200 W PSU	System	$902.00	24%	$685.52	34%	$595.32
XSL8500-DTCPIP-N	StorageTek SL8500 modular library system: activation permit for redundant TCP/IP host interface, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$18,000.00	24%	$13,680.00	34%	$11,880.00
XSL8500-ETHRNT-Z	Internal ethernet switch	System	$2,044.00	24%	$1,553.44	34%	$1,349.04
XSL8500-EXP-FRZ-N	Expansion frame. Separately priced activation permit required	Sun StorageTek SL8500 Modular Library System	$24,934.00	24%	$18,949.84	34%	$16,456.44
XSL8500-MAG13-Z-N	13 slot magazine for CAP	System	$158.00	24%	$120.08	34%	$104.28
XSL8500-MTCPIP-N	StorageTek SL8500 modular library system: activation permit for multiple TCPIP interface connections to HSC or ACSLS host in a pass-thru port complex, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$18,000.00	24%	$13,680.00	34%	$11,880.00
X-SL8500P-BLANK-N	Pass-thru port frame	System	$10,920.00	24%	$8,299.20	34%	$7,207.20

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XSL8500P-MECH-Z-N	Pass-thru port mechanisms for upgrade	System	$38,903.00	24%	$29,566.28	34%	$25,675.98
XSL8500-RACK-Z-N	6 rack unit rack	System	$4,112.00	24%	$3,125.12	34%	$2,713.92
XSL8500-SVDR-Z-N	Service safety door	System	$6,131.00	24%	$4,659.56	34%	$4,046.46
XSL8500-TSOP-Z-N	Touchscreen op panel	System	$7,298.00	24%	$5,546.48	34%	$4,816.68
XSL8500-UPG-CAP-N	StorageTek SL8500 modular library system: redundant CAP	Sun StorageTek SL8500 Modular Library System	$7,713.00	24%	$5,861.88	34%	$5,090.58
XSL8500-UPG-PART-N	StorageTek SL8500 Partitioning for after original system installation - Integrated Software Option - per Tape Library Metric	Sun StorageTek SL8500 Modular Library Features	$12,000.00	24%	$9,120.00	34%	$7,920.00
XSL8500-WYE-Z-N	Wye power	System	$4,627.00	24%	$3,516.52	34%	$3,053.82
XSL8501P-HUB-Z-N	Hub for intra-library communications	System	$2,896.00	24%	$2,200.96	34%	$1,911.36
XT10C-4-LW-RK1-2Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON second rackmount	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00
XT10C-4-SW-RK1-2Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC second rackmount	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
XT10K-4GB-LW-Z-N	StorageTek T10000A, StorageTek T10000B or StorageTek T10000C tape drive: 4 Gb FC or FICON, long wave upgrade from single port to dual port and conversion from short to long wave	Sun StorageTek T10000B Tape Drive (Open)	$2,000.00	24%	$1,520.00	34%	$1,320.00
XT10K-4GB-SW-Z-N	StorageTek T10000A, StorageTek T10000B or StorageTek T10000C tape drive: 4 Gb FC or FICON, short wave upgrade from single port to dual port and conversion from long to short wave	Sun StorageTek T10000B Tape Drive (Open)	$2,000.00	24%	$1,520.00	34%	$1,320.00
XTA7320-CUK	Cluster upgrade kit to convert 2 Sun ZFS Storage 7320 to 1 cluster configuration with 2 cluster cards and 3 RJ45 cables	Sun ZFS Storage 7320 System	$660.00	24%	$501.60	34%	$435.60
XTA7420-CUK	Cluster upgrade kit to convert from 2 Sun ZFS Storage 7420 to 1 cluster configuration with 2 cluster cards and 3 RJ45 cables	Sun ZFS Storage 7420 System	$660.00	24%	$501.60	34%	$435.60
7105149	Oracle Fabric Interconnect F1-15: base with 20 InfiniBand ports and 15 I/O module slots for non-EU countries	Fabric Interconnect F1-15	$36,970.00	15%	$31,424.50	18%	$30,315.40
7105150	Oracle Fabric Interconnect F1-4: base with 20 InfiniBand ports and 4 I/O module slots for non-EU countries	Fabric Interconnect F1-4	$34,440.00	15%	$29,274.00	18%	$28,240.80
7105381	Sun Storage 10 GbE PCIe FCoE converged network adapter: Qlogic, low profile, dual port and SR optics	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
7105382	Sun Storage 10GbE PCIe FCoE converged network adapter: Qlogic, low profile, dual port and Twinax	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
7105387	Sun Storage 6 Gb SAS PCIe HBA: 8 port	Host Bus Adapters	$356.00	14%	$306.16	20%	$284.80
7105388	Sun Storage 6 Gb SAS ExpressModule HBA: 8 port	Host Bus Adapters	$562.00	14%	$483.32	20%	$449.60
7105391	Sun StorageTek 8 Gb FC PCIe HBA: Emulex, single port, standard and low profile brackets	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
7105393	StorageTek Dual 8 Gb Fibre Channel Dual GbE ExpressModule HBA: Emulex	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20
7105394	Sun Storage 6 Gb SAS PCIe HBA: low profile	Host Bus Adapters	$699.00	14%	$601.14	20%	$559.20
7105146	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for non-EU countries (for factory installation)	I/O Modules	$9,373.00	15%	$7,967.05	18%	$7,685.86
7105130	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for non-EU countries (for factory installation)	I/O Modules	$10,344.00	15%	$8,792.40	18%	$8,482.08
7105131	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for non-EU countries (for factory installation)	I/O Modules	$12,621.00	15%	$10,727.85	18%	$10,349.22

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7105132	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for non-EU countries (for factory installation)	I/O Modules	$11,947.00	15%	$10,154.95	18%	$9,796.54
7105133	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for non-EU countries	I/O Modules	$11,248.00	15%	$9,560.80	18%	$9,223.36
7105134	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for non-EU countries	I/O Modules	$12,412.00	15%	$10,550.20	18%	$10,177.84
7105135	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for non-EU countries	I/O Modules	$15,145.00	15%	$12,873.25	18%	$12,418.90
7105136	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for non-EU countries	Network Cables	$14,337.00	14%	$12,329.82	20%	$11,469.60
7105148	Twinax passive copper cable: 2 meters	Network Cables	$143.00	14%	$122.98	20%	$114.40
7105175	QSFP to CX-4 InfiniBand copper cable: 2 meters	Network Cables	$154.00	14%	$132.44	20%	$123.20
7105173	QSFP to CX-4 InfiniBand copper cable: 3 meters	Network Cables	$190.00	14%	$163.40	20%	$152.00
7105171	QSFP to CX-4 InfiniBand copper cable: 5 meters	Network Cables	$283.00	14%	$243.38	20%	$226.40
7105345	Power cord: Australia, 2.5 meters, C19 connector, 15 A (for factory installation)	Network Cables	$48.00	14%	$41.28	20%	$38.40
7105346	Power cord: Japan, 2.5 meters, C19 connector, 15 A, 125 VAC (for factory installation)	Network Cables	$39.00	14%	$33.54	20%	$31.20
7105347	Power cord: Japan, 2.5 meters, C19 connector, 15 A, 250 VAC (for factory installation)	Network Cables	$37.00	14%	$31.82	20%	$29.60
7105348	Power cord: North America and Asia, 2.5 meters, C19 connector, 15 A, 250 VAC (for factory installation)	Network Cables	$29.00	14%	$24.94	20%	$23.20
7105349	Power cord: North America and Asia, 2.5 meters, NEMA 6-15P plug, C19 connector, 15 A, 250 V (for factory installation)	Network Cables	$32.00	14%	$27.52	20%	$25.60
7105350	Power cord: global jumper, straight plug-connector, 1.8 meter, C14 plug, C19 connector, 15 A (for factory installation)	Network Cables	$27.00	14%	$23.22	20%	$21.60
7105351	Power cord: global jumper, straight plug-connector, 2.4 meters, C20 plug, C19 connector, 20 A (for factory installation)	Network Cables	$48.00	14%	$41.28	20%	$38.40
7105352	Power cord: UK, 2.5 meters, C19 connector, 13 A, 250 VAC (for factory installation)	Network Cables	$46.00	14%	$39.56	20%	$36.80
7105353	Power cord: Europe, 2.5 meters, C19 connector, 15 A, 250 VAC (for factory installation)	Network Cables	$39.00	14%	$33.54	20%	$31.20
7105354	Power cord: India, 2.5 meters, C19 connector, 16 A, 250 VAC (for factory installation)	Network Cables	$50.00	14%	$43.00	20%	$40.00
L96163	Oracle SDN - Physical Server Perpetual	Oracle SDN	$1,300.00	20%	$1,040.00	25%	$975.00
L96165	Oracle SDN - Physical Server 2 Year	Oracle SDN	$455.00	20%	$364.00	25%	$341.25
L96166	Oracle SDN - Physical Server 3 Year	Oracle SDN	$650.00	20%	$520.00	25%	$487.50
L96167	Oracle SDN - Physical Server 4 Year	Oracle SDN	$780.00	20%	$624.00	25%	$585.00
L96168	Oracle SDN - Physical Server 5 Year	Oracle SDN	$910.00	20%	$728.00	25%	$682.50
7105432	SPARC T4-1 server: base with 1 SPARC T4 8-core 2.85 GHz processor (for factory installation)	SPARC T4-1 Server	$19,148.00	15%	$16,275.80	18%	$15,701.36
7105248	Spare: POWER SUPPLY	Spare parts	$1,092.00	29%	$775.32	29%	$775.32
7105250	Spare: fan tray	Spare parts	$390.00	29%	$276.90	29%	$276.90
7105251	Spare: management I/O module	Spare parts	$1,146.00	29%	$813.66	29%	$813.66
7105252	Spare: bezel	Spare parts	$450.00	29%	$319.50	29%	$319.50
7105253	Spare: POWER SUPPLY	Spare parts	$1,074.00	29%	$762.54	29%	$762.54
7105254	Spare: fan tray	Spare parts	$438.00	29%	$310.98	29%	$310.98

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7105257	Spare: QDR fabric board	Spare parts	$26,034.00	29%	$18,484.14	29%	$18,484.14
7105260	Spare: QDR InfiniBand managed switch with reverse airflow and 2 PSUs	Spare parts	$29,928.00	29%	$21,248.88	29%	$21,248.88
7105271	Spare: Twinax passive copper cable: 2 meters (for factory installation)	Spare parts	$216.00	29%	$153.36	29%	$153.36
7105272	Spare: Twinax passive copper cable: 7 meters (for factory installation)	Spare parts	$372.00	29%	$264.12	29%	$264.12
7105286	Spare: QSFP to CX-4 QDR InfiniBand copper cable: 2 meters, 26 AWG	Spare parts	$234.00	29%	$166.14	29%	$166.14
7104064	Spare: SFP short wave 8 GB FC transceiver	Spare parts	$468.00	29%	$332.28	29%	$332.28
7104066	Spare: SFP long wave 8 GB FC transceiver	Spare parts	$1,590.00	29%	$1,128.90	29%	$1,128.90
7100268	Spare: printed wire assembly PCIe card	Spare parts	$10,734.00	29%	$7,621.14	29%	$7,621.14
7103427	StorageTek Virtual Storage Manager System 6: 10 TB effective capacity increment. HW activation permit	StorageTek Virtual Storage Manager Features	$5,000.00	24%	$3,800.00	34%	$3,300.00
7103389	StorageTek Virtual Storage Manager System 6: upgrade, effective capacity 10 – 300 TB Separately priced hardware activation permit required.	StorageTek Virtual Storage Manager System (VSM 6)	$217,104.00	24%	$164,999.04	34%	$143,288.64
7100296	StorageTek Virtual Storage Manager System 6: long wave FICON interface (for factory installation)	StorageTek Virtual Storage Manager System (VSM 6)	$21,020.00	24%	$15,975.20	34%	$13,873.20
7100290	StorageTek Virtual Storage Manager System 6: long wave FICON interface	StorageTek Virtual Storage Manager System (VSM 6)	$25,224.00	24%	$19,170.24	34%	$16,647.84
7100292	StorageTek Virtual Storage Manager System 6: short wave FICON interface	StorageTek Virtual Storage Manager System (VSM 6)	$7,272.00	24%	$5,526.72	34%	$4,799.52
7105379	Sun Blade 6000 chassis with midplane, accessory kit with dongle and RJ45-DB9 adapter, 9 server module filler panels, 20 Express Module filler panels, and 2 Network Express Module filler panels (standard configuration)	Sun Blade 6000 Chassis	$8,645.00	15%	$7,348.25	18%	$7,088.90
7105397	Sun Blade 6000 GbE 10-port Pass-Thru NEM	Sun Blade Server Options	$495.00	15%	$420.75	18%	$405.90
7103539	Brocade DCX 8510-8 Backbone: chassis	Brocade Hardware	$143,511.00	24%	$109,068.36	34%	$94,717.26
7103540	Brocade DCX 8510-4 Backbone: chassis	Brocade Hardware	$80,421.00	24%	$61,119.96	34%	$53,077.86
7103542	Brocade DCX 8510 Backbone: 48-port 16 Gb blade	Brocade Hardware	$86,487.00	24%	$65,730.12	34%	$57,081.42
7103543	Brocade 16 Gb SFP+ short wave optic module	Brocade Hardware	$780.00	24%	$592.80	34%	$514.80
7103544	Brocade 16 Gb SFP+ long wave optic module: 10 kilometers distance	Brocade Hardware	$3,390.00	24%	$2,576.40	34%	$2,237.40
7103545	Brocade 10 Gb SFP+ short wave optic module	Brocade Hardware	$663.00	24%	$503.88	34%	$437.58
7103547	Brocade 10 Gb SFP+ long wave optic module	Brocade Hardware	$2,094.00	24%	$1,591.44	34%	$1,382.04
7103548	Brocade DCX 8510 Backbone: activation permit for inter-chassis link with sixteen 64 Gb QSFPs	Brocade Hardware	$2,037.00	24%	$1,548.12	34%	$1,344.42
7103549	Brocade DCX Backbone: upgrade kit for 16 Gb upgrade	Brocade Hardware	$80,856.00	24%	$61,450.56	34%	$53,364.96
7103553	Brocade 6510 Fibre Channel Switch with twenty-four 16 Gb activated ports	Brocade Hardware	$26,046.00	24%	$19,794.96	34%	$17,190.36
7103554	Brocade 6510 Fibre Channel Switch: activation permit for twelve 16 Gb SFPs	Brocade Hardware	$16,563.00	24%	$12,587.88	34%	$10,931.58
7103555	Brocade 6510 Fibre Channel Switch: activation permit for twelve 8 Gb SFPs	Brocade Hardware	$12,741.00	24%	$9,683.16	34%	$8,409.06
7103556	Brocade 6510 Fibre Channel Switch: activation permit for 10 Gb FC extension	Brocade Hardware	$22,293.00	24%	$16,942.68	34%	$14,713.38
7103769	Brocade DCX-4S Backbone: upgrade kit for 16 Gb upgrade	Brocade Hardware	$57,606.00	24%	$43,780.56	34%	$38,019.96
7103770	Rack rail kit	Brocade Hardware	$282.00	24%	$214.32	34%	$186.12

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L96171	Brocade Network Advisor: Enterprise Bundle - Server Perpetual	Brocade SAN Software	$52,145.00	24%	$39,630.20	34%	$34,415.70
L96174	Brocade Network Advisor: Performance Plus - Server Perpetual	Brocade SAN Software	$20,860.00	24%	$15,853.60	34%	$13,767.60
L96177	Brocade Network Advisor: Upgrade from Performance Plus to Enterprise Bundle - Server Perpetual	Brocade SAN Software	$34,415.00	24%	$26,155.40	34%	$22,713.90
7105053	Two 16 GB DDR3-1066 DIMMs (for factory installation)	Other Server Configured Options	$444.00	6%	$417.36	6%	$417.36
7105342	Oracle Fabric Interconnect F1-15: base with 20 InfiniBand ports and 15 I/O module slots for EU countries	Fabric Interconnect F1-15	$35,970.00	15%	$31,424.50	18%	$30,315.40
7105341	Oracle Fabric Interconnect F1-4: base with 20 InfiniBand ports and 4 I/O module slots for EU countries	Fabric Interconnect F1-4	$34,440.00	15%	$29,274.00	18%	$28,240.80
7105344	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for EU countries (for factory installation)	I/O Modules	$9,373.00	15%	$7,967.05	18%	$7,685.86
7105362	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for EU countries (for factory installation)	I/O Modules	$10,344.00	15%	$8,792.40	18%	$8,482.08
7105363	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for EU countries (for factory installation)	I/O Modules	$12,621.00	15%	$10,727.85	18%	$10,349.22
7105364	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for EU countries (for factory installation)	I/O Modules	$11,947.00	15%	$10,154.95	18%	$9,796.54
7105365	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for EU countries	I/O Modules	$11,248.00	15%	$9,560.80	18%	$9,223.36
7105366	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for EU countries	I/O Modules	$12,412.00	15%	$10,550.20	18%	$10,177.84
7105367	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for EU countries	I/O Modules	$15,145.00	15%	$12,873.25	18%	$12,418.90
7105368	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for EU countries	I/O Modules	$14,337.00	15%	$12,186.45	18%	$11,756.34
7104435	StorageTek LTO tape drive: 1 IBM LTO6 8 Gb FC for StorageTek SL8500	LTO6 Tape Drives: High-End Libraries	$22,430.00	24%	$17,046.80	34%	$14,803.80
7104436	StorageTek LTO tape drive: 1 IBM LTO6 8 Gb FC for StorageTek SL3000	LTO6 Tape Drives: Midrange Libraries	$18,648.00	24%	$14,172.48	34%	$12,307.68
7105236	One 8 GB DDR3-1066 registered DIMMs (for factory installation)	Netra SPARC Server Options	$280.00	15%	$238.00	18%	$229.60
7105237	One 8 GB DDR3-1066 registered DIMMs	Netra SPARC Server Options	$336.00	15%	$285.60	18%	$275.52
7105181	High bandwidth QSFP optical cable: 5 meters, MPO to MPO (for factory installation)	Network Cables	$840.00	14%	$722.40	20%	$672.00
7105193	High bandwidth QSFP optical cable: 100 meters, MPO to MPO (for factory installation)	Network Cables	$2,860.00	14%	$2,459.60	20%	$2,288.00
7105199	High bandwidth QSFP optical cable: 5 meters, MPO to MPO	Network Cables	$840.00	14%	$722.40	20%	$672.00
7105206	High bandwidth QSFP optical cable: 100 meters, MPO to MPO	Network Cables	$2,860.00	14%	$2,459.60	20%	$2,288.00
7105137	Twinax passive copper cable: 1 meter (for factory installation)	Network Cables	$183.00	14%	$157.38	20%	$146.40
7105139	Twinax passive copper cable: 2 meters (for factory installation)	Network Cables	$143.00	14%	$122.98	20%	$114.40
7105140	Twinax passive copper cable: 3 meters (for factory installation)	Network Cables	$152.00	14%	$130.72	20%	$121.60
7105141	Twinax passive copper cable: 5 meters (for factory installation)	Network Cables	$244.00	14%	$209.84	20%	$195.20
7105169	QSFP to QSFP passive copper cable: 1 meter (for factory installation)	Network Cables	$139.00	14%	$119.54	20%	$111.20

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7105172	QSFP to QSFP passive copper cable: 2 meters (for factory installation)	Network Cables	$184.00	14%	$158.24	20%	$147.20
7105174	QSFP to QSFP passive copper cable: 3 meters (for factory installation)	Network Cables	$180.00	14%	$154.80	20%	$144.00
7105177	QSFP to QSFP passive copper cable: 5 meters (for factory installation)	Network Cables	$252.00	14%	$216.72	20%	$201.60
7105182	High bandwidth QSFP optical cable: 10 meters, MPO to MPO (for factory installation)	Network Cables	$723.00	14%	$621.78	20%	$578.40
7105186	High bandwidth QSFP optical cable: 20 meters, MPO to MPO (for factory installation)	Network Cables	$1,057.00	14%	$909.02	20%	$845.60
7105191	High bandwidth QSFP optical cable: 50 meters, MPO to MPO (for factory installation)	Network Cables	$1,838.00	14%	$1,580.68	20%	$1,470.40
7104926	Two 16 GB DDR3-1066 DIMMs	Other Server X-Options	$533.00	14%	$458.38	20%	$426.40
7105243	PDU with mounting brackets: EMEA and APAC, IEC309 32A plug, 30 A	Pillar Axiom SAN Storage System Options	$1,505.00	15%	$1,279.25	18%	$1,234.10
7105244	PDU with mounting brackets: Australia, 56P332 plug, 30 A	Pillar Axiom SAN Storage System Options	$3,024.00	15%	$2,570.40	18%	$2,479.68
7104196	One 8 GB DDR3-1066 registered DIMM (for factory installation)	SPARC T4 Server Configured Options	$280.00	15%	$238.00	18%	$229.60
7104197	One 8 GB DDR3-1066 registered DIMM	SPARC T4 Server X-Options	$336.00	15%	$285.60	18%	$275.52
7104443	Spare: one 8 GB DDR3-1066 DIMM	Spare parts	$360.00	29%	$255.60	29%	$255.60
7105308	Spare: 2000 W AC PSU	Spare parts	$1,674.00	29%	$1,188.54	29%	$1,188.54
7103017	Spare: Brocade 16 Gb SFP+ short wave optic module	Spare parts	$1,560.00	29%	$1,107.60	29%	$1,107.60
7103018	Spare: Brocade 16 Gb SFP+ long wave optic module: 10 kilometers distance	Spare parts	$6,780.00	29%	$4,813.80	29%	$4,813.80
7103019	Spare: Brocade 10 Gb FC SFP+ long wave optic module: 10 kilometers distance	Spare parts	$4,188.00	29%	$2,973.48	29%	$2,973.48
7103020	Spare: Brocade 10 Gb FC SFP+ short wave optic module	Spare parts	$1,326.00	29%	$941.46	29%	$941.46
7103021	Spare: Brocade 64 Gb QSFP short wave optic module	Spare parts	$4,074.00	29%	$2,892.54	29%	$2,892.54
7103030	Spare: worldwide name (WWN) cover for Brocade DCX 8510-4 Backbone	Spare parts	$2,412.00	29%	$1,712.52	29%	$1,712.52
7103033	Spare: worldwide name (WWN) cover for Brocade DCX 8510-8 Backbone	Spare parts	$2,412.00	29%	$1,712.52	29%	$1,712.52
7103034	Spare: fixed rack mount kit for Brocade 6510 Fibre Channel Switch	Spare parts	$564.00	29%	$400.44	29%	$400.44
7103023	Spare: chassis for Brocade 6510 Fibre Channel Switch	Spare parts	$47,790.00	29%	$33,930.90	29%	$33,930.90
7103025	Spare: 48-port 16 Gb blade for Brocade DCX 8510 Backbone	Spare parts	$172,974.00	29%	$122,811.54	29%	$122,811.54
7103028	Spare: chassis for Brocade DCX 8510-4 Backbone	Spare parts	$95,664.00	29%	$67,921.44	29%	$67,921.44
7103029	Spare: core blade for Brocade DCX 8510-4 Backbone	Spare parts	$57,606.00	29%	$40,900.26	29%	$40,900.26
7103031	Spare: chassis for Brocade DCX 8510-8 Backbone	Spare parts	$115,692.00	29%	$82,141.32	29%	$82,141.32
7103032	Spare: core blade for Brocade DCX 8510-8 Backbone	Spare parts	$80,856.00	29%	$57,407.76	29%	$57,407.76
7104570	Spare: StorageTek LTO tape drive: 1 IBM LTO6 8 Gb FC for StorageTek SL8500 and StorageTek SL3000	Spare parts	$11,082.00	29%	$7,868.22	29%	$7,868.22
7105029	Spare: two 16 GB DDR3-1066 registered DIMMs	Spare parts	$1,380.00	29%	$979.80	29%	$979.80
7105028	Spare: 1U-2U slim rail cable management arm	Spare parts	$168.00	29%	$119.28	29%	$119.28
7101833	Spare: motherboard for Netra SPARC T4-1 server	Spare parts	$17,736.00	29%	$12,592.56	29%	$12,592.56
#300-2259	Spare: 5740 W AC PSU	Spare parts	$4,230.00	29%	$3,003.30	29%	$3,003.30
7105792	3-phase low voltage 15 kVA PDU for EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
7105793	1-phase low voltage 15 kVA PDU for EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
7105794	1-phase high voltage 10 kVA PDU for EU countries	Sun Racks	$900.00	15%	$765.00	18%	$738.00

State of Michigan Pricelist 12/2/2014

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7104449	StorageTek LTO tape drive: 1 HP LTO6 half-height 8 Gb FC for StorageTek SL150	LTO6 Tape Drives: Entry Level	$4,272.00	24%	$3,246.72	34%	$2,819.52
7104473	StorageTek LTO tape drive: 1 HP LTO6 half-height 8 Gb FC for StorageTek SL150 (for factory installation)	LTO6 Tape Drives: Entry Level	$3,560.00	24%	$2,705.60	34%	$2,349.60
7104450	StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb SAS for StorageTek SL150	LTO6 Tape Drives: Entry Level	$3,777.00	24%	$2,870.52	34%	$2,492.82
7104474	StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb SAS for StorageTek SL150 (for factory installation)	LTO6 Tape Drives: Entry Level	$3,148.00	24%	$2,392.48	34%	$2,077.68
7104451	StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL8500	LTO6 Tape Drives: High-End Libraries	$22,430.00	24%	$17,046.80	34%	$14,803.80
7104452	StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL3000	LTO6 Tape Drives: Midrange Libraries	$18,648.00	24%	$14,172.48	34%	$12,307.68
7104453	StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL500	LTO6 Tape Drives: Midrange Libraries	$14,936.00	24%	$11,351.36	34%	$9,857.76
7105726	Oracle Linux preinstall (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7104476	StorageTek SL150 modular library system: base with 30 activated cartridge slots, 1 HP LTO6 half-height 6 Gb SAS tape drive, and rackmounting kit	SL150 Tape Library	$6,795.00	24%	$5,164.20	34%	$4,484.70
7104475	StorageTek SL150 modular tape library: base unit with 30 slots and 1 HP LTO6 half-height 8 Gb FC tape drive	SL150 Tape Library	$7,190.00	24%	$5,464.40	34%	$4,745.40
#418614701	Spare: hardware FRU kit	Spare parts	$204.00	29%	$144.84	29%	$144.84
7103872	Spare: 580 W AC power cooling module	Spare parts	$1,812.00	29%	$1,286.52	29%	$1,286.52
7103873	Spare: I/O module	Spare parts	$2,844.00	29%	$2,019.24	29%	$2,019.24
7103874	Spare: 2U chassis with midplane	Spare parts	$3,534.00	29%	$2,508.14	29%	$2,508.14
7103875	Spare: 4U chassis with midplane	Spare parts	$4,770.00	29%	$3,386.70	29%	$3,386.70
7103877	Spare: one 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Spare parts	$690.00	29%	$489.90	29%	$489.90
7103878	Spare: one 900 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Spare parts	$1,722.00	29%	$1,222.62	29%	$1,222.62
7105032	Spare: one 50 GB SLC SATA SSD with bracket for hot spare position	Spare parts	$4,896.00	29%	$3,476.16	29%	$3,476.16
7105033	Spare: one 50 GB SLC SATA SSD with bracket	Spare parts	$4,716.00	29%	$3,348.36	29%	$3,348.36
7105034	Spare: one 200 GB SLC SATA SSD with bracket for hot spare position	Spare parts	$13,494.00	29%	$9,580.74	29%	$9,580.74
7105035	Spare: one 200 GB SLC SATA SSD with bracket	Spare parts	$13,278.00	29%	$9,427.38	29%	$9,427.38
7106158	Spare: 1U-2U remote battery upgrade kit	Spare parts	$492.00	29%	$349.32	29%	$349.32
#541-3765	Spare: Sun Network 10 GbE Switch 72p	Spare parts	$56,928.00	29%	$40,418.88	29%	$40,418.88
7105062	Spare: Velcro(TM) tape, 25 yard roll	Spare parts	$282.00	29%	$200.22	29%	$200.22
7105638	Spare: SFP+ 10GbE Twinax cable: 2 meters	Spare parts	$312.00	29%	$221.52	29%	$221.52
7105640	Spare: QDR InfiniBand QSFP optical cable: 5 meters	Spare parts	$900.00	29%	$639.00	29%	$639.00
7105644	Spare: high bandwidth QSFP optical cable: 100 meters, MPO to MPO	Spare parts	$4,806.00	29%	$3,412.26	29%	$3,412.26
7105645	Spare: power cord, Australia, 2.5 meters, C19 connector, 15 A	Spare parts	$72.00	29%	$51.12	29%	$51.12
7105646	Spare: power cord, Japan, 2.5 meters, C19 connector, 15 A, 125 VAC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7105647	Spare: power cord, Japan, 2.5 meters, C19 connector, 15 A, 250 VAC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7105648	Spare: power cord, North America and Asia, 2.5 meters, NEMA 5-15P plug, C19 connector, 15 A, 125 VAC	Spare parts	$48.00	29%	$34.08	29%	$34.08

Form No. DTMB-3522 (Rev. 4/2012)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CONTRACT NO. 071B4300149
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
Oracle America, Inc. 500 Oracle Parkway Redwood Shores, CA 94065	Joe Mudroch	joe.mudroch@oracle.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	314-477-4418	(2) 94-2805249 (000)

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR (CCI):	DTMB	Reid Sisson	517-241-1638	SissonR@michigan.gov
BUYER:	DTMB	Whitnie Zuker	517-284-7030	zukerw@michigan.gov

CONTRACT SUMMARY:

Oracle Software and Technical Support Services

INITIAL TERM	EFFECTIVE DATE	INITIAL EXPIRATION DATE	AVAILABLE OPTIONS
5 years	August 29, 2014	August 28, 2019	Three (3), one-year
PAYMENT TERMS	**F.O.B**	**SHIPPED**	**SHIPPED FROM**
Net 30	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☒ YES ☐ NO
MINIMUM DELIVERY REQUIREMENTS:			
N/A			
MISCELLANEOUS INFORMATION:			
N/A			
ESTIMATED CONTRACT VALUE AT TIME OF EXECUTION:	**$65,000,000.00**		

THIS IS NOT AN ORDER: This Contract is awarded on the basis of our inquiry bearing the solicitation #0071141114B0000937. Orders for delivery will be issued directly by the Department of Technology, Management & Budget through the issuance of a Purchase Order Form.

$65,000,000.00 has been initially allocated for Oracle Licensed Software and Oracle Software Updates and Technical Support. Additional funding for hardware, additional software, consulting services, advanced customer support services, training, cloud services, and/or any other services or products made available for purchase by Oracle (to the extent the Contract Agreement is amended to permit the sale and purchase of such products and/or services), etc. may be allocated at later date per State Ad Board Approval on August 26, 2014.

Form No. DTMB-3522 (Rev. 4/2012)

Notice of Contract #: 071B4300149

FOR THE CONTRACTOR:	FOR THE STATE:
Oracle America, Inc.	Sharon W Maynard
Firm Name	Signature
Deborah Vaughn	Sharon Walenga-Maynard, Sourcing Director
Authorized Agent Signature	Name/Title
Deborah Vaughn, Contracts Manager	DTMB Procurement
Authorized Agent (Print or Type)	Enter Name of Agency
8/29/14	8/29/14
Date	Date

Article 1

1.000 Contract Identification

1.001 CONTRACT REQUEST

The purpose of the attached Software License and Service Agreement (this "Contract" or "SLSA") is to provide the State of Michigan, Department of Technology, Management and Budget (DTMB) with a contract vehicle for the procurement of Oracle Software and Technical Support Services.

This Contract is authorized to be available and used by all government branches of the State of Michigan, by all Michigan Local Units of Government, and by any other Authorized Contract Users (as such term is defined in the SLSA).

This Contract is for a period of five (5) years beginning August 29, 2014 through August 28, 2019. Pursuant to Section 8.1 of the SLSA, the Contract may be renewed for up to three (3) additional one-year periods.

1.100 Scope of Contract

1.101 SCOPE OF CONTRACT

Subject to the terms and conditions of the SLSA, Contractor will make available for purchase the following products and services to the extent Contractor is making such products and services available to its other customers:

A. All Oracle Technology software products, including but not limited to:
   a. Oracle Database, including Enterprise Edition Options, and Database Enterprise Management Packs
   b. Siebel CRM
   c. Oracle Fusion Middleware Products
   d. Oracle Peoplesoft
   e. Oracle Hyperion and Business Intelligence
   f. Oracle Primavera
   g. Oracle E-Business Suite Applications, limited to Financial and Discrete Manufacturing

B. Oracle Software Update and Technical Support for all purchased software products.

C. The parties agree that the Contract may be amended to permit the sale and purchase of, including but not limited to, hardware, additional software, consulting services, advanced customer services, training, cloud services, and/or any other services or products made available for purchase by Contractor.

1.102 OUT OF SCOPE - RESERVED

1.103 ENVIRONMENT - RESERVED

1.104 WORK AND DELIVERABLES - RESERVED

1.200 Roles and Responsibilities

1.201 CONTRACTOR STAFF, ROLES, AND RESPONSIBILITIES

Points of Contact

The following is Contractor's Points of Contact (POC) for DTMB/MiDEAL authorized personnel to facilitate inquiries and communications relating to the Contract:

Deborah Vaughn
Contracts
Phone 703-364-0925

or

Oracle - main number
Redwood Shores, California
650-506-7000

or

Oracle – Public Sector business unit
Reston, Virginia
703-478-9000 or via email at State-local-agreements_us@oracle.com

1.202 STATE STAFF, ROLES, AND RESPONSIBILITIES

The State shall provide a Contract Compliance Inspector (CCI) whose duties shall include, but not be limited to, supporting the management of the Contract.

1.203 OTHER ROLES AND RESPONSIBILITIES - RESERVED

1.300 Planning and Reporting - Reserved

1.301 PROJECT PLAN - RESERVED

1.302 REPORTS

Quarterly Reporting
Contractor will report, within one month and ten (10) days following the end of each quarter to DTMB, all purchases made by the SOM and MiDEAL partners from this Contract. At a minimum, the report shall include:

- PO Number
- PO Date
- Customer Name (State Agency/Municipality)
- Bill to contact name & address, and ship to customer name
- Manufacturer item number (if available)
- Manufacturer/Subcontractor name
- Product/Services Engagement Description
- Invoiced amounts by category (Cost of Software, Hardware, Support, Training, Deliverable, Hours, etc. Total Invoice)
- Invoice # and Invoice Date
- State the extended invoice price for each product or service
- Quantity (if available)
- Shipping Cost, required for Expedited Delivery only
- Total invoice amount

Reporting formats must be submitted to the State's CCI for approval within ten (10) business days after the execution of the Contract. Once both parties have agreed to the format of the report, it shall become the standard to follow for the duration of the contract.

1.400 Project and Operations Management - RESERVED

1.500 Acceptance Criteria for Services - RESERVED

1.600 Compensation and Payment

1.601 COMPENSATION AND PAYMENT

Contractor will provide pricing and discount terms for Programs and Technical Support services, per the terms and conditions of the attached SLSA.

To the extent Contractor is willing to provide an additional discount with respect to a product or service, such discount will be set forth in the applicable sales' quotation.

Contractor will submit an Administrative Fee, per the terms and conditions of the attached SLSA.

Invoicing
Contractor will submit itemized invoices to

DTMB – Financial Services
Accounts Payable
P.O. Box 30026
Lansing, MI 48909
or
DTMB-Accounts-Payable@michigan.gov

Invoices will provide and itemize, as applicable:

- Contract number;
- Purchase Order number
- Contractor name, address, phone number, and Federal Tax Identification Number;
- Description of any commodities, including quantity ordered (as per Contractor invoicing standards);
- Price for each item;
- Net invoice price for each item;
- Other applicable service charges, if any;
- Total invoice price; and
- Payment terms

1.602 HOLDBACK - RESERVED

SOFTWARE LICENSE AND SERVICE AGREEMENT

This Software License and Services Agreement (the "Agreement") is between Oracle America, Inc. with its principal place of business at 500 Oracle Parkway, Redwood City, CA 94055 ("Oracle") and the State of Michigan ("State", "Customer" or "you"). The terms of this Agreement shall apply to each Program license granted and to all Services provided by Oracle pursuant to this Agreement. When completed and executed by both parties, an Order Form shall evidence the Program licenses granted and the services to be provided.

All public entities located within the State of Michigan, including, but not limited to, departments, institutions, institutions of higher education, agencies, legislative, executive or judicial bodies, offices, authorities, posts, committees, institutions, boards, or political subdivisions created by law to exercise sovereign power or to perform governmental duties of the State, cities, counties, towns and political subdivisions (each such entity, an "Authorized Contract User") may also order Programs and Services from Oracle in accordance with the terms and conditions of this Agreement. By placing an order under this Agreement, each Authorized Contract User agrees to be bound by the terms and conditions of the applicable ordering document and this Agreement and, for the purposes of such order, "Customer", "you" and "your" as used in this Agreement shall be deemed to refer to such Authorized Contract User, unless indicated otherwise herein. Each Authorized Contract User shall be responsible for its breach(es) of such terms and conditions. "Parties" shall mean Customer and Oracle, and each of us may be referred to individually as a "party."

Notwithstanding the foregoing, each Authorized Contract User must provide a valid sales tax exemption certificate prior to placing an order pursuant to this Agreement.

This Agreement covers the sale or purchase of Programs and Technical Support services only, and may not be utilized for the sale or purchase of hardware, cloud services, consulting services, advanced customer support services, or any other services, whether Program-related services or otherwise (other than Technical Support services). For the avoidance of doubt, on-site services shall NOT be ordered through this Agreement.

I. DEFINITIONS

1.1 **"Commencement date"** shall mean the date of shipment of tangible media, or if no delivery of tangible media is necessary, the effective date set forth on the relevant Order Form.

1.2 **"Limited Production Program"** shall be a Program which does not appear on the Price List or which is designated as Limited Production by Oracle.

1.3 **"Order Form", "Ordering Document", "ordering document"** or **"order"** shall mean the document by which Customer orders Program licenses and Services, and which is agreed to by the parties. The Order Form shall reference the Effective Date of this Agreement.

1.4 **"Programs"** shall mean (a) the computer software owned or distributed by Oracle for which Customer is granted a license pursuant to this Agreement; (b) the user and installation guides and manuals for use of the software, which may be delivered with the Programs and accessed at http://oracle.com/contracts ("Documentation"); and (c) Updates. Programs shall be used in the United States.

1.5 **"Price List"** shall mean Oracle's applicable standard commercial fee schedule that is in effect when a Program license or any other product or service is ordered by Customer.

1.6 **"Separate Terms"** refers to separate license terms that are specified in the Program Documentation, readmes or notice files and that apply to Separately Licensed Third Party Technology.

1.7 **"Separately Licensed Third Party Technology"** refers to third party technology that is licensed under Separate Terms and not under the terms of this Agreement.

1.8 **"Services"** refers to Technical Support services which you have ordered.

1.9 **"Supported Program License"** shall mean a Program license for which Customer has ordered Technical Support for the relevant time period.

1.10 **"Technical Support"** shall mean Program support provided under Oracle's policies in effect on the date Technical Support is ordered.

1.11 **"Update"** shall mean any Program update acquired through Technical Support.

1.12 **"User"** unless otherwise specified on the Order Form, shall mean an individual authorized by Customer to use specified Programs, regardless of whether the individual is actively using the Programs at any given time.

II. PROGRAM LICENSE

2.1 Rights Granted

A. Oracle grants to Customer a nonexclusive, non-assignable (except as otherwise specified herein), royalty free, perpetual (unless otherwise specified in the Order Form), license to use the Programs Customer obtains under this Agreement pursuant to an Order Form, as follows:

i. to use the Programs solely for Customer's own internal business operations and subject to the terms of this Agreement, including the definitions and rules set forth in the order and the Documentation.

ii. to use the Documentation provided with the Programs in support of customer's authorized use of the Programs; and

iii. to make a sufficient number of copies of the Programs for your licensed use and one copy of each Program media. All titles, trademarks, and copyright and restricted rights notices shall be reproduced in such copies. All copies of the Programs are subject to the terms of this Agreement.

Customer shall not copy or use the Programs (including the Documentation) except as otherwise specified in this Agreement or an Order Form. Customer shall have the right to allow Customer's third party agents ("Agents") to use the Programs for Customer's internal business operations so long as Customer is responsible for Agents' use of the Programs in accordance with the terms of this Agreement. For Programs that are specifically designed to allow your customers (which may include State agencies) and suppliers to interact with you in the furtherance of your internal business operations, such use is allowed under this Agreement.

Upon payment for the Services, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under the Agreement ("deliverables").

B. Customer agrees not to cause or permit the reverse engineering (unless required by law for interoperability), disassembly or decompilation of the Programs (the foregoing prohibition includes but is not limited to review of data structures or similar materials produced by Programs).

C. Oracle or its licensors shall retain all title, copyright and other intellectual proprietary rights in the Programs and anything delivered under the Agreement. Customer does not acquire any rights, express or implied, in the Programs, other than those specified in this Agreement.

D. You may not:

a. remove or modify any Program markings or any notice of Oracle's or its licensors' proprietary rights;

b. make the Programs or materials resulting from the Services available in any manner to any third party for use in the third party's business operations (unless such access is expressly

permitted for the specific Program license or materials from the Services you have acquired); or

c. subject to the non-disclosure provisions contained in Section 7.1 of this Agreement, disclose results of any Program benchmark tests without Oracle's prior written consent.

E. To use a Program specified on an Order Form, Customer may need to use third party technology embedded in or delivered with the ordered Programs. Oracle may provide certain notices to you in the Documentation, readmes or notice files in connection with such third party technology. Third party technology will be licensed to you either under the terms of the Agreement or, if specified in the Documentation, readmes or notice files, under Separate Terms. Your rights to use Separately Licensed Third Party Technology under Separate Terms are not restricted in any way by the Agreement. However, for clarity, notwithstanding the existence of a notice, third party technology that is not Separately Licensed Third Party Technology shall be deemed part of the Programs and is licensed to you under the terms of the Agreement.

If you are permitted under an Order Form to distribute the Programs, You must include with the distribution all such notices and any associated source code for Separately Licensed Third Party Technology as specified, in the form and to the extent such source code is provided by Oracle, and you must distribute Separately Licensed Third Party Technology under Separate Terms (in the form and to the extent Separate Terms are provided by Oracle). Notwithstanding the foregoing, your rights to the Programs are solely limited to the rights granted in your order.

F. You may order trial Programs, or Oracle may include additional Programs with your order which you may use for trial, non-production purposes only. You may not use the trial Programs to provide or attend third party training on the content and/or functionality of the Programs. You have 30 days from the Commencement Date to evaluate these Programs. To use any of these Programs after the 30 day trial period, you must obtain a license for such Programs from Oracle or an authorized reseller. If you decide not to obtain a license for any Program after the 30-day trial period, you will cease using and promptly delete any such Programs from your computer systems. Programs licensed for trial purposes are provided "as is" and Oracle does not provide Technical Support or offer any warranties for these Programs.

If, when you install the Programs licensed by you under an ordering document, a Program that is not licensed by you is inadvertently loaded and left on a computer, then you will not be charged license fees for such unlicensed Program provided that you have not used (loading alone does not constitute use) the unlicensed Program and that you promptly remove such unlicensed Program when it is discovered.

2.2 Transfer and Assignment

A. You may not assign, give or transfer the Programs and/or any Services or an interest in them to another individual or entity, without the prior written consent of Oracle. Notwithstanding the foregoing, upon advance written notice to Oracle, you may transfer your rights to the Programs and/or any Services acquired under this Agreement to another State of Michigan Executive Agency or the Michigan Economic Development Corp. due to a consolidation or transfer of your statutory duties by Executive Order of the Governor of Michigan; provided that such assignee entity agrees in writing to the terms and conditions of the Agreement and the applicable Ordering Document. You may not grant a security interest in or finance the acquisition of any Programs or Services acquired under this Agreement.

B. The foregoing shall not be construed to limit the rights you may otherwise have with respect to third party technology or Separately Licensed Third Party Technology licensed under open source or similar license terms.

C. The prohibition on the assignment or transfer of the Programs or any interest in them under this Section 2.2 of this Agreement shall apply to all Programs licensed under this Agreement, except to the extent that such prohibition is rendered unenforceable under applicable law.

2.3 Verification

Upon 45 days written notice ("Audit Notice"), Oracle may, at its expense, audit Customer's use of the Programs. Any such audit shall be conducted during regular business hours and shall not unreasonably interfere with Customer's business activities. Customer agrees to cooperate with Oracle's audit and provide reasonable assistance and access to information. If an audit reveals that Customer has underpaid fees to Oracle, Customer shall either (i) pay within 30 days of written notification any fees applicable to your use of the Programs in excess of your license rights or (ii) promptly cease usage of the applicable Programs and promptly delete all copies of the Program from your hardware, network, etc., and promptly pay Oracle applicable fees as for the unlicensed usage in accordance with the price list and discounts set forth in this Agreement. If you do not pay, Oracle can end (a) Technical Support, (b) Program licenses ordered under the Agreement and related agreements and/or (c) the Agreement. You agree that Oracle shall not be responsible for any of your costs incurred in cooperating with the audit. Notwithstanding the foregoing, upon your written request received by Oracle within 5 days of receipt by you of the Audit Notice, Oracle will provide for your review an audit plan that Oracle anticipates utilizing, provided that such review may not exceed a 5 day period. You may, within such 5 day period, provide Oracle with any concerns or questions about the audit plan. Oracle will work cooperatively with you to agree on a final audit plan.

Audits shall be conducted no more than once annually.

2.4 Delivery and Installation

You are responsible for installation of the Programs unless the Programs have been pre-installed by Oracle on the hardware you are purchasing under the order or unless you purchase installation services from Oracle for those Programs.

Oracle has made available to you for electronic download at the electronic delivery web site located at the following Internet URL: http://edelivery.oracle.com the Programs listed in the Programs and Program Support Service Offerings section of the applicable order. Through the Internet URL, you can access and electronically download to your location the latest production release as of the effective date of the applicable order of the software and related Program Documentation for each Program listed. Provided that you have continuously maintained technical support for the listed Programs, you may continue to download the Programs and related Program Documentation. Please be advised that not all Programs are available on all hardware/operating system combinations. For the most recent Program availability please check the electronic delivery web site specified above. You acknowledge that Oracle is under no further delivery obligation with respect to Programs under the applicable order, electronic download or otherwise unless otherwise stated in your Order Form.

If ordered, Oracle will deliver the tangible media to the delivery address specified on the applicable order. You agree to pay applicable media and shipping charges. The applicable shipping terms for the delivery of tangible media are: FCA Shipping Point, Prepaid, and Add.

III. TECHNICAL SERVICES

3.1 Technical Support Services

Technical Support services ordered by Customer will be provided under Oracle's Technical Support policies in effect and attached hereto as Appendix B on the date Technical Support services are provided, subject to the payment by Customer of the applicable fees. You agree to cooperate with Oracle and provide the access, resources, materials, personnel, information and consents that Oracle may require in order to perform the technical support services. The Technical Support policies are incorporated in the Agreement as Appendix B and Appendix B shall be amended annually to include Oracle's then current Technical Support Policies. The Technical Support policies are subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of technical support services provided for supported Programs during the period for which fees for technical support have been paid. You should review the policies prior to entering into the order for the applicable technical support services.

Technical Support is effective upon the Commencement Date unless otherwise stated in your Order Form.

Software Update License & Support (or any successor technical support offering to Software Update License & Support, "SULS") acquired with your order may be renewed annually and, if you renew SULS for the same number of licenses for the same Programs, for the first and second renewal years the fee

for SULS will not increase by more than 3% over the prior year's fees. If your order is fulfilled by an authorized reseller, the fee for SULS for the first renewal year will be the price quoted to you by your authorized reseller; the fee for SULS for the second renewal year will not increase by more than 3% over the prior year's fees.

If you decide to purchase technical support for any Program license within a license set, you are required to purchase technical support at the same level for all licenses within that license set. You may desupport a subset of licenses in a license set only if you agree to terminate that subset of licenses. The technical support fees for the remaining licenses will be priced in accordance with the technical support policies in effect at the time of termination. Oracle's license set definition is available in the current technical support policies. If you decide not to purchase technical support, you may not update any unsupported Program licenses with new versions of the Program.

IV. TERM AND TERMINATON

4.1 Term

If not otherwise specified on the Order Form, each Program license granted under this Agreement shall remain in effect perpetually unless the licenses or this Agreement is terminated as provided for in this Agreement.

4.2 Termination by Customer

Customer may terminate any Program license at any time; however, termination shall not relieve Customer's obligations specified in Section 4.4.

4.3 Termination by Oracle or Customer

If either of us breaches a material term of the Agreement and fails to correct the breach within 30 days of written specification of the breach, then the breaching party is in default and the non-breaching party may terminate the Agreement. If Oracle terminates the Agreement as specified in the preceding sentence, you must pay within 30 days all amounts which have accrued prior to such termination, as well as all sums remaining unpaid for Programs ordered and/or Services received under the Agreement. Except for nonpayment of fees, the non-breaching party may agree in its sole discretion to extend the 30-day period for so long as the breaching party continues reasonable efforts to cure the breach. You agree that if you are in default under the Agreement, you may not use those Programs or Services that are related or subject to such breach.

You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. If you end this Agreement as specified in the preceding sentence, you agree you must pay within 30 days all amounts which have accrued prior to the end of this Agreement, as well as all sums remaining unpaid for Programs ordered and/or Services received under this Agreement. For the sake of clarity, Authorized Contract Users may not modify or terminate this Agreement.
If you have used an Oracle Financing Division contract to pay for the fees due under an order and you are in default under that contract, you may not use the Programs and/or Services that are subject to such contract.

4.4 Customer's Obligation

Customer's payment obligation is payable only and solely from funds appropriated for the purpose of this Agreement. All funds for payments after the end of the current fiscal year are subject to the availability of a legislative appropriation for the purpose of this agreement. Payments during subsequent fiscal periods are dependent upon the same action. Customer agrees to give Oracle written notice of such nonappropriation within thirty (30) days after it receives notice of such non-appropriation; provided, however that such non-appropriation of funds shall not relieve Customer's obligation to pay fees that have accrued, for which Customer has received products and/or service(s) under this Agreement; provided, further, that: (1) with each executed order, you must have provided both of the following: (a) a signed ordering document referencing the Agreement, and (b) a purchase order; and (2) your signature on an ordering document referencing the Agreement and issuance of a purchase order by you shall signify to Oracle that all funds for the order, which funds are or will become, pursuant to such order, due and payable in the then current fiscal year, have been fully appropriated and are available and no longer subject to any appropriations contingency.

4.5 Effect of Termination

Termination of this Agreement or any license shall not limit either party from pursuing other remedies available to it, including injunctive relief, nor shall such termination relieve Customer's obligation to pay all fees that have accrued or are otherwise owed by Customer under any Order Form or other similar ordering document under this Agreement, for which Customer has received licenses(s) and/or services(s) under this Agreement. The parties' rights and obligations under Sections 2.1B, 2.1C, 2.1E, and 2.3A, and Articles IV, V, VI and VII, and other provisions which by their nature are intended to survive, shall survive termination of this Agreement.

4.6 Handling of Programs upon Termination

If a license granted under an Ordering Document expires or otherwise terminates, Customer shall (a) cease using the applicable Programs, and (b) certify to Oracle within one month after expiration or termination that customer has destroyed or had returned to Oracle the Programs and all copies. This requirement applies to copies in all forms, partial and completed, in all types of media and computer memory, and whether or not modified or merged into other materials.

V. INDEMNITY, WARRANTIES, REMEDIES

5.1 Infringement Indemnity

Oracle will, at its sole cost and expense, defend and indemnify Customer against a claim (and for the damages, liabilities, costs and expenses awarded by the court to the third party claiming infringement or the settlement agreed to by Oracle)that any information, design, specification, instruction, software, data, hardware or material (collectively, "Material") furnished to you by Oracle and used by you infringes a third party's intellectual property rights, provided that: (a) Customer notifies Oracle in writing within 30 days of the claim (or sooner if required by law); provided however that your failure to notify Oracle within 30 days or sooner if required by law, shall only relieve Oracle of its obligation to indemnify you under this paragraph if Oracle's defense of such claim is materially prejudiced by such failure; (b)

Oracle has sole control of the defense and all related settlement negotiations, subject to approval and consent of the Michigan Attorney General; and (c) Customer provides Oracle with the assistance, information and authority (subject to approval and consent of the Michigan Attorney General) necessary to perform Oracle's obligations under this Section. Reasonable out-of-pocket expenses incurred by Customer in providing such assistance will be reimbursed by Oracle.

Oracle shall have no liability for any claim of infringement based on use of a superseded or altered release of Programs in the infringement which would have been avoided by the use of a current unaltered release of the Programs which Oracle provides to Customer, or if you alter the Material or use it outside the scope of use identified in the user documentation, or if you continue to use the applicable Material after the end of the license to use that Material. Oracle will not indemnify the Recipient to the extent that an infringement claim is based upon any information, design, specification, instruction, software, data, or material not furnished by you. Oracle will not indemnify you for any portion of an infringement claim that is based upon the combination of any Material with any products or services not provided by Oracle. Solely with respect to Separately Licensed Third Party Technology that is part of or is required to use a Program and that is used: (a) in unmodified form; (b) as part of or as required to use a Program; and (c) in accordance with the license grant for the relevant Program and all other terms and conditions of this Agreement, Oracle will indemnify you for infringement claims for Separately Licensed Third Party Technology to the same extent as Oracle is required to provide infringement indemnification for the Program under the terms of this Agreement. Oracle will not indemnify you for infringement caused by your actions against any third party if the Program(s) as delivered to you and used in accordance with the terms of this Agreement would not otherwise infringe any third party intellectual property rights. Oracle will not indemnify you for any intellectual property infringement claim(s) known to you at the time license rights are obtained.

In the event the Material is held or believed by Oracle to infringe, Oracle shall have the option, at its expense, to (a) modify the Material to be non-infringing; (b) obtain for customer a license to continue using the Material; or (c) terminate the license for the infringing Material and refund the license fees paid for the Material and any unused prepaid technical support fees. If such return materially affects Oracle's ability to meet its obligation under the relevant order, then Oracle may, at its option and upon 30 days prior written notice, terminate the order.

In the event that the Material is Separately Licensed Third Party Technology and the associated Separate Terms do not allow termination of the license, in lieu of ending the license for the Material, Oracle may end the license for, and require return of, the Program associated with that Separately Licensed Third Party Technology and shall refund any Program license fees you may have paid to Oracle for the Program.

This Section 5.1 states Oracle's entire liability and customer's exclusive remedy for infringement claims or damages.

5.2 Indemnification For Bodily Injury and Personal Property Damage

Oracle shall defend and indemnify Customer, its agents and employees from and against all claims, damages, losses and expenses arising out of or resulting from the performance of services by Oracle while on Customer's premises under this Agreement, provided that any such claim, damage, loss or expenses (1) is attributable to bodily injury, sickness, disease or death or to injury to or destruction of tangible personal property (excluding the services itself, software, data, files and documentations) and (2) is caused in whole or in part by the negligent act or omission to act by Oracle and its subcontractors; provided however, that (a) Customer notifies Oracle within thirty (30) days of the Customer's receipt of a claim (or sooner if required by law); provided however that the Customer's failure to notify Oracle within 30 days or soon if required by law, shall only relive Oracle of its obligations to indemnify you under this paragraph if oracle's defense of such claims is materially prejudiced by such failure; (b) Oracle has sole control of the defense and all related settlement negotiations, subject to approval and consent of the Michigan Attorney General; and (c) Customer gives Oracle the information, authority (subject to approval and consent of the Michigan Attorney General) and reasonable assistance necessary to perform the above; reasonable out-of-pocket expenses incurred by Customer in providing such assistance will be reimbursed by Oracle.

In any and all claims against Customer or any of its agents or employees by any employee or Oracle, any subcontractor, anyone directly or indirectly employed by any of them or anyone of them, may be liable, the indemnification obligation under this Agreement shall not be limited in any way by the amount or type of damages, compensation or benefits payable by or for Oracle or any subcontractor under Workmen's Compensation acts, disability benefits acts or other employee benefit acts.

The obligations of Oracle under this Agreement shall not extend to the liability of the Customer, its agents or employees arising out of (1) the preparation or approval of maps, drawings, opinions, reports, surveys, Change Orders, designs or specifications, or (2) the giving of or the failure to give directions or instructions by the Customer, its agents or employees provided such giving or failure to give is the primary cause of the injury or failure.

Oracle shall have no liability for any claim of bodily injury and/or tangible personal property damage arising from use of software or hardware. **This Section states the parties' entire liability and exclusive remedy for bodily injury and property damage.**

5.3 Warranties and Disclaimers

A. Program Warranty

Oracle warrants (1) for a period of one year from the Commencement Date that each Program licensed to Customer will operate in all material respects as described in the applicable Program Documentation and (2) as of the effective date of the ordering document under which such Program is licensed, unless otherwise disclosed to you in such ordering document or applicable Documentation, Oracle has not designed such Program to contain any Disabling Devices. For the purpose of this Section, a "Disabling Device" shall mean code intentionally embedded in a

program by Oracle for the sole purpose of completely halting all use of the Program on conditions set by Oracle.

B. Media Warranty

Oracle warrants the tapes, diskettes or other media to be free of defects in materials and workmanship under normal use for 90 days from the Commencement Date.

C. Services Warranty

Oracle warrants that Technical Support services will be performed in a professional manner consistent with industry standards. You must notify Oracle of any Technical Support service deficiencies within 90 days from performance of the deficient service.

D. Virus Warranty

During the warranty period specified above in this Section for the applicable Program or service, Oracle warrants that the programs and software deliverables resulting from the services shall be designed by Oracle so that they do not purposely contain any virus or other contaminants that may be used to access, alter, delete, threaten, infect, assault, vandalize, defraud, disrupt, damages, disable, inhibit, or shut down your computer systems, databases or software in a manner other than in accordance with the terms of this Agreement ("Virus"). In the event that upon delivery any Program or software deliverables resulting from the services contains a Virus, then upon your written notice, as Oracle's sole liability and your exclusive remedy, (a) Oracle will provide you with another copy of the Program or software deliverables resulting from the services free of the Virus, and (b) if Oracle is unable to provide the Program or software deliverables resulting from the services free of the Virus within 30 days of receiving notice of the Virus, you may end your license for the Program or software deliverables resulting from the services that contains the Virus and recover of the fees paid for such license or service and any unused, prepaid technical support fees you have paid for the Program license.

E. Disclaimers

TO THE EXTENT NOT PROHIBITED BY LAW, THE WARRANTIES ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, OR CONDITIONS INCLUDING THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

ORACLE DOES NOT WARRANT THAT THE PROGRAMS WILL MEET CUSTOMER'S REQUIREMENTS, THAT THE PROGRAMS WILL OPERATE IN THE COMBINATIONS WHICH CLIENT MAY SELECT FOR USE, THAT THE OPERATIONS OF THE PROGRAMS WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT ALL PROGRAM ERRORS WILL BE CORRECTED. LIMITED PRODUCTION PROGRAMS, PRE-PRODUCTION RELEASES OF PROGRAMS, AND COMPUTER-BASED TRAINING PRODUCTS ARE DISTRIBUTED "AS IS."

5.4 Exclusive Remedies

For any breach of the warranties contained in Section 5.3 Customer's exclusive remedy, and Oracle's entire liability shall be:

A. **For Programs**

The correction of Program errors that cause breach of the warranty, or if Oracle is unable to substantially correct the errors of the applicable Program in a commercially reasonable manner, Customer shall be entitled to recover the fees paid to Oracle for the Program license and any unused prepaid technical support fees you have paid for the Program licenses.

B. **For Media**

The replacement of defective media returned within 90 days of the Commencement Date

C. **For Services**

The re-performance of the deficient Services, or if Oracle is unable to substantially correct the deficiency in a commercially reasonable manner, Customer shall be entitled to end the deficient Service and recover the fees paid to Oracle for the deficient services.

VI PAYMENT PROVISION

6.1 Invoicing and Payment

All fees payable to Oracle are due and payable 30 days from the invoice date. Technical Support fees shall be invoiced annually in arrears. The period of performance for Technical Support services is effective upon the Commencement Date. Program fees are invoiced as of the Commencement Date. All other applicable fees shall be payable 30 days from the invoice date, and shall be deemed overdue if they remain unpaid thereafter. Customer agrees to applicable media and shipping charges. Customer shall issue a purchase order, or alternative document acceptable to Oracle, on or before the Effective Date of the applicable Order Form. You understand that You may receive multiple invoices for the products and services you ordered.

In entering into payment obligations under an order, you agree and acknowledge that you have not relied on the future availability of any hardware, program or updates. However, (a) if you order technical support, the preceding sentence does not relieve Oracle of its obligation to provide such technical support under this Agreement, if and when available, in accordance with Oracle's then current technical support policies, and (b) the preceding sentence does not change the rights granted to you under an order and this Agreement.

VII. GENERAL TERMS

7.1 Nondisclosure

By virtue of this Agreement, the parties may have access to information that is confidential to one another ("Confidential Information"). Confidential information shall be limited to the Programs and all information clearly identified as confidential at the time of disclosure. We each agree to disclose only information that is required for the performance of obligations under this Agreement.

A party's Confidential Information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party:(b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on disclosure; or (d) is independently developed by the other party. Except as otherwise provided for in this section, Customer shall not disclose the results of any benchmark tests of the Programs to any third party without Oracle's prior written approval.

Subject to applicable law, the parties agree to hold each other's Confidential Information in confidence during the term of this Agreement and for a period of three years after date of the disclosing party's disclosure of the Confidential Information to the receiving party. We may disclose Confidential Information only to those employees or agents or subcontractors who are required to protect it against unauthorized disclosure in a manner no less protective than under this Agreement. Nothing shall prevent either party from disclosing the terms or pricing under this Agreement or orders submitted under this Agreement in any legal proceeding arising from or in connection with this Agreement or disclosing the Confidential Information to a governmental entity as required by law.

Notwithstanding the foregoing, the parties acknowledge that you are subject to the Michigan Freedom of Information Act, 1976 Public Act No. 442, as amended, MCL 15.231, et seq. ("FOIA"). In the event you receive a valid request for Oracle's Confidential Information pursuant to applicable law, you will provide Oracle with reasonable notice of such request and give Oracle an opportunity to object to or limit any such disclosure, subject to your obligations to otherwise comply with FOIA.

7.2 Governing Law

This Agreement, and all matters arising out of or relating to this Agreement, shall be governed by the laws of the State of Michigan, and shall be deemed to be executed in Ingham County, Michigan.

7.3 Jurisdiction

Any legal action or proceeding relating to this Agreement shall be instituted in a state or federal court in Ingham County, Michigan, Oracle and Customer agree to submit to the jurisdiction of, and agree that venue is proper in, these courts in any such legal action or proceeding.

7.4 Limitation of Liability

IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, DATA OR DATA USE, INCURRED BY EITHER PARTY OR ANY THIRD PARTY, WHETHER IN AN ACTION IN CONTRACT OR TORT, EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT WITH RESPECT TO THE EXCLUSIVE INFRINGEMENT INDEMNIFICATION ABOVE, ORACLE'S LIABILITY FOR DAMAGES HEREUNDER, WHETHER IN AN ACTION IN CONTRACT OR TORT OR OTHERWISE, SHALL IN NO EVENT EXCEED THE AMOUNT OF FEES PAID BY CUSTOMER UNDER THIS AGREEMENT, AND IF SUCH DAMAGES RESULT FROM CUSTOMER'S USE OF THE PROGRAM OR SERVICES, SUCH LIABILITY SHALL BE LIMITED TO FEES PAID FOR THE RELEVANT PROGRAM OR SERVICES GIVING RISE TO THE LIABILITY.

Oracle's obligation to indemnify for claim(s) of bodily injury and tangible personal property damage under Section 5.2 (Indemnification For Bodily Injury and Property Damage) shall apply without regard to whether the damages under such claim(s) exceed the limit on liability set forth in the second sentence of the first paragraph of this section.

The provisions of this Agreement allocate the risks between Oracle and customer. Oracle's pricing reflects this allocation of risk and the limitation of liability specified herein.

7.5 Severability

In the event any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of this Agreement will remain in full force, and such provision shall be replaced with a provision consistent with the purpose and intent of this Agreement.

7.6 Waiver

The waiver by either party of any default or breach of this Agreement shall not constitute a waiver of any other or subsequent default or breach.

7.7 Export Administration

Customer agrees to comply fully with all relevant export laws and regulations of the United states ("Export Laws") to assure that neither the Programs nor any direct product thereof are (1) exported, directly or indirectly, in violation of Export Law; or (2) are intended to be used for any purposes prohibited by the Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation.

7.8 Relationship between the Parties

Oracle is an independent contractor; nothing in this Agreement shall be construed to create a partnership, joint venture or agency relationship between the parties.

7.9 Order of Precedence

You agree that this Agreement and the information which is incorporated into this Agreement by written reference (including reference to information contained in a URL specifically identified in this

Agreement (which, for the avoidance of doubt, includes information contained in any URLs linked to the original URL or subsequent URLs) or referenced policy specifically identified in this Agreement), together with the applicable order, are the complete agreement for the products and/or services ordered by you and supersede all prior or contemporaneous agreements or representations, written or oral, regarding such products and/or services.

For the avoidance of doubt, the only URLs (which includes any URLs linked to the original URL or subsequent URLs) applicable to this Agreement are those URLs which pertain to the subject matter of the provisions or definitions of this Agreement in which the original URL was found or referenced.

Notwithstanding the foregoing, if any information contained in a URL or policy includes a disclaimer stating that such information may not be incorporated into any contract and does not constitute a contract or a commitment to any specific terms, then that information will not be deemed to be incorporated into this Agreement.

The Oracle Processor Core Factor Table is attached hereto as Appendix C and shall be amended annually to include Oracle's then current Oracle Processor Core Factor Table.

It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal or any other similar non-Oracle document and no terms included in any such purchase order, portal or other non-Oracle document shall apply to the products and/or services ordered. In the event of any inconsistencies between the terms of an order and this Agreement, this Agreement shall take precedence, unless otherwise specified in the ordering document. Notwithstanding the foregoing, the parties agree that to the extent an ordering document sets forth transaction-specific terms that were expressly negotiated by the parties to the ordering document, such transaction-specific terms in the ordering document shall control. This Agreement and orders may not be modified and the rights and restrictions may not be altered or waived except in a writing signed by authorized representatives of you and of Oracle. Any notice required under this Agreement shall be provided to the other party in writing.

VIII. Miscellaneous

8.1 Term of the Agreement

Orders may be placed under this Agreement for 5 years from the Effective Date of this Agreement. After the initial term of this Agreement, by mutual written amendment to this Agreement, the parties may extend the term of this Agreement for not more than three additional one-year terms. All Programs and Technical Support services as ordered under this Agreement shall be under Oracle's standard fees and policies in effect at the time of such order. The current pricing and discount terms are attached hereto as Appendix A and shall be updated annually.

8.2 Liability Insurance

For the purpose of this Section, "State" includes its departments, divisions, agencies, offices, commissions, officers, employees, and agents; and "Contractor" shall mean Oracle.

(a) The Contractor must provide proof that it has obtained the minimum levels of insurance coverage indicated or required by law, whichever is greater. The insurance must protect the State from claims that may arise out of, or result from, or are alleged to arise out of, or result from, the Contractor's performance or the performance of a subcontractor performing services under this Agreement, including any person directly or indirectly employed by the Contractor or such subcontractor, or any person for whose acts the Contractor or such subcontractor may be liable.

(b) The Contractor waives all rights against the State for the recovery of damages that are covered by the insurance policies the Contractor is required to maintain under this Section. The Contractor's failure to obtain and maintain the required insurance will not limit this waiver.

(c) All insurance coverage provided relative to this Contract is primary and non-contributing to any comparable liability insurance (including self-insurance) carried by the State.

(d) The State, in its sole discretion, may approve the use of a fully-funded self-insurance program in place of any specified insurance identified in this Section.

(e) Unless the State approves otherwise, any insurer must have an A.M. Best rating of "A" or better and a financial size of VII or better, or if those ratings are not available, a comparable rating from an insurance rating agency approved by the State. All policies of insurance must be issued by companies that have been approved to do business in the State.

(f) Where specific coverage limits are listed in this Section, they represent the minimum acceptable limits. If the Contractor's policy contains higher limits, the State is entitled to coverage to the extent of the higher limits.

(g) The Contractor must maintain all required insurance coverage throughout the term of this Contract and any extensions. However, in the case of claims-made Commercial General Liability policies, the Contractor must secure tail coverage for at least three (3) years following the termination of this Contract.

(h) The Contractor must provide, within five (5) business days, written notice to the Director of the Department of Technology, Management and Budget, Procurement and Strategic Service Provider Partnership Office ("DTMB-Procurement") if any policy required under this section is cancelled. The notice must include the applicable Contract or Purchase Order number.

(i) The minimum limits of coverage specified are not intended, and may not be construed, to limit any liability or indemnity of the Contractor to any indemnified party or other persons.

(j) The Contractor is responsible for the payment of all deductibles.

(k) If the Contractor fails to pay any premium for a required insurance policy, or if any insurer cancels or significantly reduces any required insurance without the State's approval, the State may, after giving the Contractor at least 30 days' notice, pay the premium or procure similar insurance coverage

from another company or companies. The State may deduct any part of the cost from any payment due the Contractor, or require the Contractor to pay that cost upon demand.

(l) In the event the State approves the representation of the State by the insurer's attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Michigan Attorney General.

(m) The Contractor is required to pay for and provide the type and amount of insurance checked ☑ below:

☑ **(i) Commercial General Liability**

Minimal Limits:

$2,000,000 General Aggregate Limit other than Products/Completed Operations;

$2,000,000 Products/Completed Operations Aggregate Limit;

$1,000,000 Personal & Advertising Injury Limit; and

$1,000,000 Each Occurrence Limit.

Additional Requirements:

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the Commercial General Liability certificate. The Contractor also agrees to provide evidence that the insurance policy contains a waiver of subrogation by the insurance company.

The Products/Completed Operations sublimit requirement may be satisfied by evidence of the manufacturer's Commercial General Liability Insurance. The manufacturer must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the Commercial General Liablity certificate and must provide evidence that the policy contains a waiver of subrogation by the insurance company.

☑ **(iii) Motor Vehicle**

Minimal Limits:

If a motor vehicle is used in relation to the Contractor's performance, the Contractor must have vehicle liability insurance on the motor vehicle for bodily injury and property damage as required by law.

☑ **(v) Workers' Compensation**

Minimal Limits:

The Contractor must provide Workers' Compensation coverage according to applicable laws governing work activities in the state of the Contractor's domicile. If the applicable coverage is provided by a self-insurer, the Contractor must provide proof of an approved self-insured authority by the jurisdiction of domicile.

For employees working outside of the state of the Contractor's domicile, the Contractor must provide certificates of insurance proving mandated coverage levels for the jurisdictions where the employees' activities occur.

Additional Requirements:

The Contractor must provide the applicable certificates of insurance and a list of states where the coverage is applicable. Contractor must provide proof that the Workers' Compensation insurance policies contain a waiver of subrogation by the insurance company, except where such a provision is prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

☑ **(vi) Employers Liability**

Minimal Limits:

$100,000 Each Incident;

$100,000 Each Employee by Disease

$500,000 Aggregate Disease

Additional Requirements:

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the certificate.

☑ **(viii) Professional Liability (Errors and Omissions)**

Minimal Limits:

$3,000,000 Each Occurrence

$3,000,000 Annual Aggregate

☑ **(ix) Cyber Liability**

Minimal Limits:

$1,000,000 Each Occurrence

$1,000,000 Annual Aggregate

Additional Requirements:

Insurance should cover (a)unauthorized acquisition, access, use, physical taking, identity theft, mysterious disappearance, release, distribution or disclosures of personal and corporate information; (b) Transmitting or receiving malicious code via the insured's computer system; (c) Denial of service attacks or the inability to access websites or computer systems.

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the certificate.

8.3 Segmentation

The purchase of any products and related services are all separate offers and separate from any other order for any products and related services or other services you may receive or have received from Oracle. You understand that you may purchase any products and related services or other services independently of any other products or services. Your obligation to pay for (a) any products and related services is not contingent on performance of any other services or delivery of any other products or (b) other services is not contingent on delivery of any products or performance of any additional/other service.

8.4 Force Majeure

Neither of us shall be responsible for failure or delay of performance if caused by: an act of war, hostility, or sabotage; act of God; pandemic, electrical, internet, or telecommunication outage that is not caused by the obligated party; government restrictions (including the denial or cancellation of any export, import or other license); other event outside the reasonable control of the obligated party. We both will use reasonable efforts to mitigate the effect of a force majeure event. If such event continues for more than 30 days, either of us may cancel unperformed services and affected orders upon written notice. This section does not excuse either party's obligation to take reasonable steps to follow its normal disaster recovery procedures or your obligation to pay for products and services ordered or delivered.

8.5 Notice

If the parties have a dispute or if you wish to provide a notice under the Indemnification section of the Agreement, or if you become subject to insolvency or other similar legal proceedings, you will promptly send written notice to: Oracle America, Inc., 500 Oracle Parkway, Redwood City, California, United States, 94065, Attention: General Counsel, Legal Department and Oracle shall promptly send written notice to: State of Michigan Procurement, Attention: Reid Sisson, PO Box 30026, 530 West Allegan, Lansing Michigan 48909.

8.6 Other

A. Products and services deliverables are not designed for or specifically intended for use in nuclear facilities or other hazardous applications. You agree that it is your responsibility to ensure safe use of products and service deliverables in such applications.

B. The Uniform Computer Information Transactions Act does not apply to the Agreement or orders placed under it.

C. You understand that Oracle's business partners, including any third party firms retained by you to provide consulting services, are independent of Oracle and are not Oracle's agents. Oracle is not liable for nor bound by any acts of any such business partner unless (i) the business partner is providing services as an Oracle subcontractor in furtherance of an order placed under the Agreement and (ii) only to the same extent as Oracle would be responsible for the performance of Oracle resources under that order.

8.7 Successor Products

If Oracle makes successor products available for the Oracle Programs ("new software") that includes substantially similar functionality and features as a Program for which you have purchased a Program license ("old software"), Oracle will provide you with a migration path from the old software to the new software and the right to use the new software under this Agreement and the applicable ordering document at no charge, provided that (i) you are current on technical support for the old software; (ii) this right shall only apply to new software that is available in production release status on the operating system identified by you at the time of the request; and (iii) Oracle is currently making available, at no charge, such migration path from the old software to the new software to its other supported customers.

If Oracle does not provide to all of its supported customers a migration path from the old software to the new software at no additional charge, then Oracle will provide you with the right to use under this Agreement and the applicable ordering document at no additional charge only the functionality and features contained in the new software that is substantially similar to the functionality and features contained in the old software, provided that you shall not have the right to use, nor shall you use, any additional functionality or features in such new software.

Technical support is provided in accordance with Oracle's Technical Support Policies.

8.8 Legal Effect

Oracle accepts this Agreement by signing two copies of this Agreement and returning them to DTMB-Procurement. The Agreement shall be effective on the Effective Date, which shall be the date set forth on the signature page hereto, on which date both parties shall have signed the Agreement to show acceptance of its terms. This Agreement may be executed in any number of counterparts and by different parties in separate counterparts, each of which when so executed shall be deemed to be an original and all of which taken together shall constitute one and the same agreement. Signature pages may be detached from multiple separate counterparts and attached to a single counterpart. Delivery of an executed signature page of this Agreement by facsimile transmission or other electronic transmission shall be as effective as delivery of a manually executed counterpart hereof.

8.9 Attachments, Appendices **and Exhibits**
All Attachments, Appendices and Exhibits affixed to this Agreement are incorporated in their entirety and form part of this Agreement.

8.10 Ordering

An Authorized Contract User must execute an Oracle ordering document and issue an approved written Purchase Order, Blanket Purchase Order, Direct Voucher or Procurement Card Order to order any products or services under this Agreement. All orders are subject to the terms and conditions of this Agreement.

8.11 Contract Administration

A. ISSUING OFFICE
DTMB-Procurement is the sole point of contact in the State with regard to all procurement and contractual matters relating to this Agreement. The DTMB-Procurement Contract Administrator for this Contract is:

Whitnie Zuker
Buyer
Procurement
Department of Technology, Management and Budget
Mason Bldg, 2nd Floor
PO Box 30026
Lansing, MI 48909
zukerw@michigan.gov
517-335-5306

or such other DTMB-Procurement Administrator as shall be notified by DTMB-Procurement to Oracle in writing.

B CONTRACT COMPLIANCE INSPECTOR
The Director of DTMB-Procurement directs the person named below, or his or her designee, to monitor and coordinate the activities for this Agreement on a day-to-day basis during its term. **Monitoring Contract activities does not imply the authority to change, modify, clarify, amend, or otherwise alter the prices, terms, conditions and specifications of this Agreement. DTMB-Procurement is the only State office authorized to change, modify, amend, alter or clarify the prices, specifications, terms and conditions of this Agreement (upon written consent of Oracle).** The Contract Compliance Inspector for this Agreement is:

Reid Sisson
Program Manager
Michigan Dept. of Technology Management & Budget
Strategic Service Provider Partnerships
517-241-1638
SissonR@michigan.gov

8.12 Administrative Fee and Reporting

Oracle must remit an administrative fee on all software sales transacted under this Agreement, and remit the fee within 30 days after the end of each quarter. The State's fiscal year begins October 1 of each year. The administrative fee equals one percent (1%) of the total quarterly software sales reported. The administrative fee will apply to new license purchases only, and shall not apply to Services including, but not limited to, first year technical support and renewal of technical support. Oracle must pay the administrative fee by check payable to the State of Michigan. Oracle must identify the check as an "Administrative Fee" and include the following information with the payment: the applicable Contract Number, the total quarterly software sales by volume and dollar amount, and the quarter covered.

The administrative fee payments shall be made by check payable to the State of Michigan and mailed to:

The Department of Technology, Management and Budget
Financial Services – Cashier Unit
Lewis Cass Building
320 South Walnut St.
P.O. Box 30681
Lansing, MI 48909

8.13 Media Releases

News releases (including promotional literature and commercial advertisements) pertaining to this Agreement shall not be made without prior written State approval, except as otherwise required by law.

8.14 Electronic Payment Requirement

Electronic transfer of funds is required for payments on State Contracts. Contractors are required to register with the State electronically at http://www.cpexpress.state.mi.us. As stated in Public Act 431 of 1984, all contracts that the State enters into for the purchase of goods and services shall provide that payment shall be made by electronic fund transfer (EFT).

8.15 Taxes

A. EMPLOYMENT TAXES

Contractor shall collect and pay all applicable federal, state, and local employment taxes, including the taxes.

B. SALES AND USE TAXES

Contractor shall register and remit sales and use taxes on taxable sales of tangible personal property or services delivered into the State.

8.16 Compliance with Laws

Oracle shall comply with all laws to the extent that such laws, by their terms, are expressly applicable to Oracle's delivery of programs or services under this Agreement and impose obligations directly upon Oracle in its role as an information technology services provider with respect to the programs delivered

or services performed under this Agreement. Notwithstanding the foregoing sentence, to the extent you may provide Oracle access to health, payment card or other sensitive personal information that requires the application of specific regulatory, legal or industry data security obligations, you and Oracle agree to specify such security obligations in the applicable order for services. Your data may be maintained in one of several Oracle data centers globally and/or accessed by Oracle's global personnel as required to perform services under this Agreement. You remain responsible for providing any notices and obtaining any consents necessary for Oracle to access and process your data as specified in the applicable order for services.

8.17 Inspection and Records

For a period of seven (7) years from the effective date of an ordering document under this Agreement, you shall have the right to audit records relating to invoices and payments for the Programs licensed thereunder and any services provided to you thereunder, upon reasonable written notice to Oracle, no more than one time per year, at your cost, and provided that such audit does not unreasonably interfere with Oracle's normal business operations. You shall have the right to contract a third-party audit firm to conduct such an audit, provided that such third-party audit firm agrees to Oracle's standard nondisclosure terms.

8.18 Dispute Resolution

In the event of any dispute or disagreement (including, without limitation, any dispute or disagreement involving alleged errors in the amount of underpaid fees due Oracle as a result of an audit conducted pursuant to Section 2.3) between the parties arising out of or relating to this Agreement (the "dispute"), the parties will endeavor to resolve the dispute in accordance with this section. Either party may invoke this section by providing the other party written notice of its decision to do so, including a description of the issues subject to the dispute. Each party will appoint a Vice President (or equal level) to discuss the dispute and no formal proceedings for the judicial resolution of such dispute, except for the seeking of equitable relief, may begin until Vice President concludes, after a good faith effort to resolve the dispute, that resolution through continued discussion is unlikely. The parties shall refrain from exercising any termination right and shall continue to perform their respective obligations under this Agreement and any related ordering document while the parties endeavor to resolve the dispute under this section, provided that, any party alleged to be in breach promptly makes good faith efforts to cure the breach and pursues the cure in good faith.

8.19 Federal and State Requirements

A. NONDISCRIMINATION

In the performance of this Agreement, Oracle agrees not to discriminate against any employee or applicant for employment, with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, and marital status, physical or mental disability. Oracle further agrees that every subcontract entered into for the performance of this Agreement or any purchase order resulting from this Agreement will contain a provision requiring non-discrimination in employment, as specified here, binding upon such subcontractor. This covenant is required under the

Elliot Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, et seq., and the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, et seq., and any breach of this provision may be regarded as a material breach of this Agreement.

B. UNFAIR LABOR PRACTICES

Under 1980 PA 278, MCL 423.321, et seq. (the "Labor Act"), the State shall not award a contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled under section 2 of the Labor Act. This information is compiled by the United States National Labor Relations Board. Oracle shall not enter into a contract with a subcontractor, manufacturer, or supplier, in each case, which subcontractor, manufacturer, or supplier is providing products or Services under this Agreement, if such subcontractor's, manufacturer's, or supplier's name appears in this register. Under section 4 of 1980 PA 278, MCL 423.324, the State may void any contract if, after award of the contract, the name of contractor as an employer or the name of the subcontractor, manufacturer or supplier of the contractor appears in the register.

C. WORKPLACE SAFETY AND DISCRIMINATORY HARASSMENT

In performing Services for the State, Oracle shall comply with the Department of Civil Services Rule 2-20 regarding Workplace Safety and Rule 1-8.3 regarding Discriminatory Harassment. In addition, Oracle shall comply with Civil Service regulations and any applicable agency rules provided to Oracle at least 30 days prior to the expected start date for any such Services. For Civil Service Rules, see http://www.mi.gov/mdcs/0,1607,7-147-6877---,00.html.

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The Effective Date of this Agreement shall be August 28, 2014 (the "Effective Date")

Executed by the State of Michigan, Department of Technology, Management and Budget (DTMB):

Authorized Signature: Sharon Walenga Maynard

Name: Sharon Walenga-Maynard

Title: Sourcing Director

Signature Date: 8/28/14

Executed by Oracle America, Inc.:

Authorized Signature: Deborah Vaughn

Name: Deborah Vaughn

Title: Contracts Manager

Signature Date: 4/27/14

APPENDIX A
PRICING AND DISCOUNT SCHEDULE

Appendix A
Pricing and Discount Schedule

A. Pricing and Discounting Terms for New Program Licenses and First-Year Technical Support

The following pricing and discounting terms for new Program licenses and first-year technical support services are hereby incorporated into the Agreement:

1. Price Lists[1]. For a period of one (1) year from the effective date of this Agreement, the "Price Lists" in the Agreement shall be defined as the following Price Lists (attached as **Attachment 1** to this Appendix A):

   a. Oracle Technology Global Price List, dated August 7, 2013
   b. Oracle Business Intelligence Applications Global Price List, dated June 1, 2014
   c. Oracle E-Business Suite Applications Global Price List, dated August 8,
   d. Oracle Siebel CRM Pricing, dated April 14, 2014
   e. PeopleSoft Component Global Price List, dated August 7, 2014
   f. JD Edwards Component Global Price List, dated August 7, 2014
   g. Oracle Primavera Global Price List, dated July 30, 2014[2]
   h. Oracle Engineered Systems Price List, dated July 17, 2014[3]
   i. Oracle CRM On Demand Pricing, dated July 25, 2014[4]

2. Pricing and Discounting Terms.

   a. For a period of one (1) year from the effective date of this Master Agreement, You may acquire licenses for the Programs listed on the Price Lists, provided such Programs are available in production release when ordered, and provided You have continuously maintained technical support for your existing licenses, by paying Oracle the fees specified for such licenses on the Price Lists less the discount set forth below in section 3 of this Appendix A. You may also acquire first-year Software Update License & Support ("SULS") for such Programs by paying Oracle the fees specified for such services on the Price Lists, less the discount set forth below.

3. Discounts.

   a. **Non-Exa Software.** For a period of one (1) year from the effective date of this Agreement, a discount of 44.45% shall apply to the fees listed on the Price Lists for program licenses and first-year SULS acquired pursuant to the terms of this Agreement.
   b. **Exa Software.** For a period of one (1) year from the effective date of this Agreement, a discount of 19.20% shall apply to the fees listed on the Oracle Engineered Systems Price List for program licenses and first-year SULS acquired pursuant to the terms of this Agreement.
   c. If, and when, the Price Lists are updated or replaced in the Agreement, this discount shall no longer apply, and discounting terms shall be re-negotiated

---

[1] Any discounts provided in Section A.3 of this Exhibit shall not apply toward any third-party products (including but not limited to the following products: Micro Focus International Ltd.,), CRM On Demand, any products priced in advance of availability, or any products with controlled availability.

[2] Discount schedule in agreement does not apply to the Cloud/SaaS offerings in the Primavera Global Price List.

[3] The attached Oracle Engineered Systems Price List, dated July 17, 2014 is a current Oracle Engineered Systems Price List. Any discounts provided for Software products shall be applied against the then-current Oracle Engineered Systems Price List

[4] Discounts do not apply to CRM On Demand Pricing.

4. Exclusions: For the avoidance of any doubt, the discounts provided in Section A.1.3 above shall not apply to the following:

   a. any third-party products, including but not limited to Micro Focus International Ltd., Business Objects, Ascential, and JWALK products;
   b. any grandfathered Primavera products or any Primavera products with controlled availability;
   c. any CRM OnDemand products; and
   d. any products priced in advance of availability or with controlled availability

5. Any updates or changes to the pricing and discounting terms provided in this Appendix A (Pricing) shall be made by written amendment to this Agreement.

Attachment 1 to Appendix A:
Price Lists[1]

a. Oracle Technology Global Price List, dated August 7, 2013
b. Oracle Business Intelligence Applications Global Price List, dated June 1, 2014
c. Oracle E-Business Suite Applications Global Price List, dated August 8, 2014
d. Oracle Siebel CRM Pricing, dated April 14, 2014
e. PeopleSoft Component Global Price List, dated August 7, 2014
f. JD Edwards Component Global Price List, dated August 7, 2014
g. Oracle Primavera Global Price List, dated July 30, 2014[2]
h. Oracle Engineered Systems Price List, dated July 17, 2014[3]
i. Oracle CRM On Demand Pricing, dated July 25, 2014[4]

[1] Any discounts provided in Section A.3 of this Exhibit shall not apply toward any third-party products (including but not limited to the following products: Micro Focus International Ltd.,), CRM On Demand, any products priced in advance of availability, or any products with controlled availability

[2] Discount schedule in agreement does not apply to the Cloud/SaaS offerings in the Primavera Global Price List.

[3] The attached Oracle Engineered Systems Price List, dated July 17, 2014 is a current Oracle Engineered Systems Price List. Any discounts provided for Software products shall be applied against the then-current Oracle Engineered Systems Price List.

[4] Discounts do not apply to CRM On Demand Pricing.

Oracle Technology Global Price List

August 7, 2014

Software Investment Guide

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Section I

Prices in USA (Dollar)

Oracle Database

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Database Products				
Oracle Database				
Standard Edition One	180	39.60	5,800	1,276.00
Standard Edition	350	77.00	17,500	3,850.00
Enterprise Edition	950	209.00	47,500	10,450.00
Personal Edition	460	101.20	-	-
Mobile Server	-	-	23,000	5,060.00
NoSQL Database Enterprise Edition	200	44	10,000	2,200.00
Enterprise Edition Options:				
Multitenant	350	77.00	17,500	3,850.00
Real Application Clusters	460	101.20	23,000	5,060.00
Real Application Clusters One Node	200	44.00	10,000	2,200.00
Active Data Guard	230	50.60	11,500	2,530.00
Partitioning	230	50.60	11,500	2,530.00
Real Application Testing	230	50.60	11,500	2,530.00
Advanced Compression	230	50.60	11,500	2,530.00
Advanced Security	300	66.00	15,000	3,300.00
Label Security	230	50.60	11,500	2,530.00
Database Vault	230	50.60	11,500	2,530.00
OLAP	460	101.20	23,000	5,060.00
Advanced Analytics	460	101.20	23,000	5,060.00
Spatial and Graph	350	77.00	17,500	3,850.00
TimesTen Application-Tier Database Cache	460	101.20	23,000	5,060.00
Database In-Memory	460	101.20	23,000	5,060.00
Retail Data Model	800	176.00	40,000	8,800.00
Communications Data Model	1,500	330.00	50,000	11,000.00
Airlines Data Model	800	176.00	40,000	8,800.00
Utilities Data Model	800	176.00	40,000	8,800.00
Database Enterprise Management				
Diagnostics Pack	150	33.00	7,500	1,650.00
Tuning Pack	100	22.00	5,000	1,100.00
Database Lifecycle Management Pack	240	52.80	12,000	2,640.00
Data Masking and Subsetting Pack	230	50.60	11,500	2,530.00
Cloud Management Pack for Oracle Database	100	22.00	5,000	1,100.00

	License Price	Software Update License & Support	Licensing Metric	Minimum
Secure Backup	3,500	770.00	Per Tape Drive	-

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
TimesTen				
TimesTen In-Memory Database	460	101.20	23,000	5,060.00
Berkeley Database				
Berkeley DB - High Availability	-	-	9,800	2,156.00

	Per Wireless Handset	Software Update License & Support	Processor License	Software Update License & Support
Berkeley DB - Transactional Data Store	6	1.32	5,800	1,276.00
Berkeley DB - Concurrent Data Store	6	1.32	1,800	396.00
Berkeley DB - Data Store	6	1.32	900	198.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Berkeley DB - Transactional Data Store	-	-	5,800	1,276.00
Berkeley DB - Concurrent Data Store	-	-	1,800	396.00
Berkeley DB - Data Store	-	-	900	198.00
Berkeley DB Java Edition - High Availability	-	-	9,800	2,156.00
Berkeley DB Java Edition - Transactional Data Store	-	-	5,800	1,276.00
Berkeley DB Java Edition - Concurrent Data Store	-	-	1,800	396.00
Berkeley DB XML - High Availability	-	-	13,800	3,036.00
Berkeley DB XML - Transactional Data Store	-	-	8,100	1,782.00
Berkeley DB XML - Concurrent Data Store	-	-	2,600	572.00
Berkeley DB XML - Data Store	-	-	1,800	396.00
Other Products				
Audit Vault and Database Firewall	-	-	6,000	1,320.00
Cloud File System	100	22.00	5,000	1,100.00
Big Data Connectors	-	-	2,000	440.00

	License Price	Software Update License & Support	Licensing Metric
Key Vault	50,000	11,000.00	Per Server

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Section I

	Named User Plus	Software Update License & Support	Computer License	Software Update License & Support
Integration Products				
Database Gateway for Sybase	-	-	17,500	3,850.00
Database Gateway for SQL Server	-	-	17,500	3,850.00
Database Gateway for Informix	-	-	17,500	3,850.00
Database Gateway for Teradata	-	-	109,500	24,090.00
Database Gateway for DRDA	-	-	46,000	10,120.00
Database Gateway for APPC	-	-	46,000	10,120.00
Database Gateway for WebSphere MQ	-	-	46,000	10,120.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Rdb Products				
Rdb Server Products				
Rdb Enterprise Edition	950	209.00	47,500	10,450.00
CODASYL DBMS	950	209.00	-	-
Rdb Server Options:				
TRACE	120	26.40	5,800	1,276.00
Rdb Development, Query and Reporting Tools				
Programmer for Rdb	1,200	264.00	-	-
CDD/ Repository	5,800	1,276.00	-	-
CDD/R Runtime	-	-	5,800	1,276.00

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Section II

Oracle Fusion Middleware

Prices in USA (Dollar)

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Java Platform Products				
Java SE Advanced Desktop	40	8.80	-	-
Java SE Advanced	100	22.00	5,000	1,100.00
Java SE Suite	300	66.00	15,000	3,300.00
Application Server Products				
TopLink and Application Development Framework	120	26.40	5,800	1,276.00
WebLogic Server Standard Edition	200	44.00	10,000	2,200.00
WebLogic Server Enterprise Edition	500	110.00	25,000	5,500.00
WebLogic Suite	900	198.00	45,000	9,900.00
Web Tier	100	22.00	5,000	1,100.00
Internet Application Server Standard Edition	230	50.60	11,500	2,530.00
Internet Application Server Enterprise Edition	700	154.00	35,000	7,700.00
GlassFish Server	100	22.00	5,000	1,100.00
Coherence Standard Edition	100	22.00	4,600	1,012.00
Coherence Enterprise Edition	230	50.60	11,500	2,530.00
Coherence Grid Edition	500	110.00	25,000	5,500.00
API Gateway	1,100	242.00	55,000	12,100.00
BPEL Process Manager	1,200	264.00	60,000	13,200.00
WebLogic Integration	1,400	308.00	70,000	15,400.00
Service Registry	920	202.40	46,000	10,120.00
Enterprise Repository	2,900	638.00	145,000	31,900.00
SOA Suite for Non Oracle Middleware	1,500	330.00	75,000	16,500.00
Business Process Management Standard Edition	800	176.00	-	-
Unified Business Process Management Suite for Non Oracle Middleware	1,150	253.00	57,500	12,650.00
Event Processing	1,000	220.00	50,000	11,000.00
Forms and Reports	460	101.20	23,000	5,060.00
Managed File Transfer	600	132.00	30,000	6,600.00

	License Price	Software Update License & Support	Licensing Metric
Mobile Suite Technology			
Mobile Suite	45,000	9,900.00	Processor
Mobile Suite Client Runtime	100	22.00	Named User Plus
	50,000	11,000.00	Application Developed
Mobile Application Framework	110	24.20	Named User Plus
	55,000	12,100.00	Application Developed

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Data Integration Technology				
Data Service Integrator	1,440	316.80	72,000	15,840.00
Data Integrator Enterprise Edition	900	198.00	30,000	6,600.00
Enterprise Data Quality Profiling for Data Integration	-	-	100,000	22,000.00
Enterprise Data Quality Audit and Dashboard for Data Integration	-	-	50,000	11,000.00
Enterprise Data Quality Real-Time Processing for Data Integration	-	-	100,000	22,000.00
Enterprise Data Quality Batch Processing for Data Integration			100,000	22,000.00
Enterprise Data Quality Address Verification Server for Data Integration			63,360	13,926.00
Data Integration Suite	-	-	70,000	15,400.00
GoldenGate	350	77.00	17,500	3,850.00
GoldenGate for Non Oracle Database	350	77.00	17,500	3,850.00
GoldenGate for Mainframe	2,000	440.00	100,000	22,000.00
GoldenGate Veridata	600	132.00	30,000	6,600.00
GoldenGate for Teradata Replication Services	350	77.00	17,500	3,850.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
WebLogic Suite Options:				
BPEL Process Manager Option	460	101.20	23,000	5,060.00
Service Bus	460	101.20	23,000	5,060.00
SOA Suite for Oracle Middleware	1,200	264.00	57,500	12,650.00
Unified Business Process Management Suite	1,150	253.00	57,500	12,650.00
WebLogic Coherence Grid Edition Option	200	44.00	10,000	2,200.00
Application Server Enterprise Management				
WebLogic Server Management Pack Enterprise Edition	240	52.80	12,000	2,640.00
SOA Management Pack Enterprise Edition	500	110.00	25,000	5,500.00
Management Pack for Oracle Coherence	70	15.40	3,500	770.00
Management Pack for Oracle GoldenGate	70	15.40	3,500	770.00
Cloud Management Pack for Oracle Fusion Middleware	100	22.00	5,000	1,100.00
Management Pack for Oracle Data Integrator	205	45.10	6,900	1,518.00
Fusion Middleware Adapters:				
Application Adapters	350	77.00	17,500	3,850.00
Oracle E-Business Suite Adapter	350	77.00	17,500	3,850.00
Cloud Adapters	350	77.00	17,500	3,850.00
Integration Adapter for SAP R/3	350	77.00	17,500	3,850.00
Integration Adapter for JD Edwards World	350	77.00	17,500	3,850.00
Mainframe and TP-Monitor Adapters	-	-	34,500	7,590.00
Changed Data Capture Adapters	-	-	60,000	13,200.00
Application Adapters for Data Integration	60	19.80	3,000	660.00
GoldenGate Application Adapters	-	-	20,000	4,400.00
Application Adapters for Warehouse Builder	-	-	2,300	506.00
B2B for RosettaNet	690	151.80	34,500	7,590.00
B2B for EDI	690	151.80	34,500	7,590.00
Healthcare Adapter	690	151.80	34,500	7,590.00
B2B for ebXML	230	50.60	11,500	2,530.00

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	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Tuxedo and Adapters				
Tuxedo	1,800	396.00	50,000	13,200.00
Tuxedo Jolt	-	-	9,000	1,980.00
Service Architecture Leveraging Tuxedo (SALT)	-	-	12,000	2,640.00
Tuxedo System and Applications Monitor Plus (TSAM Plus)	-	-	14,000	3,080.00
Tuxedo Mainframe Adapter for SNA	-	-	22,000	4,840.00
Tuxedo Mainframe Adapter for TCP	-	-	22,000	4,840.00
Tuxedo JCA Adapter	-	-	22,000	4,840.00
Tuxedo Application Runtime for CICS and Batch	-	-	22,000	4,840.00
Tuxedo Application Runtime for Batch	-	-	9,000	1,980.00
Tuxedo Application Runtime for IMS	-	-	19,500	4,290.00
Tuxedo Application Rehosting Workbench	42,500	9,350.00	-	-
Tuxedo Message Queue	-	-	18,000	3,960.00
MessageQ	-	-	6,000	1,320.00
Application Integration Architecture				
Application Integration Architecture Foundation Pack	920	202.40	46,000	10,120.00
Business Intelligence Technology Products				
Business Intelligence				
Standard Edition One	1,200	264.00	-	-
Suite Enterprise Edition Plus	2,000	440.00	221,250	48,675.00
Suite Enterprise Edition Plus Upgrade Only	230	50.60	34,500	7,590.00
Server Enterprise Edition	350	77.00	51,800	11,396.00
Business Intelligence Publisher	460	101.20	46,000	10,120.00
Business Intelligence Foundation Suite	3,675	808.50	300,000	66,000.00
Disconnected Analytics	580	127.60	-	-
Server Administrator	5,800	1,276.00	-	-
Scorecard and Strategy Management	995	218.90	89,550	19,701.00
Business Intelligence Mobile	360	79.20	-	-
Business Intelligence Server Enterprise Edition Options:				
Interactive Dashboard	580	127.60	86,500	19,030.00
Delivers	350	77.00	51,800	11,396.00
Answers	580	127.60	86,500	19,030.00
Office Plug-In	230	50.60	34,500	7,590.00
Reporting and Publishing	460	101.20	70,000	15,400.00
Business Intelligence Suite Enterprise Edition Plus Options:				
Business Intelligence Management Pack	230	50.60	11,500	2,530.00
Business Intelligence Data Integration Technology				
Data Integrator for Oracle Business Intelligence	690	151.80	23,000	5,060.00
Informatica PowerCenter and PowerConnect Adapters	690	151.80	25,300	5,566.00

	License Price	Software Update License & Support	Licensing Metric
Real-Time Decision (RTD) Technology			
Real-Time Decision Server	92,000	20,240.00	Processor

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Hyperion Business Intelligence Technology				
Essbase Plus	2,900	638.00	138,000	30,360.00
Hyperion Interactive Reporting	800	176.00	69,000	15,180.00
Hyperion SQR Production Reporting	460	101.20	23,000	5,060.00
Hyperion Financial Reporting	520	114.40	40,500	8,910.00
Hyperion Web Analysis	520	114.40	40,500	8,910.00
Endeca Business Intelligence				
Endeca Information Discovery Studio	2,000	440.00	180,000	39,600.00
Endeca Information Discovery Integrator	690	151.80	23,000	5,060.00
Endeca Server	-	-	50,000	11,000.00
Endeca Text Enrichment	-	-	15,000	3,300.00
Endeca Text Enrichment with Sentiment Analytics	-	-	45,000	9,900.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
WebCenter Products				
WebCenter Suite Plus	4,000	880.00	200,000	44,000.00
WebCenter Portal	2,500	550.00	125,000	27,500.00
WebCenter Content	3,450	759.00	172,500	37,950.00
WebCenter Sites	2,000	440.00	100,000	22,000.00
WebCenter Sites Satellite Server	500	110.00	25,000	5,500.00
WebCenter Universal Content Management	2,300	506.00	115,000	25,300.00
WebCenter Imaging	1,840	404.80	92,000	20,240.00
WebCenter Forms Recognition	2,000	440	100,000	22,000.00
WebCenter Enterprise Capture	1,200	264.00	60,000	13,200.00
WebCenter Capture	-	-	7,000	1,540.00
WebCenter Distributed Capture	1,200	264.00	-	-
WebCenter Real-Time Collaboration	100	22.00	20,000	4,400.00
WebCenter Sites Options:				
WebCenter Sites Mobile Option	400	88.00	20,000	4,400.00

	License Price	Software Update License & Support	Licensing Metric
WebCenter Sites Mobility Server	30,000	6,600.00	Server

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
WebCenter Adapters:				
WebCenter Applications Adapter	-	-	20,000	4,400.00
WebCenter Adapter for EMC Documentum	-	-	11,500	2,530.00
WebCenter Adapter for IBM FileNet	-	-	11,500	2,530.00
WebCenter Adapter for IBM Lotus Domino	-	-	11,500	2,530.00
WebCenter Adapter for Microsoft SharePoint	-	-	11,500	2,530.00
WebCenter Adapter for Symantec Enterprise Vault	-	-	11,500	2,530.00
WebCenter Adapter Framework	-	-	11,500	2,530.00
WebCenter Management				
Management Pack for WebCenter	240	52.80	12,000	2,640.00

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Prices in USA (Dollar)

Section II

	License Price	Software Update License & Support	Licensing Metric	Minimum
Identity Management Products				
Enterprise Identity Services Suite	4,400	968.00	Named User Plus	-
	220,000	48,400.00	Processor	1
Identity Governance Suite	3,600	792.00	Named User Plus	
	180,000	39,600.00	Processor	1
Entitlements Server	35,000	7,700.00	Processor	1
	700	154.00	Named User Plus	
Entitlements Server Security Module	35,000	7,700.00	Processor	1
	700	154.00	Named User Plus	
Directory Services Plus	12	2.64	Employee User	2000
	4.00	0.8800	Non Employee User - External	5000
	50,000	11,000.00	Processor	
Access Manager	25	5.5	Employee User	2,000
	6	1.32	Non Employee User - External	5,000
Identity Federation	35,000	7,700.00	Processor	1
Identity Manager	70	15.40	Employee User	2,000
	6	1.32	Non Employee User - External	5,000
Identity Manager Connector	46,000	10,120.00	Connector	1
Mobile Security Suite	85	18.70	Employee User	2,000
	8	1.76	Non Employee User - External	5,000
Secure Mobile Mail Manager	50	11.00	Named User Plus	10
Enterprise Single Sign-On Suite Plus	85	18.70	Named User Plus	-
Access Management Suite Plus	180,000	39,600.00	Processor	1
	3,600	792.00	Named User Plus	
Identity and Access Management Suite Plus	110	24.20	Employee User	-
	15	3.30	Non Employee User - External	-
Identity Management Enterprise Management Management Pack Plus for Identity Management	8.00	1.76	Employee User	-
	2.00	0.44	Non Employee User - External	-
	25,000	5,500	Processor	
Tools				
Discoverer Desktop Edition	1,200	264.00	Named User Plus	-
Programmer	1,200	264.00	Named User Plus	-
Internet Developer Suite	5,800	1,276.00	Named User Plus	-

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Section III

Prices in USA (Dollar)

Applications and Systems Management

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Database Enterprise Management				
Diagnostics Pack	150	33.00	7,500	1,650.00
Tuning Pack	100	22.00	5,000	1,100.00
Database Lifecycle Management Pack	240	52.80	12,000	2,640.00
Data Masking and Subsetting Pack	230	50.60	11,500	2,530.00
Cloud Management Pack for Oracle Database	100	22.00	5,000	1,100.00
Application Server Enterprise Management				
WebLogic Server Management Pack Enterprise Edition	240	52.80	12,000	2,640.00
SOA Management Pack Enterprise Edition	500	110.00	25,000	5,500.00
Management Pack for Oracle Coherence	70	15.40	3,500	770.00
Management Pack for Oracle GoldenGate	70	15.40	3,500	770.00
Cloud Management Pack for Oracle Fusion Middleware	100	22.00	5,000	1,100.00
Management Pack for Oracle Data Integrator	205	45.10	6,900	1,518.00
Business Intelligence Management				
Business Intelligence Management Pack	230	50.60	11,500	2,530.00
WebCenter Management				
Management Pack for WebCenter	240	52.80	12,000	2,640.00

	License Price	Software Update License & Support	Licensing Metric	Minimum
Identity Management Enterprise Management				
Management Pack Plus for Identity Management	8.00	1.76	Employee User	-
	2.00	0.44	Non Employee User - External	-
	25,000	5,500	Processor	

	License Price	Software Update License & Support	Licensing Metric	Minimum
Other Infrastructure Management				
Configuration Management Pack for Applications	5,000	1,100.00	Per Processor	-
	100	22.00	Per Named User Plus	-
System Monitoring Plug-in for Non Oracle Databases	1,800	396.00	Per Processor	-
	35	7.70	Per Named User Plus	-
System Monitoring Plug-in for Non Oracle Middleware	1,800	396.00	Per Processor	-
	35	7.70	Per Named User Plus	-
Management Pack for Non-Oracle Middleware	9,500	2,090.00	Per Processor	-
	190	41.80	Per Named User Plus	-
Data Masking and Subsetting Pack for Non-Oracle Databases	11,500	2,530.00	Per Processor	-
	230	50.60	Per Named User Plus	-
Service Management				
Real User Experience Insight	8,000	1,760.00	Per Processor	10
	160	35.20	Per Named User Plus	500

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Application Testing				
Load Testing Developer Edition	8,000	1,760.00	-	-
Load Testing Controller	-	-	7,000	1,540.00
Load Testing	100	22.00	-	-
Load Testing Accelerator for Web Services	25	5.50	-	-
Application Replay Pack	100	22.00	5,000	1,100.00
Load Testing Accelerator for Oracle Database	25	5.50	-	-
Functional Testing	8,000	1,760.00	-	-
Functional Testing Accelerator for Web Services	2,000	440.00	-	-
Test Manager	2,000	440.00	-	-
Cloud Management Pack for Testing	100	22.00	5,000	1,100.00

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Section III

Prices in USA (Dollar)

	Collaboration			
	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Collaboration				
Beehive Enterprise Collaboration Server	275	60.50	55,000	12,100.00

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Section IV

Prices in USA (Dollar)

Oracle Application Specific Technology Products

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support	Employee (for HCM)	Software Update License & Support
Application Server Products						
WebLogic Suite for Oracle Applications	180	39.60	18,000	3,960.00	54	11.88
Coherence Enterprise Edition for Oracle Applications	46	10.12	4,600	1,012.00	14	3.08
WebLogic Suite Options for Oracle Applications:						
BPEL Process Manager Option for Oracle Applications	92	20.24	9,200	2,024.00	27	5.94
SOA Suite for Oracle Middleware for Oracle Applications	240	52.80	23,000	5,060.00	72	15.84
Unified Business Process Management Suite for Oracle Applications	230	50.60	23,000	5,060.00	69	15.18
Application Management						
Application Management Pack for Oracle Fusion Applications	50	11.00	5,000	1,100.00	15	3.30
WebCenter Products						
WebCenter Portal for Oracle Applications	350	77.00	50,000	11,000.00	105	23.10
WebCenter Imaging for Oracle Applications	368	80.96	36,800	8,096.00	110	24.20
Identity Management Product						
Identity and Access Management Suite Plus for Oracle Applications	9	1.98	80,000	17,600.00	9	1.98
Business Intelligence Technology Products						
Business Intelligence Publisher for Oracle Applications	60	13.20	18,400	4,048.00	18	3.96
Business Intelligence Foundation Suite for Oracle Applications	500	110.00	180,000	39,600.00	150	33.00
Business Intelligence Suite Enterprise Edition Plus for Oracle Applications	267	58.74	85,000	18,700.00	80	17.60
Data Integration Technology Product						
Data Integrator Enterprise Edition for Oracle Applications	180	39.60	12,000	2,640.00	27	5.94
GoldenGate for Oracle Applications	140	30.80	7,000	1,540.00	-	-
Endeca Business Intelligence						
Endeca Discovery Foundation for Oracle Applications	750	165.00	18,750	4,125.00		
Database Product						
Oracle Database Enterprise Edition Option:						
TimesTen Application-Tier Database Cache for Oracle Applications	184	40.48	9,200	2,024.00		
Berkeley Database						
Berkeley DB – High Availability for Oracle Applications	-	-	3,920	862.40	-	-
Berkeley DB – Transactional Data Store for Oracle Applications	-	-	2,320	510.40	-	-
Berkeley DB Java Edition – High Availability for Oracle Applications	-	-	3,920	862.40	-	-
Berkeley DB Java Edition – Transactional Data Store for Oracle	-	-	2,320	510.40	-	-

Application Specific Technology Products Licensing Rules and General Notes

Programs that contain "for Oracle Applications" in the program name are limited use programs. These limited use programs may only be used with "eligible" Oracle application programs that contain the following prefixes in the program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance and Oracle Primavera. For these prefixes designated above with a "*" not all programs with that prefix are eligible for use with the "for Oracle Applications" limited use programs. For a list of excluded programs please review the Applications Licensing Table, which may be accessed at http://www.oracle.com/us/corporate/pricing/application-licensing-table-070571.pdf.

Notwithstanding anything above, Business Intelligence Suite Enterprise Edition Plus for Oracle Applications may only be used with "eligible" Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name and provided that the Oracle Fusion Human Capital Management programs are the only programs configured to run against the database instance.
Endeca Discovery Foundation for Oracle Applications is eligible for use with products that contain "Extensions for Oracle Endeca" in the product name.

Business Intelligence Foundation Suite for Oracle Applications is eligible for use with the following Oracle Business Intelligence Applications provided Oracle Fusion Applications is the only data source: Sales Analytics, Fusion Edition; Marketing Analytics, Fusion Edition; Partner Analytics, Fusion Edition; Supply Chain and Order Management Analytics, Fusion Edition; Financial Analytics, Fusion Edition; Procurement & Spend Analytics, Fusion Edition; Project Analytics; and Human Resources Analytics, Fusion Edition.

Business Intelligence Foundation Suite for Oracle Applications is also eligible for use with: Oracle Product Information Management Analytics, Fusion Edition; Oracle Customer Data Management Analytics, Fusion Edition; and Oracle Product Lifecycle Analytics.

WebLogic Suite for Oracle Applications is eligible for use with Oracle Agile Applications (available on the Oracle E-Business Suite Applications Global Price Lists).

Any use of limited use programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list. Support for all term licenses is 22% of net perpetual fee.

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Definitions

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edward's EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integration, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, and In-Memory Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored, or audited must be counted for the purpose of determining the number of licenses required.

Application Developed: is defined as a software program developed by you that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. Applications Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

Application Read-Only User: is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses.

Annual Transaction Volume: is defined as the U.S. dollar denominated total value of all purchase orders transacted and all auctions conducted through the Oracle Exchange Platform by you and others during the applicable year of the Oracle Exchange Platform license regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12-month period. You may not exceed the licensed number of CRF pages during any 12-month period unless you acquire additional CRF pages licenses from us.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product with which the software product is required to interface.

Cost of Goods Sold: is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Customer: is defined as the Customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

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Definitions (continued)

Electronic Order Line: is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Employee for HCM: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs. Employees for HCM may only use the licensed programs with Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name.

Employee User: is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Entry: is defined as a unique item (e.g., object, person, entity or item of information) stored within the programs. Replicated entries stored within the program on multiple servers are counted as a single entry.

Expense Report: is defined as the total number of expense reports processed by the iExpenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

FTE Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Invoice Line: is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from us.

IVR Port: is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. Customers must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

Module: is defined as each production database running the programs.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Partner Organization: is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Physical Server: is defined as each physical server on which the programs are installed.

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. "-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application.. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For all application programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at _http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

1000 Records: is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator program.

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Rule Set: is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

Server: is defined as the computer on which the programs are installed. A Server license allows you to use the licensed program on a single specified computer.

Service Order Line: is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from us.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter . The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Tape Drive: Tape drives are defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For Cloud based backups, Oracle counts each parallel stream of Recovery Manager (RMAN) channel as equivalent to a tape drive.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

Transaction: is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

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Definitions (continued)

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Employee: is defined as an active employee of yours. (note: The value of these applications is determined by the size of the active employee population and not the number of actual users. Therefore, all of your active employees must be included in your order when licensing these applications). UPK Employees may view and interact with simulations and documentation but may not create or modify simulations or documentation.

UPK User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Users may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Wireless Handset: is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

Workstation: is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

$M Freight Under Management: is defined as one million U.S. dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

$M in Revenue: is defined as one million United States dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$M in Managed Assets: is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:
http://edelivery.oracle.com

GENERAL LICENSING RULES

TERM DESIGNATION

If your Program License does not specify a term, the Program license is perpetual and shall continue unless terminated as otherwise provided in the Agreement.

5 Year Term: A Program license specifying a 5 Year Term shall commence on the Effective Date of the order and shall continue for a period of 5 years. At the end of the 5 Year Term the Program license shall terminate automatically.

4 Year Term: A Program license specifying a 4 Year Term shall commence on the Effective Date of the order and shall continue for a period of 4 years. At the end of the 4 Year Term the Program license shall terminate automatically.

3 Year Term: A Program license specifying a 3 Year Term shall commence on the Effective Date of the order and shall continue for a period of 3 years. At the end of the 3 Year Term the Program license shall terminate automatically.

2 Year Term: A Program license specifying a 2 Year Term shall commence on the Effective Date of the order and shall continue for a period of 2 years. At the end of the 2 Year Term the Program license shall terminate automatically.

1 Year Term: A Program license specifying a 1 Year Term shall commence on the Effective Date of the order and shall continue for a period of 1 year. At the end of the 1 Year Term the Program license shall terminate automatically.

ORACLE-BEA GRANDFATHERED GLOBAL PRICE LIST

Oracle PartnerNetwork members with a valid distribution agreement may distribute the programs specified on the Oracle-BEA Grandfathered Global Price List to existing end users for add-on capacity only, subject to the terms of such valid distribution agreement and any restrictions set forth in the Oracle-BEA Grandfathered Price List.

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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Oracle Business Intelligence Applications Global Price List

Software Investment Guide

June 1, 2014

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All Business Intelligence Technology products are listed only on the Oracle Technology Global Price List, including prerequisites.
Application-Specific Full-Use (ASFU) pricing and licensing is not available for Business Intelligence Application Products, unless specifically provided for in a valid Oracle distribution agreement effective prior to August 2, 2007.

Enterprise Performance Management Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Enterprise Performance Management Suites and Associated Options				
Hyperion Financial Close Suite	14,995	3,298.90	Application User	50
Option: Hyperion Disclosure Management for Oracle Hyperion Financial Close Suite	2,000	440.00	Application User	50
Option: Data Relationship Management for Oracle Hyperion Financial Close Suite	5,000	1,100.00	Application User	50
Data Relationship Steward	5,800	1,276.00	Application User	
Hyperion Enterprise Financial Planning Suite	9,995	2,198.90	Application User	50
Option: Crystal Ball Enterprise Performance Management for Oracle Hyperion Enterprise Financial Planning Suite	1,500	330.00	Application User	50
Option: Data Relationship Management for Oracle Hyperion Enterprise Financial Planning Suite	5,000	1,100.00	Application User	50
Data Relationship Steward	5,800	1,276.00	Application User	
Enterprise Performance Management Standalone Products				
Hyperion Financial Management Plus	5,200	1,144.00	Application User	25
Hyperion Financial Close Management	5,000	1,100.00	Application User	50
Hyperion Disclosure Management	10,000	2,200.00	Application User	15
Financial Management Analytics	1,000	220.00	Application User	25
Quantitative Management and Reporting for Solvency II	8,000	1,760.00	Application User	50
Hyperion Tax Provision	9,900	2,178.00	Application User	25
Hyperion Planning Plus	3,500	770.00	Application User	25
Hyperion Public Sector Planning and Budgeting	2,000	440.00	Application User	25
Hyperion Project Financial Planning	2,000	440.00	Application User	25
Hyperion Strategic Finance	24,500	5,390.00	Application User	5
Hyperion Strategic Finance for Banking	8,100	1,782.00	Application User	10
Hyperion Enterprise	2,900	638.00	Application User	25
Hyperion Financial Data Quality Management, Enterprise Edition	2,900	638.00	Application User	25
Option: Hyperion Financial Data Quality Management, Enterprise Edition Adapter for Financial Management	600	132.00	Application User	25
Option: Hyperion Financial Data Quality Management, Enterprise Edition Adapter Suite	600	132.00	Application User	25
Option: Hyperion Financial Data Quality Management, Enterprise Edition ERP Source Adapter for SAP	600	132.00	Application User	25
Data Relationship Management	16	3.52	Record	20,000
Option: Data Relationship Management Read Only Access	4	0.88	Record	20,000
Data Relationship Steward	5,800	1,276.00	Application User	
Data Relationship Governance	5,000	1,100.00	Application User	50

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Prices in USA (Dollar)

	License Price	Software Update License & Support	Licensing Metric	Minimum
User Productivity Kit				
User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
User Productivity Kit Standard	90	19.80	Application User	50
User Productivity Kit Standard	45	9.90	Employee	500
User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
User Productivity Kit Professional	100	22.00	Application User	50
User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Enterprise Performance Management Applications				
User Productivity Kit for Hyperion Financial Management Plus				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit for Hyperion Planning Plus				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable

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Oracle Business Intelligence Applications, Fusion Edition (Siebel Analytics-based products)

Please check the Oracle Business Intelligence Applications Price List Supplement for prerequisite product information.
All Business Intelligence Technology products are listed only on the Oracle Technology Global Price List, including prerequisites.
The products in the vertical content sections are intended for use only with Siebel CRM applications.
Application-Specific Full-Use (ASFU) pricing and licensing is not available for Business Intelligence Application Products, unless specifically provided for in a valid Oracle distribution agreement effective prior to August 2, 2007.

	License Price	Software Update License & Support	Licensing Metric	Minimum
BI Applications, Fusion Edition - CRM Analytics				
Sales Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Service Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Contact Center Telephony Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Marketing Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Price Analytics	5,800	1,276.00	Application User	20
Partner Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Loyalty Analytics	20,000	4,400.00	100K Member Records	5
BI Applications, Fusion Edition - ERP Analytics				
Supply Chain and Order Management Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Financial Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Procurement & Spend Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Spend Classification	40,000	8,800.00	Application User	5
Project Analytics	5,800	1,276.00	Application User	20
Human Resources Analytics, Fusion Edition	5,800	1,276.00	Application User	100
Manufacturing Analytics	5,800	1,276.00	Application User	20
Enterprise Asset Management Analytics	5,800	1,276.00	Application User	20
Student Information Analytics	5,800	1,276.00	Application User	20
BI Applications, Fusion Edition - Telecom Analytics				
Telecom Sales Analytics Fusion Edition	5,800	1,276.00	Application User	25
Telecom Service Analytics Fusion Edition	5,800	1,276.00	Application User	25
Telecom Marketing Analytics Fusion Edition	5,800	1,276.00	Application User	25
BI Applications, Fusion Edition - Financial Services Analytics				
Finance Sales Analytics Fusion Edition	5,800	1,276.00	Application User	25
Finance Service Analytics Fusion Edition	5,800	1,276.00	Application User	25
Finance Marketing Analytics Fusion Edition	5,800	1,276.00	Application User	25
Finance Retail Analytics Fusion Edition	5,800	1,276.00	Application User	25
Finance Institutional Analytics Fusion Edition	5,800	1,276.00	Application User	25
Financial Services Enterprise Financial Performance Analytics	5,800	1,276.00	Application User	50
Financial Services Asset Liability Management Analytics	11,500	2,530.00	Application User	25
BI Applications, Fusion Edition - Insurance Analytics				
Insurance Sales Analytics Fusion Edition	5,800	1,276.00	Application User	25
Insurance Service Analytics Fusion Edition	5,800	1,276.00	Application User	25
Insurance Marketing Analytics Fusion Edition	5,800	1,276.00	Application User	25
Insurance Partner Manager Analytics Fusion Edition	5,800	1,276.00	Application User	25
BI Applications, Fusion Edition - Life Sciences Analytics				
Pharma Sales Analytics Fusion Edition	5,800	1,276.00	Application User	25
Pharma Marketing Analytics Fusion Edition	5,800	1,276.00	Application User	25
BI Applications, Fusion Edition - Consumer Goods Analytics				
Consumer Goods Trade Funds Analytics, Fusion Edition	5,800	1,276.00	Application User	25
BI Applications, Fusion Edition - Public Sector Analytics				
Case Management Analytics Fusion Edition	5,800	1,276.00	Application User	25

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	License Price	Software Update License & Support	Licensing Metric	Minimum	
Real-Time Decision (RTD) Applications					
Oracle Real-Time Decisions Base Application	57,500	12,650.00	Processor		
Oracle Real-Time Decisions for Siebel Intelligent Offer Generation	1,800	396.00	Application User	25	
Oracle Real-Time Decisions for Siebel E-Commerce	57,500	12,650.00	Processor		

Oracle Business Intelligence Applications - Standalone

The product below is a standalone Business Intelligence Application and does not work in conjunction with the Oracle Business Intelligence Application Product Family. Please check the Oracle Business Intelligence Applications Price List Supplement for prerequisite product information.
All Business Intelligence Technology products are listed only on the Oracle Technology Global Price List, including prerequisites.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Standalone BI Applications				
Incentive Compensation Analytics for Oracle Data Integrator	250	55.00	Compensated Individual	10

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DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

Employee: is defined as all of your full-time, part-time, temporary employees and all of your agents, contractors and consultants. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, all of the company's full-time, part-time, temporary employees and agents, contractors and consultants that are providing the outsourcing services for you must be counted for the purposes of determining the number of Employees.

Member Record: is defined as each unique customer loyalty program Member Record managed by the program. 100k Member Records shall mean one hundred thousand Member Records.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

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The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.
The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application.. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For all application programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at _http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the program documentation.

$B in Total Assets: is defined as one billion US dollars (insert equivalent amount of local currency in these parens using the corporate treasury exchange rate found on esource. Check http://esource.oraclecorp.com License>Pricing>Price List>Exchange Rates) of your latest published or internally available "Total Asset Value" defined per GAAP policies as disclosed in your annual report and/or regulatory filings.

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ORACLE®

Oracle E-Business Suite Applications Global Price List
Software Investment Guide
August 8, 2014

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Governance, Risk and Compliance (GRC)				
Advanced Controls for E-Business Suite	2,620	576.40	Monitored User	100
Enterprise Governance, Risk, and Compliance Manager	4,995	1,098.90	Application User	50
Option: Financial Governance	1,595	350.90	Application User	50
Fusion Governance, Risk, and Compliance Intelligence	4,595	1,010.90	Application User	10
Application Access Controls Governor	895	196.90	Monitored User	100
Option: Application Access Controls for E-Business Suite	200	44.00	Monitored User	100
Configuration Controls Governor	315	69.30	Monitored User	100
Option: Configuration Controls for E-Business Suite	255	56.10	Monitored User	100
Enterprise Transaction Controls Governor	805	177.10	Monitored User	100
Option: Procure to Pay Transaction Controls	165	36.30	Monitored User	100
Option: Order to Cash Transaction Controls	110	24.20	Monitored User	100
Option: Connector to E-Business Suite	110	24.20	Monitored User	100
Preventive Controls Governor	575	126.50	Monitored User	100
Marketing and Sales				
Marketing	5,795	1,274.90	Application User	10
TeleSales	6,895	1,516.90	Application User	10
Option: Advanced Pricing	2,295	504.90	Application User	10
Field Sales	4,595	1,010.90	Application User	10
Sales for Handhelds	485	106.70	Application User	10
Quoting	1,395	306.90	Application User	10
Option: Advanced Pricing	2,295	504.90	Application User	10
Partner Management	1,145	251.90	Partner Organization	100
Proposals	455	100.10	Application User	25
Incentive Compensation	750	165.00	Compensated Individual	10
Channel Revenue Management				
Accounts Receivable Deductions Settlement	8,000	1,760.00	Application User	20
Option: Channel Rebates and Point of Sale Management	6,000	1,320.00	Application User	20
Option: Advanced Pricing	2,295	504.90	Application User	20
Option: Supplier Ship and Debit	3,000	660.00	Application User	20
Option: Price Protection	3,000	660.00	Application User	20
Order Management				
Order Management	4,595	1,010.90	Application User	5
	0.2300	0.0506	Electronic Order Line	100,000
Option: Advanced Pricing	2,295	504.90	Application User	10
	0.1200	0.0264	Electronic Order Line	100,000
Option: Release Management	4,595	1,010.90	Application User	10
	0.2300	0.0506	Electronic Order Line	100,000
Sales Contracts	6,895	1,516.90	Application User	5
Configurator	3,495	768.90	Application User	20
Configurator	172,500	37,950.00	Processor	
iStore	115,000	25,300.00	Processor	2
Supply Chain Event Management	60,000	13,200.00	Processor	
Logistics				
Inventory Management	4,595	1,010.90	Application User	5
Option: Mobile Supply Chain Applications	1,725	379.50	Application User	10
Warehouse Management	9,595	2,110.90	Application User	20
Transportation Management	16,100	3,542.00	$M Freight Under Mgt	25
Option: Transportation Operational Planning	5,900	1,298.00	$M Freight Under Mgt	25
Option: Logistics Inventory Visibility	3,100	682.00	$M Freight Under Mgt	25
Option: Forwarding and Brokerage Operations	6,200	1,364.00	$M Freight Under Mgt	25
Option: Freight Payment, Billing and Claims	7,300	1,606.00	$M Freight Under Mgt	25
Option: Transportation Sourcing	3,100	682.00	$M Freight Under Mgt	25
Option: Transportation Cooperative Routing	4,600	1,012.00	$M Freight Under Mgt	25
Option: Fusion Transportation Intelligence	4,600	1,012.00	$M Freight Under Mgt	25
Option: Fleet Management	8,000	1,760.00	$M Freight Under Mgt	25
Landed Cost Management	350	77.00	$M Cost of Goods Sold	50
Option: Advanced Pricing	100	22.00	$M Cost of Goods Sold	50
Global Trade Management	600	132.00	$M in Revenue	200
Option: Trade Compliance	300	66.00	$M in Revenue	200
Option: Customs Management	300	66.00	$M in Revenue	200
Option: Global Trade Intelligence	300	66.00	$M in Revenue	200
Yard Management	800	800.00	$M in Revenue	200
Pedigree and Serialization Manager	1,000	220.00	$M Revenue Under Mgt	50
In-Memory Logistics Command Center	22,000	4,840.00	$M Freight Under Mgt	100

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Supply Chain Planning				
Advanced Supply Chain Planning	1,800	396.00	$M Cost of Goods Sold	60
Option: Constraint Based Optimization	435	95.70	$M Cost of Goods Sold	60
Rapid Planning	1,800	396.00	$M Cost of Goods Sold	75
Inventory Optimization	870	191.40	$M Cost of Goods Sold	60
Global Order Promising	350	77.00	$M Cost of Goods Sold	60
Collaborative Planning	580	127.60	$M Cost of Goods Sold	60
Advanced Planning Command Center	1,200	264.00	$M Cost of Goods Sold	150
Service Parts Planning	2,000	440.00	$M Cost of Goods Sold	150
Strategic Network Optimization	1,400	308.00	$M Cost of Goods Sold	150
Production Scheduling	1,210	266.20	$M Cost of Goods Sold	150
Option: Repetitive Manufacturing Optimization	390	85.80	$M Cost of Goods Sold	150
Demantra Demand Management	1,800	396.00	$M Cost of Goods Sold	150
Option: Demantra Advanced Forecasting and Demand Modeling	870	191.40	$M Cost of Goods Sold	150
Option: Demantra Real-time Sales and Operations Planning	1,200	264.00	$M Cost of Goods Sold	150
Demantra Predictive Trade Planning	1,800	396.00	$M Cost of Goods Sold	150
Option: Demantra Deduction and Settlement Management	870	191.40	$M Cost of Goods Sold	150
Option: Demantra Trade Promotion Optimization	870	191.40	$M Cost of Goods Sold	150
Demand Signal Repository	2,900	638.00	$M Revenue Under Mgt	500
In-Memory Consumption-Driven Planning	1,800	396.00	$M Revenue Under Mgt	500
In-Memory Performance-Driven Planning	1,200	264.00	$M Cost of Goods Sold	300
Procurement				
Purchasing	4,595	1,010.90	Application User	5
Option: Sourcing	9,195	2,022.90	Application User	5
Option: Sourcing Optimization	1,150	253.00	Application User	5
Option: iSupplier Portal	9,195	2,022.90	Application User	5
Option: Procurement Contracts	6,895	1,516.90	Application User	5
Option: Services Procurement	4,595	1,010.90	Application User	5
Option: Advanced Pricing	2,295	504.90	Application User	5
iProcurement	115	25.30	Application User	100
Supplier Lifecycle Management	25	5.50	Record	10,000
Manufacturing				
Discrete Manufacturing	4,595	1,010.90	Application User	10
Option: Manufacturing Execution System for Discrete Manufacturing	1,725	379.50	Application User	10
Option: Mobile Supply Chain Applications	1,725	379.50	Application User	10
Option: Flow Manufacturing	3,495	768.90	Application User	10
Option: Flow Sequencing	575	126.50	Application User	10
Option: Outsourced Manufacturing for Discrete Industries	850	187.00	$M Cost of Goods Sold	50
Process Manufacturing	4,595	1,010.90	Application User	10
Option: Manufacturing Execution System for Process Manufacturing	1,725	379.50	Application User	10
Option: Mobile Supply Chain Applications	1,725	379.50	Application User	10
Manufacturing Operations Center	1,725	379.50	$M Cost of Goods Sold	50
In-Memory Cost Management for Discrete Industries	25,000	5,500.00	Application User	25
In-Memory Cost Management for Process Industries	25,000	5,500.00	Application User	25
Asset Lifecycle Management				
Enterprise Asset Management	4,595	1,010.90	Application User	10
Option: Self-Service Work Requests	575	126.50	Application User	10
Asset Tracking	6,895	1,516.90	Application User	50
Property Manager	4,595	1,010.90	Application User	5
Service				
TeleService	4,595	1,010.90	Application User	10
Service Contracts	6,895	1,516.90	Application User	10
Option: Advanced Pricing	2,295	504.90	Application User	10
Field Service	3,495	768.90	Field Technician	20
Option: Spares Management	1,145	251.90	Field Technician	50
Option: Advanced Scheduler	1,725	379.50	Field Technician	50
Option: Mobile Field Service	1,145	251.90	Field Technician	50
Depot Repair	4,595	1,010.90	Application User	10
iSupport	57,500	12,650.00	Processor	2
Projects				
Project Costing	4,595	1,010.90	Application User	5
Option: Project Billing	3,495	768.90	Application User	5
Project Resource Management	225	49.50	Person	50
Project Collaboration	345	75.90	Application User	50
Project Management	2,895	636.90	Application User	25
Project Portfolio Analysis	6,895	1,516.90	Application User	10
Project Contracts	6,895	1,516.90	Application User	10
Project Procurement	1,000	220.00	Application User	25

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Product Lifecycle Management				
Agile Product Lifecycle Management	6,545	1,439.90	Application User	20
Agile Product Collaboration	3,995	878.90	Application User	20
Agile Product Governance and Compliance	4,995	1,098.90	Application User	20
Agile Product Cost Management	2,995	658.90	Application User	20
Agile Product Quality Management	5,995	1,318.90	Application User	20
Agile Product Portfolio Management	450	99.00	Application User	20
AutoVue 2D Professional for Agile	3,495	768.90	Application User	20
AutoVue Electro-Mechanical Professional for Agile	50,000	11,000.00	Customer	1
Agile Food and Drug Administration Validation Pack	6,995	1,538.90	Application User	10
Agile Engineering Data Management	4,995	1,098.90	Application User	10
Option: Agile Product Workbench	75,000	16,500.00	Processor	2
Option: Agile Distributed File Management	5,800	1,276.00	Application User	50
Product Lifecycle Analytics	3,995	878.90	Application User	20
Agile Customer Needs Management	7,995	1,758.90	Application User	20
Agile Material and Equipment Management for Pharmaceuticals	5,995	1,318.90	Application User	20
Agile Recipe Management for Pharmaceuticals				
Agile Product Lifecycle Management Integration Products	75,000	16,500.00	Processor	2
Agile Engineering Collaboration	4,995	1,098.90	Application User	10
Agile MCAD Connector	6,995	1,538.90	Application User	10
Agile ECAD Connector	75,000	16,500.00	Processor	2
Agile CAD Library Connector	100,000	22,000.00	Processor	2
Agile ERP Adapter				
Agile Product Lifecycle Management for Process	7,995	1,758.90	Application User	20
Agile Product Data Management for Process	6,995	1,538.90	Application User	20
Option: Agile Formulation and Compliance for Process	1,995	438.90	Application User	20
Option: Agile Product Supplier Collaboration for Process	2,995	658.90	Application User	20
Option: Agile Product Quality Management for Process	4,995	1,098.90	Application User	20
Agile New Product Development and Introduction for Process				
Enterprise Visualization	115	25.30	Application User	1
AutoVue Office	450	99.00	Application User	1
AutoVue 2D Professional	1,725	379.50	Application User	1
AutoVue 3D Professional Advanced	1,725	379.50	Application User	1
AutoVue EDA Professional	3,495	768.90	Application User	1
AutoVue Electro-Mechanical Professional	29,000	6,380.00	Computer	1
AutoVue VueLink Integration	25,000	5,500.00	Computer	1
AutoVue Mobile	25,000	5,500.00	Computer	1
AutoVue Office Document Print Service	50,000	11,000.00	Computer	1
AutoVue 2D Document Print Service	75,000	16,500.00	Computer	1
AutoVue 3D Document Print Service				
Financial	4,595	1,010.90	Application User	5
Financials	1,995	438.90	Application User	5
Option: Environmental Accounting and Reporting	1,395	306.90	Application User	10
Advanced Collections	6	1.32	Expense Report	1,000
Internet Expenses	58	12.76	1K Invoice Line	20
iReceivables	28,795	6,334.90	Application User	4
Treasury	175	38.50	Employee	1,000
Financials Accounting Hub				
Human Resources	185	40.70	Employee	100
Human Resources	40	8.80	Employee	100
Self-Service Human Resources	85	18.70	Employee	500
Advanced Benefits	70	15.40	Employee	100
Compensation Workbench	75	16.50	Employee	500
iRecruitment	225	49.50	Employee	500
Payroll	105	23.10	Employee	100
Performance Management	110	24.20	Employee	100
Time and Labor	225	49.50	Employee	1,000
Workforce Scheduling	70	15.40	Employee	100
Succession Planning				
Learning Management	105	23.10	Trainee	100
Learning Management	52	11.44	Trainee	100
iLearning				
E-Business Suite Extensions for Oracle Endeca	1,000	220.00	Application User	25
E-Business Suite Applications Extensions for Oracle Endeca (Licensed per product for Channel Revenue Management, Cost Management, Depot Repair, Discrete Manufacturing, Enterprise Asset Management, Field Service, Installed Base, Inventory Management, Order Management, Payables, Process Manufacturing, Project Management, Quality, Receivables, Service Contracts, TeleService or Warehouse Management.)				
E-Business Suite Self-Service Applications Extensions for Oracle Endeca	50	11.00	Application User	100
iProcurement Extensions for Oracle Endeca	25	5.50	Trainee	100
Learning Management Extensions for Oracle Endeca	25	5.50	Employee	100
Human Resources Extensions for Oracle Endeca	25	5.50	Employee	500
iRecruitment Extensions for Oracle Endeca				

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Master Data Management				
Master Data Management - Customer Hub for B2B				
Customer Hub B2B	9	1.98	Record	50,000
Customer Hub Add-On B2B for Siebel CRM and Oracle E-Business Suite	4.50	0.9900	Record	50,000
Customer Hub & Customer Hub Add-on Options *(Customer Hub options are available only with Siebel Universal Customer Master (UCM))*				
Option: Activity Hub B2B	3.20	0.7000	Record	50,000
Option: Field Service Hub B2B	3.20	0.7000	Record	50,000
Option: Marketing Hub B2B	3.20	0.7000	Record	50,000
Option: Sales Hub B2B	3.20	0.7000	Record	50,000
Option: Service Hub B2B	3.20	0.7000	Record	50,000
Master Data Management - Customer Hub for B2C				
Customer Hub B2C	0.4600	0.1000	Record	1,000,000
Customer Hub Add-On B2C for Siebel CRM and Oracle E-Business Suite	0.2300	0.0500	Record	1,000,000
Customer Hub & Customer Hub Add-on Options *(Customer Hub options are available only with Siebel Universal Customer Master (UCM))*				
Option: Activity Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Field Service Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Marketing Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Privacy Management Policy Hub B2C	0.3200	0.0700	Record	1,000,000
Option: Sales Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Service Hub B2C	0.1600	0.0400	Record	1,000,000
Master Data Management - Site Hub				
Site Hub	200	44.00	Record	1,000
Site Hub Add-On for Oracle E-Business Suite	100	22.00	Record	1,000
Master Data Management - Supplier Hub				
Supplier Hub	33	7.26	Record	10,000
Supplier Hub Add-On for Oracle E-Business Suite	17	3.63	Record	10,000
Master Data Management - Vertical Customer Hub				
Automotive Captive Finance Customer Hub	1.60	0.3500	Record	1,000,000
Case Hub	0.3700	0.0800	Record	1,000,000
Higher Education Constituent Hub	1.30	0.2900	Record	300,000
Life Sciences Customer Hub	2.90	0.6400	Record	1,000,000
Master Data Management - Product Information Management				
Product Hub	14	3.08	Record	20,000
Product Hub Add-on	7	1.54	Record	20,000
Master Data Management - Vertical Product Hub				
Product Hub for Retail	6	1.32	Record	200,000
Product Hub for Retail Add-on	3.00	0.6600	Record	200,000
Product Hub for Communications	150	33.00	Record	5,000
Product Hub for Communications Add-on	75	16.50	Record	5,000
Master Data Management - Administrative & Development				
Customer Hub Data Steward	5,795	1,274.90	Application User	10
Higher Education Constituent Hub Data Steward	5,795	1,274.90	Application User	10
Product Hub Data Steward	5,795	1,274.90	Application User	20
Site Hub Data Steward	5,795	1,274.90	Application User	1
Supplier Hub Data Steward	5,795	1,274.90	Application User	10
Master Data Management - Data Quality				
Enterprise Data Quality Standardization and Match	275,000	60,500.00	Processor	4
Enterprise Data Quality Product Data Extension	150,000	33,000.00	Processor	4
Enterprise Data Quality Address Verification Server	63,300	13,926.00	Processor	4
Enterprise Data Quality Profile and Audit	150,000	33,000.00	Processor	4
Watchlist Screening	200,000	44,000.00	Processor	4
Data Quality Matching Server	125,000	27,500.00	Processor	4
Data Quality Address Validation Server	63,300	13,926.00	Processor	4
Data Quality Profiling Server	150,000	33,000.00	Processor	4
Data Quality Parsing and Standardization Server	150,000	33,000.00	Processor	4

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	License Price	Software Update License & Support	Metric	Minimum
Application Management				
Application Management Suite for Oracle E-Business Suite Applications	400	88.00	Named User Plus	200
	20,000	4,400.00	Processor	4
Application Testing				
Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	not applicable
Functional Testing Suite Advanced Pack for Oracle E-Business Suite	6,000	1,320.00	Named User Plus	not applicable
Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50
Application Integration Architecture				
Application Integration Architecture Foundation Pack	46,000	10,120.00	Processor	1
	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Communications	46,000	10,120.00	Processor	1
	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Insurance	46,000	10,120.00	Processor	1
	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Utilities	46,000	10,120.00	Processor	1
	920	202.40	Named User Plus	1
Agile Product Lifecycle Management Integration Pack for Oracle E-Business Suite: Design to Release	70,000	15,400.00	Processor	1
Agile Product Lifecycle Management Integration Pack for SAP: Design to Release	50,000	11,000.00	Processor	1
Communications Billing and Revenue Management Integration Pack for Oracle E-Business Suite: Revenue Accounting	35,000	7,700.00	Processor	1
Demantra Sales and Operations Planning Integration to Hyperion Planning	35,000	7,700.00	Processor	1
Design to Release Integration Pack for Agile Product Lifecycle Management and JD Edwards EnterpriseOne	70,000	15,400.00	Processor	1
Driver Management Integration Pack for Oracle Transportation Management and Oracle E-Business Suite	70,000	15,400.00	Processor	1
Enterprise Taxation Management Integration for Oracle E-Business Suite Financials General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
Financial Management Integration Pack for Oracle Transportation Management and Oracle E-Business Suite	70,000	15,400.00	Processor	1
Financial Operations Control Integration Pack for Oracle Retail Merchandise Operations Management and E-Business Suite Financials	70,000	15,400.00	Processor	1
Lead to Order Integration Pack for Oracle CRM On Demand and Oracle E-Business Suite	35,000	7,700.00	Processor	1
Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business Suite and Siebel CRM	105,000	23,100.00	Processor	1
Customer Master Data Management Integration Base Pack	15,000	3,300.00	Processor	1
Customer Master Data Management Integration Option	10,000	2,200.00	Processor	1
Product Master Data Management Integration Base Pack	15,000	3,300.00	Processor	1
Product Master Data Management Integration Option	10,000	2,200.00	Processor	1
Siebel Call Center Integration Pack for Oracle Adverse Event Reporting System	35,000	7,700.00	Processor	1
Siebel CRM Integration to Oracle Incentive Compensation	35,000	7,700.00	Processor	1
Siebel CRM Integration Pack for Oracle Order Management	105,000	23,100.00	Processor	1
Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
Interaction Center Technology				
Advanced Inbound Telephony	1,145	251.90	Workstation	50
Advanced Outbound Telephony	1,145	251.90	Workstation	50
Scripting	695	152.90	Workstation	50
Email Center	2,295	504.90	Workstation	50
Other				
Applications Read-Only User (Licensed per product for Financials, Purchasing, Project Costing, Service Contracts, Project Contracts, Sales Contracts, Discrete Manufacturing, or Process Manufacturing)	1,725	379.50	Application Read-Only User	1
Exchange Marketplace	5,800	1,276.00	$M Annual Transaction Volume	300

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
User Productivity Kit				
User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
User Productivity Kit Standard	90	19.80	Application User	50
User Productivity Kit Standard	45	9.90	Employee	500
User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
User Productivity Kit Professional	100	22.00	Application User	50
User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Marketing and Sales				
Oracle E-Business Suite UPK for Oracle Incentive Compensation				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Channel Revenue Management				
Oracle E-Business Suite UPK for Oracle Price Protection				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Order Management				
Oracle E-Business Suite UPK for Order Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Shipping Execution				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Logistics				
Oracle E-Business Suite UPK for Inventory				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Warehouse Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Supply Chain Planning				
Oracle E-Business Suite UPK for Oracle Advanced Supply Chain Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Rapid Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Inventory Optimization				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Global Order Promising				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Collaborative Planning				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Service Parts Planning				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Strategic Network Optimization				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Demantra UPK for Demantra Demand Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Demantra UPK Fundamentals for Demantra Demand Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Demantra UPK for Demantra Real-Time Sales and Operations Planning				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Demantra UPK for Demantra Predictive Trade Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Demantra UPK for Demantra Deduction and Settlement Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Procurement				
Oracle E-Business Suite UPK Purchasing				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Sourcing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK iSupplier Portal				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK iProcurement				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
User Productivity Kit Content Materials for Manufacturing				
Oracle E-Business Suite UPK for Work in Process				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Discrete Manufacturing Bills of Material				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Discrete Manufacturing, Engineering				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Discrete Manufacturing Quality				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Manufacturing Execution System for Discrete Manufacturing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Flow Manufacturing, Electronic Kanban				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Process Manufacturing: Product Development				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Process Manufacturing Process Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Process Manufacturing: Process Execution				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Process Manufacturing, Process Quality				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Process Manufacturing: System Administration				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Manufacturing Execution System for Process Execution				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Process Manufacturing Regulatory Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Manufacturing Operations Center				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Asset Lifecycle Management				
Oracle E-Business Suite UPK for Oracle Enterprise Asset Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit Content Materials for Service				
Oracle E-Business Suite UPK for Oracle Service Contracts				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Field Service				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Depot Repair				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle iSupport				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Projects				
Oracle E-Business Suite UPK for Project Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Billing				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Resource Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Foundation				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
User Productivity Content Materials for Product Lifecycle Management				
Agile UPK for Agile Administrator				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Collaboration				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Governance and Compliance				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Cost Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Quality Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Portfolio Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK Fundamentals for Product Lifecycle Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Customer Needs Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Material and Equipment Management for Pharmaceuticals				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Recipe Management for Pharmaceuticals				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Financials				
Oracle E-Business Suite UPK Payables				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Receivables				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK General Ledger				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle E-Business Suite UPK Financials Centralized Solution Set				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Assets				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Advanced Collections				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Internet Expenses				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle U.S. Federal Financials				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Human Resources				
Oracle E-Business Suite UPK Human Resources				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Self-Service Human Resources				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Compensation Workbench				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for iRecruitment				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Payroll				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Performance Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Time and Labor				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Learning Management				
Oracle E-Business Suite UPK for Learning Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Master Data Management				
Oracle E-Business Suite UPK for Oracle Site Hub				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Product Hub				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
User Productivity Kit Content Materials for Public Sector/University				
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Purchasing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Sourcing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle iSupplier Portal				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Procurement Contracts				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle iProcurement				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Financial Services				
Oracle E-Business Suite UPK for Oracle Lease and Finance Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for High Tech				
Oracle E-Business Suite UPK for Shop Floor Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Aerospace, Defense and Transportation				
Oracle E-Business Suite UPK for Oracle Complex Maintenance, Repair, and Overhaul				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Other User Productivity Kit Content Materials				
Oracle E-Business Suite UPK Fundamentals for Oracle E-Business Suite				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Install Base				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for E-Business Suite Tools and Technologies				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Vertical Applications				
Communications/Utilities				
CRL Financial Management	287,500	63,250.00	Module	1
	0.2900	0.0638	Per Subscriber Thereafter	1
Telco Provisioning	287,500	63,250.00	Module	1
	1.75	0.3850	Per Subscriber Thereafter	1
Number Portability	287,500	63,250.00	Module	1
	12	2.64	Ported Number/Year	1
Telecommunications Billing Integrator	6	1.32	Employee	50,000
Public Sector/University				
Grants	4,595	1,010.90	Application User	5
Loans	4,595	1,010.90	Application User	10
Contract Lifecycle Management for Public Sector	19,995	4,398.90	Application User	10
Financial Services				
Financial Services Funds Transfer Pricing	12,500	2,750.00	$B in Total Assets	30
Financial Services Asset Liability Management	12,500	2,750.00	$B in Total Assets	30
Financial Services Analytical Applications Infrastructure	5,000	1,100.00	$B in Total Assets	30
Financial Services Profitability Management	12,500	2,750.00	$B in Total Assets	30
Financial Services Pricing Management, Transfer Pricing Component	12,500	2,750.00	$B in Total Assets	30
Financial Services Provisioning	0.2300	0.0506	Service Order Line	50,000
Lease and Finance Management	2,300	506.00	$M Managed Assets	500
High Tech				
Shop Floor Management	2,300	506.00	$M Cost of Goods Sold	30
Supply Chain Trading Connector for RosettaNet	57,500	12,650.00	PIP	2
Aerospace, Defense and Transportation				
Complex Maintenance, Repair & Overhaul	17,300	3,806.00	Application User	10

	Subscription	Licensing Metric	Frequency	Minimum
Oracle Education Subscription				
iLearning Subscription*	55	Hosted Named User	Yearly	$5,000.00

* At the minimum, the customer must license a number of Named Users and Months that are equal to 5,000 USA (Dollar).

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list.

The list support price for term licenses is 22% of the list perpetual license fee, as listed in the price list. The term license percentages are not applied to the list support price.

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DEFINITIONS

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integrations, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: TimesTen Application-Tier Database Cache, and TimesTen Application-Tier Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.1

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.2

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.3

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.4

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.5

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.6

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. Applications Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

Application Read-Only User: is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses, regardless of whether the individual is actively using the programs at any given time.

Collaboration Program User: is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. For the purposes of counting and licensing the number of Real-Time Collaboration users, a Collaboration Program User within your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to your company and attending a web conference are not required to be licensed.

Annual Transaction Volume: is defined as the U.S. dollar denominated total value of all purchase orders transacted and all auctions conducted through the Oracle Exchange Platform by you and others during the applicable year of the Oracle Exchange Platform license regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12-month period. You may not exceed the licensed number of CRF pages during any 12-month period unless you acquire additional CRF pages licenses from us.

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DEFINITIONS (Continued)

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product with which the software product is required to interface.

Warehouse Builder Connector: is defined as a software product that connects an Oracle database where the Oracle Warehouse Builder code is deployed, to an external product (e.g., SAP). A unique connector is required for each distinct external product for which the Oracle database is required to interface.

Cost of Goods Sold: is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Customer: is defined as the customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

Electronic Order Line: is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the Oracle Programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Employee User: is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Entry: is defined as a unique item (e.g., object, person, entity or item of information) stored within the programs. Replicated entries stored within the program on multiple servers are counted as a single entry.

Expense Report: is defined as the total number of expense reports processed by the iExpenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

FTE Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Invoice Line: is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from us.

Module: is defined as each production database running the programs.

Monitored User: is defined as an individual who is monitored by an Analytics program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time.

Individual users who are licensed for an Analytics program by either Named User Plus or Application User may not be licensed by Monitored User.

For the purpose of the Usage Accelerator Analytics program, every user of your licensed CRM Sales application program must be licensed.

For the purpose of the Human Resources Compensation Analytics program, all of your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Advanced Controls for E-Business Suite, Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, and Preventive Controls Governor, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Advanced Controls for PeopleSoft Enterprise, Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / programs) users (individuals) that the program monitors.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not li, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Partner Organization: is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application.. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For purposes of the Site Hub application, a record will be defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub application. A site database record is a unique site (e.g., an asset, a building, part of a building, such as a store or a franchise within the store, an ATM, etc.) which is stored as a site in the Oracle Site Hub product.

For the purpose of Oracle Supplier Lifecycle Management and Oracle Supplier Hub applications, a record is a unique business entity or company record, which is stored as Supplier in AP_SUPPLIERS table of the Oracle Supplier Lifecycle Management and Oracle Supplier Hub products.

For all programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at _http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

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DEFINITIONS (Continued)

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Service Order Line: is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from us.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider, or (d) a live connected utility meter . The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Tape Drive: Tape drives are defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

Trainee: is defined as an employee, contractor, student or other person who is being recorded by the program.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the program documentation.

Workstation: is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

$B in Total Assets: is defined as one billion US dollars (insert equivalent amount of local currency in these parens using the corporate treasury exchange rate found on eSource. Check http://esource.oraclecorp.com License > Pricing > Price List > Exchange Rates) of your latest published or internally available "Total Asset Value" defined per GAAP policies as disclosed in your annual report and/or regulatory filings.

$M Freight Under Management: is defined as one million U.S. dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

$M in Revenue: is defined as one million United States dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$M in Managed Assets: is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

$M Revenue Under Management: is defined as one million U.S. dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:
http://edelivery.oracle.com

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

North American Payroll Tax Updates

North American Payroll Tax Updates is available for programs in the Sustaining Support phase of Oracle's product support lifecycle. Customers who acquire North American Payroll Tax Updates will receive a tax year of tax updates for Oracle payroll applications. North American Payroll Tax Updates is available for $50,000 per annum. This service does not attract the eBusiness Discount, and will not be pro-rated to partial years.

In order to acquire North American Payroll Tax Updates, programs must be currently supported with Software Update License & Support.

North American Payroll Tax Updates is not available in all countries or for all programs. Please contact your Support Sales Representative for service availability.

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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Oracle Software Investment Guide

Siebel CRM Pricing

April 14, 2014

Prices in USA (Dollar)

Siebel Pricing and Quoting Notes

- For each Employee user, Siebel modules must be licensed at the same level or less then the Siebel base application. For Example, if the customer licensed 100 Siebel CRM Base, then Siebel Contracts must have a quantity of 100 or less--not more then 100. This rule applies only to modules using the Application User metric.
- Customers using the Siebel SEA repository DO NOT have the industry options available to them. Only the Siebel CRM Base and Siebel CRM options are available in the SEA repository. Customers wishing to use Siebel industry functionality must have implemented the Siebel SIA repository--which they may do without triggering a licensing migration or any additional purchase.
- Technology products: There are NO technology products included with Siebel licenses. Any required technology, Oracle or otherwise, must be licensed separately.

Siebel CRM Applications

Siebel CRM Applications Pricing
Siebel Base Applications

Every Siebel customer must license, at a minimum, one Siebel CRM Base Application. Typically, each employee user of Siebel applications requires a base. Start by selecting the Siebel CRM Base for each Siebel user. All users requiring a base must license the Siebel CRM Base. Then, if the customer requires industry specific functionality, select the industry base option(s) that most appropriately meet customer needs--in addition to the CRM Base. Note that if the customer requires an industry solution, all users must have an industry base option and the Siebel CRM Base (exceptions require HQAPP approval).

For Existing Customers running Siebel v8.0 or earlier

Customers using the Siebel SEA repository DO NOT have the industry options available to them. Only the Siebel CRM Base and Siebel CRM options are available in the SEA repository. Customers wishing to use Siebel industry functionality must have implemented the Siebel SIA repository--which they may do without triggering a licensing migration or any additional purchase.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Base Applications				
Siebel CRM Base	3,750	825.00	Application User	
Siebel Communications, Media and Energy CRM Base Option	400	88.00	Application User	
Siebel Financial Services CRM Base Option	400	88.00	Application User	
Siebel Life Sciences CRM Base Option	400	88.00	Application User	
Siebel Manufacturing CRM Base Option	400	88.00	Application User	
Siebel Distribution CRM Base Option	400	88.00	Application User	
Siebel Public Sector CRM Base Option	400	88.00	Application User	
Siebel CRM Tools and Servers				
Siebel Tools	20,000	4,400.00	Application User	
Siebel Test Automation Interfaces	5,800	1,276.00	Application User	
Siebel Web UI Dynamic Developer Kit	5,800	1,276.00	Application User	
Siebel Server Extensions for UNIX	1,150	253.00	Computer	
Application Testing				
Oracle Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	
Oracle Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50

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Prices in USA (Dollar)

Siebel CRM Applications Pricing
Siebel CRM - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM General				
Siebel Advanced Market Development Funds	500	110.00	Application User	
Siebel Anywhere	200	44.00	Application User	
Siebel Server Sync - Microsoft Exchange Server	120	26.40	Application User	
Siebel Content Publishing	120	26.40	Application User	
Siebel Contracts	700	154.00	Application User	
Siebel CRM Desktop	300	66.00	Application User	
Siebel CTI	200	44.00	Application User	
Siebel Customer Content	350	77.00	Application User	
Siebel Data Quality	120	26.40	Application User	
Siebel Employee Self-Service	120	26.40	Application User	
Siebel Events Manager	350	77.00	Application User	
Siebel Forecasting	300	66.00	Application User	
Siebel Handheld	575	126.50	Application User	
Siebel HelpDesk Online	60	13.20	Application User	
Siebel Lead Management	230	50.60	Application User	
Siebel Mobile	575	126.50	Application User	
Siebel Mobile Sales Assistant Data Access	575	126.50	Application User	
Siebel Mobile Connector	300	66.00	Application User	
Siebel Partner Manager	500	110.00	Application User	
Siebel Remote Client	300	66.00	Application User	
Siebel Signature Capture Tool	60	13.20	Application User	
Siebel Smart Answer Connector	200	44.00	Application User	
Siebel SmartScript	300	66.00	Application User	
Siebel Territory Management	575	126.50	Application User	
Siebel Time and Expense Reporting	120	26.40	Application User	
Siebel Wireless	575	126.50	Application User	
Siebel Connector for Satmetrix Exchange	60	13.20	Application User	
Siebel CRM Customer Order Management				
Siebel Advisor	1,600	352.00	Application User	
Siebel Configurator Administration Server	115,000	25,300.00	Computer	
Siebel Configurator Runtime	2,200	484.00	Application User	
Siebel Customer Order Management Administration Server	230,000	50,600.00	Customer	
Siebel Customer Order Management Administrator	5,800	1,276.00	Application User	
Siebel Dynamic Catalog	1,000	220.00	Application User	
Siebel Dynamic Pricer	1,400	308.00	Application User	
Siebel Quote and Order Capture	1,150	253.00	Application User	
Siebel Quotes	460	101.20	Application User	
Siebel CRM Sales				
Oracle Business Approvals Connector for Sales Managers	350	77.00	Application User	25
Siebel Enterprise Selling Process (ESP)	200	44.00	Application User	
Siebel Portfolio Management Process (PMP)	200	44.00	Application User	
Siebel Proposals and Presentations	400	88.00	Application User	
Siebel Target Account Selling (TAS)	200	44.00	Application User	
Siebel CRM Service				
Siebel Asset Management	350	77.00	Application User	
Siebel Change Management	230	50.60	Application User	
Siebel Email Response	800	176.00	Application User	
Siebel Field Service	575	126.50	Application User	
Siebel HelpDesk Option	500	110.00	Application User	
Siebel Quality Management	300	66.00	Application User	
Siebel Smart Answer for Service	1,050	231.00	Application User	

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Siebel CRM Pricing

Prices In USA (Dollar)

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Field Service				
Siebel Barcode	120	26.40	Application User	
Siebel Logistics Manager	300	66.00	Application User	
Siebel Preventive Maintenance	200	44.00	Application User	
Siebel Repair	200	44.00	Application User	
Siebel Scheduling	400	88.00	Application User	
Oracle Real-Time Scheduler	2,650	583.00	Field Resource	40
Siebel CRM Marketing Automation				
Siebel Campaign Management	2,530	556.60	Application User	
Siebel Email/Web Offer Designer	175	38.50	Application User	
Siebel Email Marketing Server	115,000	25,300.00	Computer	
Siebel Marketing Resource Manager	230	50.60	Application User	
Siebel CRM Marketing Server				
Siebel Marketing Server - up to 500,000 records	172,500	37,950.00	Computer	
Siebel Marketing Server - up to 1,000,000 records	230,000	50,600.00	Computer	
Siebel Marketing Server - up to 3,000,000 records	316,500	69,630.00	Computer	
Siebel Marketing Server - up to 5,000,000 records	402,500	88,550.00	Computer	
Siebel Marketing Server - up to 10,000,000 records	490,000	107,800.00	Computer	
Siebel Marketing Server - unlimited records	575,000	126,500.00	Computer	
Siebel CRM Loyalty				
Siebel CRM Loyalty applications are only available to customers using the Siebel SIA repository. Customers using the SEA repository must first move to the SIA repository.				
Siebel Loyalty Engine Standard Edition	46,000	10,120.00	100K Member Records	5
Siebel Loyalty Engine Multi-Partner Edition	105,000	23,100.00	100K Member Records	5
Siebel Loyalty In-Store Engine	115	25.30	Retail Register	500
Siebel Loyalty Manager	1,150	253.00	Application User	
Siebel Loyalty Member Services Representative	575	126.50	Application User	
Siebel CRM Warranty				
Siebel Warranty Claims	1,500	330.00	Application User	10
Siebel Warranty Validation Server	100,000	22,000.00	Computer	2
Siebel Warranty Processing	3,000	660.00	1,000 Claims	
Siebel Warranty Management Administrator	25,000	5,500.00	Application User	2

Siebel CRM Applications Pricing

Siebel CRM - Employee Applications Not Requiring a Base

Note that while these modules do not require a base application for the individual user, the customer must license some number of base applications.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Not Requiring a Base - General				
Siebel Content Publishing	120	26.40	Application User	
Siebel Customer Content	350	77.00	Application User	
Siebel Handheld Stand Alone	1,150	253.00	Application User	
Siebel HelpDesk	1,150	253.00	Application User	
Siebel CRM Not Requiring Base - Marketing and Loyalty				
Siebel Loyalty Service Agent Console	2,700	594.00	Application User	
Siebel Segment Manager Stand Alone	2,900	638.00	Application User	
Siebel CRM Not Requiring Base - Customer Order Management				
Siebel Configurator Administration Server	115,000	25,300.00	Computer	
Siebel Customer Order Management Administration Server	230,000	50,600.00	Customer	
Siebel Order Validation Engine	0.2300	0.0500	Electronic Order Line	
Siebel CRM Not Requiring Base - HelpDesk				
Siebel Asset Management	350	77.00	Application User	
Siebel Change Management	230	50.60	Application User	
Siebel HelpDesk Online	60	13.20	Application User	

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Siebel CRM Applications Pricing

Siebel CRM - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Self-Service				
Siebel E-Commerce	345,000	75,900.00	Processor	2
Siebel E-Support	172,500	37,950.00	Processor	2
Siebel Configurator Runtime for E-Commerce	115,000	25,300.00	Processor	2
Siebel Dynamic Pricer for E-Commerce	57,500	12,650.00	Processor	2
Siebel CRM Customer Portal				
Siebel eCustomer	172,500	37,950.00	Processor	
Siebel eSales	115,000	25,300.00	Processor	
Siebel eService	57,500	12,650.00	Processor	
Siebel Web Marketing	34,500	7,590.00	Processor	
Siebel Loyalty Customer Portal	11,500	2,530.00	Processor	
Siebel CRM Customer Portal Modules				
Siebel Advisor for Customers	46,000	10,120.00	Processor	
Siebel Configurator Runtime for Customers	57,500	12,650.00	Processor	
Siebel Content Publishing for Customers	5,800	1,276.00	Processor	
Siebel Dynamic Pricer for Customers	46,000	10,120.00	Processor	
Siebel Events	30,000	6,600.00	Processor	
Siebel Self-Service Wireless for Customers	17,300	3,806.00	Processor	
Siebel SmartScript for Customers	11,500	2,530.00	Processor	
Siebel CRM Customer Modules not Requiring a Customer Portal				
Siebel Advisor Stand Alone	57,500	12,650.00	Processor	

Siebel CRM Applications Pricing

Siebel CRM - Partner Applications

For each Partner user, Siebel partner options must be licensed at the same level or less then the Siebel Partner Portal. For Example, if the customer licensed 100 Siebel Partner Portal then Siebel Partner Commerce must have a quantity of 100 or less. This rule applies only to options using the Registered User metric.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Partner Portal				
Siebel Partner Portal	500	110.00	Registered User	
Siebel Loyalty Partner Portal	230	50.60	Registered User	
Siebel CRM Partner Portal Modules				
Siebel Advanced Market Development Funds for Partners	350	77.00	Registered User	
Siebel Advisor for Partners	150	33.00	Registered User	
Siebel Anywhere for Partners	200	44.00	Registered User	
Siebel Basic Pricer for Partners	120	26.40	Registered User	
Siebel Campaign Management for Partners	700	154.00	Registered User	
Siebel Campaigns for Partners	120	26.40	Registered User	
Siebel Configurator Runtime for Partners	575	126.50	Registered User	
Siebel Content Publishing for Partners	60	13.20	Registered User	
Siebel Customer Order Management Administrator for Partners	1,150	253.00	Registered User	
Siebel Dynamic Pricer for Partners	350	77.00	Registered User	
Siebel Field Service for Partners	350	77.00	Registered User	
Siebel Forecasting for Partners	120	26.40	Registered User	
Siebel Logistics Manager for Partners	120	26.40	Registered User	
Siebel Marketing Resource Manager for Partners	120	26.40	Registered User	
Siebel Partner Commerce	400	88.00	Registered User	
Siebel PRM Wireless	175	38.50	Registered User	
Siebel Proposals and Presentations for Partners	175	38.50	Registered User	
Siebel Remote Client for Partners	120	26.40	Registered User	
Siebel SmartScript for Partners	120	26.40	Registered User	
Siebel Warranty for Partners	300	66.00	Registered User	
Siebel CRM Partner Modules Not Requiring Partner Portal				
Siebel PRM Wireless Stand Alone	400	88.00	Registered User	

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Siebel CRM Applications Pricing
Siebel CRM Web Channel

Siebel CRM Web Channel is intended for customers that have an existing Siebel implementation and have a functionality hole or two they need to fill that cannot easily be filled any other way. Siebel CRM Web Channel should never be used where standard Siebel licensing is available.

Siebel CRM Web Channel requires, at a minimum, the customer license one User of Siebel Tools and 100 user of Siebel CRM Base or equivalent.

A licensed user of a Siebel CRM Base does not require additional Web Channel licensing as the Web Channel deployment option is included in their license. Siebel CRM Web Channel pricing is available for Siebel CRM objects as well as Siebel Industry objects and all quote the same set of products.

Siebel CRM Web Channel pricing is designed for Siebel customers who desire to extend the usefulness of their Siebel deployment by providing additional users access to Siebel Business Objects with defined methods, events, and data and reuse Siebel Business Objects and project Siebel Data through an independent User Interface via:

- Built-in scripting of Siebel objects using Siebel VB, Siebel eScript, and Browser Script
- Component Object Model (COM) using the Siebel Web Client Automation Server, Siebel COM Data Control, Siebel COM Data Server, and Siebel Mobile/Dedicated Web Client Automation Server
- CORBA using Siebel CORBA Object Manager
- Java or J2EE using Siebel Java Data Bean, JMS or JCA
- HTTP-based Integration Objects
- Transport technologies such as: MQ Series, MSMQ, BizTalk, OLE DB

Siebel CRM Web Channel user capabilities include:

- Full access to the data model corresponding to the business objects licensed
- Reduced access to specialized application behavior, especially within specialized applet classes
- Ability to customize and extend application behavior via Siebel business services and scripting

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Web Channel				
Siebel CRM Web Channel for Employees- up to 15 Objects	700	154.00	Application User	
Siebel CRM Web Channel for Customers- up to 15 Objects	69,000	15,180.00	Processor	

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Siebel Communications, Media and Energy Applications Pricing
Siebel Communications, Media and Energy - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Communications, Media and Energy General				
Siebel CME Contracts	700	154.00	Application User	
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Premises	175	38.50	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Work Orders	175	38.50	Application User	
Siebel Communications, Media and Energy Customer Order Management				
Siebel Bulk Order Capture	750	165.00	Application User	
Siebel Bulk Orders Administration Server	115,000	25,300.00	Customer	
Siebel CME Quote and Order Capture	1,500	330.00	Application User	
Siebel Multisite Ordering	595	130.90	100 Sites	300
Siebel Promotion Groups	750	165.00	Application User	
Siebel Communications, Media and Energy Sales				
Siebel Call Reports	120	26.40	Application User	
Siebel Design Opportunity Management	300	66.00	Application User	
Siebel Field Service Assets	175	38.50	Application User	
Siebel Pricing Authorization Management	200	44.00	Application User	
Siebel Pricing Claims Server - Up to 20 Users	115,000	25,300.00	Computer	
Siebel Communications, Media and Energy Service				
Siebel Billing Management	175	38.50	Application User	
Siebel Credit Management	175	38.50	Application User	
Siebel Fraud Management	120	26.40	Application User	
Siebel Price Comparison	2,500	550.00	Application User	

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Siebel Communications, Media and Energy Applications Pricing
Siebel Communications, Media and Energy - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Communications, Media and Energy Self-Service				
Siebel Communications E-Commerce	415,000	91,300.00	Processor	2
Siebel Communications E-Support	210,000	46,200.00	Processor	2
Siebel Communications, Media and Energy Customer Portal				
Siebel CME eCustomer	175,000	38,500.00	Processor	
Siebel CME eSales	115,000	25,300.00	Processor	
Siebel CME eService	57,500	12,650.00	Processor	
Siebel CME Web Marketing	34,500	7,590.00	Processor	
Siebel Communications, Media and Energy Customer Portal Modules				
Siebel Price Comparison for Customers	57,500	12,650.00	Processor	
Siebel CME Quote and Order Capture for Customers	40,000	8,800.00	Processor	

Siebel Communications, Media and Energy Applications Pricing
Siebel Communications, Media and Energy - Partner Applications

For each Partner user, Siebel partner options must be licensed at the same level or less then the Siebel CME Partner Portal. For Example, if the customer licensed 100 Siebel CME Partner Portal then Siebel CME Partner Commerce must have a quantity of 100 or less. This rule applies only to options using the Registered User metric.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Communications, Media and Energy Partner Portal				
Siebel CME Partner Portal	525	115.50	Registered User	
Siebel Communications, Media and Energy Partner Portal Modules				
Siebel CME Partner Commerce	400	88.00	Registered User	
Siebel Bulk Order Capture for Partners	175	38.50	Registered User	
Siebel Credit Management for Partners	60	13.20	Registered User	
Siebel Design Opportunity Management for Partners	120	26.40	Registered User	
Siebel Fraud Management for Partners	60	13.20	Registered User	
Siebel Pricing Authorization Management for Partners	175	38.50	Registered User	
Siebel Promotion Groups for Partners	175	38.50	Registered User	
Siebel CME Quote and Order Capture for Partners	400	88.00	Registered User	

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Siebel Financial Services Applications Pricing
Siebel Financial Services Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Financial Services General				
Siebel Customer Relationship Console - HTML	850	187.00	Application User	
Siebel Finance Events Manager	400	88.00	Application User	
Siebel Financial Accounts	200	44.00	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Financial Services Proposals and Presentations	400	88.00	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Financial Services Customer Order Management				
Siebel Financial Services Customer Order Management for Banking	1,500	330.00	Application User	
Siebel Financial Services Quote and Order Capture	1,150	253.00	Application User	
Siebel Financial Services Quotes	460	101.20	Application User	
Siebel Financial Services Sales				
Siebel Call Reports	120	26.40	Application User	
Siebel Needs Analysis/Applications - Non credit	200	44.00	Application User	
Siebel Financial Services Finance Line of Business				
Siebel Collections	575	126.50	Application User	
Siebel Commercial Banking Loan Approval	300	66.00	Application User	
Siebel Corporate and Commercial Banking	200	44.00	Application User	
Siebel Credit Origination	260	57.20	Application User	
Siebel Institutional Sales and Research	300	66.00	Application User	
Siebel Investment Banking	200	44.00	Application User	
Siebel Investment Management	300	66.00	Application User	
Siebel Retirement/Pension Management	300	66.00	Application User	
Siebel Small Business Banking	200	44.00	Application User	
Siebel Wealth Management	300	66.00	Application User	
Siebel Financial Services Healthcare				
Siebel Group Coverage	300	66.00	Application User	
Siebel Healthcare Providers and Facilities	200	44.00	Application User	
Siebel Individual Coverage	180	39.60	Application User	
Siebel Financial Services Insurance				
Siebel Group Pensions	300	66.00	Application User	
Siebel Group Policies	300	66.00	Application User	
Siebel Individual Life and Annuities	175	38.50	Application User	
Siebel Personal Lines Claims	230	50.60	Application User	
Siebel Personal Lines Policies	300	66.00	Application User	
Siebel Financial Services Insurance Service				
Siebel Insurance Field Service	575	126.50	Application User	

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Siebel Financial Services Applications Pricing
Siebel Financial Services - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Financial Services Customer Portal				
Siebel Financial Services eCustomer	172,500	37,950.00	Processor	
Siebel Financial Services eSales	115,000	25,300.00	Processor	
Siebel Financial Services eService	57,500	12,650.00	Processor	
Siebel Financial Services Web Marketing	34,500	7,590.00	Processor	
Siebel Enrollment Portal	70,000	15,400.00	Processor	
Siebel Financial Services Customer Portal Modules				
Siebel Finance Events	40,000	8,800.00	Processor	

Siebel Financial Services Applications Pricing
Siebel Financial Services - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Financial Services Partner Portal				
Siebel Agent Portal	500	110.00	Registered User	
Siebel Finance Partner Portal	500	110.00	Registered User	
Siebel Service Provider Portal	175	38.50	Registered User	
Siebel Financial Services Agent Portal Options				
Siebel Individual and Group Coverage for Partners	120	26.40	Registered User	
Siebel Life and Pensions for Partners	120	26.40	Registered User	
Siebel P&C Claims for Partners	120	26.40	Registered User	
Siebel P&C Policies for Partners	175	38.50	Registered User	
Siebel Financial Services Partner Portal Modules				
Siebel Financial Services Proposals and Presentations for Partners	175	38.50	Registered User	

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Siebel Life Sciences Applications Pricing

Siebel Life Sciences - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences General				
Siebel Advanced Contracts	1,450	319.00	Application User	
Siebel Business Rules	400	88.00	Application User	
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Managed Care	1,150	253.00	Application User	
Siebel Managed Care Profile	300	66.00	Application User	
Siebel Medical Education	200	44.00	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Opportunities and Contracts	300	66.00	Application User	
Siebel Pharma Campaigns	575	126.50	Application User	
Siebel Prescription Analysis	300	66.00	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Samples	300	66.00	Application User	
Siebel Life Sciences Sales				
Siebel Design Opportunity Management	300	66.00	Application User	
Siebel Pricing Authorization Management	200	44.00	Application User	
Siebel Pricing Claims Server-Up to 20 Users	115,000	25,300.00	Computer	
Siebel Life Sciences Service				
Siebel Collections	575	126.50	Application User	
Siebel Life Sciences Medical Sales				
Siebel Medical Handheld	700	154.00	Application User	
Siebel Medical Inventory Management	300	66.00	Application User	
Siebel Life Sciences Medical Service				
Siebel Medical Field Service	575	126.50	Application User	
Siebel Life Sciences Pharma Sales				
Siebel Pharma Handheld	700	154.00	Application User	
Siebel Signature Capture	120	26.40	Application User	
Siebel Life Sciences Pharma Marketing Server				
Siebel Pharma Marketing Server-First Brand	1.15	0.2500	Customer Record	
Siebel Pharma Marketing Server-Additional Brand	1.15	0.2500	Customer Record	
Siebel Pharma Marketing Server-Unlimited Brands – Unlimited records	345,000	75,900.00	Processor	

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Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Employee Applications Not Requiring a Base

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences not requiring a Base - General				
Siebel Medical Handheld Stand Alone	1,350	297.00	Application User	
Siebel Pharma Handheld Stand Alone	1,350	297.00	Application User	
Siebel Life Sciences Medical Handheld Stand Alone Modules				
Siebel Medical Inventory Management	300	66.00	Application User	
Siebel Life Sciences Pharma Handheld Stand Alone Modules				
Siebel Expense Reports for Handheld Stand Alone	115	25.30	Application User	
Siebel Medical Education for Handheld Stand Alone	115	25.30	Application User	
Siebel Samples for Handheld Stand Alone	175	38.50	Application User	
Siebel Signature Capture Stand Alone	115	25.30	Application User	

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences Customer Portal				
Siebel Pharma eService	80,000	17,600.00	Processor	
Siebel Life Sciences Pharma eService Modules				
Siebel MedEd for Customers	29,000	6,380.00	Processor	
Siebel Samples for Customers	29,000	6,380.00	Processor	
Siebel Details	175	38.50	Application User	
Siebel Details – Server capacity for an additional 10 concurrent users	27,500	6,050.00	Computer	
Siebel Details – Server capacity for an additional 50 concurrent users	55,000	12,100.00	Computer	
Siebel Details – Server capacity for an additional 100 concurrent users	90,000	19,800.00	Computer	
Siebel Details – Server capacity for an additional 200 concurrent users	126,500	27,830.00	Computer	

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences Partner Portal Modules				
Siebel Delegated Business Rules for Partners	175	38.50	Registered User	
Siebel Design Opportunity Management for Partners	120	26.40	Registered User	
Siebel Details	175	38.50	Application User	
Siebel Details – Server capacity for an additional 10 concurrent users	27,500	6,050.00	Computer	
Siebel Details – Server capacity for an additional 50 concurrent users	55,000	12,100.00	Computer	
Siebel Details – Server capacity for an additional 100 concurrent users	90,000	19,800.00	Computer	
Siebel Details – Server capacity for an additional 200 concurrent users	126,500	27,830.00	Computer	
Siebel Life Sciences Field Service for Partners	350	77.00	Registered User	
Siebel Pricing Authorization Management for Partners	175	38.50	Registered User	

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Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Manufacturing General				
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Manufacturing Automotive				
Siebel Business Rules	400	88.00	Application User	
Siebel Financial Accounts	200	44.00	Application User	
Siebel Lease End-of-Term Processing	200	44.00	Application User	
Siebel Personal Lines Claims	230	50.60	Application User	
Siebel Remarketing	575	126.50	Application User	
Siebel Title Management	120	26.40	Application User	
Siebel Vehicle Contracts	200	44.00	Application User	
Siebel Manufacturing Oil, Gas and Chemicals				
Siebel OGC Contracts	700	154.00	Application User	
Siebel OGC Quote and Order Capture	1,150	253.00	Application User	
Siebel Premises	175	38.50	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Work Orders	175	38.50	Application User	
Siebel Manufacturing Sales				
Siebel Design Opportunity Management	300	66.00	Application User	
Siebel Pricing Authorization Management	200	44.00	Application User	
Siebel Pricing Claims Server-Up to 20 User	115,000	25,300.00	Computer	
Siebel Manufacturing Automotive Sales				
Siebel Credit Origination	260	57.20	Application User	
Siebel Manufacturing Oil, Gas and Chemicals Sales				
Siebel Call Reports	120	26.40	Application User	
Siebel Manufacturing Automotive Service				
Siebel Collections	575	126.50	Application User	
Siebel Manufacturing Oil, Gas and Chemicals Service				
Siebel Billing Management	175	38.50	Application User	
Siebel Credit Management	175	38.50	Application User	
Siebel Fraud Management	120	26.40	Application User	

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Prices in USA (Dollar)

Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Manufacturing Customer Portal				
Siebel OGC eCustomer	172,500	37,950.00	Processor	
Siebel OGC eSales	115,000	25,300.00	Processor	
Siebel OGC eService	57,500	12,650.00	Processor	
Siebel OGC Web Marketing	34,500	7,590.00	Processor	
Siebel Manufacturing Oil, Gas and Chemicals Customer Portal				
Siebel OGC Quote and Order Capture for Customers	40,000	8,800.00	Processor	

Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Manufacturing Partner Portal				
Siebel Dealer Portal	500	110.00	Registered User	
Siebel OGC Partner Portal	500	110.00	Registered User	
Siebel Manufacturing Partner Portal Modules				
Siebel Design Opportunity Management for Partners	120	26.40	Registered User	
Siebel Pricing Authorization Management for Partners	175	38.50	Registered User	
	(Each user of Dealer Portal Options requires a user of Dealer Portal)			
Siebel Manufacturing Dealer Portal Modules				
Siebel Credit Origination for Partners	260	57.20	Registered User	
Siebel Dealer Advanced Marketing	500	110.00	Registered User	
Siebel Delegated Business Rules for Partners	175	38.50	Registered User	
Siebel Financial Accounts for Partners	175	38.50	Registered User	
Siebel Remarketing for Partners	575	126.50	Registered User	
Siebel Showroom for Dealers	575	126.50	Registered User	
	(Each user requires a user of OGC Partner Portal)			
Siebel Manufacturing Oil, Gas and Chemicals Partner Portal Modules				
Siebel OGC Partner Commerce	400	88.00	Registered User	
Siebel Credit Management for Partners	60	13.20	Registered User	
Siebel Fraud Management for Partners	60	13.20	Registered User	
Siebel OGC Quote and Order Capture for Partners	230	50.60	Registered User	

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Siebel Manufacturing and Distribution Applications Pricing
Siebel Distribution - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Distribution General				
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Distribution Consumer Goods General				
Siebel Advanced Contracts	1,450	319.00	Application User	
Siebel Consumer Goods Customer Order Management Administration Server	138,000	30,360.00	Customer	
Siebel Deductions	200	44.00	Application User	
Siebel Consumer Goods Dynamic Catalog	400	88.00	Application User	
Siebel Inventory and Order Management	1,150	253.00	Application User	
Siebel Consumer Goods Quote and Order Capture	870	191.40	Application User	
Siebel Sales Volume Planning	300	66.00	Application User	
Siebel Trade Promotions	350	77.00	Application User	
Demantra Predictive Trade Planning	1,800	396.00	$Million COGS	150
option: Demantra Trade Promotion Optimization	870	191.40	$Million COGS	150
Siebel Distribution Consumer Goods Sales				
Siebel Consumer Goods Sales Handheld	700	154.00	Application User	
Siebel Van Sales/Delivery	460	101.20	Application User	
Siebel Distribution Hospitality Sales				
Siebel Group Inventory and Execution	4,200	924.00	Application User	
Siebel Distribution Not Requiring a Base - General				
Siebel Consumer Goods Sales Handheld DSS	1,350	297.00	Application User	
Siebel Van Sales/Delivery	460	101.20	Application User	
Siebel Group Sales and Event Management	200	44.00	Guest Room	

Siebel Manufacturing and Distribution Applications Pricing
Siebel Distribution - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Distribution Consumer Goods Partner Portal Modules				
Siebel Deductions for Partners	175	38.50	Registered User	
Siebel Sales Volume Planning for Partners	120	26.40	Registered User	
Siebel Trade Promotions for Partners	300	66.00	Registered User	

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Siebel Public Sector Applications Pricing
Siebel Public Sector - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Public Sector General				
Siebel Network Order Entry	460	101.20	Application User	

Siebel Public Sector Applications Pricing
Siebel Public Sector Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Public Sector Self-Service				
Siebel Public Sector E-Support	175,000	38,500.00	Processor	2
Siebel Public Sector Customer Portal				
Siebel Public Sector eService	80,000	17,600.00	Processor	

Siebel Public Sector Applications Pricing
Siebel Public Sector Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Public Sector Partner Portal				
Siebel Public Sector Partner Portal	500	110.00	Registered User	

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Complementary Applications to Siebel CRM

Siebel CRM Applications Pricing
Oracle E-Billing Applications

Licensing Oracle Self-Service E-Billing does not require also licensing any Siebel applications. The customer can run Self-Service E-Billing on its own.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Oracle Self-Service E-Billing				
Oracle Self-Service E-Billing Business Edition	10,500	2,310.00	$M in Application Annual Revenue	50
Oracle Self-Service E-Billing Consumer Edition	8	1.76	Registered User	50,000

Siebel CRM Applications Pricing
Real-Time Decisions (RTD) Applications

RTD				
Oracle Real-Time Decisions Base Application	57,500	12,650.00	Processor	
Oracle Real-Time Decisions for Siebel Intelligent Offer Generation	1,800	396.00	Application User	
Oracle Real-Time Decisions for Siebel E-Commerce	57,500	12,650.00	Processor	

Siebel CRM Applications Pricing
Oracle Policy Automation Applications

NOTE: The number of licenses required for Oracle Policy Automation Connectors is determined by counting the number of processors or application users for the OPA instances being connected to. For instance, if the customer uses Processor licenses to connect Siebel to OPA, the number of processors needed are based on the OPA instance not the Siebel instance.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Policy Automation Authoring				
Oracle Policy Modeling	100,000	22,000.00	Application User	
Policy Automation Deployment				
Oracle Policy Automation	200,000	44,000.00	Processor	
Oracle Policy Automation	1,000	220.00	Application User	500
Oracle Policy Automation for Mobile Devices	1,000	220.00	Application User	500
Oracle Policy Automation for Oracle CRM On Demand	500	110.00	Application User	50
Policy Automation General				
Oracle Policy Automation Connector for Siebel	80,000	17,600.00	Processor	
Oracle Policy Automation Connector for Siebel	400	88.00	Application User	500
Oracle Policy Automation Connector for Oracle CRM On Demand	50,000	11,000.00	Connected Instance	
Oracle Policy Automation Connector for SAP Java Connector	120,000	26,400.00	Processor	
Oracle Policy Automation Connector for SAP Java Connector	600	132.00	Application User	500

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Prices in USA (Dollar)

Siebel CRM Applications Pricing
Oracle ATG and Endeca Offerings

	License Price	Software Update License & Support	Licensing Metric	Minimum
ATG Commerce				
ATG Web Commerce	1,000,000	220,000.00	500,000 Requests per Day	
WebCenter Sites for Oracle ATG Web Commerce	80,000	17,600.00	500,000 Requests per Day	
ATG Web Commerce Merchandising	50,000	11,000.00	Application User	2
ATG Web Commerce Service Center	2,500	550.00	Application User	20
ATG Web Commerce Search	160,000	35,200.00	Processor	
ATG Developer and Administrator				
ATG Web Commerce Developer and Administrator	5,000	1,100.00	Application User	
ATG Knowledge Manager				
ATG Web Knowledge Manager	10,000	2,200.00	Application User	20
ATG Web Knowledge Manager Self-Service	200,000	44,000.00	Processor	
Endeca Search				
Endeca Guided Search	300,000	66,000.00	1,000,000 Queries per Day	
Endeca Experience Manager	200,000	44,000.00	500,000 Requests per Day	
Endeca Search Add-Ons				
Endeca Relationship Discovery	45,000	9,900.00	Processor	
Endeca Text Enrichment	15,000	3,300.00	Processor	
Endeca Text Enrichment with Sentiment Analysis	45,000	9,900.00	Processor	
Endeca Developer and Administrator				
Endeca Developer	5,000	1,100.00	Application User	

Siebel CRM Applications Pricing
Oracle Knowledge Applications

Oracle Knowledge Notes

- Oracle Knowledge Standard Edition offerings are limited to 10 moderators in the community forums and access by 250 partner organizations.
- Oracle Knowledge Standard Edition offerings do not include Industry ontologies (pre-packaged dictionaries with common industry terminology) and Guided Flows (decision tree style question-answer diagnostics).
- Oracle Knowledge Enterprise Edition customers receive everything in the Standard Edition version plus unlimited forum moderators, unlimited partner organization access, as well as industry ontologies and Guided Flows.
- Oracle Knowledge for Web Self-Service (Standard and Enterprise) include all Web Self-Service interfaces owned by the client, including the www support site, extranets for partners, agents or distributors as well as intranets for knowledge sharing.
- Oracle Knowledge for Contact Center licenses are required for all knowledge authors or other users such as approvers and reviewers contributing to knowledge creation workflows.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Knowledge Enterprise Edition				
Oracle Knowledge for Contact Center Enterprise Edition	2,000	440	Application User	
Oracle Knowledge for Web Self Service Enterprise Edition	300,000	66,000	Processor	
Knowledge Standard Edition				
Oracle Knowledge for Contact Center Standard Edition	1,250	275	Application User	
Oracle Knowledge for Web Self Service Standard Edition	150,000	33,000	Processor	
Knowledge Analytics				
Oracle Knowledge Analytics	5,800	1,276	Application User	5

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Prices in USA (Dollar)

Siebel CRM Applications Pricing
Oracle ATG Click-to-Call, Live Help, and Recommendations

	Annual Fee	Support	Licensing Metric	Minimum
Click-to-Call Cloud Service				
Click-to-Call Interactions Cloud Service				
10,000 - 49,999 Interactions	600	Included	1K Interaction Credits	
50,000 - 99,999 Interactions	550	Included	1K Interaction Credits	
100,000 - 249,999 Interactions	500	Included	1K Interaction Credits	
250,000 - 499,999 Interactions	450	Included	1K Interaction Credits	
500,000 - 749,999 Interactions	400	Included	1K Interaction Credits	
750,000 - 1,449,999 Interactions	350	Included	1K Interaction Credits	
1,500,000 + Interactions	300	Included	1K Interaction Credits	
Click-to-Call Standard Telco Cloud Service	See Rate Schedule	Included	Minute	

Siebel CRM Applications Pricing
Oracle User Productivity Kit (UPK) Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
UPK				
Oracle User Productivity Kit Standard (UPK)	17,500	3,850.00	UPK Developer	
Oracle User Productivity Kit Standard (UPK)	90	19.80	Application User	50
Oracle User Productivity Kit Standard (UPK)	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500
UPK Content Materials for CRM				
Siebel UPK Fundamentals for Siebel CRM Base				
(Up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	
Siebel UPK for Oracle Customer Hubs				
(Up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	
Siebel UPK for Siebel Customer Order Management				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Loyalty				
(Up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	
Siebel UPK for Siebel Partner Manager				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Marketing				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Sales				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Service				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Territory Management				
(Up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	

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Prices in USA (Dollar)

Siebel CRM Applications Pricing
Oracle Master Data Management Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Master Data Management - Customer Hub for B2B				
Oracle Customer Hub B2B	9	1.98	Record	50,000
Oracle Customer Hub Add-on B2B for Siebel CRM and Oracle E-Business Suite	4.50	0.9900	Record	50,000
Customer Hub & Customer Hub Add-on options	*(Customer Hub options are available only with Siebel UCM)*			
option: Oracle Activity Hub B2B	3.20	0.7000	Record	50,000
option: Oracle Field Service Hub B2B	3.20	0.7000	Record	50,000
option: Oracle Marketing Hub B2B	3.20	0.7000	Record	50,000
option: Oracle Sales Hub B2B	3.20	0.7000	Record	50,000
option: Oracle Service Hub B2B	3.20	0.7000	Record	50,000
Master Data Management - Customer Hub for B2C				
Oracle Customer Hub B2C	0.4600	0.1000	Record	1,000,000
Oracle Customer Hub Add-on B2C for Siebel CRM and Oracle E-Business Suite	0.2300	0.0500	Record	1,000,000
Customer Hub & Customer Hub Add-on options	*(Customer Hub options are available only with Siebel UCM)*			
option: Oracle Activity Hub B2C	0.1600	0.0400	Record	1,000,000
option: Oracle Field Service Hub B2C	0.1600	0.0400	Record	1,000,000
option: Oracle Marketing Hub B2C	0.1600	0.0400	Record	1,000,000
option: Oracle Privacy Management Policy Hub B2C	0.3200	0.0700	Record	1,000,000
option: Oracle Sales Hub B2C	0.1600	0.0400	Record	1,000,000
option: Oracle Service Hub B2C	0.1600	0.0400	Record	1,000,000
Master Data Management - Vertical Customer Hub	*(Vertical MDM options are available only with Siebel UCM)*			
Oracle Automotive Captive Finance Customer Hub	1.60	0.3500	Record	1,000,000
Oracle Case Hub	0.3700	0.0800	Record	1,000,000
Oracle Higher Education Constituent Hub	1.30	0.2900	Record	300,000
Oracle Life Sciences Customer Hub	2.90	0.6400	Record	100,000
Master Data Management - Product Information Management (PIM)				
Oracle Product Hub	14	3.08	Record	20,000
Oracle Product Hub Add-on	7	1.54	Record	20,000
Master Data Management - Administrative & Development				
Oracle Customer Hub Data Steward	5,795	1,274.90	Application User	10
Oracle Higher Education Constituent Hub Data Steward	5,795	1,274.90	Application User	10
Oracle Product Hub Data Steward	5,795	1,274.90	Application User	20

Siebel CRM Applications Pricing
Oracle Master Data Management Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Master Data Management - Data Quality				
Oracle Enterprise Data Quality Address Verification Server	63,300	13,926.00	Processor	4
Oracle Enterprise Data Quality Standardization and Match	275,000	60,500.00	Processor	4
Oracle Enterprise Data Quality Profile and Audit	150,000	33,000.00	Processor	4
Oracle Enterprise Data Quality Product Data Extension	150,000	33,000.00	Processor	4
Oracle Watchlist Screening	200,000	44,000.00	Processor	4

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DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. For Order Management, application users are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately by Electronic Order Line.

$M in Application Annual Revenue: is defined as one million U.S. dollars excluding taxes processed through the licensed program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

Siebel Branch Teller Services program, Siebel Internet Banking Services program, Siebel Retail Finance Foundation Services program and the Siebel Financial Transactions Workbench program, you may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the program documentation, all in accordance with the program documentation, and provided that such materials or modified materials shall be used solely with your licensed use of such programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the programs, ancillary programs, program documentation, or any other materials provided by Oracle, or to permit third parties to do so.

1,000 Claims: is defined as one thousand unique claims processed through the program during a 12 month period. A unique claim is defined as one of the following: OEM Claims entry, supplier claims entry, adjudication. Claims flow through to OPA for automated processing. **You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle.**

Connected Instance: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product that the software product is required to interface.

Cost of Goods Sold: is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

$M Cost of Goods Sold: is defined as one million U.S. dollars of the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Customer: is defined as the customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

Customer Account: is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such accounts.

Customer Record: is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that you may access using the program.

Contact Record: is defined as each database record of an individual contact that is stored in the Siebel Data Model

The **Siebel Marketing Server** program is licensed on a Computer basis together with the number of unique Customer Records that you may access using the program.

The **Siebel Pharma Marketing Server** is licensed on the basis of the number of unique Customer Records that you may access using the program together with the number of Brands that you may manage using the program.

Brand: is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

The **Siebel Details** Program includes a license for 20 Concurrent Users that authorizes you to use the program on only one Physical Server for a maximum of 20 Concurrent Users at any given time.

Electronic Order Line: is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Order Line is defined as the total number of order entry line items processed by the program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless you acquire additional Order Line licenses from Oracle.

Employee: Enterprise Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the Oracle Programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, all of the company's full-time, part-time, temporary employees and agents, contractors and consultants that are providing the outsourcing services for you who have access to, use, or are tracked by the Oracle Programs must be counted for the purposes of determining the number of Enterprise Employees.

Field Resource: is defined as dispatchers using the programs, as well as engineers, technicians, representatives or other persons scheduled by the programs.

Guest Room: is defined as the number of guest rooms managed by the program.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

1K Interaction Credits: is defined as one thousand interaction credits where one interaction credit is defined as (a) one completed Click to Call session or (b) one Click to Chat session or (c) three Email Response outbound emails sent from the Live Help Agent Console.

A Click to Call session is defined as a user initiated PC-to-phone or phone-to-phone call which is connected to a destination phone number.

A Click to Chat session is defined as a user initiated chat from any channel that is removed from a chat session queue in the Live Help Agent Console via an automatic or manual queue distribution.

An Email Response is defined as an agent reply to an inbound email or an agent-originated email. Any fraction of Email Responses less than three will be rounded up to three for purposes of license quantity requirements.

If at any time the amount of 1K Interaction Credits exceeds the licensed quantity, you are required to order additional services such that the amount of 1K Interaction Credits is equal to or less than the number of licensed quantity.

$M in Managed Assets: is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

Member Record: is defined as each unique customer loyalty program Member Record managed by the program. 100k Member Records shall mean one hundred thousand Member Records.

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Named User Plus / Named User is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Oracle VM Management Pack, and Provisioning and Patch Automation Pack, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft all users of the middleware and/or database software that support the respective application program are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Siebel, Load Testing Accelerator for Oracle E-Business Suite, and Load Testing Accelerator Application Development Framework Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Database Firewall, only the processors of the database sources which are protected or monitored must be counted for the purpose of determining the number of licenses required.

Partner Organization: is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Physical Server: is defined as each physical server on which the programs are installed.

The **Siebel Pricing Claims Server-Up to 20 Application Users** is licensed on a Physical Server basis with a limitation on the number of Application Users.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Ops Center Virtualization management Pack and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the program is running for indexing content in configured content sources as long as the foregoing is the only use of the program on all the processors installed in a given server.

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Siebel CRM Pricing

Product Catalog: is defined as a single instance of your product offerings in a tabular structure which includes product details such as name, price, category, SKU number, and other data fields. Product Catalogs must be provided from you to Oracle via File Transfer Protocol (FTP) or API feed.

For the purposes of Oracle Recommendations Single-Channel On Demand and Oracle Multi-Channel On Demand, hosting is included for one Product Catalog that includes only up to 500,000 products.

For the purposes of Oracle Recommendations Additional Catalog On Demand, a Product Catalog refers to each of your additional deployed Product Catalogs that each include only up to 500,000 products.

For the purposes of Oracle Recommendations Large Catalog On Demand, a Product Catalog refers to each of your deployed Product Catalogs that each include more than 500,000 products per Product Catalog.

If at any time the amount of Product Catalogs exceeds the licensed quantity, you are required to order additional services such that the amount of Product Catalogs is equal to or less than the number of licensed quantity.

Record: For Customer Hub B2B and Hyperion Data Relationship Management for Customer Hub, record is defined as the number of unique customer database records stored in the Customer Hub B2B application (e.g. stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Customer Data Hub product.

For Customer Hub B2C, record is defined as the number of unique customer database records stored in the Customer Hub B2C application. A customer database record is a unique consumer (i.e. physical person) record which is stored as a contact for the Universal Customer Master product or as a person for the Customer Data Hub product.

For Product Hub, record is defined as the number of unique product database records stored in the Product Hub application. A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Life Sciences Customer Hub program a record is defined as the number of unique customer database records stored in the application. A Life Sciences customer database record is a unique physician (i.e. physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub product.

For the purpose of Oracle Supplier Lifecycle Management and Oracle Supplier Hub applications, a record is a unique business entity or company record, which is stored as Supplier in AP_SUPPLIERS table of the Oracle Supplier Lifecycle Management and Oracle Supplier Hub products.

For all programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

The **Siebel Master Data Application** programs (denoted by the word "Master" in the program name) are licensed on the basis of the number of Contact Records that may be stored in the Master Data Application.

The **Siebel Master Data Application** programs (denoted by the word "Master" in the program name) are subject to the following additional terms: (a) you have no right to use the user interface of such programs except through the Customer Data Steward or Product Data Steward modules, and (b) you can use only those components of the Siebel Master Data application program that have been licensed by you.

Registered User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. Registered Users shall be only your business partners and/or customers and shall not be your employees.

1,000,000 Queries Per Day: is defined as one million queries to the MDEX engine, including but not limited to: text searches; changes to facet (refinement); page up/down through results (any text box query, change in facet selection, change in results viewed), from midnight to the next midnight (e.g., a day).

500,000 Requests Per Day is defined as five hundred thousand requests from midnight to the next midnight (e.g., a day).

For the purposes of the following program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: WebCenter Sites for Oracle ATG Web Commerce, requests to the WebCenter Sites or WebCenter Sites Satellite Server programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Endeca Experience Manager, requests at the Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g. ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

Retail Register is defined as any device designed to record any part of a sales transaction.

100 Sites is defined as the number of unique Sites added to Multi-Site Quotes created over the last 12 calendar months. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of the Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. Only unique Sites are counted, i.e., a Site, as defined by its Service Account and Service Point values, added to multiple Multi-Site Quotes created in a 12-month period is only counted once.

100MB per month is defined as 100 megabytes of storage space used each month.

Telephone Number is defined as each unique telephone number for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such telephone numbers.

1K Transactions is defined as one thousand unique transactions processed through the program during a 12 month period. **You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle.**

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

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Siebel CRM Pricing

UPK Module is defined as the functional software component described in the product documentation

The users or processors of the **Siebel Web Channel** program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the programs that is defined in the Siebel Tools program.

1M Web Sessions is defined as one million web sessions where a web session is defined as a sequence of requests from a uniquely identified client that expire after 30 minutes of inactivity. The total number of Web Sessions per calendar year must be aggregated for the purposes of license quantity requirements. If at any time the amount of 1M Web Sessions exceeds the licensed quantity, you are required to order additional services such that the amount of 1M Web Sessions is equal to or less than the number of licensed quantity.

Wireless handset is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:
http://edelivery.oracle.com

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via Oracle MetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

Oracle Database Server Support Package 2,300 USA (Dollar) for 10 incidents on one server:
Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
Oracle Application Server Support Package 1,150 USA (Dollar) for 10 incidents on one server:
Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle MetaLink, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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PeopleSoft Component Global Price List

August 7, 2014

Software Investment Guide

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PeopleSoft Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Customer Relationship Management				
CRM Personal Information Management Server Sync	295	64.90	Application User	5
CTI Integration	2,295	504.90	Application User	5
Event Management	1,750	385.00	Application User	5
HelpDesk	120	26.40	Employee	All Employees
HelpDesk for Employee Self Service	30	6.60	Employee	All Employees
HelpDesk for Human Resources	120	26.40	Employee	All Employees
Integrated FieldService	4,595	1,010.90	Application User	5
Marketing	7,200	1,584.00	Application User	5
Multichannel Communications	1,950	429.00	Application User	5
Online Marketing	7,200	1,584.00	Application User	5
Order Capture	5,800	1,276.00	Application User	5
Order Capture Self Service	3,500	770.00	Application User	5
Sales	7,500	1,650.00	Application User	5
Service Center for Higher Education	15,250	3,355.00	Application User	5
Support	13,795	3,034.90	Application User	5
Support for Customer Self Service	1,450	319.00	Application User	5
Workforce Communications	70	15.40	Employee	All Employees
Workforce Communications for HelpDesk	25	5.50	Employee	All Employees
Supply Chain Management				
Catalog Management	9,100	2,002.00	Application User	5
eProcurement	80	17.60	Application User	5
eSupplier Connection	9,195	2,022.90	Application User	5
Inventory	4,595	1,010.90	Application User	5
Option: Mobile Inventory Management	1,725	379.50	Application User	5
Order Management	5,100	1,122.00	Application User	5
Purchasing	4,595	1,010.90	Application User	5
Services Procurement	2,995	658.90	Application User	5
Strategic Sourcing	9,195	2,022.90	Application User	5
Supplier Contract Management	6,895	1,516.90	Application User	5
Asset Lifecycle Management				
IT Asset Management	1,055	232.10	Application User	5
Maintenance Management	4,595	1,010.90	Application User	5
Option: Self-Service Work Requests	575	126.50	Application User	5
Real Estate Management	4,595	1,010.90	Application User	5
ESA				
Contracts	6,895	1,516.90	Application User	5
Expenses	6	1.32	Expense Report	1,000
Grants	7,125	1,567.50	Application User	5
Pay/Bill Management	5,395	1,186.90	Application User	5
Program Management	2,895	636.90	Application User	10
Project Costing	4,595	1,010.90	Application User	5
Proposal Management	1,725	379.50	Application User	5
Resource Management	3,495	768.90	Application User	5
Financials				
Cash Management	645	141.90	Application User	5
eSettlements	1,950	429.00	Application User	5
Financials	4,595	1,010.90	Application User	5
Transaction Billing Processor	1,595	350.90	Application User	5
Treasury	28,995	6,378.90	Application User	5

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Prices In USA (Dollar)

PeopleSoft Component Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Human Capital Management (HCM)				
Absence Management	52	11.44	Employee	All Employees
Benefits Administration	85	18.70	Employee	All Employees
Directory Interface	12	2.64	Employee	All Employees
eCompensation	35	7.70	Employee	All Employees
ePerformance	105	23.10	Employee	All Employees
Human Resources	185	40.70	Employee	All Employees
In-Memory Labor Rules and Monitoring	30	6.60	Employee	All Employees
Payroll	225	49.50	Employee	All Employees
Payroll Interface	70	15.40	Employee	All Employees
Pension Administration	85	18.70	Employee	All Employees
Recruiting Solutions	75	16.50	Employee	All Employees
Succession Planning	70	15.40	Employee	All Employees
Time and Labor	110	24.20	Employee	All Employees
Oracle Workforce Scheduling	225	49.50	Employee	All Employees
Enterprise Learning Management				
Enterprise Learning Management	105	23.10	Employee	All Employees
Campus Solutions				
Gradebook	12	2.64	FTE Student	All Students
Campus Self Service	42	9.24	FTE Student	All Students
Contributor Relations	1,350	297.00	Application User	5
Student Administration	185	40.70	FTE Student	All Students
Student Administration Integration Pack	6	1.32	FTE Student	All Students
Portals				
Interaction Hub	500	110.00	Application User	5
PeopleTools				
PeopleTools-Enterprise Development	1,150	253.00	Application User	5
PeopleTools-Enterprise Development Starter Kit	260	57.20	Application User	5
Governance, Risk, and Compliance				
Advanced Controls for PeopleSoft	2,100	462.00	Monitored User	100
Oracle Enterprise Governance, Risk, and Compliance Manager	4,995	1,098.90	Application User	50
Option: Oracle Financial Governance	1,595	350.90	Application User	50
Oracle Fusion Governance, Risk, and Compliance Intelligence	4,595	1,010.90	Application User	10
Application Access Controls Governor	895	196.90	Monitored User	100
Option: Application Access Controls for PeopleSoft Enterprise	200	44.00	Monitored User	100
Configuration Controls Governor	315	69.30	Monitored User	100
Option: Configuration Controls for PeopleSoft Enterprise	255	56.10	Monitored User	100
Enterprise Transaction Controls Governor	805	177.10	Monitored User	100
Option: Oracle Enterprise Transaction Controls Governor Connector to PeopleSoft Enterprise	110	24.20	Monitored User	100
Option: Procure to Pay Transaction Controls for PeopleSoft Enterprise	165	36.30	Monitored User	100
Application Management				
Application Management Suite for PeopleSoft	300	66.00	Named User Plus	200
Application Management Suite for PeopleSoft	15,000	3,300.00	Processor	4
Application Testing				
Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	not applicable
Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50

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PeopleSoft Component Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Application Integration Architecture				
Application Integration Architecture Foundation Pack	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Communications	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Communications	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Insurance	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Insurance	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Utilities	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Utilities	920	202.40	Named User Plus	1
Oracle Enterprise Taxation Management Integration to PeopleSoft Enterprise Financials for General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
Oracle Retail Merchandising Integration Pack for PeopleSoft Enterprise Financials: Financial Operations Control	70,000	15,400.00	Processor	1
Oracle Utilities Customer Care and Billing Integration to PeopleSoft Enterprise Financials for General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
UPK				
Oracle User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Standard	90	19.80	Application User	50
Oracle User Productivity Kit Standard	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for CRM				
PeopleSoft Enterprise UPK HelpDesk for Human Resources	8,800	1,936.00	UPK Module	not applicable
(up to 4K employees and up to $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)				
PeopleSoft Enterprise UPK for Online Marketing	17,500	3,850.00	UPK Module	not applicable
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)				
PeopleSoft Enterprise UPK for Support	8,800	1,936.00	UPK Module	not applicable
(up to 4K employees and up to $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)				

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PeopleSoft Component Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
User Productivity Kit Content Materials for Human Capital Management				
PeopleSoft Enterprise UPK Absence Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Benefits Administration				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft UPK for Candidate Gateway				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eBenefits				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eCompensation Manager Desktop				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK ePay				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK ePerformance				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eProfile				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eProfile Manager Desktop				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft UPK for Global Payroll Core				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Human Resources				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Payroll for North America				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Talent Acquisition Manager				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Time & Labor				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Learning Management				
PeopleSoft Enterprise UPK Enterprise Learning Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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PeopleSoft Component Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
User Productivity Kit Content Materials for Financials/ESA Software				
PeopleSoft Enterprise UPK Asset Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK for Cash Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Contracts				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft UPK for eSettlements				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Expenses				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK General Ledger				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Grants				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Payables				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Project Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Receivables				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit Content Materials for EPM Financials/ESA				
PeopleSoft Enterprise UPK Planning and Budgeting				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Supply Chain Management				
PeopleSoft Enterprise UPK Billing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft UPK for eBill Payment				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eProcurement				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Inventory				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Order Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Purchasing				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK for Strategic Sourcing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft UPK for Supplier Contract Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable

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PeopleSoft Component Global Price List

	Component License Price	Software Update License & Support	Licensing Metric	Minimum
User Productivity Kit Content Materials for Campus Solutions				
PeopleSoft Enterprise UPK for Contributor Relations				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Student Administration				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Other User Productivity Kit Content Materials				
PeopleSoft Enterprise UPK Fundamentals for Campus Solutions				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Fundamentals for Financials and Supply Chain Management Software Modules				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Fundamentals for HCM Software Modules				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Reporting Tools for Campus Solutions				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Reporting Tools for Financials/ESA and Supply Chain Management Software Modules				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Reporting Tools for HCM Software Modules				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Reporting Tools for PeopleTools				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
3rd Party Products - Not available for distribution by Oracle partner				
Microfocus - Not available for distribution by Oracle partner				
Micro Focus International Ltd. Net Express COBOL for Windows				
1 Named User	16,000	3,520.00	See Supplement	not applicable
2 Named Users	28,800	6,336.00	See Supplement	not applicable
3 Named Users	40,500	8,910.00	See Supplement	not applicable
5 Named Users	65,500	14,410.00	See Supplement	not applicable
12 Named Users	115,000	25,300.00	See Supplement	not applicable
25 Named Users	172,500	37,950.00	See Supplement	not applicable
Micro Focus International Ltd. Server Express COBOL for UNIX®				
1 Named User	16,000	3,520.00	See Supplement	not applicable
2 Named Users	28,800	6,336.00	See Supplement	not applicable
3 Named Users	40,500	8,910.00	See Supplement	not applicable
5 Named Users	65,500	14,410.00	See Supplement	not applicable
12 Named Users	115,000	25,300.00	See Supplement	not applicable
25 Named Users	172,500	37,950.00	See Supplement	not applicable
Micro Focus International Ltd. Server Express - Migration from Object COBOL				
2 Named Users	23,000	5,060.00	See Supplement	not applicable
3 Named Users	32,000	7,040.00	See Supplement	not applicable
5 Named Users	52,500	11,550.00	See Supplement	not applicable
12 Named Users	92,000	20,240.00	See Supplement	not applicable
25 Named Users	138,000	30,360.00	See Supplement	not applicable

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DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Expense Report: is defined as the total number of expense reports by Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

FTE Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Monitored User: is defined as an individual who is monitored by an Analytics program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time.

Individual users who are licensed for an Analytics program by either Named User Plus or Application User may not be licensed by Monitored User.

For the purpose of the Usage Accelerator Analytics program, every user of your licensed CRM Sales application program must be licensed.

For the purpose of the Human Resources Compensation Analytics program, all of your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Advanced Controls for eBusiness Suite, Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, and Preventive Controls Governor, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Advanced Controls for PeopleSoft Enterprise, Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications/programs) users (individuals) that the program monitors.

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DEFINITIONS continued

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integrations, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: TimesTen Application-Tier Database Cache, and TimesTen Application-Tier Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

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DEFINITIONS continued

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation.

For a complete list of products offered by Oracle Corporation, please visit the Oracle Software Delivery cloud site:
http://edelivery.oracle.com

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower of the CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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JD Edwards Component Global Price List

August 7, 2014

Software Investment Guide

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
EnterpriseOne				
Customer Relationship Management				
Advanced Pricing	2,295	504.90	Application User	5
Case Management	2,375	522.50	Application User	5
CRM Foundation	640	140.80	Application User	5
Customer Self Service	1,025	225.50	Application User	5
Fulfillment Management	4,595	1,010.90	Application User	5
In-Memory Sales Advisor	11,895	2,616.90	Application User	10
Sales Force Automation	1,200	264.00	Application User	5
Sales Order Management	4,595	1,010.90	Application User	5
One View Reporting for Sales Order Management	1,150	253.00	Application User	5
Service Management	2,375	522.50	Application User	5
One View Reporting for Service Management	1,150	253.00	Application User	5
Service Management Foundation	375	82.50	Application User	5
Manufacturing and Supply Chain Management				
Advanced Stock Valuation	2,900	638.00	Application User	5
Agreement Management	4,595	1,010.90	Application User	5
Apparel Management	3,995	878.90	Application User	5
Blend Management	4,595	1,010.90	Application User	5
Bulk Stock Inventory	2,900	638.00	Application User	5
Configurator	3,495	768.90	Application User	5
Demand Flow Manufacturing	3,495	768.90	Application User	5
Demand Scheduling Execution	4,595	1,010.90	Application User	5
Grower Management	4,595	1,010.90	Application User	5
Grower Pricing and Payments	4,595	1,010.90	Application User	5
In-Memory Planning Advisor	11,595	2,550.90	Application User	10
Inventory Management	4,595	1,010.90	Application User	5
One View Reporting for Inventory Management	1,150	253.00	Application User	5
Manufacturing Management	4,595	1,010.90	Application User	5
One View Reporting for Manufacturing Management	1,150	253.00	Application User	5
Product Variants	2,795	614.90	Application User	5
Quality Management	1,495	328.90	Application User	5
Requirements Planning	1,495	328.90	Application User	5
Transportation Management	4,595	1,010.90	Application User	5
One View Reporting for Transportation Management	1,150	253.00	Application User	5
Warehouse Management	3,450	759.00	Application User	5
One View Reporting for Warehouse Management	1,150	253.00	Application User	5
Supply Chain Planning				
Oracle Advanced Planning Command Center	1,200	264.00	$M Cost of Goods Sold	150
Oracle Advanced Supply Chain Planning	1,800	396.00	$M Cost of Goods Sold	60
Option: Oracle Constraint Based Optimization	435	95.70	$M Cost of Goods Sold	60
Oracle Collaborative Planning	580	127.60	$M Cost of Goods Sold	60
Oracle Global Order Promising	350	77.00	$M Cost of Goods Sold	60
Oracle Inventory Optimization	870	191.40	$M Cost of Goods Sold	60
Oracle Production Scheduling	1,210	266.20	$M Cost of Goods Sold	150
Option: Oracle Repetitive Manufacutring Optimization	390	85.80	$M Cost of Goods Sold	150
Oracle Rapid Planning	1,800	396.00	$M Cost of Goods Sold	75
Oracle Service Parts Planning	2,000	440.00	$M Cost of Goods Sold	150
Oracle Strategic Network Optimization	1,400	308.00	$M Cost of Goods Sold	150
Demantra Demand Management	1,800	396.00	$M Cost of Goods Sold	150
Option: Demantra Advanced Forecasting and Demand Modeling	870	191.40	$M Cost of Goods Sold	150
Option: Demantra Real-time Sales and Operations Planning	1,200	264.00	$M Cost of Goods Sold	150
Demantra Predictive Trade Planning	1,800	396.00	$M Cost of Goods Sold	150
Option: Demantra Deduction and Settlement Management	870	191.40	$M Cost of Goods Sold	150
Option: Demantra Trade Promotion Optimization	870	191.40	$M Cost of Goods Sold	150
Demand Signal Repository	2,900	638.00	$M Revenue Under Mgmt	500
In-Memory Consumption Driven Planning	1,800	396.00	$M Revenue Under Mgmt	500
In-Memory Performance Driven Planning	1,200	264.00	$M Cost of Goods Sold	300

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Supply Management				
Buyer Workspace	1,635	359.70	Application User	5
Operational Sourcing	4,595	1,010.90	Application User	5
Procurement and Subcontract Management	4,595	1,010.90	Application User	5
One View Reporting for Procurement and Subcontract Management	1,150	253.00	Application User	5
Requisition Self Service	80	17.60	Application User	5
Supplier Self Service	9,195	2,022.90	Application User	5
Asset Lifecycle Management				
Advanced Real Estate Forecasting	8,500	1,870.00	Application User	5
Capital Asset Management	4,595	1,010.90	Application User	5
One View Reporting for Capital Asset Management	1,150	253.00	Application User	5
Condition-Based Maintenance	800	176.00	Application User	5
Equipment Cost Analysis	800	176.00	Application User	5
Real Estate Management	3,700	814.00	Application User	5
One View Reporting for Real Estate Management	1,150	253.00	Application User	5
Resource Assignments	570	125.40	Application User	5
Project Management				
Advanced Contract Billing	4,595	1,010.90	Application User	5
Contract and Service Billing	3,495	768.90	Application User	5
Homebuilder Management	4,595	1,010.90	Application User	5
In-Memory Project Portfolio Advisor	11,595	2,550.90	Application User	10
Project Costing	4,595	1,010.90	Application User	5
One View Reporting for Project Costing	1,150	253.00	Application User	5
Financial Management Suite				
Expense Management	6	1.32	Expense Report	1,000
Financials	4,595	1,010.90	Application User	5
Option: Environmental Accounting and Reporting	1,995	438.90	Application User	5
One View Reporting for Financials	1,150	253.00	Application User	5
System Foundation	70	15.40	Application User	5
Health and Safety				
Health and Safety Incident Management	50	11.00	Employee	All Employees
One View Reporting for Health and Safety Incident Management	1,150	253.00	Application User	5
Human Capital Management				
Human Resources	185	40.70	Employee	All Employees
One View Reporting for Human Resources	1,150	253.00	Application User	5
Payroll	225	49.50	Employee	All Employees
One View Reporting for Payroll	1,150	253.00	Application User	5
Self-Service Human Resources	75	16.50	Employee	All Employees
Time and Labor	110	24.20	Employee	All Employees
Tools & Technology				
Adapter for MQ Series	160	35.20	Application User	5
Adapter for MSMQ	160	35.20	Application User	5
Core Tools and Infrastructure	225	49.50	Application User	5
Oracle Technology Foundation for JD Edwards EnterpriseOne	525	115.50	Application User	5
Oracle Technology Foundation for JD Edwards EnterpriseOne Upgrade	300	66.00	Application User	5
One View Reporting				
One View Reporting Foundation	1,150	253.00	Application User	5
Application Management				
Application Management Suite for JD Edwards EnterpriseOne	300	66.00	Named User Plus	200
Application Management Suite for JD Edwards EnterpriseOne	15,000	3,300.00	Processor	4
Application Testing				
Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	not applicable
Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Application Integration Architecture				
Application Integration Architecture Foundation Pack	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Communica	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Communica	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Insurance	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Insurance	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Utilities	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Utilities	920	202.40	Named User Plus	1
Oracle Demantra Sales and Operations Planning Integration to Hyperion Planning	35,000	7,700.00	Processor	1
Oracle Design to Release Integration Pack for Agile Product Lifecycle Management and JD Edwards EnterpriseOne	70,000	15,400.00	Processor	1
Oracle Utilities Customer Care and Billing Integration to JD Edwards Financials for General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
UPK				
Oracle User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Standard	90	19.80	Application User	50
Oracle User Productivity Kit Standard	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Manufacturing and Supply Chain Management				
JD Edwards EnterpriseOne UPK for Blend Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Configurator				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Grower Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Grower Pricing and Payments				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Manufacturing Management Discrete Shop Floor Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Manufacturing Management Engineer to Order				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Manufacturing Management, Process Manufacturing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Requirements Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Financial Management				
JD Edwards EnterpriseOne UPK Accounts Payable				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK Accounts Receivable				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Fixed Assets Accounting				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK General Ledger				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
User Productivity Kit Content Materials for Suppy Chain Management				
JD Edwards EnterpriseOne UPK for Advanced Pricing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK Inventory Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK Manufacturing - PDM				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Sales Order Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit Content Materials for Supplier Relationship Management				
JD Edwards EnterpriseOne UPK Procurement and Subcontract Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Asset Lifecycle Management				
JD Edwards EnterpriseOne UPK for Advanced Real Estate Forecasting				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Capital Asset Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Real Estate Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Project Management				
JD Edwards EnterpriseOne UPK for Homebuilder Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Project Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Human Capital Management				
JD Edwards EnterpriseOne UPK for Human Capital Management Fundamentals				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne User Productivity Kit for Human Resources, Benefits				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Time and Labor				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Other User Productivity Kit Content Materials				
JD Edwards EnterpriseOne UPK Fundamentals for EnterpriseOne				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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Prices In USA (Dollar)

J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
World Products				
Distribution Management	4,595	1,010.90	Application User	5
Quality Management	315	69.30	Application User	5
Manufacturing Management	4,595	1,010.90	Application User	5
Project Management	4,595	1,010.90	Application User	5
Financial Management	4,595	1,010.90	Application User	5
Multi-Site Consolidations	520	114.40	Application User	5
Foundation	865	190.30	Application User	5
Human Resources Management	125	27.50	Employee	All Employees
Payroll	225	49.50	Employee	All Employees
Purchase Card Management	500	110.00	1K Transactions	20
UPK				
Oracle User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Standard	90	19.80	Application User	50
Oracle User Productivity Kit Standard	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Distribution Management				
JD Edwards World UPK for Advanced Pricing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Inventory Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Procurement				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Project Costing				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards World UPK for Sales Order Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Manufacturing Management				
JD Edwards World UPK for Base Configurator				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Product Costing and Manufacturing Accounting				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Product Data Management and Shop Floor Control				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Requirements Planning and Production Scheduling				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
User Productivity Kit Content Materials for Financials Management				
JD Edwards World UPK for Accounts Payable				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Accounts Receivable				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for FASTR				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards World UPK for Fixed Assets				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards World UPK for General Ledger				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Foundation				
JD Edwards World UPK for Address Book				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Common Foundation				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards World UPK for EDI				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Technical Foundation				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for World Writer				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Human Capital Management				
JD Edwards World UPK for Human Resources Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Payroll				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time.

$M Cost of Goods Sold: is defined as one million U.S. dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Expense Report: is defined as the total number of expense reports processed by Expense Management during a 12 month period. You may not exceed the licensed number of expense reports during a 12 month period.

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integrations, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

1K Transactions: is defined as one thousand unique transactions processed through the program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle. For Oracle Contact Center Anywhere, a unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents). For JD Edwards World Purchase Card Management, a unique transaction is defined as a single charge processed by the program.

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DEFINITIONS continued

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: TimesTen Application-Tier Database Cache, and TimesTen Application-Tier Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

$M Revenue Under Management: is defined as one million U.S. dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation.

For a complete list of products offered by Oracle Corporation, please visit the Oracle Software Delivery cloud site:
http://edelivery.oracle.com

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower of the CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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ORACLE

Oracle Primavera Global Price List
Software Investment Guide

July 30, 2014

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Oracle Primavera Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Products				
Primavera P6 Enterprise Project Portfolio Management	2,750	605.00	Application User	
Primavera P6 Progress Reporter	295	65.00	Application User	
Primavera P6 Professional Project Management	2,500	550.00	Application User	
Primavera P6 Analytics	2,000	440.00	Application User	25
Primavera Contract Management, Business Intelligence Publisher Edition	2,000	440.00	Application User	
Primavera Earned Value Management	10,000	2,200.00	Application User	
Primavera Risk Analysis	9,500	2,090.00	Application User	
Primavera Portfolio Management	2,900	638.00	Application User	50
Primavera Capital Planning and Investment Control Budgeting	2,000	440.00	Application User	50
Primavera P6 Reporting Database	25,000	5,500.00	Processor	
Primavera Contractor	1,295	285.00	Application User	
Products: Unifier				
Primavera Unifier Project Controls	3,950	869.00	Application User	25
Primavera Facility Management	2,750	605.00	Application User	25
Primavera Real Estate Management	2,750	605.00	Application User	25
Primavera Unifier Portal User	75	17.00	Application User	100
Products: Instantis				
Instantis EnterpriseTrack	2,000	440.00	Application User	25
Instantis EnterpriseTrack Timesheets	400	88.00	Application User	25
Products: Oracle Primavera Prime				
Oracle Primavera Prime Capital Plan Management	2,750	605.00	Application User	10
Integration Products				
Primavera Gateway	20,000	4,400.00	Application User	5
Primavera P6 Enterprise Project Portfolio Management Web Services	500	110.00	Application User	10
Primavera Contract Management Web Services	500	110.00	Application User	10
User Productivity Kit				
User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
User Productivity Kit Standard	90	20.00	Application User	50
User Productivity Kit Standard	45	10.00	Employee	500
User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
User Productivity Kit Professional	100	22.00	Application User	50
User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Primavera				
Oracle User Productivity Kit for Primavera P6 Enterprise Project Portfolio Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera P6 Enterprise Project Portfolio Management, Reporting				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera P6 Progress Reporter				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera Contract Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera Portfolio Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera Unifier Project Controls				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle User Productivity Kit for Instantis EnterpriseTrack				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Oracle Primavera Prime				
Oracle User Productivity Kit for Oracle Primavera Prime Capital Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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Oracle Primavera Global Price List

Note: These are subscription-based software Software as a Service (SaaS) offerings and cannot be sold as licensed-based, perpetual ("on-premise") products and thus require the Oracle Software as a Service Agreement (OSSA) and cannot be included on any Oracle License Services Agreement (OLSA). Please work with your Contracts Specialist.

	Monthly Subscription Fee	Metric	Minimum
Products: Primavera (Cloud Service)			
Primavera P6 Enterprise Project Portfolio Management Cloud Service	125	Hosted Named User	200
Primavera P6 Progress Reporter Cloud Service	12	Hosted Named User	
Primavera P6 Enterprise Project Portfolio Management Web Services Cloud Service	20	Hosted Named User	
Primavera Cloud Service Additional 1 GB Database Storage	10	Gigabyte	
Products: Unifier (Cloud Service)			
Primavera Unifier Project Controls Cloud Service	150	Hosted Named User	25
Primavera Facility Management Cloud Service	60	Hosted Named User	25
Primavera Real Estate Management Cloud Service	80	Hosted Named User	25
Primavera Unifier Portal User Cloud Service	2	Hosted Named User	100
AutoVue 2D Professional Cloud Service	13	Hosted Named User	1
Primavera Cloud Service Additional 1 GB File Storage	10	Gigabyte	
Primavera Cloud Service Additional Nonproduction Environment - Nonproduction Environment	10% of Annual Subscription Fee	Nonproduction Environment	
Products: Instantis (Cloud Service)			
Instantis EnterpriseTrack Cloud Service	80	Hosted Named User	25
Instantis EnterpriseTrack Timesheets Cloud Service	17	Hosted Named User	25
Instantis Cloud Service Additional 1 GB File Storage	10	Gigabyte	
Instantis Cloud Service Additional Nonproduction Environment - Nonproduction Environment	10% of Annual Subscription Fee	Nonproduction Environment	

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 5 4 year 60% of list and 5 year 70% of list.

The list support price for term licenses is 22% of the list perpetual license fee, as listed in the price list. The term license percentages are not applied to the list support price.

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Definitions

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service programs, use by your external suppliers is included with your application user licenses.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Ops Center Virtualization Management Pack, Grid Engine, Oracle VM Management Pack, and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, and In-Memory Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Database Firewall, only the processors of the database sources which are protected or monitored must be counted for the purpose of determining the number of licenses required.

Gigabyte: is defined as a gigabyte of storage space.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Nonproduction environment: is defined as a single nonproduction environment provided to Customer as part of the Cloud Services. A nonproduction environment is used for testing and validating changes prior to promotion to the production environment as well as for recreating events and duplicating issues occurring in the production environment for the purposes of troubleshooting and facilitating incident resolution.

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Oracle Support Services

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.
Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA {Dollar} for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA {Dollar} for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to OracleMetaLink, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

Oracle On Demand

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administrative Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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ORACLE®

Oracle Engineered Systems Price List

July 17, 2014

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Exadata

Prices in USA (Dollar)

Storage Server Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
[redacted]				

Database Machine Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
[redacted]							

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Exadata

Prices in USA (Dollar)

Database Machine Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
[redacted]							

	License Price	Software Update License & Support	Licensing Metric
Exadata Storage Server Software			
Exadata Storage Server Software	10,000	2,200.00	Disk Drive
Exadata System Installation and Software Configuration Services			
Contact your Oracle Sales Representative for pricing information			

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Exalogic

Prices in USA (Dollar)

	Exalogic Elastic Cloud Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
[redacted]								

	License Price	Software Update License & Support	Licensing Metric	
Exalogic Elastic Cloud Software				
Exalogic Elastic Cloud Software	10,000	2,200.00	Processor	
	400	88.00	Named User Plus	12
Exalogic System Installation and Software Configuration Services				
Contact your Oracle Sales Representative for pricing information				

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Exalytics

Prices in USA (Dollar)

	Exalytics In-Memory Machine Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
	License Price	Software Update License &	Licensing Metric					Notes
Exalytics Software								
TimesTen In-Memory Database for Exalytics	300	66.00	Named User Plus					9
	34,500	7,590.00	Processor					9
Exalytics In-Memory Software	370	81.40	Named User Plus					13
	30,000	6,600.00	Processor					13

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Oracle SuperCluster

Prices in USA (Dollar)

Oracle SuperCluster Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
[redacted]							

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Big Data Appliance

Prices in USA (Dollar)

	Big Data Appliance Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes

	License Price	Software Update License & Support	Licensing Metric	Notes
Big Data Software				
Big Data Connectors	2,000	440.00	Processor	

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Oracle Database Appliance

Prices in USA (Dollar)

Database Appliance Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
[redacted]				

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Virtual Compute Appliance

Prices in USA (Dollar)

Virtual Compute Appliance Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
[redacted]				

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Oracle ZFS Storage Appliance IaaS

Prices in USA (Dollar)

	IaaS Subscription Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes

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Footnotes

[1] Exadata Storage Server X4-2 (HP & HC) include: Hardware, Hardware Warranty, and Oracle Enterprise Linux. It does not include hardware installation or software configuration services

[2] Exadata Database Machine X4-2 Full Rack (HP & HC), Exadata Database Machine X3-8 Full Rack (HP & HC), Exadata Database Machine X4-2 Half Rack (HP & HC), Exadata Database Machine X4-2 Quarter Rack (HP & HC), as well as Exadata Database Machine Upgrades include: Hardware, Hardware Warranty, and Oracle Enterprise Linux (including Enterprise Linux installed on the database servers that are provided with the Exadata Database Machine X4-2 Full Rack, Exadata Database Machine X3-8 Full Rack, Exadata Database Machine X4-2 Half Rack, Exadata Database Machine X4-2 Quarter Rack, and the Exadata Database Machine X4-2 Upgrades). Hardware installation and software configuration services are not included.

[3] The included Hardware Warranty is a 1 year warranty with a 4 hour web/phone response during normal business hours (Mon-Fri 8am-5pm), and with a 2 Business Day on-site response/Parts Exchange

[4] Oracle SuperCluster T5-8 Full Rack (HP & HC), Oracle SuperCluster T5-8 Half Rack (HP & HC), Oracle SuperCluster M6-32, and Oracle SuperCluster T5-8 upgrades, include: Hardware, Hardware Warranty, and Oracle Solaris 11 (installed on the compute servers that are provided with the Oracle SuperCluster T5-8 Full Rack, Oracle SuperCluster T5-8 Half Rack, Oracle SuperCluster M6-32, and, Oracle SuperCluster T5-8 upgrades). Hardware installation and software configuration services are not included.

[5] Exalogic Elastic Cloud X4-2 Full Rack, Exalogic Elastic Cloud X4-2 Half Rack, Exalogic Elastic Cloud X4-2 Quarter Rack, Exalogic Elastic Cloud X4-2 Eighth Rack, and Exalogic Elastic Cloud Upgrades include: Hardware, Hardware Warranty, Oracle Enterprise Linux (including Enterprise Linux installed on the physical servers that are provided with the Exalogic Elastic Cloud X4-2 Full Rack, Exalogic Elastic Cloud X4-2 Half Rack, Exalogic Elastic Cloud X4-2 Quarter Rack, Exalogic Elastic Cloud X4-2 Eighth Rack, and Exalogic Elastic Cloud Upgrades) and Oracle Solaris. Hardware installation and software configuration services are not included.

[6] Exadata Database Machine Expansion Switch Kit includes: Hardware and Hardware Warranty. Hardware installation and software configuration services are not included.

[7] Exadata Storage Expansion (HP & HC) Full Rack, Exadata Storage Expansion (HP & HC) Half Rack, Exadata Storage Expansion (HP & HC) Quarter Rack, and Exadata Storage Expansion Upgrades includes: Hardware, Hardware Warranty, and Oracle Enterprise Linux. Hardware installation and software configuration services are not included.

[8] Memory Expansion Kit – Sixteen 32 GB DIMMs and Memory Expansion Kit – Twelve 16 GB DIMMs includes: Hardware and Hardware Warranty. Hardware installation and software configuration services are not included. Valid for use in specific Engineered System models and multiple units needed based on the Engineered Systems configuration size. Refer to the relevant Engineered System documentation for supportability and quantities needed.

[9] If licensing by Named User Plus, the minimum is 20 Named User Plus licenses per Customer. Business Intelligence Foundation Suite or Business Intelligence Suite Enterprise Edition Plus is a licensing pre-requisite for this product. All TimesTen In-Memory Database for Exalytics users must have license entitlement to either Business Intelligence Foundation Suite or Business Intelligence Suite Enterprise Edition Plus.

[10] Subscriptions for IaaS require a minimum term of 3 years.

[11] This product is eligible for Business Critical Service for Systems. Base pricing is 5% of net hardware price. Additional information regarding deliverables and obligations can be found here . Please refer here for a complete list of eligible products.

[12] If licensing by Named User Plus, the minimum is 10 Named User Plus licenses per Processor.

[13] If licensing by Named User Plus, the minimum is 20 Named User Plus licenses per Customer. The licensing prerequisites for this product are Business Intelligence Foundation Suite, or Business Intelligence Foundation Suite for Oracle Applications, or Business Intelligence Suite Enterprise Edition Plus or Business Intelligence Suite Enterprise Edition Plus for Oracle Applications and/or Essbase Plus and/or Hyperion Planning Plus.

Term licensing is available for Oracle Exadata Storage Server Software and Exalogic Elastic Cloud Software. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list. Support for all term licenses is 22% of net perpetual fee.

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Definitions

Disk Drive is defined as a spinning media device that stores data accessed by the Oracle Exadata Storage Server Software.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Ops Center Virtualization Management Pack, and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

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Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Data Masking Pack for Non-Oracle Databases, Test Data Management Pack for Non-Oracle Databases, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Accelerator Application Development Framework Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, and Data Integrator Enterprise Edition for Oracle Applications, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

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APPENDIX B
TECHNICAL SUPPORT POLICIES

ORACLE

Oracle Software Technical Support Policies

Effective Date: 18-July-2014

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1. Overview

Unless otherwise stated, these Software Technical Support Policies apply to technical support for all Oracle software product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

To receive technical support as provided by Oracle Support Services ("OSS") as described in these Oracle Software Technical Support Policies, all programs must be properly licensed.

Technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of an Oracle licensed program, running unaltered, and on a certified hardware, database and operating system configuration, as specified in your order or program documentation.

Product release and supported platforms information for all Oracle programs, other than Phase Forward and Nimbula programs, is available through Oracle's web-based customer support systems as described in the Web-Based Customer Support Systems section below. Product release and supported platforms information for Phase Forward and Nimbula programs will be provided to you in writing.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle's Global Customer Support Security Practices, as referenced below.

References to the Technical Support Policies in former Oracle, or vendors acquired by Oracle, agreements may vary (e.g. Software Support Services Terms and Conditions, Maintenance Services Policy, Standard Maintenance Program, product support policy, Support Services policies, Support Maintenance Agreement, Maintenance and Technical Support Agreement, Maintenance and Support Schedule 2.0, and Licensee Support Services Policy).

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for supported programs during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Software Technical Support Policies and the previous version of the Oracle Software Technical Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the effective date of your order unless stated otherwise in your order. If your order was placed through the Oracle Store, the effective date is the date your order was accepted by Oracle. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

License Set

A license set consists of (i) all of your licenses of a program, including any options* (e.g., Database Enterprise Edition and Enterprise Edition Options; Purchasing and Purchasing Options), Enterprise Manager* (e.g., Database Enterprise Edition and Diagnostics Pack), or self-service module* (e.g., Human Resources and Self-Service Human Resources) licensed for such programs, (ii) all of your licenses of a program that share the same source code**, (iii) for Crystal Ball programs, the same licenses of a program contained on a single order, or (iv) . for Oracle Java Embedded Binary programs, all of the distributed units of each unique Java application product licensed pursuant to the Java BLRA agreement between you and Oracle. Development and demonstration licenses available through the Oracle Partner Network or the Oracle Technology Network are not included in the definition of a license set.

*As specified on Oracle's price list.

**Programs that share the same source code are:

- Database Enterprise Edition, Database Standard Edition, Database Standard Edition One, and Personal Edition.
- Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, WebLogic Server Enterprise Edition, WebLogic Server Standard Edition, WebLogic Suite, and Web Tier.
- Oracle FLEXCUBE Core Banking programs
- Oracle FLEXCUBE Universal Banking for Retail programs
- Oracle FLEXCUBE Universal Banking for Corporate programs
- Oracle FLEXCUBE Lending & Leasing programs
- Oracle Daybreak programs
- Oracle Banking programs

If you are an Oracle partner and provide first line support to an end user (e.g., Embedded Software License ("ESL"), Application Specific Full Use ("ASFU"), or any other Oracle authorized provision of first line support), a license set consists of all of the end user's licenses of the program(s) embedded or included in the Application Package pursuant to the ESL Distribution Agreement, ASFU Distribution Agreement, or other distribution agreement between you and Oracle. If the end user also has Full Use licenses supported directly by you, then those Full Use licenses must also be supported at the same level as the ASFU or ESL licenses.

If Oracle is providing first line support for all of an end user's ASFU and Full Use licenses, then both the ASFU and Full Use licenses must be supported at the same level. However, if Oracle is providing first line support for an end user's Full Use licenses and you are providing first line support for the ASFU and/or ESL licenses, then the licenses would not be considered part of the same license set.

Matching Service Levels

When acquiring technical support, all licenses in any given license set must be supported under the same technical support service level (e.g., Software Update License & Support, Oracle Communications Network Premier Support or unsupported). If you add Extended Support, you still must maintain Software Update License & Support for the entire license set; subject to availability, you must acquire Extended Support for all licenses of a particular version release of a program if you acquire Extended Support for any license in such version release. You may not support a subset of licenses within a license set; the license set must be reduced by terminating any unsupported licenses. You will be required to document license terminations via a termination letter.

Reinstatement of Oracle Technical Support

If technical support lapses or was not originally purchased with a program license, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the relevant program; b) if you never acquired technical support for the relevant programs, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original program license order date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve month support period shall be the last annual technical support fee you paid for the relevant program; (ii) if you never acquired technical support for the relevant program, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired technical support from an Oracle-authorized distributor and are now acquiring technical support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee. If support is not reinstated for the entire license set or if support for a subset of licenses from an order is reinstated, then the "License Set", "Matching Service Levels", and "Pricing following Reduction of Licenses or Support Level" policies will apply.

Pricing following Reduction of Licenses or Support Level

Pricing for support is based upon the level of support and the volume of licenses for which support is ordered. In the event that a subset of licenses on a single order is terminated or if the level of support is reduced, support for the remaining licenses on that license order will be priced at Oracle's list price for support in effect at the time of termination or reduction minus the applicable standard discount. Such support price will not exceed the previous support fees paid for both the remaining licenses and the licenses being terminated or unsupported, and will not be reduced below the previous support fees paid for the licenses continuing to be supported. If the license order from which licenses are being terminated established a price hold for additional licenses, support for all of the licenses ordered pursuant to the price hold will be priced at Oracle's list price for support in effect at the time of reduction minus the applicable standard discount.

Custom Application Bundles

Technical support may not be discontinued for a single program module within a custom application bundle.

Unsupported Programs

Customers with unsupported programs are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported programs. CD packs or

programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported programs.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported programs and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per license set, to serve as liaisons with OSS. With each USD$250,000 in net support fees per license set, you have the option to designate an additional two (2) primary and four (4) backup technical contacts. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

Program Updates

Update means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to Desupport

It may become necessary as a part of Oracle's product lifecycle to desupport certain program releases and, therefore, Oracle reserves that right. However, program releases that are expressly identified within Oracle's Lifetime Support policy will be governed by the terms of the Lifetime Support Policy. Desupport information is subject to change.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide "First Line Support" for the supported programs directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported programs, (ii) a direct response to users with respect to problems or issues with the supported programs, (iii) a diagnosis of problems or issues of the supported programs, and (iv) a resolution of problems or issues of the supported programs.

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported programs, you may contact Oracle for "Second Line Support". You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., access to repository files, log files, or database extracts) required to provide Second Line Support; however please do not provide Oracle with access to any health, payment card, or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices section below.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported programs and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported programs so that such supported programs perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Third Party Vendor-Specific Support Terms

You must remain on a supported environment – including applications and platforms – to receive technical support. If a vendor retires support for its product, you may be required to upgrade to a current certified and supported product, application, hardware platform, framework, database, and/or operating system configuration to continue receiving technical support services from Oracle.

Technical Support for Development, Demonstration and End User Licenses

Technical support for Development and/or Demonstration licenses is provided through your membership in the Oracle PartnerNetwork. Before you may provide technical support for a program you have licensed to an end user you must, in addition to the technical support you may receive for Development and/or Demonstration licenses, acquire technical support for such program from Oracle and continuously maintain it for as long as you provide support to the end user.

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Premier Support (also referred to as, and will be documented on your order as, "Software Update License & Support" or "Oracle Communications Network Software Premier Support")
- Extended Support (if offered)
- Sustaining Support

A description of the services available under Premier Support, Extended Support and Sustaining Support is included in the Oracle Technical Support Levels section below.

When offered and except as noted below, Premier Support will be available for five years from the date a release of the Oracle program becomes generally available. If offered, support may be extended for an additional three years with Extended Support for specific releases. Except as noted below, in addition to the technical support fee, an Extended Support fee applies for each support period for which Extended Support is purchased.

Alternatively, and if offered, support may be extended with Sustaining Support, which will be available for as long as you maintain technical support for your Oracle program licenses.

For specific programs that are, or will be covered by the Lifetime Support Policy, service levels offered, and timeframes refer to the following:

- For server technology programs view "Lifetime Support Policy: Coverage for TechnologyProducts" (PDF)
- For fusion middleware programs view "Lifetime Support Policy: Coverage for Fusion Middleware" (PDF)
- For application programs view "Lifetime Support Policy: Coverage for Applications" (PDF)
- For retail application programs view "Lifetime Support Policy: Coverage for Retail Applications" (PDF)
- For Sun software and operating system products view "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF)
- For Oracle Linux program releases view "Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM" (PDF)

- For OFSS programs view "Lifetime Support Policy: Coverage for Oracle Financial Services Software" (PDF)

Exceptions - For customers with a current support contract running:

1. **PeopleTools.** The PeopleTools program, provided in conjunction with a PeopleSoft application program release, will be supported for as long as such application program release is supported. Patches and platform certifications for a PeopleTools minor release will be provided until 12 months after the next minor release is made generally available or Oracle announces that no future releases will be made; critical patch updates for a PeopleTools minor release may be provided for up to 24 months after the next minor release is made generally available.

   You must apply PeopleTools minor releases in order to continue to receive Premier or Extended Support, if offered, for a PeopleSoft application program release. You may be required to apply PeopleTools minor releases to remain current with versions of third party technologies and products as supported by the provider of the third party product.

   PeopleSoft application maintenance, which includes but is not limited to: images, patches, bundles, and maintenance packs, may require an upgrade to a newer version of PeopleTools.

   Oracle reserves the right to make changes to the third party products included in the PeopleTools program release which includes but is not limited to: (i) requiring newer versions of the third party products, (ii) changing the way in which third party products are packaged and distributed and (iii) replacing or remediating one or more third party products.

2. **Oracle Database 11*g*R2:** The Extended Support fee has been waived for the period of February 2015 – January 2016. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.

3. **Oracle Database 10*g*R2:** Except as otherwise specified in the table below, Extended Support will be made available at Oracle's then current Extended Support pricing from: August 2013 – July 2015. Extended Support for Oracle Database 10*g*R2 will be limited to Severity 1 fixes only; critical patch updates will not be made available.

   For customers running Oracle Database 10*g*R2 on:

Platform	
Fujitsu BS2000	The Extended Support fee will be waived from August 2010 – July 2014.
HP OpenVMS on Itanium	The Extended Support fee will be waived from August 2010 – July 2015. For the period of August 2015 – July 2017, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
IBM z/OS	After July 2013, Extended Support will continue to be available at Oracle's then-current Extended Support fees. Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Linux Itanium and Windows Itanium	For the period of August 2013 – December 2015, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

4. **HP-UX and Itanium-2 Processor:** The following Extended Support exceptions apply to those customers running the supported Oracle program releases on certified OS versions of the HP-UX on the Itanium-2 processor based platform:

Oracle Program Release	
Oracle Database 10*g*R2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of August 2013 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Oracle Database 11*g*R1	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of September 2015 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Oracle Database 11*g*R2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2020. For the period of February 2018 – December 2020, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
WebLogic Server 9.2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of December 2013 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Tuxedo 9.1	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of July 2014 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

5. **Oracle e-Business Suite:**

   a) **Oracle e-Business Suite Extended Support:** The Extended Support fee has been waived for the Oracle program releases and periods stated below.

Oracle Program Release	The Extended Support Fee will be waived from:
Oracle e-Business Suite 12.0	February 2012 – January 2015
Oracle e-Business Suite 12.1	January 2017 – December 2019

   b) **Oracle e-Business Suite 11.5.10 Sustaining Support:** For Sustaining Support for Oracle e-Business Suite 11.5.10, provided from December 2013 – December 2015, Oracle will continue to provide: Severity 1 fixes, critical patch updates and United States Tax Form 1099 updates for the 2013 and 2014 tax years. During this period, payroll regulatory tax updates will only be provided for the countries and tax years specified below.

Country	2013 Tax Year	2014 Tax Year
United States and Canada	January 1, 2013 – December 31, 2013	January 1, 2014 – December 31, 2014
United Kingdom	N/A	April 6, 2013 – April 5, 2014
Australia	N/A	July 1, 2013 – June 30, 2014

6. **PeopleSoft Enterprise 9.0 and PeopleSoft Enterprise 9.1:** The Extended Support fee will be waived for the entire Extended Support period.

7. **JD Edwards EnterpriseOne and JD Edwards World:**
   a. **JD Edwards EnterpriseOne 9.0, JD Edwards EnterpriseOne 9.0 Update 2 (i.e., 9.0.2) and/or JD Edwards EnterpriseOne 9.1 releases:** The Extended Support fee will be waived for the entire Extended Support Period. Please review the Lifetime Support policy for Extended Support timeframes.
   b. **JD Edwards World A9.1:** The Extended Support fee will be waived from: May 2013 – April 2015.
   c. **JD Edwards World A9.2, JD Edwards World A9.2.1, and/or JD Edwards World A9.3:** The Extended Support fee will be waived for the entire Extended Support period. Please review the Lifetime Support policy for Extended Support timeframes.

8. **Oracle Portal 11*g*R1 and Oracle Discoverer 11*g*R1 (Oracle Fusion Middleware):** The Extended Support fee will be waived from July 2014 – June 2015.

9. **Oracle Exadata Storage Server Software 11.2 (program releases 11.2.3.2.2 and above):** The Extended Support fee will be waived from October 2014 – September 2015.

10. **Oracle Insurance Policy Administration System (J2EE) 8.016.43.0 Sustaining Support:** For Sustaining Support for Oracle Insurance Policy Administration Systems (J2EE) 8.016.43.0, Oracle will continue to provide Severity 1 fixes through December 31, 2014.

4. Oracle Technical Support Levels

Software Update License & Support

Program releases in the Premier Support phase of Oracle's product support lifecycle will receive Software Update License & Support. Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise
- Current licensees of MySQL Classic Edition Annual Subscription, MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription or MySQL Standard Edition Annual Subscription ("MySQL Subscription"), may receive Software Update License & Support (SULS) for MySQL Community Edition,* except that SULS for MySQL Community Edition does not include Updates of any kind. MySQL Community Edition may not contain all of the features and functionality of the programs contained in the MySQL Subscription. (*Community Edition refers to MySQL licensed under the GPL license.)
- For Oracle VM VirtualBox Enterprise, Software Update License & Support (SULS) is limited to the platforms specified here. SULS is not available for Oracle VM VirtualBox Enterprise features noted as experimental; such features are specified in the Oracle VM VirtualBox User Manual located here
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs) consists of:

- The Software Update License & Support described above except that fixes specific to Oracle Linux are subject to Note #1 below
- 24x7 access to Oracle Unbreakable Linux Network
- Hardware Certification[2]
- Backport of fixes[1], using commercially reasonable efforts, for any Oracle Linux program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html

Notes:

1. Oracle will only provide bug fixes for certain versions of the Oracle Linux programs as provided on http://linux.oracle.com/supported.html.
2. Hardware certification will be provided for the first six (6) years from the data a release of the Oracle Linux program becomes generally available. After six (6) years, hardware certification may be provided at Oracle's sole discretion; however Oracle is under no obligation to provide such hardware certification.

Limited Software Update License & Support is available for the Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas). The limited Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Assistance with service requests during normal business hours
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/support/contact/health-sciences-license-support/index.html
- Non-technical customer service during normal business hours

Extended Support

Extended Support may be available for certain Oracle program releases after Premier Support expires. When Extended Support is offered, it is generally available for three years following the expiration of Premier Support and only for the terminal patchset release of a program. Unless otherwise stated in this section, supported program releases eligible for Extended Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Extended Support does not include:

- Certification with new third party products/versions

Extended Support for Java SE - Java SE program releases eligible for Extended Support will receive Java SE Support limited to the following:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

- Non-technical customer service during normal business hours

Extended Support for Oracle Linux - Extended Support is not available for the Oracle Linux programs.

Sustaining Support

Sustaining Support will be available after Premier Support expires. As program releases under Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited. The availability of hardware systems to run such program releases may also be limited. Unless otherwise stated in this section, program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates created during Premier Support and Extended Support (if offered and only after the Extended Support period ends)
- Tax, legal, and regulatory updates (availability may vary by country and/or program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade scripts (availability may vary by program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support does not include:

- New program updates, fixes, security alerts, and critical patch updates
- New tax, legal, and regulatory updates
- New upgrade scripts
- Certification with new third party products/versions
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Oracle Linux - Oracle Linux program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to patches, fixes, and security alerts created during the Premier Support period

Sustaining Support for the Oracle Linux programs does not include:

- Access to new patches, fixes, and security alerts
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes

Sustaining Support for Java SE - Java SE program releases eligible for Sustaining Support will receive Java SE Support limited to the following:

- Minor updates and bug and security fixes created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade tools created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days per week

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Java SE program releases does not include:

- New minor updates and bug and security fixes
- New upgrade tools
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Nimbula – Nimbula program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to existing program updates and fixes only (i.e., new program updates and fixes will not be provided)
- Assistance with service requests during normal business hours.
- Ability to log service requests via the following email: Nimbula-Support_WW@oracle.com
- Non-technical customer service during normal business hours

Sustaining Support for the Nimbula program releases does not include:

- Access to new program updates and fixes
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below

Oracle Communications Network Software Premier & Sustaining Support

Oracle Communications Network Software Premier Support is available for the following program categories (collectively "Oracle Communications Network Software"): Oracle Communications EAGLE, Oracle Communications Performance Intelligence Center, Oracle Communications Diameter Signaling Router, Oracle Communications Policy Management and Oracle Communications Subscriber Data Management. Oracle Communications Network Software Premier Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Certification with most new third-party products/versions (availability may vary by program)
- Remote installation of Oracle Communications Network Software
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution

has been offered. The Remote Restoration Time frames do not apply if program code changes are required.

- Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Software program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program Updates
- Fixes and security alerts created during the Premier Support period
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Software program releases does not include:

- New fixes and security alerts
- Remote installation of Oracle Communications Network Software
- Certification with new third party products/versions
- Response Times identified above

5. Additional Support Services Available for Purchase

Incident Server Support Package

Incident Server Support provides web-based technical support on a per server basis in packages of 10 service requests to be used within a 12 month period. Any unused service requests at the end of the support period shall expire. Incident Server Support for a program may be acquired with the initial program license purchase and, if acquired with such purchase, may be renewed for subsequent support periods for as long as Premier Support is available for your Oracle program license. If you want to obtain Software Update License & Support, it will be subject to Oracle's reinstatement policies in effect at the time Software Update License & Support is acquired. Incident Server Support is available for the following across all platforms:

- Oracle Database Incident Server Support Package: Oracle Database Enterprise Edition, Oracle Database Standard Edition, Oracle Database Standard Edition One, Partitioning, and Real Application Clusters
- Oracle Application Incident Server Support Package: Internet Application Server Enterprise Edition Internet Application Server Standard Edition, and Internet Application Server Java Edition

Incident Server Support consists of:

- 10 service requests
- Access to My Oracle Support (24x7 web-based technical support system), including the ability to log service requests online
- Access to downloadable software patches and patchsets

Service requests requiring resolution of a program bug will not be counted against your overall service request total. Your access to Incident Server Support services, including My Oracle Support, ends on the earlier of (i) expiration of the support period; or (ii) resolution of your final service request. The Incident Server Support Packages do not include updates and may not be used, purchased, or sold in conjunction with any other support offering.

If you renew Incident Server Support Package, your renewal fee for such services will be based on Oracle's Incident Server Support Package pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Incident Server Support Package is not subject to the Reinstatement of Oracle Technical Support section above.

Oracle Java Development Tools Support

Oracle Java Development Tools Support is available for the following programs: Sun NetBeans, Oracle Enterprise Pack for Eclipse, and Oracle JDeveloper (downloaded from the Oracle Technology Network after June 28, 2005). If you acquire Oracle Java Development Tools Support, you will receive support for all of the programs included above.

Oracle Java Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Java Development Tools Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Solaris Development Tools Support

Oracle Solaris Development Tools Support is available for the following programs: Oracle Solaris Studio and Oracle Solaris Studio Express. If you acquire Oracle Solaris Development Tools Support, you will receive support for all of the programs included above.

Oracle Solaris Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Solaris Development Tools Support does not include upgrades to new program releases or access to Oracle Solaris updates, fixes or patches. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Application Development Framework Essentials Support

Oracle Application Development Framework Essentials Support is available for Oracle Application Development Framework (ADF) Essentials program releases. Oracle Application Development Framework Essentials Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Application Development Framework Essentials Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Java SE Support

Java SE Support is available for Java SE program releases. Java SE Support consists of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

- Non-technical customer service during normal business hours

If you acquire Java SE Support, the services described above are in support of licenses you acquired separately. Bug fixes, security fixes and minor updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Java SE program. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

NoSQL Database Community Edition Support

NoSQL Database Community Edition Support is available for NoSQL Database Community Edition program releases. NoSQL Database Community Edition Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

NoSQL Database Community Edition Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Service Request Packages

Service Request Packages are made available to members of the Oracle Partner Network. Service Request Packages provide web-based technical support in packages of 10 or 25 service requests, do not include updates, and are not available for all programs. Please contact your OPN Interaction Center at http://partner.oracle.com for program availability.

Service Request Packages are valid for one year from the date of purchase. Any unused service request(s) will expire at the earlier of (i) the end of such year, or (ii) the end of your OPN membership term if such membership is not renewed. Access to log service requests will be restricted at the same time the final service request is resolved.

Priority Service

Priority Service is available for program releases receiving Premier, Extended, or Sustaining Support. Priority Service consists of:

- Support Delivery Management. An Oracle Technical Account Manager ("TAM") will be assigned to you for the duration of the term. The TAM will serve as your primary contact for the administration of the services and will communicate with you in a local language (except as noted below).
    - Your TAM shall provide the following support services:
        - Prepare and maintain quarterly service delivery progress reports;
        - Document the contact details for key Oracle contacts, your technical contacts for Oracle Premier Support, and management escalation team ("Customer Contacts") and Oracle's escalation procedures ("Joint Contacts and Escalation Guide");
        - Document the technical specifications of your OPE ("Environment and Configuration Guide"); and
        - Provide access to a customer-specific web portal.
    - Your TAM will also assist with the following:
        - Conduct an orientation for your Customer Contacts;
        - Conduct quarterly service reviews;
        - Maintain the Joint Contacts and Escalation Guide and the Environment and Configuration Guide.
        - Review all Oracle Support Services activity, including service request ("SR") activity in connection with individual SRs logged by you or your Customer Contacts. The review may consist of status reports, next steps, if any, and review of your SR priorities;

- Serve as your designated point of contact for Severity 1 and mutually agreed upon Severity 2 SR (collectively, "Critical SRs"). The TAM will provide assistance in managing Critical SRs as follows:
  - SR management, prioritization and escalation;
  - Communicate the status of your SRs to your Customer Contact(s) as requested;
  - Facilitate communications between Oracle and your Customer Contacts;
- Facilitate your access to Oracle-sponsored events, as made available to Priority Service customers; and
- Facilitate your access to monthly web conference sessions delivered in English featuring Oracle products.

- SR Prioritization.
  - Oracle will prioritize your SRs above SRs of the same severity level submitted by other Premier Support customers. Reasonable efforts will be made to respond to your SRs per the following guidelines ("Service Request Response Guidelines"):
    - 90% of Severity 1 SRs within one (1) hour (available 24x7);
    - 90% of Severity 2 SRs within two and one half (2.5) local business hours;
    - 90% of Severity 3 SRs within the next local business day; and
    - 90% of Severity 4 SRs within the next local business day.
  - Oracle will initiate internal escalations for Severity 1 and Severity 2 SRs according to the Service Request Response Guidelines; and
  - Oracle will prioritize the repair of product defects encountered during the resolution of service requests.

If you purchase Priority Service, you must maintain a current Software Update License & Support contract for all licenses in a license set for which Priority Service has been acquired. If you have maintained Software Update License & Support and want to purchase Priority Service for a license set, the licenses do not need to be migrated to current license metrics to do so.

If you purchase Priority Service, you acknowledge that Oracle's ability to provide services depends on your fulfillment of the following obligations:

- You will designate Customer Contacts and identify by name, phone number, e-mail address and other appropriate contact methods, for each of your Customer Contacts. Only your Customer Contacts may communicate with Oracle regarding the delivery of Priority Services
- You are responsible for applying bug fixes, critical patches and configuration recommendations provided through Oracle Support Services within a commercially reasonable period of time.
- You will assist Oracle to maintain the Joint Contacts and Escalation Guide and the Environment and Configuration Guide.

If you renew Priority Service, your renewal fee for such services will be based on the Priority Service pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Priority Service is not subject to the Reinstatement policies stated above. Priority Service is not available for all programs. Please contact your Support Sales Representative for service availability.

North American Payroll Tax Updates

North American Payroll Tax Updates is available for the following Peoplesoft HRMS Payroll for North America program releases: 8.8 Service Pack 1 and 8.9. Customers who acquire North American Payroll Tax Updates will receive one (1) calendar year of tax updates for the applicable Peoplesoft HRMS Payroll for North America program release. North American Payroll Tax Updates is only available in the following countries: United States, Canada and Puerto Rico.

In order to acquire North American Payroll Tax Updates, your licensed Peoplesoft HRMS Payroll for North American program must be currently supported with Software Update License & Support. North American Payroll Tax Updates will be delivered through My Oracle Support.

North American Payroll Tax Updates may be acquired for the applicable Peoplesoft HRMS Payroll for North America program releases as follows: (i) through December 2017 for program release 8.9 and (ii) through December 2016 for program release 8.8 Service Pack 1. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. North American Payroll Tax Updates is not subject to the Reinstatement policies stated above.

Global Payroll Legislative Tax Updates

Global Payroll Legislative Updates is available for PeopleSoft HRMS Global Payroll program release 8.9. Customers who acquire Global Payroll Legislative Updates will receive one (1) calendar year of legislative updates for PeopleSoft HRMS Global Payroll program release 8.9. Global Payroll Legislative Updates is only available in the following countries: Australia, New Zealand, Spain, France, Mexico, United Kingdom and India.

In order to acquire Global Payroll Legislative Tax Updates, your licensed PeopleSoft HRMS Global Payroll program must be currently supported with Software Update License & Support. Global Payroll Legislative Tax Updates will be delivered through My Oracle Support.

Global Payroll Legislative Tax Updates may be acquired for up to two (2) years from the availability of Sustaining Support for PeopleSoft HRMS Global Payroll program release 8.9. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Global Payroll Legislative Tax Updates are not subject to the Reinstatement policies stated above.

Financials Legislative Updates for Oracle E-Business Suite 11.5.10

Financials Legislative Updates for Oracle E-Business Suite 11.5.10 is available for Oracle E-Business Suite release 11.5.10 cumulative update 2. If you purchase these services, you will receive one (1) calendar year of financials legislative updates and Severity 1 fixes for the Oracle E-Business Suite 11.5.10 release.

In order to acquire Financials Legislative Updates for Oracle E-Business Suite 11.5.10, your licensed Oracle E-Business Suite must be currently supported with Software Update License & Support.

The Financials Legislative Updates for Oracle E-Business Suite 11.5.10 service consists of three (3) tiers that can be purchased separately. The tiers are as follows:

Tier 1 - Tier 1 consists of: Severity 1 fixes, critical patch updates and United States Tax Form 1099 updates for the applicable tax year(s). Tier 1 is currently available through December 2015 at no additional fee under Sustaining Support to customers currently supported with Software Update License & Support. Please see the Lifetime Support section above for additional information.

Tier 2 - Tier 2 consists of: Severity 1 fixes, critical patch updates, United States Tax Form 1099 updates for the applicable tax year(s), and financials legislative updates for the following countries: United States, Canada, Mexico, United Kingdom, France, Italy, Netherlands, Germany, Switzerland, South Africa, Spain, Saudi Arabia, United Arab Emirates, Bahrain, Kuwait, Australia, Japan, China, and South Korea. If you purchase Tier 2, your fee for such services will be based on the then-current Tier 2 fee.

Tier 3 - Tier 3 consists of: Severity 1 fixes, critical patch updates, United States Tax Form 1099 updates for the applicable tax year(s), and financials legislative updates for the following countries: United States, Canada, Mexico, United Kingdom, France, Italy, Netherlands, Germany, Switzerland, South Africa, Spain, Saudi Arabia, United Arab Emirates, Bahrain, Kuwait, Australia, Japan, China, South Korea, and additional countries as specified on My Oracle Support (i.e., "Financials Legislative Updates for Oracle E-Business Suite 11.5.10" [Doc ID 1597513.1]). If you purchase Tier 3, your fee for such services will be based on the then-current Tier 3 fee.

Information on financials legislative updates and applicable countries is available on My Oracle Support (i.e., "Financials Legislative Updates for Oracle E-Business Suite 11.5.10" [Doc ID 1597513.1]). Financials Legislative Updates for Oracle E-Business Suite 11.5.10 will be delivered through My Oracle Support.

The following applies to Oracle E-Business Suite 11.5.10:

- Oracle will not provide financials legislative updates for Oracle E-Business Suite 11.5.10 any sooner or with any greater scope than what is made available under a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12 or higher).
- Country-specific financials legislative updates ("localized updates") provided under Tier 2 and Tier 3 will only be made available if such localized updates are also made available in a subsequent release of Oracle E-Business Suite. In the event localized updates are provided for additional countries in a subsequent release of Oracle E-Business Suite, such localized updates for the additional countries will not be provided for Oracle E-Business Suite 11.5.10.
- Due to architectural or other changes between a subsequent release of Oracle E-Business Suite and Oracle E-Business Suite 11.5.10, Oracle may not provide all localized updates for Oracle E-Business Suite 11.5.10 that are made available in a subsequent release of Oracle E-Business Suite.

If you renew Financials Legislative Updates for Oracle E-Business Suite 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Financials Legislative Updates for Oracle E-Business Suite 11.5.10 is not subject to the Reinstatement policies stated above.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for Oracle E-Business Suite release 11.5.10 cumulative update 2. Customers who acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will receive one (1) calendar year of payroll legislative updates for the Oracle E-Business Suite 11.5.10 release.

In order to acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your licensed Oracle E-Business Suite Payroll must be currently supported with Software Update License & Support.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for the following countries and tax years:

Country	2014 Tax Year	2015 Tax Year
Australia	See note 1 below	July 1, 2014 – June 30, 2015
United Kingdom	See note 1 below	April 6, 2014 – April 5, 2015
United States	See note 1 below	January 1, 2015 – December 31, 2015
Canada	See note 1 below	Not Available
India	April 1, 2013 – March 31, 2014	April 1, 2014 – March 31, 2015
Japan	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
Mexico	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
Republic of Ireland	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
Saudi Arabia	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
Singapore	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
South Korea	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available

Notes:

1. For the specified countries and tax years noted above, payroll regulatory updates are provided under Sustaining Support to customers with a current support contract. Please see the Lifetime Support section above for additional information.
2. For the specified countries noted above, payroll regulatory updates provided by Oracle from December 1 – December 31, 2013 for the 2013 tax year are included as part of the Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 service for the 2014 tax year.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will be delivered through My Oracle Support and will require the latest available HRMS R11i RUP (See My Oracle Support Doc ID 295406.1).

If you renew Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is not subject to the Reinstatement policies stated above.

Financial and Payroll Legislative Updates for JD Edwards

Financials and Payroll Legislative Updates for JD Edwards is available for JD Edwards EnterpriseOne program releases XE, 8.0 and 8.12 and JD Edwards World program releases A7.3 and A8.1. If you purchase these services, you will receive one (1) calendar year of financials and payroll legislative updates and Severity 1 fixes for the applicable JD Edwards release.

In order to acquire Financials and Payroll Legislative Updates for JD Edwards, your licensed JD Edwards EnterpriseOne and/or JD Edwards World program must be currently supported with Software Update License & Support.

The Financials and Payroll Legislative Updates for JD Edwards service consists of three (3) tiers that can be purchased separately. The tiers are as follows:

Tier 1 - Tier 1 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s), and payroll legislative and financials legislative updates for the applicable tax year(s) for the United States and Canada. If you purchase Tier 1, your fee for such services will be based on the then-current Tier 1 fee.

Tier 2 - Tier 2 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable tax year(s) and for the countries and programs specified in the table below. If you purchase Tier 2, your fee for such services will be based on the then-current Tier 2 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll Legislative Updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials Legislative Updates	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan, China, Colombia, Australia, New Zealand and India	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan and China

Tier 3 - Tier 3 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable tax year(s) and for the countries and programs specified in the table below. If you purchase Tier 3, your fee for such services will be based on the then-current Tier 3 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll legislative updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials legislative updates	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan, China, Colombia, Chile, Peru, Ecuador, Venezuela, Czech Republic, Denmark, Finland, Hungary, Norway, Poland, Sweden, Australia, India, South Korea, Singapore and Taiwan	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan and China

Information on financials and payroll legislative updates for JD Edwards and applicable countries is available on My Oracle Support (i.e JD Edwards EnterpriseOne Globalizations (Document 752291.1) and (JD Edwards World Globalizations (Document 745085.1). Financials and Payroll Legislative Updates for JD Edwards will be delivered through My Oracle Support.

The following apply to the JD Edwards EnterpriseOne and JD Edwards World program releases for which Financials and Payroll Legislative Updates service is available:

- Oracle will not provide financial and payroll legislative updates any sooner or with any greater scope than what is made available under a subsequent release of JD Edwards EnterpriseOne (i.e., JD Edwards EnterpriseOne 9.1 or higher) or JD Edwards World (i.e., JD Edwards World A9.3 or higher).
- Country-specific financials legislative updates ("localized updates") provided under Tier 2 and Tier 3 will only be made available if such localized updates are also made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World. In the event localized updates are provided for additional countries in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World, such localized updates for the additional countries will not be provided for the JD Edwards EnterpriseOne and JD Edwards World program releases included under the Financials and Payroll Legislative Updates service.
- Due to architectural or other changes between a subsequent release of JD Edwards EnterpriseOne or JD Edwards World and the eligible program releases under the Financials and Payroll Legislative Updates for JD Edwards service, Oracle may not provide all localized updates that are made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World.

If you renew Financials and Payroll Legislative Updates for JD Edwards, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Financials and Payroll Legislative Updates for JD Edwards is not subject to the Reinstatement policies stated above.

Oracle Linux Support Services

Oracle offers Oracle Linux support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Oracle VM Support Services

Oracle offers Oracle VM support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Exadata Premier Support

For information regarding renewals of Exadata Premier Support, please refer to the Exadata Technical Support Policies available at http://www.oracle.com/us/support/policies/index.html.

6. Web-Based Customer Support Systems

My Oracle Support

Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle programs are not currently supported under My Oracle Support: Phase Forward (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas) and Nimbula.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs).

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your computer system (e.g., Oracle Web Conferencing)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Oracle Configuration Manager)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at

http://www.oracle.com/support/policies.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1

9. Severity Definitions

Service requests for supported Oracle programs may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the severity definitions specified below.

Severity 1*
Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Except as otherwise specified herein, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For response efforts associated with Oracle Communications Network Software Premier Support, please see the Oracle Communications Network Premier & Sustaining Support section above.

24 Hour Commitment to Severity 1 Service Requests for all supported Oracle programs, except as otherwise specified herein: OSS will work 24x7 until the issue is resolved or as long as useful progress can be made. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

Severity 2*
You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Severity 3*
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality

Severity 4*
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

* For Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas), the severity levels are denoted as P0, P1, P2 and P3 and correspond to the above as follows: P0= Severity 1; P1=Severity 2, P2=Severity 3 and P3=Severity 4.

10. Hyperion and Agile Specific Support Terms

For orders placed pursuant to a Hyperion master agreement or to an Agile master agreement, the following terms apply with respect to the technical support services you have ordered.

Warranties, Disclaimers, and Exclusive Remedies
Oracle warrants that technical support services will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support services warranty deficiencies within 90 days from performance of the defective technical support services.

FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY, AND ORACLE'S ENTIRE LIABILITY, SHALL BE THE REPERFORMANCE OF THE DEFICIENT TECHNICAL SUPPORT SERVICES, OR IF ORACLE CANNOT SUBSTANTIALLY CORRECT A BREACH IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE RELEVANT TECHNICAL SUPPORT SERVICES AND RECOVER THE FEES PAID TO ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES.
TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Liability
NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE. ORACLE'S MAXIMUM LIABILITY FOR ANY DAMAGES ARISING OUT OF OR RELATED TO YOUR ORDER, WHETHER IN CONTRACT OR TORT, OR OTHERWISE, SHALL BE LIMITED TO THE AMOUNT OF THE FEES YOU PAID ORACLE UNDER YOUR ORDER, AND IF SUCH DAMAGES RESULT FROM YOUR USE OF TECHNICAL SUPPORT SERVICES, SUCH LIABILITY SHALL BE LIMITED TO THE FEES YOU PAID ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES GIVING RISE TO THE LIABILITY.

For orders placed pursuant to a Hyperion master agreement, the following terms also apply with respect to the technical support services you have ordered.

Nondisclosure
By virtue of your order, the parties may have access to information that is confidential to one another ("confidential information"). We each agree to disclose only information that is required for the performance of obligations under your order. Confidential information shall be limited to the terms and pricing under your order and all information clearly identified as confidential at the time of disclosure.

A party's confidential information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party.

We each agree to hold each other's confidential information in confidence for a period of three years from the date of disclosure. Also, we each agree to disclose confidential information only to those employees or agents who are required to protect it against unauthorized disclosure. Nothing shall prevent either party from disclosing the terms or pricing under your order in any legal proceeding arising from or in connection with your order or disclosing the confidential information to a federal or state governmental entity as required by law.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

APPENDIX C
ORACLE PROCESSOR CORE FACTOR TABLE

ORACLE

Oracle Processor Core Factor Table

Effective Date: March 16, 2009

Vendor and Processor	Core Processor Licensing Factor
Sun and Fujitsu UltraSPARC T1 processor (1.0 or 1.2 GHz) **Only named servers including:** Sun Fire T1000 Server, SPARC Enterprise T1000 Server*, with 6 or 8-core 1.0 GHz UltraSPARC T1 processor Sun Fire T2000 Server, SPARC Enterprise T2000 Server*, with 4, 6, or 8-core 1.0 GHz, or 8 core 1.2 GHz UltraSPARC T1 processor	0.25
Sun Netra T2000, 1.0 or 1.2 GHz UltraSPARC T1 processor	0.25
SPARC T3 processor	0.25
Sun and Fujitsu UltraSPARC T1 1.4 GHz **Only named servers including:** Sun Fire T2000 Server and SPARC Enterprise T2000 Server*, with 8-core, 1.4 GHz UltraSPARC T1 processor	0.5
Sun T6300, 1.4 GHz UltraSPARC T1 processor	0.5
AMD Opteron Models 13XX, 23XX, 24XX, 32XX, 41XX, 42XX, 43XX, 61XX, 62XX, 63XX, 83XX, 84XX or earlier Multicore chips	0.5
Intel Xeon Series 56XX, Series 65XX, Series 75XX, Series E7-28XX, E7-28XX v2, Series E7-48XX, E7-48XX v2, Series E7-88XX, E7-88XX v2, Series E5-24XX, Series E5-26XX, E5-26XX v2, Series E5-46XX, E5-46XX v2, Series E5-16XX, Series E3-12XX or earlier Multicore chips	0.5
Intel Itanium Series 93XX or earlier Multicore chips *(For servers purchased prior to Dec 1st, 2010)*	0.5
Intel or AMD Desktop, Laptop/Notebook, or Netbook Multicore chips	0.5
Sun UltraSPARC T2+	0.5
SPARC64 VII+	0.5
SPARC64 X, SPARC64 X+	0.5
SPARC T4 processor	0.5
SPARC T5	0.5
SPARC M5	0.5
SPARC M6	0.5
Sun and Fujitsu SPARC64 VI, VII	0.75
Sun UltraSPARC IV, IV+, or earlier Multicore chips	0.75
Sun UltraSPARC T2	0.75
HP PA-RISC	0.75
IBM POWER5+ or earlier Multicore chips	0.75
All Single Core Chips	1.0
Intel Itanium Series 93XX *(For servers purchased on or after Dec 1st, 2010)*	1.0
Intel Itanium Series 95XX	1.0
IBM POWER6	1.0
IBM POWER7, IBM POWER7+	1.0
IBM POWER8	1.0
IBM System z (z10 and earlier)	1.0
All Other Multicore chips	1.0

* SPARC Enterprise T1000 and SPARC Enterprise T2000 Servers may be sold and branded by Oracle, Sun Microsystems, Fujitsu or Fujitsu Siemens.

Please see Statement of Change on the next page

Statement of Change:

On 09/01/2009, clarified that the "AMD Third Generation Opteron or earlier Multicore chips" are "AMD Opteron Models 13XX, 23XX, 24XX, 83XX, 84XX or earlier Multicore chips"

On 09/24/2009, changed the Core Processor Licensing Factor for Sun UltraSPARC T2+ from 0.75 to 0.50

On 02/16/2010, added new Intel Itanium chip 93XX to 0.5 core factor category. Also added IBM POWER7 chip to core factor 1 category

On 04/08/2010, added new Intel Xeon chips (Nehalem EX, Series 75XX and Westmere EP, Series 56XX) and new AMD Opteron chip (Series 61XX) with a core factor of 0.5

On 07/19/2010, added Intel Xeon chip (Nehalem EX, Series 65XX) and AMD Operton chip (Series 41XX) with a core factor of 0.5

On 10/05/2010, added SPARC T3 chip with a core factor of 0.25

On 12/01/2010, changed the Core Processor Licensing Factor for Intel Itanium Series 93XX from 0.5 to 1.0. Also added notes in parenthesis to the affected rows in the table above

On 12/02/2010, added SPARC64 VII+ chip with a core factor of 0.5

On 06/03/2011, added Intel Xeon Series E7-28XX, Series E7-48XX, and Series E7-88XX chips with a core factor of 0.5

On 09/06/2011, added SPARC T4 chip with a core factor of 0.5

On 12/08/2011, added AMD Opteron Chip Models: 32XX, 42XX, and 62XX with a core factor of 0.5

On 04/16/2012, added Intel Xeon Series E5-26XX, Series E5-16XX, and Series E3-12XX chips with a core factor of 0.5

On 07/19/2012, added Intel Xeon Series E5-24XX, and Series E5-46XX chips with a core factor of 0.5

On 11/7/2012, added IBM Power7+ chip with a core factor of 1.0

On 12/14/2012, added Intel Itanium chip 95XX to 1.0 core factor category

On 01/16/2013, added SPARC64 X chip with a core factor of 0.5

On 01/16/2013, added AMD Opteron Chip Models: 43XX, and 63XX with a core factor of 0.5

On 03/26/2013, added SPARC T5 and SPARC M5 Chip Models with a core factor of 0.5

On 09/25/2013, added SPARC M6 Chip Models with a core factor of 0.5

On 04/08/2014, added SPARC64 X+ chip with a core factor of 0.5

On 04/08/2014, added Intel Xeon Series E7-88XX v2, E7-48XX v2, E7-28XX v2, E5-46XX v2, and E5-26XX v2 chips with a core factor of 0.5

On 6/2/2014, added IBM Power8 chip with a core factor of 1.0

APPENDIX D
LICENSE DEFINITIONS AND RULES

For a period of one (1) year from the Effective Date of this Agreement, the Oracle License Definitions and Rules, v012014 (attached hereto) shall apply to all licenses and technical support services listed on the price lists and acquired pursuant to the pricing terms set forth in the Agreement. This Appendix D shall be amended annually to include Oracle's then current License Definitions and Rules.

ORACLE

License Definitions and Rules

Definitions and License Metrics

$M Annual Transaction Volume: is defined as one million U.S. Dollars in all purchase orders transacted and all auctions conducted through the Oracle Exchange Marketplace by you and others during the applicable year of the Oracle Exchange Marketplace license, regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Applications National Language Support (NLS) Supplement Media Packs: Please be advised that only a subset of the products included on an Applications NLS Supplement Media Pack have been translated. For existing supported customers, My Oracle Support has information on which products have been translated for the supported languages (https://support.oracle.com). For new or unsupported customers, please contact your Oracle Account Manager for this information.

$M in Application Annual Revenue: is defined as one million U.S. Dollars excluding taxes processed through the licensed program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

Application Developed: is defined as a software program developed by You that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle Fusion Sourcing, Oracle iSupplier Portal, Oracle Fusion Supplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service programs, use by your external suppliers is included with your application user licenses. For the purpose of the Oracle Financial Services Operational Risk Solution program, employees who are just contributing information to the program via the applicable user interface shall not be counted as application users.

Application Read-Only User: is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses, regardless of whether the individual is actively using the programs at any given time.

Brand: is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the program (measured explicitly in the program as Received Data Collection Instruments) during a 12 month period. You may not exceed the licensed number of CRF Pages during any 12 month period unless you acquire additional CRF Page licenses from Oracle.

Chassis: is defined as a physical enclosure containing hardware. For the purposes of the following programs: Oracle Fabric Manager and Oracle Fabric Monitor, only the chassis (a) that contain networking hardware and (b) that are managed by the program must be counted for the purpose of determining the number of licenses required.

Collaboration Program User: is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. For the purposes of counting and licensing the number of Beehive Synchronous Collaboration users, a Collaboration Program User within

your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to your company and attending a web conference are not required to be licensed.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer. For the purposes of Computer licenses for the Oracle Health Science Integration Engine program, a communication point is an interface to an input system (e.g., a clinical laboratory system in a hospital or healthcare setting) or to an output system (e.g., a healthcare data repository).

Concurrent User: is defined as each individual that may concurrently use or access the programs. Concurrent Users shall be only customers or prospective customers of yours, and shall not be business partners, or employees of yours.

Connected Instance: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product that the software product is required to interface.

$M Cost of Goods Sold: is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

CPU: is defined as a chip that contains a collection of one or more cores on which the program is running. Regardless of the number of cores, each chip counts as 1 CPU.

Custom Suite User: is defined as an individual authorized by you to use the application programs included in the applicable Custom Applications Suite which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time.

Customer: is defined as the customer entity specified on your order. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of computers on which such programs may be copied, installed and used.

Customer Account: is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such accounts.

Oracle Customer Data & Device Retention Service: is defined as a service for which the description may be found in the Technical Support Policies section (Oracle Hardware and Systems Support Policies) at www.oracle.com/contracts and which is incorporated by reference.

Customer Record: is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that you may access using the program.

Developer User / Developer/ Developer Seat: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. With respect to Developer Users only, such users may create, modify, view and interact with the programs and documentation.

Disk Drive: is defined as a spinning media device that stores data accessed by the Oracle Exadata Storage Server Software program.

Electronic Order Line: is defined as the total number of distinct order lines entered electronically into the Oracle program from any source (not manually entered by licensed users) during a 12 month period. This includes order lines originating as external

EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Employee for HCM: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs. Employees for HCM may only use the licensed programs with Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name.

Employee User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Enterprise Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Enterprise Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs. The value of these program licenses is determined by the number of Enterprise Employees. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the number of Enterprise Employees as of the effective date of your order. If at any time the number of Enterprise Employees exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Employees is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Employees. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise Employees as of such date.

Enterprise Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements. The value of these program licenses is determined by the number of Enterprise FTE Students. For these program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise FTE Students as of the effective date of your order. If at any time the number of Enterprise FTE Students exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise FTE Students is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise FTE Students. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise FTE Students as of such date.

Enterprise Trainee: is defined as an employee, contractor, student or other person who is being recorded by the program. The value of these program licenses is determined by the number of Enterprise Trainees. For these program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise Trainees as of the effective date of your order. If at any time the number of Enterprise Trainees exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Trainees is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Trainees. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise Trainees as of such date.

Enterprise $M in Cost of Goods Sold: Enterprise $M Cost of Goods Sold is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue. The value of these program licenses is determined by the amount of Enterprise $M Cost of Goods Sold. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Cost of Goods Sold as of the effective date of your order. If at any time the amount of Enterprise $M Cost of Goods Sold exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Cost of Goods Sold is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Cost of Goods Sold. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M Cost of Goods Sold as of such date.

Enterprise $M in Freight Under Management: $M Freight Under Management is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid). The value of these program licenses is determined by the amount of Enterprise $M Freight Under Management. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Freight Under Management as of the effective date of your order. If at any time the amount of Enterprise $M Freight Under Management exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Freight Under Management is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Freight Under Management. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M Freight Under Management as of such date.

Enterprise $M in Operating Budget: is defined as one million U.S. Dollars of your gross budget reflected in an audited statement from your external accounting firm. The value of these program licenses is determined by the amount of Enterprise $M in Operating Budget. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Operating Budget as of the effective date of your order. If at any time the amount of Enterprise $M in Operating Budget exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Operating Budget is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Operating Budget. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M in Operating Budget as of such date.

Enterprise $M in Revenue: Enterprise $M in Revenue is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year. The value of these program licenses is determined by the amount of Enterprise $M in Revenue. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Revenue as of the effective date of your order. If at any time the amount of Enterprise $M in Revenue exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Revenue is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Revenue. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M in Revenue as of such date.

Expense Report: is defined as the total number of expense reports processed by Internet Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Faculty User: is defined as an active teaching member of the faculty for an accredited academic institution; such user may only use the programs for academic and non-commercial use.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

$M Freight Under Management: is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight

purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Guest Room: is defined as the number of guest rooms managed by the program.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Installation Services, Start-Up Packs and Configuration/Upgrade Services: is defined as a service(s) for which the description may be found in the Advanced Customer Support Services section at www.oracle.com/contracts and which is incorporated by reference.

Invoice Line: is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from Oracle.

IVR Port: is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. You must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

Learning Credits: may be used to acquire education products and services offered in the Oracle University online catalogue posted at http://www.oracle.com/education under the terms specified therein. Learning credits may only be used to acquire products and services at the list price in effect at the time you order the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when you order the relevant product or service. The list price will be reduced by applying the discount specified to you by Oracle. Notwithstanding anything to the contrary in the previous three sentences, learning credits may also be used to pay taxes, materials and/or expenses related to your order; however, the discount specified above will not be applied to such taxes, materials and/or expenses. Learning credits are valid for a period of 12 months from the date your order is accepted by Oracle, and you must acquire products and must use any acquired services prior to the end of such period. You may only use learning credits in the country in which you acquired them, may not use them as a payment method for additional learning credits, and may not use different learning credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning credits are non-transferable and non-assignable. You may be required to execute standard Oracle ordering materials when using learning credits to order products or services.

$M in Managed Assets: is defined as one million U.S. Dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

Managed Resource: is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers, regardless of whether the individual is actively using the programs at any given time. In addition, your employees, contractors, partners and any other individual or entity managed by the programs shall be counted for the purposes of determining the number of Managed Resource licenses required.

Member Record: is defined as each unique customer loyalty program Member Record managed by the program. 100K Member Records shall mean one hundred thousand Member Records.

Module: is defined as each production database running the programs.

Monitored User: is defined as an individual who is monitored by an Analytics program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time. Individual users who are licensed for an Analytics program by either Named User Plus or Application User may not be licensed by Monitored User. For the purposes of the Usage Accelerator Analytics program, every user of your licensed CRM Sales application program must be licensed. For the purposes of the Human Resources Compensation Analytics program, all of your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, Preventive Controls Governor, and Governance, Risk, and Compliance Controls Suite, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / programs) users (individuals) that the program monitors.

MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription and MySQL Standard Edition Annual Subscription: are defined as the right to use the specified program(s) in accordance with the applicable license metric and to receive Oracle Software Update License & Support for the specified program(s) and for MySQL Community Edition for the term specified on the order. MySQL Community Edition refers to MySQL that is licensed under the GPL license. Software Update License & Support for MySQL Community Edition does not include updates of any kind. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in your ordering document. If your order was placed through the Oracle Store, then the effective date is the date your order was accepted by Oracle. Oracle Software Update License & Support services are provided under the applicable technical support policies in effect at the time the services are provided. You must obtain a subscription license for all servers where MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition are deployed. If you obtain Oracle Software Update License & Support services for any servers where MySQL Community Edition is deployed, then you must also purchase a subscription license for all of such servers for which you have obtained Oracle Software Update License & Support services. You may obtain Oracle Software Update License & Support services for the MySQL Community Edition subscription licenses at any level (e.g., at the MySQL Cluster Carrier Grade Edition level, at the MySQL Enterprise Edition level and/or at the MySQL Standard Edition level). At the end of the specified term, you may renew your subscription, if available, at the then current fees for the applicable subscription. If you choose not to renew your subscription, your right to use the program(s) will terminate and you must de-install all applications, tools, and binaries provided to you under the applicable non-Community Edition license (e.g., the license for MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition). If you do not renew a subscription, you will not receive any updates (including patches or subsequent versions) and you may also be subject to reinstatement fees if you later choose to reactivate your subscription.

Named User Plus / Named User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Data Masking Pack for Non-Oracle Databases and Test Data Management Pack for Non-Oracle Databases, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of Named User Plus licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database and Load Testing Suite for Oracle Applications, each emulated human

user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight and Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition and Data Integrator Enterprise Edition for Oracle Applications, only the users that are running or accessing the data transformation processes must be counted for determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Client Runtime and Application Development Framework Mobile, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Oracle Financing Contract: is a contract between you and Oracle (or one of Oracle's affiliates) that provides for payments over time of some or all of the sums due under your order.

Order Line: is defined as the total number of order entry line items processed by the program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless you acquire additional Order Line licenses from Oracle.

Partner Organization: is defined as an external third party business entity that provides value-added services in developing, marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Physical Server: is defined as each physical server on which the programs are installed.

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Data Masking Pack for Non-Oracle Databases and Test Data Management Pack for Non-Oracle Databases, only the processors on which the program that is being managed/monitored are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Application Management Pack for Utilities and Application Management Pack for Taxation and Policy Management, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack and Real User Experience Insight, all processors on which the middleware software that supports the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the non Oracle database from which you capture data and (b) the processors running the non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the program is running for indexing content in configured content sources as long as the foregoing is the only use of the program on all the processors installed in a given server.

1,000,000 Queries Per Day: is defined as one million queries to the MDEX engine, including but not limited to: text searches; changes to facet (refinement); page up/down through results (any text box query, change in facet selection, change in results viewed), from midnight to the next midnight (e.g., a day).

$M in Revenue: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year.

$M Revenue Under Management: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record, which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record, which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records stored in the Case Hub program. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For the purposes of the Site Hub program a record is defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub program. A site database record is a unique site (e.g., an asset, a building, part of a building (such as a store or a franchise within a store, an ATM, etc.)) stored in the Site Hub program.

For the programs listed above, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the purposes of the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

For the purposes of the Supplier Lifecycle Management and Supplier Hub programs, a record is defined as a unique business entity or company record stored as Supplier in the AP_SUPPLIERS table of the Supplier Lifecycle Management and Supplier Hub programs.

For the purposes of the Life Sciences Customer Hub program, a record is defined as the number of unique customer database records stored in such program. A customer database record is a unique physician (i.e., physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub program.

1000 Records: is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator program.

Registered User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. Registered Users shall be business partners and/or customers and shall not be your employees.

500,000 Requests Per Day: is defined as five hundred thousand requests from midnight to the next midnight (e.g., a day).

For the purposes of the following program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Endeca Experience Manager, requests at the Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g., ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: WebCenter Sites for Oracle ATG Web Commerce, requests to the WebCenter Sites or Webcenter Sites Satellite Server programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

Retail Register: is defined as any device designed to record any part of a sales transaction.

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Rule Set: is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

Server: is defined as the computer on which the programs are installed. A Server license allows you to use the licensed program on a single specified computer.

Service Order Line: is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from Oracle.

1,000 Sites: is defined as one thousand unique sites added to Multi-Site Quotes created during a 12 month period. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of a Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. A single Site (as defined by its Service Account and Service Point fields Site) that is added to multiple Multi-Site Quotes created during a 12-month period shall be only counted once.

Socket: is defined as a slot that houses a chip (or a multi-chip module) that contains a collection of one or more cores. Regardless of the number of cores, each chip (or multi-chip module) shall count as a single socket. All occupied sockets on which the program is installed and/or running must be licensed.

Oracle Solaris Premier Subscription for Non-Oracle Hardware per socket: is defined as the right to use the Oracle Solaris programs (as defined below) on hardware not manufactured by or for Sun/Oracle, and to receive Oracle Premier Support for Operating Systems services (limited to the Oracle Solaris programs), for the term specified in the ordering document. "Oracle Solaris programs" refers to the Oracle Solaris operating system and the separately licensed third party technology (as defined below). The Oracle Solaris programs may contain third party technology. Oracle may provide certain notices to you in program documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to you either under the terms of the agreement, or if specified in the program documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement. The Oracle Solaris programs may include or be distributed with certain separately licensed components that are part of Java SE ("Java SE"). Java SE and all components associated with it are licensed to you under the terms of the Oracle Binary Code License Agreement for the Java SE Platform Products, and not under the agreement. A copy of the Oracle Binary Code License Agreement for the Java SE Platform Products can be found at www.oracle.com/contracts.
This subscription is available only for a server that is certified by Oracle and listed on the Hardware Compatibility List (HCL) at http://www.sun.com/bigadmin/hcl. You must obtain a subscription license for each socket in the server. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in your ordering document. If your order was placed through the Oracle Store, then the effective date is the date your order was accepted by Oracle. Oracle Premier Support for Operating System services are provided under the applicable technical support policies in effect at the time the services are provided. At the end of the specified term, you may renew your subscription, if available, at the then current fees for this subscription.

If your order specifies **"1 – 4 socket server"** then you may only use the subscription on a server with not more than 4 sockets. If your order specifies **"5+ socket server"** then you may use the subscription for servers with any number of sockets.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter. The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Sun Ray Device: is defined as the Sun Ray computer on which the program is running.

Tape Drive: is defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For cloud based backups, Oracle counts each parallel stream or Recovery Manager (RMAN) channel as equivalent to a tape drive.

Technical Reference Manuals
Technical Reference Manuals ("TRMs") are Oracle's confidential information. You shall use the TRMs solely for your internal data processing operations for purposes of: (a) implementing applications programs, (b) interfacing other software and hardware systems to the applications programs and (c) building extensions to applications programs. You shall not disclose, use or permit the disclosure or use by others of the TRMs for any other purpose. You shall not use the TRMs to create software that performs the same or similar functions as any of Oracle products. You agree: (a) to exercise either at least the same degree of care to safeguard the confidentiality of the TRMs as you exercise to safeguard the confidentiality of your own most important confidential information or a reasonable degree of care, whichever is greater; (b) to maintain agreements with your employees and agents that protect the confidentiality and proprietary rights of the confidential information of third parties such as Oracle and instruct your employees and agents of these requirements for the TRMs; (c) restrict disclosure of the TRMs to those of your employees and agents who have a "need to know" consistent with the purposes for which such TRMs were disclosed; (d) maintain the TRMs at all times on your premises; and (e) not to remove or destroy any proprietary or confidential legends or markings placed upon the TRMs. Oracle shall retain all title, copyright and other proprietary rights in the TRMs. TRMs are provided to you "as-is" without any warranty of any kind. Upon termination, you shall cease using, and shall return or destroy, all copies of the applicable TRMs.

Telephone Number: is defined as each unique telephone number for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such telephone numbers.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

$B in Total Assets: is defined as one billion U.S. dollars of your latest published or internally available "Total Asset Value" as disclosed in your annual report and/or regulatory filings.

Trainee: is defined as an employee, contractor, student or other person who is being recorded by the program.

Transaction: is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

1K Transactions: is defined as one thousand unique transactions processed through the program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle. For Oracle Contact Center Anywhere, a unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents). For JD Edwards World Purchase Card Management, a unique transaction is defined as a single charge processed by the program.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation

Wireless handset: is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

Workstation: is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

Term Designation
If your program license does not specify a term, the program license is perpetual and shall continue unless terminated as otherwise provided in the agreement.

1, 2, 3, 4, 5 Year Terms: A program license specifying a 1, 2, 3, 4 or 5 Year Term shall commence on the effective date of the order and shall continue for the specified period. At the end of the specified period the program license shall terminate.

1 Year Subscription: A program license specifying a 1 Year Subscription shall commence on the effective date of the order and shall continue for a period of 1 year. At the end of the 1 year the program license shall terminate.

Licensing Rules for Oracle Technology Programs and Oracle Business Intelligence Applications

Failover: Subject to the conditions that follow below, your license for the programs listed on the US Oracle Technology Price List, which may be accessed at http://www.oracle.com/corporate/pricing/pricelists.html, includes the right to run the licensed program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate days in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two days). The above right only applies when a number of machines are arranged in a cluster and share one disk array. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, you must switch back to the primary node. Once the failover period has exceeded ten days, the failover node must be licensed. In addition, only one failover node per clustered environment is at no charge for up to ten separate days even if multiple nodes are configured as failover. Downtime for maintenance purposes counts towards the ten separate days limitation. When licensing options on a failover environment, the options must match the number of licenses of the associated database. Additionally, when licensing by Named User Plus, the user minimums are waived on one failover node only. Any use beyond the right granted in this section must be licensed separately. In a failover environment, the same license metric must be used for the production and failover nodes when licensing a given clustered configuration.

Testing: For the purpose of testing physical copies of backups, your license for the Oracle Database (Enterprise Edition, Standard Edition or Standard Edition One) includes the right to run the database on an unlicensed computer for up to four times, not exceeding 2 days per testing, in any given calendar year. The aforementioned right does not cover any other data recovery method - such as remote mirroring - where the Oracle program binary files are copied or synchronized.

You are responsible for ensuring that the following restrictions are not violated:

- Oracle Database Standard Edition can only be licensed on servers that have a maximum capacity of 4 sockets. Oracle Database Standard Edition, when used with Oracle Real Application Clusters, may only be licensed on a single cluster of servers supporting up to a maximum capacity of 4 sockets.
- Oracle Standard Edition One, Internet Application Server Standard Edition One and Portal Standard Edition One can only be licensed on servers that have a maximum capacity of 2 sockets.
- WebLogic Server Standard Edition does not include WebLogic Server Clustering.
- Business Intelligence Standard Edition One can only be licensed on servers that have the ability to run a maximum of 2 sockets. The data sources for BI Server and BI Publisher are limited to the included Oracle Standard Edition One, one other database, and any number of flat file sources such as CSV, and XLS. You may use Oracle Warehouse Builder Core ETL to pull data from any number of data sources but you must use only the included Oracle Standard Edition One as the target database.
- Informatica PowerCenter and PowerConnect Adapters may not be used on a standalone basis or as a standalone ETL tool. The Informatica PowerCenter and PowerConnect Adapters may be used with any data source provided the target(s) are: (i) the Oracle Business Intelligence applications programs (excluding Hyperion Enterprise Performance Management Applications), (ii) the underlying platforms on which the Oracle Business Intelligence Suite Enterprise Edition Plus program, Oracle Business Intelligence Standard Edition One or associated components of those Business Intelligence applications programs run, or (iii) a staging database for any of the foregoing. Informatica PowerCenter and PowerConnect Adapters may also be used where the Oracle Business Intelligence applications programs (excluding Hyperion Enterprise Performance Management Applications) are the source and non-Oracle Business Intelligence application programs are the target, provided, that users do not use Informatica PowerCenter and PowerConnect Adapters to transform the data.
- With respect to the Java SE Advanced and Java SE Suite programs, you may not create, modify, or change the behavior of, or authorize your users to create, modify, or change the behavior of, classes, interfaces, or subpackages that are in any way identified as "java", "javax" "sun" or "oracle" or any variation of the aforementioned naming conventions. The installation and auto-update processes for these programs transmit a limited amount of data to Oracle (or its service provider) about those specific processes to help Oracle understand and optimize them. Oracle does not associate the data with personally identifiable information. You can find more information about the data Oracle collects at http://oracle.com/contracts. Additional copyright notices and license terms applicable to portions of the programs are set forth at http://oracle.com/contracts.
- Programs that contain "for Oracle Applications" in the program name are limited use programs. These limited use programs may only be used with "eligible" Oracle application programs that contain the following prefixes in the program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Endeca*, Oracle Knowledge, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance and Oracle Primavera. For those prefixes designated above with a "*" not all programs with that prefix are eligible for use with the "for Oracle Applications" limited use programs. For a list of excluded programs please review the Applications Licensing

Table, which may be accessed at http://oracle.com/contracts. Notwithstanding anything above, Oracle Business Intelligence Suite Enterprise Edition Plus for Oracle Applications may only be used with "eligible" Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name provided that the Oracle Fusion Human Capital Management programs are the only programs configured to run against the database instance Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the Oracle Product Information Management Analytics, Fusion Edition, Oracle Customer Data Management Analytics, Fusion Edition and Oracle Product Lifecycle Analytics programs. Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the following programs provided that the Oracle Fusion Applications are the only data source: Oracle Sales Analytics, Fusion Edition; Oracle Partner Analytics, Fusion Edition; Oracle Supply Chain and Order Management Analytics; Oracle Financial Analytics, Fusion Edition; Oracle Procurement and Spend Analytics, Fusion Edition; Oracle Human Resources Analytics, Fusion Edition and Oracle Project Analytics. Any use of limited use programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.

- Oracle BPEL Process Manager Option for Oracle Applications may be used only to enable business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and, other Oracle Applications or third party applications are allowed as long as they are enabled/initiated within the eligible Oracle Applications. Business Processes defined in BPEL are allowed as long as at least one of the services invoked from within the Business Process access an eligible Oracle Application either natively (via Web Services) or via an adapter.
- Oracle Business Intelligence Foundation for Oracle Applications may be used only to perform query, reporting and analysis against a transaction database, data warehouse or an Essbase OLAP cube if: (i) the transaction database is an eligible Oracle Applications transaction database itself or an extraction, in whole or in part, of an eligible Oracle Applications transaction database, without transformation (query, reporting and analysis against a transaction database that is not an eligible Oracle Applications transaction database requires a full use license of Oracle Business Intelligence Foundation Suite); or (ii) the data warehouse is a pre-packaged eligible Oracle Applications data warehouse, with any customizations necessary to reflect customizations made in the eligible Oracle Applications, and restricted only to the eligible Oracle Applications sources (query, reporting and analysis against extensions to the data warehouse drawn from source systems not supported by the pre-packaged data warehouses require a full use license of Oracle Business Intelligence Foundation Suite); or (iii) the dimensions of each Essbase OLAP Cube are sourced from eligible Oracle Applications.
- Oracle WebLogic Suite for Oracle Applications may be used only as an embedded runtime for eligible Oracle Applications or to deploy customizations to an eligible Oracle Application. The WebLogic global datasource or one of the WebLogic application datasources must be configured to access the schema of an eligible Oracle Application.
- Data Integrator Enterprise Edition for Oracle Applications may only be used with the Oracle supplied data integration jobs and customization of the supplied jobs is allowed. For the avoidance of doubt, examples of uses that are not permitted include, but are not limited to, the following: adding new jobs that support different applications, new schemas, or previously unsupported application modules.
- Oracle SOA Suite for Oracle Applications may be used only to enable integration, business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and other non-eligible Oracle Applications or third party applications are allowed as long as they are either initiated or terminated within eligible Oracle Applications. Usage of SOA composites (including but not limited to Rules, Mediator, XSLT transforms, BPEL processes, Spring components, Workflow services and OWSM security policies) is allowed as long as at least one of the services invoked from within each composite accesses an eligible Oracle Application either natively (via Web services) or via an adapter and the invocation is part of a flow that is either initiated or terminated within eligible Oracle Applications. Oracle Service Bus (OSB) usage is allowed as long as each service deployed accesses an eligible Oracle Application either natively (via Web services) or via an adapter.
- Oracle WebCenter Portal for Oracle Applications may be used only to surface eligible Oracle Application(s) and custom applications (collectively, "eligible applications"). Surfacing any third-party applications, including other applications from Oracle, requires a license for Oracle WebCenter Portal. Multiple eligible applications may be surfaced in a single portal instance provided that a WebCenter Portal for Oracle Applications license exists for each eligible application surfaced in the portal. WebCenter Portal for Oracle Applications may be used to integrate the various WebCenter services (e.g., wikis, blogs, and discussions) into an application context, as well as to build out custom workflows and notifications between the eligible application and WebCenter Portal components. The content management features of the Oracle WebCenter Portal for Oracle Applications program may be used to store and manage documents created outside of the eligible application provided that such documents are related to the eligible application or to the application context.
- Oracle WebCenter Imaging for Oracle Applications may be used to create and modify imaging searches, to modify pre-packaged imaging application document types, and to create and modify input mappings to imaging applications. Oracle WebCenter Imaging for Oracle Applications may also be used to invoke web service application programming interfaces (API's) from Oracle Application workflows. A license for WebCenter Imaging for Oracle Applications is required to define

new document types for the management of images unrelated to a pre-packaged Oracle Applications integration, to develop custom workflows, and to invoke APIs from custom workflows or custom application integrations.

- Oracle Identity and Access Management Suite Plus for Oracle Applications may be used only to perform associated actions for users of and within the eligible Oracle Applications. The programs may be used to do the following: (1) add, delete, modify, and manage user identities and roles in the eligible Oracle Applications; (2) provide web access management and single sign-on into eligible Oracle Applications; (3) provide data storage or virtualization to data storage of user identities and user identity related information or authentication and authorization policies for eligible Oracle Applications; (4) provide federated single sign-on to eligible Oracle Applications
- Oracle Coherence Enterprise Edition for Oracle Applications may only be used within the same Java Virtual Machine as the eligible Oracle Application components.
- Oracle GoldenGate for Oracle Applications may only be used with the Oracle supplied integration jobs. Customization of the Oracle supplied integration jobs is allowed if necessitated by (i) customizations of the source application or of the target application or (ii) for performance tuning of the GoldenGate configuration. Oracle GoldenGate for Oracle Applications may not be used (i) for data replication to non-Oracle databases or (ii) by other Oracle applications or (iii) by third party applications for any type of data integration or replication purposes. For the avoidance of doubt, examples of other uses that are not permitted include, but are not limited to, the following: replicating data to non-Oracle databases (including MySQL), adding new source or target schemas, adding unsupported application modules to source or target schemas, supporting other replication topologies (e.g., active-active or multi-master) or adding anything not supplied by Oracle.
- Hyperion Data Integration Management, Hyperion Data Integration Management Team Based Development, and the Hyperion Data Integration Management Adapters for SAP BW, SAP R3, PeopleSoft and Siebel are licensed by Computer. Each Computer license is limited to support the use of up to 8 CPUs and each Computer license must be licensed in increments of 8 CPUs. Each core is recognized as a CPU. For computers that have more than 8 CPUs, additional Computer licenses must be purchased based upon the amount of CPUs that you are using. For example, if you are using Hyperion Data Integration Management on 12 CPUs, you need to purchase 2 Computer licenses; if you are using Hyperion Data Integration Management on 17 CPUs, you need to purchase 3 Computer licenses. These programs may be used solely in connection with moving data into and out of a Hyperion Data Store(s) (data/metadata repository(ies) delivered with the Hyperion programs.) These programs may not be used to extract data from a non-Hyperion Data Store(s) to load a custom data warehouse (a data warehouse not built solely from data from a Hyperion Data Store(s). The Hyperion Data Integration Management Computer license allows for such program to 1) connect to the following relational databases only: Oracle, Sybase, IBM DB2, MS SQL Server and 2) source from and write to an unlimited number of flat file/XML files. Hyperion Data Integration Management Adapters for SAP BW, SAP R3, PeopleSoft and Siebel must be licensed separately to allow Hyperion Data Integration Management to connect to these additional sources.
- The number of Hyperion program option licenses must match the number of licenses of the associated Hyperion program.
- The license for the Hyperion Planning Plus program includes a limited use license for the Hyperion Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis programs. Such limited use license means that the Hyperion Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis programs may only be used to access data from the Hyperion Planning Plus program. The Oracle Data Integrator – Target Database program may be used to load data from any data source provided that the target database is the Hyperion Planning Plus program. Specifically, the Hyperion Essbase Plus program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Planning Plus program and the Aggregate Storage option component of the Hyperion Essbase Plus program may not be used.
- The license for the Hyperion Profitability and Cost Management program includes a limited use license for the Hyperion Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator - Target Database programs. Such limited use license means that the Hyperion Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator - Target Database programs may only be used to access data from the Hyperion Profitability and Cost Management program. Specifically, the Hyperion Essbase Plus program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Profitability and Cost Management program and the Aggregate Storage option component of the Hyperion Essbase Plus program may not be used.

If you purchase Named User Plus licenses for the programs listed below, you must maintain the following user minimums and user maximums:

Program	Named User Plus Minimum
Oracle Database Enterprise Edition	25 Named Users Plus per Processor
Times Ten In-Memory Database	25 Named Users Plus per Processor
Cloud File System	25 Named Users Plus per Processor
Rdb Enterprise Edition	25 Named Users Plus per Processor

CODASYL DBMS	25 Named Users Plus per Processor
Data Integrator Enterprise Edition	25 Named Users Plus per Processor
GoldenGate	25 Named Users Plus per Processor
GoldenGate for Non Oracle Database	25 Named Users Plus per Processor
GoldenGate Veridata	25 Named Users Plus per Processor
GoldenGate for Teradata Replication Services	25 Named Users Plus per Processor
Java SE Advanced	10 Named Users Plus per Processor
Java SE Suite	10 Named Users Plus per Processor
WebLogic Server Standard Edition	10 Named Users Plus per Processor
WebLogic Server Enterprise Edition	10 Named Users Plus per Processor
WebLogic Suite	10 Named Users Plus per Processor
Web Tier	10 Named Users Plus per Processor
Coherence Standard Edition	10 Named Users Plus per Processor
Coherence Enterprise Edition	10 Named Users Plus per Processor
Coherence Grid Edition	10 Named Users Plus per Processor
TopLink and Application Development Framework	10 Named Users Plus per Processor
GlassFish Server	10 Named Users Plus per Processor
Internet Application Server Standard Edition	10 Named Users Plus per Processor*
Internet Application Server Enterprise Edition	10 Named Users Plus per Processor*
Enterprise Gateway	10 Named Users Plus per Processor
BPEL Process Manager	10 Named Users Plus per Processor
WebLogic Integration	10 Named Users Plus per Processor
Service Registry	10 Named Users Plus per Processor
Enterprise Repository	10 Named Users Plus per Processor
Forms and Reports	10 Named Users Plus per Processor
Tuxedo	10 Named Users Plus per Processor
SOA Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Unified Business Process Management Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Event-Driven Architecture Suite	10 Named Users Plus per Processor
Business Intelligence Standard Edition	10 Named Users Plus per Processor
B2B for RosettaNet	10 Named Users Plus per Processor
B2B for EDI	10 Named Users Plus per Processor
Healthcare Adapter	10 Named Users Plus per Processor
B2B for ebXML	10 Named Users Plus per Processor
WebCenter Suite Plus	10 Named Users Plus per Processor
WebCenter Portal	10 Named Users Plus per Processor
WebCenter Content	10 Named Users Plus per Processor
WebCenter Sites	10 Named Users Plus per Processor
WebCenter Sites Satellite Server	10 Named Users Plus per Processor
WebCenter Universal Content Management	10 Named Users Plus per Processor
WebCenter Imaging	10 Named Users Plus per Processor
WebCenter Forms Recognition	10 Named Users Plus per Processor
WebCenter Enterprise Capture	10 Named Users Plus per Processor
WebCenter Distributed Capture	10 Named Users Plus per Processor
WebCenter Real-Time Collaboration	10 Named Users Plus per Processor
On Track Communication Standard Edition	10 Named Users Plus per Processor
On Track Communication Enterprise Edition	10 Named Users Plus per Processor
Enterprise Gateway for Access Management	10 Named Users Plus per Processor
Beehive Enterprise Messaging Server	10 Named Users Plus per Processor
Beehive Enterprise Collaboration Server	10 Named Users Plus per Processor

*The Named User Plus Minimum does not apply if the program is installed on a one-processor machine that allows for a maximum of one user per program.

Program	Named User Plus Maximum
Personal Edition	1 Named User Plus per database
Business Intelligence Standard Edition One	50 Named Users Plus

If licensing by Named User Plus, the number of licenses for the programs listed below in column A must match the number of licenses of the associated program listed in column B. In the case where the minimum number of Named User Plus licenses are/were purchased, the number of licenses may not match due to variance in core factors between the time the respective programs were licensed. If licensing by Processor, the number of licenses for the programs listed below in column A must match the number of licenses of the associated program listed in column B. In the case where the programs are licensed at different times, the number of licenses may not match due to variance in core factors between the time the respective programs were licensed; in that case the number of cores used to determine the number of licensed processors for the programs listed below in column A must match the number of cores used to determine the number of licensed processors of the associated program listed in Column B. Associated programs are those programs being used in conjunction with the program in Column A.

Column A	Column B
Database Enterprise Edition Options*- Real Application Clusters, Real Application Clusters One Node, Partitioning, OLAP, Data Mining, Spatial, Advanced Security, Label Security, Database Vault, Active Data Guard, Real Application Testing, Advanced Compression, Total Recall, Retail Data Model, Communications Data Model **Database Enterprise Management***- Diagnostics Pack, Tuning Pack, Database Lifecycle Management Pack, Cloud Management Pack for Oracle Database	Oracle Database Enterprise Edition, Audit Vault Server
RDB Server Options*- TRACE	Rdb Enterprise Edition, CODASYL DBMS
WebLogic Suite Options**- BPEL Process Manager Option, Service Bus, SOA Suite for Oracle Middleware, Business Process Management Suite	WebLogic Suite
Application Server Enterprise Management**- WebLogic Server Management Pack Enterprise Edition, SOA Management Pack Enterprise Edition, Cloud Management Pack for Oracle Fusion Middleware	Associated application server program being managed by the program in Column A.
Management Pack for Oracle Coherence**	Coherence Enterprise Edition, Coherence Grid Edition
Management Pack for Oracle GoldenGate*	GoldenGate, GoldenGate for Non Oracle Database, GoldenGate for Mainframe
Business Intelligence Server Enterprise Edition Options- Interactive Dashboard, Delivers, Answers, Office Plug-in and Reporting and Publishing	Business Intelligence Server Enterprise Edition
Business Intelligence Suite Enterprise Edition Plus Option- Business Intelligence Management Pack	Business Intelligence Suite Enterprise Edition Plus
Beehive Platform Options- Beehive Messaging, Beehive Team Collaboration, Beehive Synchronous Collaboration, Beehive Voicemail	Beehive Platform
Management Pack for Oracle Data Integrator	Data Integrator Enterprise Edition, Data

	Integrator and Application Adapter for Data Integration, or Oracle Data Integrator Enterprise Edition for Oracle Applications
Hyperion Financial Data Quality Management Options- Hyperion Financial Data Quality Management Adapter for Financial Management, Hyperion Financial Data Quality Management Adapter Suite, Hyperion Financial Data Quality Management Adapter for SAP	Hyperion Financial Data Quality Management
Hyperion Financial Data Quality Management for Hyperion Enterprise Option- Hyperion Financial Data Quality Management Adapter Suite	Hyperion Financial Data Quality Management for Hyperion Enterprise
Hyperion Data Integration Management Options- Hyperion Data Integration Management Source Adapter, Hyperion Data Integration Management Team Based Development	Hyperion Data Integration Management

*If licensing by Named User Plus you must maintain, at a minimum, 25 Named Users Plus per Processor per associated program.

** If licensing by Named User Plus you must maintain, at a minimum, 10 Named Users Plus per Processor per associated program.

Licensing Rules for ATG Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- The Oracle ATG Web Commerce Business Intelligence program and the Oracle ATG Web Commerce Business Intelligence Administrator program may only be used in conjunction with either the Oracle ATG Web Commerce program and/or the Oracle ATG Web Knowledge Manager program. You may, however, expand your data model to include other information provided the additional information supplements information is already included in the Oracle ATG Web Commerce program or in the Oracle ATG Knowledge Manager program.
- The Cognos BI Consumer Bundle is included in the Oracle ATG Web Commerce Business Intelligence program and is comprised of (a) one (1) reporting engine for anonymous viewers consisting of no more than two (2) processors and four (4) total cores, (b) unlimited anonymous report viewer seat licenses, (c) one (1) Named BI Web Administrator seat license and one (1) Named BI Professional Report Author seat license. Any additional seat licenses must be licensed separately by purchase of Oracle ATG Web Commerce BI Administrator seat licenses at an additional cost and are not included in any enterprise-wide or similar license.

Licensing Rules for JD Edwards Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- The programs include GNU libgmp library; copyright 1991 Free Software Foundation, Inc. This library is free software that can be modified and redistributed under the terms of the GNU Library General Public License contained in the programs. The programs may also contain other third party products.
- Your license for the program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards program table located at http://oracle.com/contracts for additional information.
- The Foundation program contains the development foundation environment/toolkit. You understand and acknowledge that any software program developed with the functionality of the development foundation environment/toolkit is subject to the terms and conditions of this agreement. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer programs generated by you utilizing the development tools included in the programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE

- The Oracle Technology Foundation for JD Edwards EnterpriseOne and the Oracle Technology Foundation for JD Edwards EnterpriseOne Upgrade programs each include a limited use license for Oracle Database Standard Edition. The database may be used solely in conjunction with any and all licensed JD Edwards EnterpriseOne programs, including third party programs licensed for use with JD Edwards EnterpriseOne programs. The database may be installed on an unlimited number of processors. If you require features and functions beyond those included with the Oracle Database Standard Edition, or if you require use of Oracle Database beyond your JD Edwards EnterpriseOne implementation, you may purchase a non-limited use license by contracting directly with Oracle or one of its authorized distributors.

  The license for each of these programs also includes a limited use license for the following components of Oracle Fusion Middleware: Oracle Application Server Standard Edition or Oracle WebLogic Server Standard Edition (either of these products may be used, but both products cannot be used for the same function); Oracle JRockit JVM; Oracle Application Server Portal; Oracle WebCenter Services; Oracle BPEL Process Manager; Oracle Business Activity Monitoring; Oracle Application Server Single Sign-On; Oracle Access Manager Basic; Oracle Application Server Web Cache; and Oracle Business Intelligence Publisher. These components may be used solely in conjunction with any and all licensed JD Edwards EnterpriseOne programs, including third party programs licensed for use with JD Edwards EnterpriseOne programs. These components may be installed on an unlimited number of processors. If you require use of these components beyond your JD Edwards EnterpriseOne implementation you may purchase a non-limited use license for any of the Oracle components by contracting directly with Oracle or one of its authorized distributors.

  For the purpose of using Oracle Business Intelligence Publisher, Oracle will include a limited use license of Business Intelligence Publisher for use with JD Edwards EnterpriseOne programs. Any use of Business Intelligence Publisher outside of a JD Edwards EnterpriseOne program, such as with a your own "custom" applications as well as with other Oracle applications (including but not limited to Siebel Applications, PeopleSoft Applications, and/or Oracle Applications) will require a full use license of Business Intelligence Publisher. Business Intelligence Publisher may be installed on an unlimited number of processors.

  The development tools included with these programs may be used solely with the licensed JD Edwards EnterpriseOne programs and may not be used to create new applications. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer programs generated by you utilizing the development tools included in the programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE JD EDWARDS ENTERPRISE ONE PROGRAM WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.
- The Technology Foundation and Technology Foundation Upgrade programs each include the following "IBM Components": IBM DB2 Universal Database, IBM WebSphere Application Server and IBM WebSphere Portal (as contained in Collaborative Portal). IBM Components may be used solely in conjunction with any and all licensed JD Edwards EnterpriseOne programs, including third party programs licensed for use with JD Edwards EnterpriseOne programs. You may obtain a general license for any of the IBM Components by contracting directly with IBM or one of its authorized distributors. The development tools included in this program may be used solely with the licensed JD Edwards EnterpriseOne programs and may not be used to create new applications. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer programs generated by you utilizing the development tools included in the programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.

Licensing Rules for Oracle E-Business Suite Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- The option Activity Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.
- The option Field Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.
- The option Marketing Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.
- The option Sales Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.

- The option Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program
- The option Activity Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Field Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Marketing Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Privacy Management Policy Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Sales Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.

Licensing Rules for PeopleSoft Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- Your license for the program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards program table located at http://oracle.com/contracts for additional information.
- The programs listed below include a license to use Business Analysis Modeler – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft programs you have licensed. Oracle will deliver this program to you per the delivery terms in your order.

  Integrated FieldService, Marketing, Mobile Sales, Online Marketing, Order Capture, Order Capture Self Service, Sales, Support for Customer Self Service
- Your use of the Campus Self Service program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.
- PeopleTools - Enterprise Development shall be used solely to develop applications for your internal data processing operations. In no event shall you market or distribute such applications. Notwithstanding anything to the contrary, you shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this program for the purpose of developing applications.
- Each PeopleTools - Enterprise Development Starter Kit program shall be used solely by 5 application users to develop applications containing no more than a total of 20 components (as defined in the program documentation) for your internal data processing operations. In no event shall you market or distribute such applications. Notwithstanding anything to the contrary, you shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this program for the purpose of developing applications.
- You may use PeopleTools – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft Enterprise programs you have licensed. Oracle will deliver this program to you per the delivery terms in your order
- The Process Modeler Client program may only be used with PeopleSoft Enterprise or JD Edwards EnterpriseOne programs you have licensed from Oracle. You shall not use this program with any other software.
- The license for the Student Administration program includes a limited use license for the Human Resources, Benefits Administration and the Payroll for North America programs. Such limited use license means that the Human Resources, Benefits Administration and the Payroll for North America Software modules shall only be used in order to access the features and functions of the Student Administration program. Your use of the Student Administration program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.

Licensing Rules for Primavera Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- For the purposes of the following Primavera programs: Earned Value Management, Evolve, SureTrak, Contractor and P3 Project Planner, you acknowledge that you have both read and understand the limited Software Update License & Support services that are available for these programs, as described in Oracle's Technical Support Policies.
- For purposes of the Primavera SureTrak and Primavera P3 Project Planner programs, you acknowledge that the agreement delivered to you with these programs, and not the end user license agreement contained in the product installation, governs the end user's use of these programs

- For the purposes of the following programs: Primavera P6 Enterprise Project Portfolio Management and Primavera P6 Enterprise Project Portfolio Management Web Services, developers and/or users (i) who are not already licensed for the Primavera P6 Enterprise Project Portfolio Management program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera P6 Enterprise Project Portfolio Management Web Services program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.
- For the purposes of the following programs: Primavera Contract Management Web Services and Primavera Contract Management, developers and/or users (i) who are not already licensed for the Primavera Contract Management program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera Contract Management Web Services program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.

Licensing Rules for Siebel Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- For the Siebel Branch Teller Services program, Siebel Internet Banking Services program, Siebel Retail Finance Foundation Services program and the Siebel Financial Transactions Workbench program, you may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the program documentation, all in accordance with the program documentation, and provided that such materials or modified materials shall be used solely with your licensed use of such programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the programs, ancillary programs, program documentation, or any other materials provided by Oracle, or to permit third parties to do so.
- The Siebel Details Program includes a license for 20 Concurrent Users that authorizes you to use the program on only one Computer for a maximum of 20 Concurrent Users at any given time.
- The Siebel Marketing Server program is licensed on a Computer basis together with the number of unique Customer Records that you may access using the program.
- The Siebel Pharma Marketing Server is licensed on the basis of the number of unique Customer Records that you may access using the program together with the number of Brands that you may manage using the program.
- The Siebel Pricing Claims Server-Up to 20 Application Users is licensed on a Computer basis with a limitation on the number of Application Users.
- The users or processors of the Siebel Web Channel program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the programs that is defined in the Siebel Tools program.
- The Siebel Data Quality License may only be used with Oracle Master Data Management or Oracle CRM deployments.

Licensing Rules for Programs Licensed per UPK Module

- Oracle grants to you a non-exclusive, nontransferable license for your UPK Developer(s) to: (i) use those User Productivity Kit ("UPK") programs licensed as UPK modules (collectively referred to as "UPK content") only as necessary to create and provide training solely for Employee and/or Application Users to use the underlying programs for your benefit; (ii) make an unlimited number of copies of the UPK content only as necessary to create and provide training solely to Employees and/or Application Users to use the underlying programs for your benefit; and (iii) develop modifications and customizations to the UPK content, if applicable, all subject to the terms and conditions set forth in this agreement, provided all copyright notices are reproduced as provided on the original. You represent and warrant that you have a valid license for the underlying program(s). You are prohibited from reselling or distributing the UPK content to any other party or using the UPK content other than as explicitly permitted in this agreement. Oracle represents that the UPK content and any content created by you using the UPK content contains valuable proprietary information. Oracle retains title to all portions of the UPK content and any copies thereof. You shall use UPK content modifications created by you solely for your internal use in accordance with the terms of this agreement. You may provide access to and use of the UPK content only to those third parties that are licensed as Application Users and that: (a) provide services to you concerning your use of the UPK content; (b) have a need to use and access the UPK content; and (c) have agreed to substantially similar non-disclosure obligations imposed by you as those contained in this agreement. Application and Employee User(s) of UPK programs may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Licensing Rules for MySQL Programs

- The MySQL programs may contain third party technology. Oracle may provide certain notices to you in program documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to you either under the terms of the agreement, or if specified in the program documentation,

"readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement.

Technical	Only Adobe?	Adobe can't provide?	Comments
Solution will be Compatible with Microsoft Windows XP, 7, & 8.			
Solution will be compatible with Microsoft Office 2010 & 2013.			
Creation & Conversion			
Solution will create .PDF files that are compatible with ISO 3200 standards.			
PDF/A			
PDF/E			
PDF/X			
PDF/UA? WCAG 2.0?			
Solution will create .PDF file from multiple files			
Solution will create .PDF file from mutliple file types			
Solution will create .PDF files from Microsoft Office files.			
Solution will create searchable-text .PDF files from converted files.			core function.
Solution will create searchable-text .PDF files from scanned hardcopies.			core function.
Solution will create . PDF files from industry-wide open file formats, including: RFT, HTML, TXT, & image formats.			core function.
Attached PDF to note?			
Solution will convert multiple files to multiple .PDF's.			Additional: split PDF top many?
Convert .PDF files to fully editable Microsoft Office files.			
PDF Viewing			
Solution will provide no-cost PDF viewer.			
Solution will allow end-user to view .PDF files			
Solution will allow end-user to search .PDF files			
Find All			
Solution will allow end-user to print .PDF to hardcopy			
Solution will allow end-user to view all types of .PDF files, including: PDF/A, PDF/E, PDF/X.			
Solution will allow end-user to validate digital signature within the .PDF file.			Differentiate between digital & electronic.
Solution will allow end-user to compare multiple .PDF documents.			
ADA: Read out loud??			Dragon does this?
PDF Linearization??			
Loupe??			
Screenshot??			We have tools already.
Pan & zoom??			nice to have.

State of Michigan Pricelist 12/2/2014

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7105649	Spare: power cord, North America and Asia, 2.5 meters, NEMA 5-15P plug, C19 connector, 15 A, 250 VAC	Spare parts	$48.00	29%	$34.08	29%	$34.08
7105650	Spare: power cord, global jumper, straight plug-connector 1.8 meter, C14 plug, C19 connector, 15 A	Spare parts	$42.00	29%	$29.82	29%	$29.82
7105651	Spare: power cord, global jumper, straight plug-connector 2.4 meters, C20 plug, C19 connector, 20 A	Spare parts	$72.00	29%	$51.12	29%	$51.12
7105652	Spare: power cord, UK, 2.5 meters, C19 connector, 13 A, 250 VAC	Spare parts	$72.00	29%	$51.12	29%	$51.12
7105653	Spare: power cord, Europe, 2.5 meters, C19 connector, 15 A, 250 VAC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7105654	Spare: power cord, India, 2.5 meters, C19 connector, 16 A, 250 VAC	Spare parts	$78.00	29%	$55.38	29%	$55.38
7105658	Spare: QSFP to CX-4 InfiniBand copper cable: 3 meters	Spare parts	$1,272.00	29%	$903.12	29%	$903.12
7105659	Spare: QSFP to CX-4 InfiniBand copper cable: 5 meters	Spare parts	$1,320.00	29%	$937.20	29%	$937.20
7105660	Oracle Fabric Interconnect F1-4	Spare parts	$6,018.00	29%	$4,272.78	29%	$4,272.78
7105661	Spare: XFP transceiver, 10 GbE	Spare parts	$1,254.00	29%	$890.34	29%	$890.34
7105662	Spare: Dual Port 4 Gb Fibre Channel Module, for Oracle Fabric Interconnect hardware only	Spare parts	$16,524.00	29%	$11,732.04	29%	$11,732.04
7105663	Oracle Fabric Interconnect F1-15	Spare parts	$8,025.00	29%	$5,699.88	29%	$5,699.88
7105664	Spare: QSFP to CX-4 InfiniBand copper cable: 1 meter	Spare parts	$1,224.00	29%	$869.04	29%	$869.04
7104569	Spare: StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL8500 and StorageTek SL3000	Spare parts	$10,500.00	29%	$7,455.00	29%	$7,455.00
7105311	Spare: StorageTek LTO tape drive: 1 HP LTO6 6 Gb SAS for StorageTek SL150	Spare parts	$8,388.00	29%	$5,955.48	29%	$5,955.48
7105310	Spare: StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL150	Spare parts	$9,336.00	29%	$6,628.56	29%	$6,628.56
7105625	Spare: StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb FC for StorageTek SL150 for OEM	Spare parts	$9,240.00	29%	$6,560.40	29%	$6,560.40
7105626	Spare: StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb SAS for StorageTek SL150 for OEM	Spare parts	$9,240.00	29%	$6,560.40	29%	$6,560.40
7105775	Spare: SFP assembly	Spare parts	$1,200.00	29%	$852.00	29%	$852.00
7105634	Spare: cable kit with two 7-foot CAT6 ethernet cables	Spare parts	$78.00	29%	$55.38	29%	$55.38
7105627	Spare: battery assembly with carrier	Spare parts	$372.00	29%	$264.12	29%	$264.12
7103910	Oracle Storage Drive Enclosure DE2-24P: base chassis (for factory installation)	Storage Hard Disk Drives	$4,071.00	14%	$3,501.06	20%	$3,256.80
7103911	One 300 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
7103912	One 900 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$840.00	14%	$722.40	20%	$672.00
7103914	Oracle Storage Drive Enclosure DE2-24C: base chassis (for factory installation)	Storage Hard Disk Drives	$4,896.00	14%	$4,210.56	20%	$3,916.80
7103917	Filler panel (for factory installation)	Storage Hard Disk Drives	$9.00	14%	$7.74	20%	$7.20
7103918	Filler panel (for factory installation)	Storage Hard Disk Drives	$15.00	14%	$12.90	20%	$12.00
7104988	Additional 300 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$414.00	14%	$356.04	20%	$331.20
7104989	Additional 900 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$1,008.00	14%	$866.88	20%	$806.40
7104993	Oracle Storage Drive Enclosure: base consolidation box (for factory installation)	Storage Hard Disk Drives	$37.00	14%	$31.82	20%	$29.60
7105734	Oracle Storage Drive Enclosure DE2-24P: base chassis, for after original system installation	Storage Hard Disk Drives	$4,885.00	14%	$4,201.10	20%	$3,908.00

STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **6**

to

Contract Number **071B4300149**

CONTRACTOR	
	Oracle America, Inc.
	500 Oracle Parkway
	Redwood Shores, CA 94065
	Joe Mudroch
	(314) 477-4418
	joe.mudroch@oracle.com
	CV0066538

STATE			
	Program Manager	Reid Sisson	DTMB
		(517) 241-1638	
		sissonr@Michigan.gov	
	Contract Administrator	Joshua Wilson	DTMB
		(517) 249-0444	
		wilsonj31@michigan.gov	

CONTRACT SUMMARY			
ORACLE SOFTWARE, HARDWARE & RELATED SERVICES			
INITIAL EFFECTIVE DATE	**INITIAL EXPIRATION DATE**	**INITIAL AVAILABLE OPTIONS**	**EXPIRATION DATE BEFORE**
August 29, 2014	August 28, 2019	3 - 1 Year	August 28, 2019
PAYMENT TERMS		**DELIVERY TIMEFRAME**	
NET30		N/A	
ALTERNATE PAYMENT OPTIONS			**EXTENDED PURCHASING**
☐ P-Card	☐ Direct Voucher (DV)	☐ Other	☒ Yes ☐ No
MINIMUM DELIVERY REQUIREMENTS			
N/A			

DESCRIPTION OF CHANGE NOTICE				
OPTION	**LENGTH OF OPTION**	**EXTENSION**	**LENGTH OF EXTENSION**	**REVISED EXP. DATE**
☐	N/A	☐	N/A	
CURRENT VALUE	**VALUE OF CHANGE NOTICE**		**ESTIMATED AGGREGATE CONTRACT VALUE**	
$100,000,000.00	$7,600,000.00		$107,600,000.00	

DESCRIPTION

Effective September 6, 2018, this Contract is hereby increased by $7,600,000.00.

Please note that the Contract Administrator is hereby changed to Joshua Wilson (Section 8.11 Contract Administration, A. Issuing Office). Please note Change Notices 4 and 5 erroneously reflected the Contract Term and this Change Notice 6 hereby corrects this error affirming the Contract Term is August 29, 2014 through August 28, 2019 with three (3), one (1) year renewal options (Section 1.001 Contract Request).

All other terms, conditions, specifications and pricing remain the same per Contractor and Agency agreement, DTMB Procurement approval and State Administrative Board approval dated May 22, 2018.

STATE OF MICHIGAN
ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **5**

to

Contract Number **071B4300149**

CONTRACTOR	
	ORACLE AMERICA, INC.
	500 Oracle Parkway
	Redwood Shores, CA 94065
	Joe Mudroch
	314-477-4418
	joe.mudroch@oracle.com
	CV0066538

STATE		
Program Manager	Reid Sisson	MULTI
	517-241-1638	
	sissonr@Michigan.gov	
Contract Administrator	Garrick Paraskevin	DTMB
	(517) 284-6993	
	paraskeving@michigan.gov	

CONTRACT SUMMARY

ORACLE SOFTWARE, HARDWARE & RELATED SRVCS

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
August 27, 2014	August 26, 2019	3 - 1 Year	August 26, 2019

PAYMENT TERMS	DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
☐ P-Card	☐ Direct Voucher (DV)	☐ Other	☒ Yes	☐ No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
☐		☐		August 26, 2019

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
$100,000,000.00	$0.00	$100,000,000.00

DESCRIPTION

Be advised that there was a mistake made in the numbering of Change Notices under this Contract. For record keeping purposes, there are no Change Notices Numbers 2 and 3 to this Contract.

This Change Notice Number 5 completes a transaction between the parties that (i) certifies and terminates an Oracle Unlimited License Agreement (ULA), (ii) cancels certain Oracle licenses, and (iii) provides for co-terminus support end dates for certain Oracle licenses. The transaction is reflected in the attached Oracle License Certification Form, Oracle License Termination Letter, and Attachment 1 to the Oracle License Termination Letter.

All other terms, conditions, specifications, and pricing remain the same.

ORACLE

June 27, 2018

Simon Baldwin
Category Manager, IT
Central Procurement – Enterprise Sourcing
State of Michigan

Dear Simon:

You have requested that Oracle provide technical support services for some but not all of your licenses contained in a license set. You acknowledge that per Oracle's technical support policies, in order to receive technical support services for your licenses, all licenses in a license set must be supported at the same level of technical support. Please review the applicable technical support policies at http://www.oracle.com/us/support/policies/index.html or contact Oracle Support at http://www.oracle.com/us/support /contact/indext.html.

You have agreed to terminate some of your licenses in order to maintain technical support services on a reduced number of licenses in a license set. For the sake of clarity, this letter dated June 27, 2018 rescinds and supersedes the prior Oracle letter dated May 24, 2018 to Mr. Reid Sisson.

By signing below, you are agreeing to terminate the licenses listed in the table below. As of May 25, 2018, you no longer have any right to use the terminated licenses and have no right to technical support services, including but not limited to, updates, fixes and security alerts. Oracle will maintain and renew technical support services for your remaining licenses in the license set (not including mySQL, Solaris Cluster and Hardware Support which are separately billed) in accordance with the three ODs set forth in Attachment 1 to this letter, which is incorporated by reference herein. If your licensing needs increase in the future, you must purchase any necessary licenses to meet your increased needs. You will not be permitted to reinstate the terminated licenses.

Pricing for support is based upon the level of support and the volume of licenses for which support is ordered. In the event that a subset of licenses on a single order is terminated or if the level of support is reduced, support for the remaining licenses on that license order will be priced at Oracle's list price for support in effect at the time of termination or reduction minus the applicable standard discount. The Technical Support fees for any future cancellation of licenses listed herein will trigger a re-pricing based upon the line items on the original order effected and will not impact other specific order numbers that existed on a single support service contract.

By signing below, you represent that you have authority to terminate the licenses on behalf of State of Michigan. You acknowledge that Oracle may not renew technical support services for your remaining licenses in the license set until you have completed and returned this termination letter to the Oracle Support Services Representative listed below. The licenses that are hereby terminated are:

Contract	CSI	Order	Oracle Program	Qty
3680180	1552365	5340458	SERVER EE 7.3	50
3665054	1865300	5566941	ORACLE7 PERSONAL EDITION 7.3.3	1
4153683	3285225	8433442	Oracle Database Enterprise Edition - Processor Perpetual	1
4153683	3285225	8433442	Change Management Pack - Processor Perpetual	1
4153683	3285225	8433442	Oracle Diagnostics Pack - Processor Perpetual	1
4153683	3285225	8433442	Oracle Tuning Pack - Processor Perpetual	1
4895056	3299085	6614384	Oracle Database Enterprise Edition - Processor Perpetual	3
4895056	3299085	6614384	Change Management Pack - Processor Perpetual	3
4895056	3299085	6614384	Oracle Diagnostics Pack - Processor Perpetual	3
4895056	3299085	6614384	Oracle Tuning Pack - Processor Perpetual	3
4895056	3367624	6658854	Oracle Discrete Manufacturing - Application User Perpetual	8

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4895056	3367624	6658854	Oracle Database Enterprise Edition - Named User Perpetual	2076
4895056	3367624	6657163	Oracle Database Enterprise Edition - Named User Perpetual	20
4895056	3367624	6657163	Oracle Database Enterprise Edition - Processor Perpetual	88
4895056	3367624	6658854	Oracle Database Enterprise Edition - Processor Perpetual	127
4895056	3367624	6658854	Oracle Database Standard Edition - Named User Perpetual	30
4895056	3367624	6658854	Oracle Database Standard Edition - Processor Perpetual	4
4895056	3367624	6658854	Oracle Database Personal Edition - Named User Perpetual	421
4895056	3367624	6657163	Oracle Partitioning - Processor Perpetual	14
4895056	3367624	6658854	Oracle Partitioning - Processor Perpetual	16
4895056	3367624	6658854	Oracle Real Application Clusters - Processor Perpetual	64
4895056	3367624	6658854	Change Management Pack - Named User Perpetual	401
4895056	3367624	6657163	Change Management Pack - Processor Perpetual	42
4895056	3367624	6658854	Change Management Pack - Processor Perpetual	71
4895056	3367624	6657163	Oracle Diagnostics Pack - Named User Perpetual	50
4895056	3367624	6658854	Oracle Diagnostics Pack - Named User Perpetual	794
4895056	3367624	6657163	Oracle Diagnostics Pack - Processor Perpetual	44
4895056	3367624	6658854	Oracle Diagnostics Pack - Processor Perpetual	90
4895056	3367624	6658854	Oracle Tuning Pack - Named User Perpetual	1129
4895056	3367624	6657163	Oracle Tuning Pack - Named User Perpetual	50
4895056	3367624	6657163	Oracle Tuning Pack - Processor Perpetual	48
4895056	3367624	6658854	Oracle Tuning Pack - Processor Perpetual	77
4895056	3367624	6658854	Oracle Internet Application Server Enterprise Edition - Named User Perpetual	107
4895056	3367624	6658854	Oracle Internet Application Server Enterprise Edition - Named User Perpetual	872
4895056	3367624	6658854	Oracle Internet Developer Suite - Named User Perpetual	199
4895056	3367635	6658232	Oracle Purchasing - Application User Perpetual	209
4895056	3367635	6658232	Oracle Database Enterprise Edition - Named User Perpetual	335
4895056	3367635	6658232	Oracle Database Enterprise Edition - Processor Perpetual	326
4895056	3367635	6658232	Oracle Partitioning - Named User Perpetual	144
4895056	3367635	6658232	Oracle Partitioning - Processor Perpetual	21
4895056	3367635	6658232	Oracle Spatial and Graph - Processor Perpetual	3
4895056	3367635	6658232	Spatial - Named User Perpetual	10
4895056	3367635	6658232	Change Management Pack - Named User Perpetual	120
4895056	3367635	6658232	Change Management Pack - Processor Perpetual	287
4895056	3367635	6658232	Oracle Diagnostics Pack - Named User Perpetual	44
4895056	3367635	6658232	Oracle Diagnostics Pack - Processor Perpetual	305
4895056	3367635	6658232	Oracle Tuning Pack - Named User Perpetual	120
4895056	3367635	6658232	Oracle Tuning Pack - Processor Perpetual	296
4895056	3367635	6658232	Oracle Internet Application Server Enterprise Edition - Named User Perpetual	8
4895056	3367635	6658232	Oracle Internet Application Server Enterprise Edition - Processor Perpetual	13
4895056	3367635	6658232	Oracle Internet Developer Suite - Named User Perpetual	24

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4895056	14053623	6948424	Oracle Internet Application Server Enterprise Edition - Processor Perpetual	2
4895056	14053758	6948560	Oracle Real Application Clusters - Processor Perpetual	8
4895056	14378398	7900163	Oracle Partitioning - Processor Perpetual	56
4895056	14651190	8011691	Configuration Management Pack - Processor Perpetual	36
4895056	14651190	8011691	Oracle Tuning Pack - Processor Perpetual	27
4895056	14652755	8012450	Oracle Database Enterprise Edition - Processor Perpetual	3
4895056	14653410	8012822	Oracle Database Enterprise Edition - Processor Perpetual	15
4895056	14653535	8012995	Oracle Database Enterprise Edition - Named User Plus Perpetual	175
4895056	14653535	8012995	Oracle Internet Application Server Enterprise Edition - Processor Perpetual	2
4895056	14686907	8025400	Oracle Real Application Clusters - Processor Perpetual	4
4895056	14686907	8025400	Oracle Spatial and Graph - Named User Plus Perpetual	40
4895056	14686907	8025400	Oracle Spatial and Graph - Processor Perpetual	4
4895056	14686907	8025400	Internet Application Server Java Edition - Named User Plus Perpetual	40
4895056	14686907	8025400	Internet Application Server Java Edition - Processor Perpetual	4
4895056	14765254	8051622	Oracle Database Enterprise Edition - Named User Plus Perpetual	125
4895056	14765254	8051622	Oracle Database Enterprise Edition - Processor Perpetual	60
4895056	14765254	8051622	Oracle Real Application Clusters - Named User Plus Perpetual	300
4895056	14765254	8051622	Oracle Real Application Clusters - Processor Perpetual	60
4895056	14765254	8051622	Change Management Pack - Processor Perpetual	60
4895056	14765254	8051622	Configuration Management Pack - Processor Perpetual	60
4895056	14765254	8051622	Oracle Diagnostics Pack - Processor Perpetual	60
4895056	14765254	8051622	Oracle Tuning Pack - Processor Perpetual	60
4895056	14884166	8088670	Oracle Database Enterprise Edition - Named User Plus Perpetual	775
4895056	14884166	8088670	Oracle Database Enterprise Edition - Processor Perpetual	76
4895056	14884166	8088670	Oracle Partitioning - Named User Plus Perpetual	150
4895056	14884166	8088670	Oracle Partitioning - Processor Perpetual	48
4895056	14884166	8088670	Oracle Real Application Clusters - Processor Perpetual	40
4895056	14884166	8088670	Change Management Pack - Named User Plus Perpetual	775
4895056	14884166	8088670	Change Management Pack - Processor Perpetual	80
4895056	14884166	8088670	Configuration Management Pack - Named User Plus Perpetual	775
4895056	14884166	8088670	Configuration Management Pack - Processor Perpetual	80
4895056	14884166	8088670	Oracle Diagnostics Pack - Named User Plus Perpetual	775
4895056	14884166	8088670	Oracle Diagnostics Pack - Processor Perpetual	80
4895056	14884166	8088670	Oracle Tuning Pack - Named User Plus Perpetual	775
4895056	14884166	8088670	Oracle Tuning Pack - Processor Perpetual	80
4895056	15157061	8101561	Oracle Spatial and Graph - Named User Plus Perpetual	10
4895056	15179233	8105828	Oracle Database Enterprise Edition - Processor Perpetual	4

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4895056	15401652	8150218	Oracle Database Enterprise Edition - Processor Perpetual	5
4894774	15707027	8247722	Oracle Database Enterprise Edition - Named User Plus Perpetual	150
4894774	15707027	8247722	Oracle Real Application Clusters - Named User Plus Perpetual	600
4894774	15707027	8247722	Configuration Management Pack - Named User Plus Perpetual	600
4894774	15707027	8247722	Oracle Diagnostics Pack - Named User Plus Perpetual	600
4894839	15771545	8255895	Oracle Spatial and Graph - Named User Plus Perpetual	175
4895000	15813053	8265223	Oracle Real Application Clusters - Processor Perpetual	12
4895021	15920169	8291439	Oracle Partitioning - Named User Plus Perpetual	400
4895021	15920169	8291439	Oracle Partitioning - Processor Perpetual	16
4895028	15934682	8298283	Oracle Real Application Clusters - Processor Perpetual	4
3110078	16113697	8350027	Oracle Real Application Clusters - Processor Perpetual	8
3334287	16232854	8365445	Oracle Partitioning - Named User Plus Perpetual	14
3334287	16232854	8365445	Oracle Real Application Clusters - Processor Perpetual	14
3334287	16232854	8365445	Change Management Pack - Processor Perpetual	17
3334287	16232854	8365445	Configuration Management Pack - Named User Plus Perpetual	450
3334287	16232854	8365445	Configuration Management Pack - Processor Perpetual	2
3334287	16232854	8365445	Oracle Diagnostics Pack - Processor Perpetual	2
3334287	16316702	8390552	Change Management Pack - Named User Plus Perpetual	68
3334287	16316702	8390552	Change Management Pack - Processor Perpetual	10
3334287	16316702	8390552	Oracle Diagnostics Pack - Processor Perpetual	10
3334287	16316702	8390552	Oracle Tuning Pack - Processor Perpetual	14
3789539	16475252	8431896	Oracle Advanced Compression - Processor Perpetual	36
3789539	16475252	8431896	Oracle Partitioning - Processor Perpetual	19
3789539	16475252	8431896	Oracle Real Application Clusters - Processor Perpetual	57
3789539	16475252	8431896	Configuration Management Pack for Oracle Database - Processor Perpetual	51
3789539	16475252	8431896	Provisioning and Patch Automation Pack for Database - Processor Perpetual	36
3789539	16475252	8431896	Oracle Real Application Testing - Processor Perpetual	36
3789539	16475252	8431896	Diagnostics Pack for Oracle Middleware - Processor Perpetual	48
3876993	16564740	8449135	Oracle Real Application Clusters - Processor Perpetual	16
3877146	16564842	8449193	Oracle Partitioning - Processor Perpetual	10
3877146	16564842	8449193	Oracle Real Application Clusters - Processor Perpetual	48
3877146	16564842	8449193	Oracle Diagnostics Pack - Processor Perpetual	10
3880658	16568020	8449507	Oracle Internet Application Server Standard Edition - Named User Plus Perpetual	20
3880658	16568020	8449507	Oracle Internet Application Server Standard Edition - Processor Perpetual	3
3880658	16568020	8449507	Oracle Internet Application Server Standard Edition One - Processor Perpetual	5
3985919	16718343	8466911	Oracle Diagnostics Pack - Processor Perpetual	8
3985919	16718343	8466911	Oracle Tuning Pack - Processor Perpetual	8

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4109583	16883372	8490371	Oracle Tuning Pack - Named User Plus Perpetual	50
4109583	16883372	8490371	Oracle Tuning Pack - Processor Perpetual	2
4605858	17561979	8520964	Oracle Database Enterprise Edition - Named User Plus Perpetual	20
4605858	17561979	8520964	Oracle Database Enterprise Edition - Processor Perpetual	12
4605858	17561979	8520964	Oracle Database Enterprise Edition - Processor Perpetual	31
4605858	17561979	8520964	Oracle Partitioning - Named User Plus Perpetual	300
4605858	17561979	8520964	Oracle Partitioning - Processor Perpetual	96
4605858	17561979	8520964	Oracle Real Application Clusters - Processor Perpetual	4
4605858	17561979	8520964	Oracle Real Application Clusters - Processor Perpetual	24
4605858	17561979	8520964	Oracle Data Masking Pack - Processor Perpetual	12
4605858	17561979	8520964	Configuration Management Pack for Oracle Database - Processor Perpetual	14
4605858	17561979	8520964	Provisioning and Patch Automation Pack for Database - Processor Perpetual	96
4605858	17561979	8520964	Oracle Diagnostics Pack - Processor Perpetual	13
4605858	17561979	8520964	Oracle Diagnostics Pack - Processor Perpetual	36
4605858	17561979	8520964	Oracle Tuning Pack - Processor Perpetual	14
4605858	17561979	8520964	Oracle Tuning Pack - Processor Perpetual	36
4760786	17736124	8535671	Oracle Database Enterprise Edition - Processor Perpetual	2
4760786	17736124	8535671	Oracle Active Data Guard - Named User Plus Perpetual	150
4760786	17736124	8535671	Oracle Active Data Guard - Processor Perpetual	11
4760786	17736124	8535671	Oracle Advanced Compression - Named User Plus Perpetual	150
4760786	17736124	8535671	Oracle Advanced Compression - Processor Perpetual	11
4760786	17736124	8535671	Oracle Diagnostics Pack - Processor Perpetual	2
4762085	17739277	8535984	Oracle Database Enterprise Edition - Named User Plus Perpetual	675
4762085	17739277	8535984	Oracle Database Enterprise Edition - Processor Perpetual	76
4762085	17739277	8535984	Oracle Partitioning - Named User Plus Perpetual	675
4762085	17739277	8535984	Oracle Partitioning - Processor Perpetual	61
4762085	17739277	8535984	Oracle Real Application Clusters - Processor Perpetual	60
4762085	17739277	8535984	Change Management Pack - Named User Plus Perpetual	675
4762085	17739277	8535984	Change Management Pack - Processor Perpetual	76
4762085	17739277	8535984	Configuration Management Pack for Oracle Database - Named User Plus Perpetual	675
4762085	17739277	8535984	Configuration Management Pack for Oracle Database - Processor Perpetual	76
4762085	17739277	8535984	Oracle Diagnostics Pack - Named User Plus Perpetual	675
4762085	17739277	8535984	Oracle Diagnostics Pack - Processor Perpetual	76
4762085	17739277	8535984	Oracle Tuning Pack - Named User Plus Perpetual	675
4762085	17739277	8535984	Oracle Tuning Pack - Processor Perpetual	76
5147471	18070343	8582774	Oracle WebLogic Suite - Processor Perpetual	48
5144055	18073212	8582684	Oracle Active Data Guard - Processor Perpetual	40
5144055	18073212	8582684	Oracle Advanced Compression - Processor Perpetual	40

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5144055	18073212	8582684	Oracle Partitioning - Processor Perpetual	40
5144055	18073212	8582684	Configuration Management Pack for Oracle Database - Processor Perpetual	40
5144055	18073212	8582684	Provisioning and Patch Automation Pack for Database - Processor Perpetual	40
5144055	18073212	8582684	Oracle WebLogic Suite - Processor Perpetual	18
5144055	18073212	8582684	Oracle WebLogic Suite - Processor Perpetual	18
5144830	18073626	8583146	Oracle Database Enterprise Edition - Processor Perpetual	6
5144830	18073626	8583146	Oracle Database Enterprise Edition - Processor Perpetual	16
5144830	18073626	8583146	Oracle Partitioning - Processor Perpetual	1
5144830	18073626	8583146	Oracle Real Application Clusters - Named User Plus Perpetual	300
5144830	18073626	8583146	Oracle Spatial and Graph - Processor Perpetual	2
5144830	18073626	8583146	Change Management Pack - Named User Plus Perpetual	300
5144830	18073626	8583146	Oracle Diagnostics Pack - Processor Perpetual	9
5144830	18073626	8583146	Oracle Tuning Pack - Processor Perpetual	4
5178947	18126659	8590827	Oracle Spatial and Graph - Named User Plus Perpetual	100
5178947	18126659	8590827	Oracle Spatial and Graph - Processor Perpetual	4
5216261	18187823	8600654	Oracle Advanced Security - Processor Perpetual	1
5221518	18191880	8601653	Oracle Database Enterprise Edition - Processor Perpetual	9
5241607	18219778	8607256	Oracle Partitioning - Named User Plus Perpetual	50
5400019	18431838	8643468	Oracle Database Enterprise Edition - Named User Plus Perpetual	350
5400019	18431838	8643468	Oracle Active Data Guard - Named User Plus Perpetual	50
5400019	18431838	8643468	Oracle Advanced Compression - Named User Plus Perpetual	50
5400019	18431838	8643468	Oracle Partitioning - Named User Plus Perpetual	200
5400019	18431838	8643468	Oracle Spatial and Graph - Named User Plus Perpetual	50
5400019	18431838	8643468	Change Management Pack - Named User Plus Perpetual	400
5400019	18431838	8643468	Oracle Diagnostics Pack - Named User Plus Perpetual	200
5400019	18431838	8643468	Oracle Tuning Pack - Named User Plus Perpetual	350
5519807	18576070	8663665	Oracle WebLogic Suite - Processor Perpetual	12
5742647	18845663	8700762	Oracle Business Intelligence Server Administrator - Named User Plus Perpetual	2
5742647	18845663	8700762	Business Intelligence Suite Enterprise Edition - Named User Plus Perpetual	50
5742647	18845663	8700762	Oracle Advanced Compression - Processor Perpetual	1
5742647	18845663	8700762	Oracle Advanced Security - Processor Perpetual	1
5742647	18845663	8700762	Oracle Audit Vault Collection Agent - Processor Perpetual	1
5742647	18845663	8700762	Oracle Audit Vault Server - Processor Perpetual	1
5742647	18845663	8700762	Oracle Database Firewall - Processor Perpetual	1
5742647	18845663	8700762	Oracle Database Firewall Management Server - Processor Perpetual	1
5742647	18845663	8700762	Oracle Data Masking Pack - Processor Perpetual	1
5742647	18845663	8700762	Oracle Database Vault - Processor Perpetual	1
5742647	18845663	8700762	Oracle Label Security - Processor Perpetual	32

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5742647	18845663	8700762	Oracle Cloud Management Pack for Oracle Database - Processor Perpetual	1
5929306	19086103	8740883	Oracle Database Enterprise Edition - Named User Plus Perpetual	330
5929306	19086103	8740883	Oracle Real Application Clusters - Named User Plus Perpetual	600
5929306	19086103	8740883	Oracle Real Application Clusters - Processor Perpetual	17
5929306	19086103	8740883	Oracle Diagnostics Pack - Named User Plus Perpetual	600
5929306	19086103	8740883	Oracle Tuning Pack - Named User Plus Perpetual	100
5929306	19086103	8740883	Oracle Tuning Pack - Processor Perpetual	6
6330989	19565464	8820231	Oracle Partitioning - Processor Perpetual	23
6330989	19565464	8820231	Oracle Real Application Clusters - Processor Perpetual	21
6386571	19662965	8837742	Oracle Active Data Guard - Processor Perpetual	1
6386571	19662965	8837742	Oracle GoldenGate - Processor Perpetual	36
6416281	19689803	8843074	Oracle Partitioning - Processor Perpetual	8
6661246	19864201	7001710	Oracle GoldenGate - Named User Plus Perpetual	500
6661246	19864201	7001710	Oracle GoldenGate - Processor Perpetual	60
6661246	19864201	7001710	Oracle GoldenGate - Processor Perpetual	84
6661246	19864201	7001710	Oracle Management Pack for Oracle GoldenGate - Named User Plus Perpetual	500
6661246	19864201	7001710	Oracle Management Pack for Oracle GoldenGate - Processor Perpetual	180
4895056	3367624	6658854	Oracle Financials - Application User Perpetual	470

Note: If any of the fields listed in the table above are blank, then such fields do not apply.

Regards,

Clay Baum
Oracle Support Services
Email: Clay.Baum@Oracle.com
Tel.: 773-401-9209

Acknowledged and agreed.

Simon Baldwin

Name: Simon Baldwin

Signature: [signature]

Title: Category Manager, IT

Customer Name: _____

Date: 6/28/2018

Attachment 1

ORACLE

28-Jun-18

Reid Sisson
STATE OF MICHIGAN
DTMB Accounts Payable
320 S. Walnut Street
Lansing
MI 48933
United States

Dear Reid Sisson

The technical support services provided under support service number 10627788 will expire, or have expired, on 26-May-19. Please find attached an ordering document for the renewal of these technical support services. If applicable, the attached ordering document may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the ordering document, by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 27-Apr-19.

Have a question about your renewal? Call 773-401-9209 or email Oracle at clay.baum@oracle.com.

Have a question regarding Auto Renew or the acceptance process on Oracle Store? Call 773-401-9209, Chat on Store, or Request Assistance.

ORACLE

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.
Support Service Number:	10627788	**Oracle Contact Information:** Clay Baum
Offer Expires:	26-May-19	**Telephone:** 773-401-9209 **Fax:** **Email:** clay.baum@oracle.com

CUSTOMER: State Of Michigan Department Of Technology Management And Budget

CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Reid Sisson	**Account Contact:**	ACCOUNTS PAYABLE
Account Name:	STATE OF MICHIGAN	**Account Name:**	STATE OF MICHIGAN
Address:	DTMB Accounts Payable 320 S. Walnut Street Lansing MI 48933 United States	**Address:**	DTMB -- Accounts Payable 320 S. Walnut St. 2nd floor, Cass Bldg. LANSING MI 48933 United States
Telephone:	517 241-1638	**Telephone:**	
Fax:		**Fax:**	
E-mail:	sissonr@michigan.gov	**E-mail:**	

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 10627788, to Your Oracle Support Sales Representative identified in the table above.

SERVICE DETAILS

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Oracle Advanced Analytics - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	17,511.26
Oracle Advanced Compression - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	4,714.57
Oracle Advanced Security - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	29,571.30
Oracle Audit Vault and Database Firewall - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	14,683.68
Oracle Cloud Management Pack for Oracle Database - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	3,074.71
Oracle Database Enterprise Edition - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	19,473.22
Oracle Database In-Memory - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	40,410.59
Oracle Database Lifecycle Management Pack - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	4,919.55
Oracle Database Vault - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	28,143.72
Oracle Data Masking and Subsetting Pack - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	38,306.73
Oracle Diagnostics Pack - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	8,565.28
Oracle GoldenGate for Non Oracle Database - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	23,793.00
Oracle GoldenGate for Teradata Replication Services - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	8,327.55
Oracle GoldenGate Foundation Suite - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	70,019.01
Oracle GoldenGate - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	23,793.00
Oracle Key Vault - Server Perpetual	20682707	1		ULA	27-May-19	26-May-20	33,990.00
Oracle Label Security - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	26,580.18

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Oracle Multitenant - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	30,747.19
Oracle Partitioning - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	12,796.69
Oracle Real Application Clusters - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	16,164.23
Oracle Real Application Testing - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	64,656.94
Oracle SOA Suite for Oracle Middleware - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	26,940.39
Oracle Spatial and Graph - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	6,149.44
Oracle Tuning Pack - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	7,174.34
Oracle Unified Business Process Management Suite - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	54,207.38
Oracle WebLogic Suite - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	19,766.05

Program Technical Support Fees: USD 634,480.00

Total Price: USD 634,480.00

Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this ordering document will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply for the applicable programs and/or hardware for which You are purchasing technical support services.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, STATE OF MICHIGAN represents that Customer has authorized STATE OF MICHIGAN to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. STATE OF MICHIGAN agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. STATE OF MICHIGAN agrees to advise Customer of the terms of this ordering document as well as any communications received from Oracle regarding the services.

If the Customer and the Customer Bill To name identified in the General Information table above are not the same, Customer agrees that: a) Customer has the ultimate responsibility for payments under this ordering document; and, b) any failure of STATE OF MICHIGAN to make timely payment per the terms of this ordering document shall be deemed a breach by Customer and, in addition to any other remedies available to Oracle, Oracle may terminate Customer's technical support service under this ordering document.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which technical support has been paid, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies may be accessed at http://www.oracle.com/us/support/policies/index.html.

The technical support services acquired under this ordering document are governed by the terms and conditions of the US-GMA-363006 ("agreement"). Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired.

This ordering document incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this ordering document and the agreement, this ordering document shall take precedence.

ORDER PROCESSING DETAILS

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order, Your check, or a credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Please note that unless You are a U.S. federal government or public sector entity, if the pre-tax value of this ordering document is USD $2,000 or less, the technical support services ordered (i) must be paid by credit card; or (ii) You must renew Your support via the Oracle Store. Please contact Your Oracle Support Sales Representative for details regarding renewing Your support via the Oracle Store.

Technical Support fees are invoiced Quarterly in Arrears. All fees payable to Oracle are due within NET 30 DAYS from date of invoice.

Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are an U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If STATE OF MICHIGAN is a tax exempt organization and is not an U.S. federal government entity, a copy of STATE OF MICHIGAN's tax exemption certificate must be submitted with STATE OF MICHIGAN's purchase order, credit card or other acceptable form of payment.

PAYMENT DETAILS

Purchase Order
If You are submitting a purchase order for the payment of the renewal of the technical support services on this renewal order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 10627788
- Total Price: USD 634,480.00 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, STATE OF MICHIGAN agrees that the terms of this renewal order and the agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document will apply to the technical support services renewed under this renewal order.

Please contact Oracle per the General Information section above to issue Your purchase order.

Credit Card
If You wish to use a credit card to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

Check
If the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Support Service Number: 10627788
- Total Price: USD 634,480.00 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, STATE OF MICHIGAN agrees that only the terms of this ordering document and the agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the check shall apply.

Please mail check payments in accordance with the Remittance Details section below.

Checks for technical support services renewed under this renewal order should be sent to:

AK, AZ, CA, HI, ID, NV, OR, UT, WA:

Oracle America, Inc
PO Box 44471
San Francisco, CA 94144-4471

All Other States:

Oracle America, Inc
PO Box 203448
Dallas, TX 75320-3448

ORACLE

28-Jun-18

Reid Sisson
STATE OF MICHIGAN
DTMB Accounts Payable
320 S. Walnut Street
Lansing
MI 48933
United States

Dear Reid Sisson

The technical support services provided under support service number 15375697 will expire, or have expired, on 25-May-19. Please find attached an ordering document for the renewal of these technical support services. If applicable, the attached ordering document may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the ordering document, by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 26-Apr-19.

Have a question about your renewal? Call 773-401-9209 or email Oracle at clay.baum@oracle.com.

Have a question regarding Auto Renew or the acceptance process on Oracle Store? Call 773-401-9209, Chat on Store, or Request Assistance.

ORACLE

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.
Support Service Number:	15375697	**Oracle Contact Information:** Clay Baum
Offer Expires:	25-May-19	**Telephone:** 773-401-9209 **Fax:** **Email:** clay.baum@oracle.com

CUSTOMER: State Of Michigan Department Of Technology Management And Budget

CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Reid Sisson	**Account Contact:**	ACCOUNTS PAYABLE
Account Name:	STATE OF MICHIGAN	**Account Name:**	STATE OF MICHIGAN
Address:	DTMB Accounts Payable 320 S. Walnut Street Lansing MI 48933 United States	**Address:**	DTMB – Accounts Payable 320 S. Walnut St. 2nd floor, Cass Bldg. LANSING MI 48933 United States
Telephone:	517 241-1638	**Telephone:**	517-335-0202
Fax:		**Fax:**	
E-mail:	sissonr@michigan.gov	**E-mail:**	

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 15375697, to Your Oracle Support Sales Representative identified in the table above.

SERVICE DETAILS

Program Technical Support Services							
Service Level:	**Software Update License & Support**						
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Oracle Advanced Analytics - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	6,274.40
Oracle Advanced Compression - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	34,258.50
Oracle Advanced Security - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	44,685.00
Oracle Audit Vault and Database Firewall - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	17,874.00
Oracle Business Intelligence Publisher - Named User Plus Perpetual	21237364	1		ULA	26-May-19	25-May-20	11,168.80
Oracle Cloud Management Pack for Oracle Database - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	15,577.00
Oracle Database Enterprise Edition - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	141,502.50
Oracle Database In-Memory - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	130,759.60
Oracle Database Lifecycle Management Pack - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	35,748.00
Oracle Database Vault - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	32,689.90
Oracle Data Masking and Subsetting Pack - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	34,258.50
Oracle Diagnostics Pack - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	22,342.50
Oracle Financials - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	48,224.53
Oracle GoldenGate for Non Oracle Database - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	7,161.00
Oracle GoldenGate for Teradata Replication Services - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	7,161.00
Oracle GoldenGate Foundation Suite - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	28,150.40
Oracle GoldenGate - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	97,104.00

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Oracle Key Vault - Server Perpetual	21237364	1		ULA	26-May-19	25-May-20	13,640.00
Oracle Label Security - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	1,568.60
Oracle Multitenant - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	99,491.00
Oracle Partitioning - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	34,258.50
Oracle Real Application Clusters - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	68,517.00
Oracle Real Application Testing - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	3,137.20
Oracle SOA Management Pack Enterprise Edition - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	20,807.00
Oracle SOA Suite for Oracle Middleware - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	47,856.10
Oracle Spatial and Graph - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	4,774.00
Oracle Tuning Pack - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	14,895.00
Oracle Unified Business Process Management Suite - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	7,843.00
Oracle WebLogic Server Management Pack Enterprise Edition - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	9,987.36
Oracle WebLogic Suite - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	37,452.60
Oracle Web Tier - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	4,161.40
Siebel CRM Base - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	107,362.50
Siebel CTI - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	9,726.00
Siebel Public Sector CRM Base Option - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	11,452.00
Siebel Server Extensions for UNIX - Computer Perpetual	21237364	1		ULA	26-May-19	25-May-20	802.70
Siebel Tools - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	7,640.00

Program Technical Support Fees: USD 1,220,311.59

Total Price: USD 1,220,311.59

Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this ordering document will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply for the applicable programs and/or hardware for which You are purchasing technical support services.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, STATE OF MICHIGAN represents that Customer has authorized STATE OF MICHIGAN to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. STATE OF MICHIGAN agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. STATE OF MICHIGAN agrees to advise Customer of the terms of this ordering document as well as any communications received from Oracle regarding the services.

If the Customer and the Customer Bill To name identified in the General Information table above are not the same, Customer agrees that: a) Customer has the ultimate responsibility for payments under this ordering document; and, b) any failure of STATE OF MICHIGAN to make timely payment per the terms of this ordering document shall be deemed a breach by Customer and, in addition to any other remedies available to Oracle, Oracle may terminate Customer's technical support service under this ordering document.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which technical support has been paid, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies may be accessed at http://www.oracle.com/us/support/policies/index.html.

The technical support services acquired under this ordering document are governed by the terms and conditions of the US-GMA-363006 ("agreement"). Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired.

This ordering document incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this ordering document and the agreement, this ordering document shall take precedence.

ORDER PROCESSING DETAILS

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order, Your check, or a credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Please note that unless You are a U.S. federal government or public sector entity, if the pre-tax value of this ordering document is USD $2,000 or less, the technical support services ordered (i) must be paid by credit card; or (ii) You must renew Your support via the Oracle Store. Please contact Your Oracle Support Sales Representative for details regarding renewing Your support via the Oracle Store.

Technical Support fees are invoiced Quarterly in Arrears. All fees payable to Oracle are due within 30 NET from date of invoice.

Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are an U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If STATE OF MICHIGAN is a tax exempt organization and is not an U.S. federal government entity, a copy of STATE OF MICHIGAN's tax exemption certificate must be submitted with STATE OF MICHIGAN's purchase order, credit card or other acceptable form of payment.

PAYMENT DETAILS

Purchase Order
If You are submitting a purchase order for the payment of the renewal of the technical support services on this renewal order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 15375697
- Total Price: USD 1,220,311.59 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, STATE OF MICHIGAN agrees that the terms of this renewal order and the agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document will apply to the technical support services renewed under this renewal order.

Please contact Oracle per the General Information section above to issue Your purchase order.

Credit Card
If You wish to use a credit card to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

Check
If the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Support Service Number: 15375697
- Total Price: USD 1,220,311.59 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, STATE OF MICHIGAN agrees that only the terms of this ordering document and the agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the check shall apply.

Please mail check payments in accordance with the Remittance Details section below.

Checks for technical support services renewed under this renewal order should be sent to:

AK, AZ, CA, HI, ID, NV, OR, UT, WA:

Oracle America, Inc
PO Box 44471
San Francisco, CA 94144-4471

All Other States:

Oracle America, Inc
PO Box 203448
Dallas, TX 75320-3448

ORACLE

28-Jun-18

Reid Sisson
STATE OF MICHIGAN
DTMB Accounts Payable
320 S. Walnut Street
Lansing
MI 48933
United States

Dear Reid Sisson

The technical support services provided under support service number 15920215 will expire, or have expired, on 16-Jul-18. Please find attached an ordering document for the renewal of these technical support services. If applicable, the attached ordering document may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the ordering document, by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 5-Jul-18.

Have a question about your renewal? Call 773-401-9209 or email Oracle at clay.baum@oracle.com.

Have a question regarding Auto Renew or the acceptance process on Oracle Store? Call 773-401-9209, Chat on Store, or Request Assistance.

ORACLE

GENERAL INFORMATION

OFFER EXPIRATION		**ORACLE:** Oracle America, Inc.
Support Service Number:	15920215	**Oracle Contact Information:** Clay Baum
Offer Expires:	16-Jul-18	**Telephone:** 773-401-9209 **Fax:** **Email:** clay.baum@oracle.com

CUSTOMER: State Of Michigan Department Of Technology Management And Budget

CUSTOMER QUOTE TO		**CUSTOMER BILL TO**	
Account Contact:	Reid Sisson	**Account Contact:**	ACCOUNTS PAYABLE
Account Name:	STATE OF MICHIGAN	**Account Name:**	STATE OF MICHIGAN
Address:	DTMB Accounts Payable 320 S. Walnut Street Lansing MI 48933 United States	**Address:**	DTMB – Accounts Payable 320 S. Walnut St. 2nd floor, Cass Bldg. LANSING MI 48933 United States
Telephone:	517 241-1638	**Telephone:**	517-335-0202
Fax:		**Fax:**	
E-mail:	sissonr@michigan.gov	**E-mail:**	

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 15920215, to Your Oracle Support Sales Representative identified in the table above.

SERVICE DETAILS

Program Technical Support Services							
Service Level:	**Software Update License & Support**						
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Open System Gateways - Computer Perpetual	3367624	2		FULL USE	1-Oct-18	30-Sep-19	4,950.00
Oracle Discoverer Desktop Edition - Named User Perpetual	3367624	170		FULL USE	1-Oct-18	30-Sep-19	33,660.00
Oracle Financials - Application User Perpetual	3367624	590		FULL USE	1-Oct-18	30-Sep-19	90,981.00
Oracle Internet Developer Suite - Named User Perpetual	3367624	79		FULL USE	1-Oct-18	30-Sep-19	75,603.00
Oracle Discoverer Desktop Edition - Named User Perpetual	3367635	15		FULL USE	1-Oct-18	30-Sep-19	2,970.00
Siebel eGovernment Call Center Base - Named User Perpetual	14771459	8			1-Oct-18	30-Sep-19	3,573.13
Siebel Call Center - Additional Licenses - Named User Perpetual	14774165	90			1-Oct-18	30-Sep-19	22,686.79
Siebel CTI - Named User Perpetual	14774165	90			1-Oct-18	30-Sep-19	2,949.51
Siebel System Software - Additional Licenses - Named User Perpetual	14774165	90			1-Oct-18	30-Sep-19	5,876.81
Siebel Workflow - Additional Licenses - Named User Perpetual	14774165	90			1-Oct-18	30-Sep-19	4,191.41
Siebel Call Center - Additional Licenses - Named User Perpetual	14774299	6			1-Oct-18	30-Sep-19	1,873.94
Siebel CTI - Named User Perpetual	14774299	6			1-Oct-18	30-Sep-19	240.25
Siebel System Software - Named User Perpetual	14774299	6			1-Oct-18	30-Sep-19	240.25
Siebel Workflow - Named User Perpetual	14774299	6			1-Oct-18	30-Sep-19	336.34
Siebel Tools - Named User Perpetual	14774300	5			1-Oct-18	30-Sep-19	20,020.65
Siebel Call Center - Additional Licenses - Named User Perpetual	14774465	60			1-Oct-18	30-Sep-19	18,739.32
Siebel CTI - Named User Perpetual	14774465	60			1-Oct-18	30-Sep-19	2,402.49

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel System Software - Additional Licenses - Named User Perpetual	14774465	60			1-Oct-18	30-Sep-19	2,402.49
Siebel Workflow - Additional Licenses - Named User Perpetual	14774465	60			1-Oct-18	30-Sep-19	3,363.48
Siebel eService - Concurrent User Perpetual	14774627	1			1-Oct-18	30-Sep-19	56,057.84
Siebel Call Center - Additional Licenses - Named User Perpetual	14774628	93			1-Oct-18	30-Sep-19	24,749.24
Siebel CTI - Named User Perpetual	14774628	93			1-Oct-18	30-Sep-19	3,208.22
Siebel System Software - Additional Licenses - Named User Perpetual	14774628	93			1-Oct-18	30-Sep-19	3,721.53
Siebel Workflow - Additional Licenses - Named User Perpetual	14774628	93			1-Oct-18	30-Sep-19	4,583.17
Siebel Call Center - Additional Licenses - Named User Perpetual	14774815	18			1-Oct-18	30-Sep-19	5,621.82
Siebel CTI - Named User Perpetual	14774815	18			1-Oct-18	30-Sep-19	720.73
Siebel System Software - Additional Licenses - Named User Perpetual	14774815	18			1-Oct-18	30-Sep-19	720.73
Siebel Workflow - Additional Licenses - Named User Perpetual	14774815	18			1-Oct-18	30-Sep-19	1,009.03
Siebel Smart Answer - Named User Perpetual	14774834	1			1-Oct-18	30-Sep-19	279.89
Siebel Smart Answer Server - Physical Server Perpetual	14774834	1			1-Oct-18	30-Sep-19	16,798.89
Siebel Assignment Manager - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel Calendar - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	160.15
Siebel Call Center - Base Application - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	3,123.24
Siebel CTI - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel Encyclopedia - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel Office - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel Reports - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel SmartScript - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	560.58
Siebel System Software - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel Tools - Named User Perpetual	14775000	1			1-Oct-18	30-Sep-19	4,004.15
Siebel Workflow - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	560.58
Siebel Call Center Base - Named User Perpetual	14775001	4			1-Oct-18	30-Sep-19	2,082.17
Siebel eMail Response - Named User Perpetual	14775013	5			1-Oct-18	30-Sep-19	600.60
Siebel Reports - Additional Licenses - Named User Perpetual	14775013	15			1-Oct-18	30-Sep-19	600.60
Siebel Call Center Base - Named User Perpetual	14775340	10			1-Oct-18	30-Sep-19	5,005.14
Siebel Calendar - Additional Licenses - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	803.25
Siebel CTI - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	2,008.13
Siebel eMail Response - Additional Licenses - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	13,253.58
Siebel Executive Information System - EIS - Additional Licenses - Named User Perpetual	14775862	10			1-Oct-18	30-Sep-19	386.19
Siebel Office - Additional Licenses - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	2,008.13
Siebel Reports - Additional Licenses - Named User Perpetual	14775862	10			1-Oct-18	30-Sep-19	386.19
Siebel System Software - Additional Licenses - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	2,008.13
Siebel Tools - Additional Licenses - Named User Perpetual	14775862	3			1-Oct-18	30-Sep-19	11,585.31

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel Call Center Base - Named User Perpetual	14776123	5			1-Oct-18	30-Sep-19	3,148.73
Siebel Tools - Named User Perpetual	14776123	5			1-Oct-18	30-Sep-19	19,603.38
Siebel Call Center Base - Named User Perpetual	14776488	25			1-Oct-18	30-Sep-19	12,265.81
Siebel Reports Server - Named User Perpetual	14776488	1			1-Oct-18	30-Sep-19	52.73
Siebel SmartScript - Named User Perpetual	14776488	25			1-Oct-18	30-Sep-19	1,097.37
Siebel Call Center Base - Named User Perpetual	14776526	55			1-Oct-18	30-Sep-19	9,237.26
Siebel Call Center Base - Named User Perpetual	14776526	15			1-Oct-18	30-Sep-19	7,095.80
Siebel Call Center - Base Suite - Named User Perpetual	14776816	16			1-Oct-18	30-Sep-19	8,032.49
Siebel SmartScript - Named User Perpetual	14776816	58			1-Oct-18	30-Sep-19	2,605.10
Siebel Call Center Base - Named User Perpetual	14777080	30			1-Oct-18	30-Sep-19	16,498.51
Siebel Call Center Base - Named User Perpetual	14777916	3			1-Oct-18	30-Sep-19	1,501.54
Siebel Reports Server - Named User Perpetual	14777968	35			1-Oct-18	30-Sep-19	1,869.34
Siebel Call Center Base - Named User Perpetual	14778289	15			1-Oct-18	30-Sep-19	7,359.49
Siebel SmartScript - Named User Perpetual	14778289	15			1-Oct-18	30-Sep-19	658.43
Siebel eGovernment Call Center Base - Named User Perpetual	14824016	26		FULL USE	1-Oct-18	30-Sep-19	11,204.97
Siebel Briefings - Named User Perpetual	14836879	1		FULL USE	1-Oct-18	30-Sep-19	0.00
Siebel D&B Integration Server - Physical Server Perpetual	14836879	1		FULL USE	1-Oct-18	30-Sep-19	0.00
Siebel D&B Integration Solution - Named User Perpetual	14836879	1		FULL USE	1-Oct-18	30-Sep-19	0.00
Siebel Public Sector Service Base - Named User Perpetual	14836879	400		FULL USE	1-Oct-18	30-Sep-19	179,828.04
Siebel Reports - Named User Perpetual	14836879	400		FULL USE	1-Oct-18	30-Sep-19	17,126.47
Siebel Server Extensions for UNIX - Physical Server Perpetual	14836879	3		FULL USE	1-Oct-18	30-Sep-19	428.16

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel Tools - Named User Perpetual	14836879	4		FULL USE	1-Oct-18	30-Sep-19	9,990.44
Oracle Financials - Application User Perpetual	15178621	5		FULL USE	1-Oct-18	30-Sep-19	5,984.05
Siebel CRM Base - Application User Perpetual	15753088	27		FULL USE	1-Oct-18	30-Sep-19	13,157.96
Siebel CTI - Application User Perpetual	15753088	27		FULL USE	1-Oct-18	30-Sep-19	708.52
Siebel CRM Base - Application User Perpetual	16250070	30		FULL USE	1-Oct-18	30-Sep-19	16,069.00
Siebel CTI - Application User Perpetual	16250070	30		FULL USE	1-Oct-18	30-Sep-19	857.00
Oracle Financials - Application User Perpetual	16357431	45		FULL USE	1-Oct-18	30-Sep-19	27,362.44
Siebel CRM Base - Application User Perpetual	16496586	5		FULL USE	1-Oct-18	30-Sep-19	2,383.31
Siebel CRM Base - Application User Perpetual	18185028	10		FULL USE	1-Oct-18	30-Sep-19	5,260.22
Siebel Public Sector CRM Base Option - Application User Perpetual	18185028	10		FULL USE	1-Oct-18	30-Sep-19	561.08
Exalogic Elastic Cloud Software - Processor Perpetual	18576035	24		LIMITED USE OTHER	1-Oct-18	30-Sep-19	26,932.31
Exalogic Elastic Cloud Software - Processor Perpetual	18576079	24		FULL USE	1-Oct-18	30-Sep-19	79,200.00
Siebel Email Response - Application User Perpetual	19231442	20		FULL USE	20-Sep-18	30-Sep-19	2,201.45
Exadata Storage Server Software - Disk Drive Perpetual	20034105	192		FULL USE	1-Oct-18	30-Sep-19	112,105.60
Siebel CRM Base - Application User Perpetual	20113311	10		FULL USE	1-Oct-18	30-Sep-19	5,048.30
Siebel CRM Base - Application User Perpetual	20344010	45		FULL USE	19-Oct-18	30-Sep-19	20,799.92
Siebel CTI - Application User Perpetual	20344010	46		FULL USE	19-Oct-18	30-Sep-19	1,133.98
Siebel CRM Base - Application User Perpetual	20602033	290		FULL USE	1-Oct-18	30-Sep-19	102,166.21
Siebel Public Sector CRM Base Option - Application User Perpetual	20602033	290		FULL USE	1-Oct-18	30-Sep-19	10,897.73
Exadata Storage Server Software - Disk Drive Perpetual	20635733	120		FULL USE	2-May-19	30-Sep-19	35,677.90

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel CRM Base - Application User Perpetual	21283508	7		FULL USE	17-Jul-18	30-Sep-19	3,934.24

Program Technical Support Fees: USD 1,248,115.81

Total Price: USD 1,248,115.81

Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this ordering document will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply for the applicable programs and/or hardware for which You are purchasing technical support services.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, STATE OF MICHIGAN represents that Customer has authorized STATE OF MICHIGAN to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. STATE OF MICHIGAN agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. STATE OF MICHIGAN agrees to advise Customer of the terms of this ordering document as well as any communications received from Oracle regarding the services.

If the Customer and the Customer Bill To name identified in the General Information table above are not the same, Customer agrees that: a) Customer has the ultimate responsibility for payments under this ordering document; and, b) any failure of STATE OF MICHIGAN to make timely payment per the terms of this ordering document shall be deemed a breach by Customer and, in addition to any other remedies available to Oracle, Oracle may terminate Customer's technical support service under this ordering document.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which technical support has been paid, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies may be accessed at http://www.oracle.com/us/support/policies/index.html.

The technical support services acquired under this ordering document are governed by the terms and conditions of the US-GMA-363006 ("agreement"). Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired.

This ordering document incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this ordering document and the agreement, this ordering document shall take precedence.

ORDER PROCESSING DETAILS

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order, Your check, or a credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Please note that unless You are a U.S. federal government or public sector entity, if the pre-tax value of this ordering document is USD $2,000 or less, the technical support services ordered (i) must be paid by credit card; or (ii) You must renew Your support via the Oracle Store. Please contact Your Oracle Support Sales Representative for details regarding renewing Your support via the Oracle Store.

Technical Support fees are invoiced Annually in Arrears. All fees payable to Oracle are due within NET 30 DAYS from date of invoice.

Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are an U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If STATE OF MICHIGAN is a tax exempt organization and is not an U.S. federal government entity, a copy of STATE OF MICHIGAN's tax exemption certificate must be submitted with STATE OF MICHIGAN's purchase order, credit card or other acceptable form of payment.

PAYMENT DETAILS

Purchase Order
If You are submitting a purchase order for the payment of the renewal of the technical support services on this renewal order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 15920215
- Total Price: USD 1,248,115.81 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, STATE OF MICHIGAN agrees that the terms of this renewal order and the agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document will apply to the technical support services renewed under this renewal order.

Please contact Oracle per the General Information section above to issue Your purchase order.

Credit Card
If You wish to use a credit card to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

Check
If the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Support Service Number: 15920215
- Total Price: USD 1,248,115.81 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, STATE OF MICHIGAN agrees that only the terms of this ordering document and the agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the check shall apply.

Please mail check payments in accordance with the Remittance Details section below.

Checks for technical support services renewed under this renewal order should be sent to:

AK, AZ, CA, HI, ID, NV, OR, UT, WA:

Oracle America, Inc
PO Box 44471
San Francisco, CA 94144-4471

All Other States:

Oracle America, Inc
PO Box 203448
Dallas, TX 75320-3448

Form No. DTMB-3521 (Rev. 10/2015)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract change will not be executed unless form is filed

STATE OF MICHIGAN

DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET

PROCUREMENT

525 W. ALLEGAN STREET
LANSING, MI 48933

P.O. BOX 30026
LANSING, MI 48909

CHANGE NOTICE . 04
to
CONTRACT NO. 071B4300149
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR	PRIMARY CONTACT	EMAIL
Oracle America, Inc.	Joe Mudroch	joe.mudroch@oracle.com
500 Oracle Parkway	PHONE	CONTRACTOR'S TAX ID NO. (LAST FOUR DIGITS ONLY)
Redwood Shores CA, 94065	(314) 477-4418	*******5249

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
PROGRAM MANAGER / CCI	DTMB	Sisson, Reid	(517) 241-1638	sissonr@Michigan.gov
CONTRACT ADMINISTRATOR	DTMB	David Hatch	(517) 284-7044	hatchd@michigan.gov

CONTRACT SUMMARY			
DESCRIPTION: Oracle Software, Hardware & Related Srvcs			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
August 27, 2014	August 26, 2019	3 - 1 Year	August 26, 2019
PAYMENT TERMS		DELIVERY TIMEFRAME	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☒ Yes ☐No
MINIMUM DELIVERY REQUIREMENTS			

DESCRIPTION OF CHANGE NOTICE

EXERCISE OPTION?	LENGTH OF OPTION	EXERCISE EXTENSION?	LENGTH OF EXTENSION	REVISED EXP. DATE
☐		☐		

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
$100,000,000.00	$ 0.00	$100,000,000.00

DESCRIPTION: Updates to the Master Agreement per Amendment Two, attached, including inclusion of terms and conditions for Oracle Cloud Services, Appendix A (Pricing and Discount Schedule), Appendix B (Oracle Software Technical Support Policies), Appendix D (License Definitions and Rules), Appendix F (Pricing and Discount Schedule for Hardware), Appendix G (Hourly Rates for Time and Materials – Consulting Services), Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support), Appendix I (Pricing and Discount Schedule for Oracle University Training), and Appendix J (Oracle Hardware and Systems Support Policies).

AMENDMENT TWO
TO
MASTER AGREEMENT

This Amendment Two (this "Amendment") amends Contract No. 071B4300149, a/k/a the Software License and Services Agreement, dated August 29, 2014 (together with all amendments and addenda thereto, the "Master Agreement") between the State of Michigan ("State", "Customer" or "you") and Oracle America, Inc. ("Oracle").

The parties agree to amend the Master Agreement as follows:

1. Delete the title of the Master Agreement, as amended by Amendment One to the Master Agreement dated May 6, 2015 ("Amendment One"), and replace it with the following:

   "Master Agreement".

2. Delete the first recital, as amended by Amendment One, and replace it with the following:

   "This Master Agreement (together with all appendices, schedules, attachments and documents incorporated herein by reference, the "Agreement") is between Oracle America, Inc. with its principal place of business at 500 Oracle Parkway, Redwood City, CA 94055 ("Oracle") and the State of Michigan ("State", "Customer" or "you"). The terms of this Agreement shall apply to all Products and to all Services provided by Oracle pursuant to this Agreement. When completed and executed by both parties, an Order Form shall evidence the Program licenses granted and the Services to be provided."

3. Delete the fourth recital, as amended by Amendment One, and replace it with the following:

   "This Agreement covers the sale or purchase of Programs, Services, Hardware and Cloud Services only."

4. Delete the definition of "Programs," as amended by Amendment One, and replace it with the following:

   "**Programs**" shall mean (a) the computer software owned or distributed by Oracle for which Customer is granted a license pursuant to this Agreement; (b) the user and installation guides and manuals for use of the software, which may be delivered with the Programs and accessed at http://oracle.com/contracts ("Documentation"); and (c) Updates. Programs shall be used in the United States. Programs do not include Integrated Software or any Operating System. Programs do not include the Cloud Services."

5. Delete the definition of "Services," as amended by Amendment One, and replace it with the following:

   "**Services**" refers to Technical Support services, education, consulting or advanced customer support services, Cloud Services, or Cloud Services-related consulting and other professional services which you have ordered.

6. Article I (DEFINITIONS) is amended by adding the following new definitions in the appropriate alphabetical order:

   "**Amendment Two**" refers to Amendment Two to Contract No. 071B4300149, a/k/a the Master Agreement, dated August 29, 2014, between the State and Oracle.

   "**Cloud Services**" shall mean, collectively, the Oracle cloud services (e.g., Oracle software as a service offerings and related Oracle Programs) listed in your order and defined in the Service Specifications.

"Oracle Programs" refers to the software products owned or licensed by Oracle to which Oracle grants you access as part of the Cloud Services, including Program Documentation, and any program updates provided as part of the Cloud Services.

7. Delete Section 2.2.A., as amended by Amendment One, and replace it with the following:

   "A. You may not assign, give or transfer the Programs, Operating System, Integrated Software and/or any Services (including the Oracle Programs) or an interest in them to another individual or entity, without the prior written consent of Oracle. Notwithstanding the foregoing, upon advance written notice to Oracle, you may transfer your rights to the Programs, Operating System, Integrated Software and/or any Services acquired under this Agreement to another State of Michigan Executive Agency or the Michigan Economic Development Corp. due to a consolidation or transfer of your statutory duties by Executive Order of the Governor of Michigan; provided that such assignee entity agrees in writing to the terms and conditions of the Agreement and the applicable Ordering Document. You may not grant a security interest in or finance from a third party that is not an Oracle affiliate the acquisition of any Programs, Operating System, Integrated Software, Services or Services deliverables acquired under this Agreement."

8. Insert in Section 2.3 (Verification) the following immediately after the first paragraph of such Section 2.3:

   With respect to Cloud Services, the phrase "Programs" above in the first paragraph of this Section 2.3 is replaced by the phrase "Program(s) or the Cloud Services (as applicable)" and (b) the phrase "license rights" is replaced by the phrase "Services rights."

9. Add the following as a new Article III-D. (CLOUD SERVICES) immediately after Article III-C. (HARDWARE) to read as follows:

   "**III-D. CLOUD SERVICES**

   Cloud Services will be provided under this Agreement in accordance with the terms and conditions provided in the attached Appendix K."

10. Delete the second paragraph of Section 5.1 (Infringement Indemnity) and replace it with the following:

    "Oracle shall have no liability for any claim of infringement based on use of a superseded or altered release of Programs in the infringement which would have been avoided by the use of a current unaltered release of the Programs which Oracle provides to Customer, or if you alter the Material or use it outside the scope of use identified in the user documentation, or with respect to the Cloud Services, the user or program documentation or Service Specifications , or if you continue to use the applicable Material after the end of the license to use that Material. Oracle will not indemnify the Recipient to the extent that an infringement claim is based upon any information, design, specification, instruction, software, service, data, or material not furnished by you. Oracle will not indemnify you for any portion of an infringement claim that is based upon the combination of any Material with any products or services not provided by Oracle. Solely with respect to Separately Licensed Third Party Technology that is part of or is required to use a Program and that is used: (a) in unmodified form; (b) as part of or as required to use a Program; and (c) in accordance with the license grant for the relevant Program and all other terms and conditions of this Agreement, Oracle will indemnify you for infringement claims for Separately Licensed Third Party Technology to the same extent as Oracle is required to provide infringement indemnification for the Program under the terms of this Agreement. Oracle will not indemnify you for infringement caused by your actions against any third party if the Program(s) as delivered to you and used in accordance with the terms of this Agreement would not otherwise infringe any third party intellectual property rights. Oracle will not indemnify you for any intellectual property infringement claim(s) known to you at the time license rights are obtained."

11. Insert in Section 5.1 (Infringement Indemnity) the following immediately after the fifth paragraph of such Section 5.1, as amended by Amendment One:

"With respect to Cloud Services, the phrase "Material" above in the first paragraph of this Section 5.1 shall include Cloud Services (b) the phrase "Program(s)" in this Section 5.1 is replaced by the phrase "Program(s) or the Cloud Services (as applicable)" and (c) the phrase "license rights" is replaced by the phrase "Services rights." Oracle will not indemnify you to the extent that an infringement claim is based on Third Party Content or any Material from a third party portal or other external source that is accessible or made available to you within or by the Cloud Services (e.g., a social media post from a third party blog or forum, a third party Web pages accessed via a hyperlink, marketing data from third party providers, etc.)."

12. Delete the last paragraph of Section 5.2 and replace it with the following:

"Oracle shall have no liability for any claim of bodily injury and/or tangible personal property damage arising from use of software or hardware or Cloud Services. **This Section states the parties' entire liability and exclusive remedy for bodily injury and property damage**."

13. Delete Section 5.3.C., as amended by Amendment One, and replace it with the following:

"**C. Services Warranty**
For Services other than the Services provided for in the attached Appendix E and Appendix K, Oracle warrants that Services will be performed in a professional manner consistent with industry standards. You must notify Oracle of any warranty deficiencies within 90 days from performance of the deficient Services."

14. Delete Section 5.3.D and replace it with the following:

"**C. Virus Warranty**
"During the warranty period specified above in this Section for the applicable Program or service other than the Services provided for in the attached Appendix K, Oracle warrants that the programs and software deliverables resulting from the services shall be designed by Oracle so that they do not purposely contain any virus or other contaminants that may be used to access, alter, delete, threaten, infect, assault, vandalize, defraud, disrupt, damages, disable, inhibit, or shut down your computer systems, databases or software in a manner other than in accordance with the terms of this Agreement ("Virus"). In the event that upon delivery any Program or software deliverables resulting from the services contains a Virus, then upon your written notice, as Oracle's sole liability and your exclusive remedy, (a) Oracle will provide you with another copy of the Program or software deliverables resulting from the services free of the Virus, and (b) if Oracle is unable to provide the Program or software deliverables resulting from the services free of the Virus within 30 days of receiving notice of the Virus, you may end your license for the Program or software deliverables resulting from the services that contains the Virus and recover of the fees paid for such license or service and any unused, prepaid technical support fees you have paid for the Program license."

15. Delete Section 5.4.C., as amended by Amendment One, and replace it with the following:

"**C. For Services**
For Services other than the Services provided for in the attached Appendix E and Appendix K, the re-performance of the deficient Services, or if Oracle is unable to substantially correct the deficiency in a commercially reasonable manner, Customer shall be entitled to end the deficient Service and recover the fees paid to Oracle for the deficient services."

16. Delete the second paragraph of Section 6.1 and replace it with the following:

"In entering into payment obligations under an order, you agree and acknowledge that you have not relied on the future availability of any Services, hardware, program or updates. However, (a) if you order technical support, the preceding sentence does not relieve Oracle of its obligation to provide such technical support under this Agreement, if and when available, in accordance with Oracle's then current technical support policies, and (b) the preceding sentence does not change the rights granted to you under an order and this Agreement."

17. Insert in Section 7.4 (Limitation of Liability), as amended by Amendment One, the following immediately after the first paragraph of such Section 7.4:

    "**WITH RESPECT TO THE CLOUD SERVICES, THE "AMOUNT OF FEES PAID BY CUSTOMER" SHALL MEAN THE TOTAL AMOUNTS ACTUALLY PAID TO ORACLE FOR THE CLOUD SERVICES UNDER THE ORDER GIVING RISE TO THE LIABILITY IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH LIABILITY LESS ANY REFUNDS OR CREDITS RECEIVED BY YOU FROM ORACLE UNDER SUCH ORDER."**

18. Insert in Section 7.7 (Export) as amended by Amendment One, the following immediately after the first paragraph of such Section 7.4:

With respect to the Cloud Services, You acknowledge that the Cloud Services are designed with capabilities for You and Your Users to access the Services Environment without regard to geographic location and to transfer or otherwise move Your Content and Your Applications between the Services Environment and other locations such as User workstations. You are solely responsible for the authorization and management of User accounts, as well as export control and geographic transfer of Your Content and Your Applications.

19. Delete the last paragraph of Section 7.9, as amended by Amendment One, and replace it with the following:

    It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal or any other similar non-Oracle document and no terms included in any such purchase order, portal or other non-Oracle document shall apply to the products and/or services ordered. With respect to the terms and conditions governing the sale of Cloud Services, in the event of inconsistencies between the terms contained in Appendix K and this Agreement, Appendix K shall take precedence. Unless expressly stated otherwise in a Cloud Services order, the terms of the Data Processing Agreement shall take precedence over any inconsistent terms in such an order. With respect to terms and conditions governing the sale of Hardware, in the event of inconsistencies between the terms contained in Appendix E and this Agreement, Appendix E shall take precedence. In the event of any inconsistencies between the terms of an order and this Agreement, this Agreement shall take precedence, unless otherwise specified in the ordering document. Notwithstanding the foregoing, the parties agree that to the extent an ordering document sets forth transaction-specific terms that were expressly negotiated by the parties to the ordering document, such transaction-specific terms in the ordering document shall control. This Agreement and orders may not be modified and the rights and restrictions may not be altered or waived except in a writing signed by authorized representatives of you and of Oracle. Any notice required under this Agreement shall be provided to the other party in writing.

20. Delete Section 8.1 as amended by Amendment One and replace it with the following:

    "**8.1 Term of the Agreement**
    Orders may be placed under this Agreement for 5 years from the Effective Date of this Agreement. After the initial term of this Agreement, by mutual written amendment to this Agreement, the parties may extend the term of this Agreement for not more than three additional one-year terms. All Products and Services as ordered under this Agreement shall be under Oracle's standard fees and policies in effect at the time of such order. The pricing, discount, and/or rate terms as of the effective date of Amendment One are attached hereto, as applicable, as:

    (i) **Appendix A (Pricing and Discount Schedule)**, Appendix A (Pricing and Discount Schedule) of the Master Agreement is hereby deleted and replaced with Appendix A (Pricing and Discount Schedule) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached **Appendix A** (Pricing and Discount Schedule) supersede any and all pricing and discounting terms for program licenses and first-year technical support services contained in the Master Agreement. All prior Price List(s) associated with Appendix A are hereby deleted and made null and void.

(ii) **Appendix B (Oracle Software Technical Support Policies).** Appendix B (Technical Support Policies) of the Master Agreement is hereby deleted and replaced with **Appendix B** (Technical Support Policies) attached hereto in Exhibit B. The Oracle Software Technical Support Policies, dated May 5, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the technical support policies at http://oracle.com/contracts.

(iii) **Appendix D (License Definitions and Rules).** Appendix D (License Definitions and Rules) of the Master Agreement is hereby deleted and replaced with **Appendix D** (License Definitions and Rules) attached hereto in Exhibit B. The Oracle License Definitions and Rules V111815 attached hereto are hereby incorporated into the Master Agreement. The Oracle License Definitions and Rules v012014 shall apply to orders executed prior to the effective date of this Amendment.

(iv) **Appendix F (Pricing and Discount Schedule for Hardware.** Appendix F (Pricing and Discount Schedule for Hardware) of the Master Agreement is hereby deleted and replaced with Appendix F (Discount Table for Hardware and Engineered Systems and Associated Software) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached Appendix F (Discount Table for Hardware and Engineered Systems and Associated Software) supersede any and all pricing and discounting terms for hardware contained in the Master Agreement. All prior pricing and discount schedules associated with Appendix F are hereby deleted and made null and void.

(v) **Appendix G (Hourly Rates for Time and Materials – Consulting Services)**. Appendix G (Hourly Rates for Time and Materials – Consulting Services) of the Master Agreement is hereby deleted and replaced with Appendix G (Hourly Rates for Time and Materials – Consulting Services) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached Appendix G (Hourly Rates for Time and Materials – Consulting Services) supersede any and all pricing and discounting terms for consulting services contained in the Master Agreement. All prior Consulting Rates associated with Appendix G are hereby deleted and made null and void.

(vi) **Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support).** Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) of the Master Agreement is hereby deleted and replaced with Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) supersede any and all pricing and discounting terms for advanced customer support contained in the Master Agreement. All prior ACS Rates associated with Appendix H are hereby deleted and made null and void.

(vii) **Appendix I (Pricing and Discount Schedule for Oracle University Training)**. Appendix I (Pricing and Discount Schedule for Oracle University Training) of the Master Agreement is hereby deleted and replaced with Appendix I (Pricing and Discount Schedule for Oracle University Training) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached Appendix I (Pricing and Discount Schedule for Oracle University Training) supersede any and all pricing and discounting terms for training contained in the Master Agreement. All prior Price List(s) associated with Appendix I are hereby deleted and made null and void.

(viii) **Appendix J (Oracle Hardware and Systems Support Policies)**. Appendix J (Oracle Hardware and Systems Support Policies) of the Master Agreement is hereby deleted and replaced with Appendix J (Oracle Hardware and Systems Support Policies) attached hereto in Exhibit B. The Oracle Hardware and Systems Support Policies, dated April 4, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the hardware and systems support policies at http://www.oracle.com/us/support/index.html.

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Notwithstanding the foregoing, the parties are free to negotiate larger discounts based on the nature and volume of sales.

21. Delete Section 8.6 and replace it with the following:

"**8.6 Other**
"A. Products and services deliverables and Cloud Services are not designed for or specifically intended for use in nuclear facilities or other hazardous applications. You agree that it is your responsibility to ensure safe use of products and service deliverables and Cloud Services in such applications."

22. Insert the following as Section 9.4.6 under Section 9.4 (Pricing, Invoicing, and Payment Obligation) of APPENDIX E – HARDWARE (Exhibit A to Amendment One to Master Agreement):

9.4.6 You acknowledge that the provision of a purchase order constitutes your authorization to place an order for the items on a Hardware quote and that signature on a Hardware quote is not required to bind you to the terms of the order. Any such purchase order shall incorporate by reference the terms of the agreement and the order specific terms included on the quote. Any terms included on your purchase order are expressly excluded. For the avoidance of doubt, the parties agree that Section 9.4.6 applies only to Hardware, premier support for hardware and related items on a hardware quote. Section 9.4.6 shall not apply to Programs and Services.

23. Each of the following new appendices are hereby added to the Master Agreement:

(i) Appendix K in the form of Exhibit A attached hereto;

Subject to the modifications herein, the Master Agreement shall remain in full force and effect.

The Effective Date of this Amendment is _____. (to be completed by Oracle)

The State of Michigan, Department of Technology, Management and Budget (DTMB)		**Oracle America, Inc.**	
Signature	_____	**Signature**	Deborah Vaughn Deborah Vaughn (May 25, 2016)
Name	_____	**Name**	Deborah Vaughn
Title	_____	**Title**	Contracts Manager
Signature Date	_____	**Signature Date**	May 25, 2016

APPENDIX K
CLOUD SERVICES

This Cloud Services Appendix K (this "Appendix K") is an Appendix to the Master Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle"). This Appendix K shall coterminate with the Agreement.

1. DEFINITIONS

1.1. "**Ancillary Software**" means any software agent or tool that Oracle makes available to You for download for purposes of facilitating Your access to, operation of, and/or use with, the Services Environment.

1.2."**Auto Renew**" or "**Auto Renewal**" is the process by which the Services Period of certain Cloud Services under an order is automatically extended for an additional Services Period unless such Services are otherwise terminated in accordance with the terms of the order or this Agreement. The Service Specifications incorporated into Your order define which Cloud Services are eligible for Auto Renewal as well as any terms applicable to any such renewal. Please note: Auto Renewal does not apply to purchases under this Agreement. Please see Section 9.1 infra for renewal requirements.

1.3."**Cloud Services**" means, collectively, the Oracle cloud services (e.g., Oracle software as a service offerings and related Oracle Programs) listed in Your order and defined in the Service Specifications. The term "Cloud Services" does not include Professional Services.

1.4. "**Customer-managed Public Cloud Services**" means those Cloud Services in which You have root access to the virtual machine (VM), such as Database Cloud Services (CS), Java CS, and Compute CS. Customer-managed Public Cloud Services shall not include Integration CS, Process CS, Database Schema, Java CS- Software-As-A-Service (Saas) Extension, or any SaaS product where testing could affect other users of the Services."

1.5. "**Data Center Region**" refers to the geographic region in which the Services Environment is physically located. The Data Center Region applicable to the Cloud Services is set forth in Your order. In no event will Oracle move Your primary or secondary data center location to a country that is not within the Data Center Region for the applicable Order, without Your written consent.

1.6 "**Oracle Programs**" refers to the software products owned or licensed by Oracle to which Oracle grants You access as part of the Cloud Services, including Program Documentation, and any program updates provided as part of the Cloud Services.

1.7."**Professional Services**" means, collectively, the consulting and other professional services which You have ordered. Professional Services include any deliverables described in Your order and delivered by Oracle to You under the order. The term "Professional Services" does not include Cloud Services.

1.8."**Program Documentation**" refers to the user manuals referenced within the Service Specifications for Cloud Services, as well as any help windows and readme files for the Oracle Programs that are accessible from within the Services. The Program Documentation describes technical and functional aspects of the Oracle Programs. For Oracle Infrastructure-as-a-Service (IaaS) Cloud Services, "Program Documentation" includes documentation, help windows and readme files for the IaaS hardware products. You may access the documentation online at http://oracle.com/contracts or such other address specified by Oracle.

1.9."**Services**" means, collectively, both the Cloud Services and Professional Services that You have ordered.

1.10."**Services Environment**" refers to the combination of hardware and software components owned, licensed or managed by Oracle to which Oracle grants You and Your Users access as part of the Cloud Services which You have ordered. As applicable and subject to the terms of this Agreement and Your order, Oracle Programs, Third Party Content, Your Content and Your Applications may be hosted in the Services Environment.

1.11."**Service Specifications**" means the descriptions on www.oracle.com/contracts, or such other address specified by Oracle, that are applicable to the Services under Your order, including any Program Documentation, hosting, support and security policies (for example, Oracle Cloud Hosting and Delivery Policies), and other descriptions referenced or incorporated in such descriptions or Your order.

1.12."**Services Period**" refers to the period of time for which You have ordered Cloud Services as specified in Your order.

1.13."**Third Party Content**" means all text, files, images, graphics, illustrations, information, data, audio, video, photographs and other content and material, in any format, that are obtained or derived from third party sources outside of Oracle and made available to You through, within, or in conjunction with Your use of, the Cloud Services. Examples of Third Party Content include data feeds from social network services, rss feeds from blog posts, data libraries and dictionaries, and marketing data.

1.14."**Users**" means those employees, contractors, and end users, as applicable, authorized by You or on Your behalf to use the Cloud Services in accordance with this Agreement and Your order. For Cloud Services that are specifically designed to allow Your clients, agents, customers, suppliers, or other third parties to access the Cloud Services to interact with You, such third parties will be considered "Users" subject to the terms of this Agreement and Your order.

1.15."**You**" and "**Your**" refers to the entity that has executed this Agreement.

1.16."**Your Applications**" means all software programs, including any source code for such programs, that You or Your Users provide and load onto, or create using, any Oracle "platform-as-a-service" or "infrastructure- as-a-service" Cloud Services. Services under this Agreement, including Oracle Programs and Services Environments, Oracle intellectual property, and all derivative works thereof, do not fall within the meaning of the term "Your Applications."

1.17."**Your Content**" means all text, files, images, graphics, illustrations, information, data (including Personal Data as that term is defined in the Data Processing Agreement for Oracle Cloud Services described in Section 11.2 below), audio, video, photographs and other content and material (other than Your Applications), in any format, provided by You or on behalf of Your Users that reside in, or run on or through, the Services Environment.

2. [Intentionally Omitted]

3. RIGHTS GRANTED

3.1 For the duration of the Services Period and subject to Your payment obligations, and except as otherwise set forth in this Agreement or Your order, You have the non-exclusive, non-assignable, worldwide limited right to access and use the Services that You ordered, including anything developed by Oracle and delivered to You as part of the Services, solely for Your internal business operations and subject to the terms of this Agreement and Your order, including the Service Specifications. You may allow Your Users to use the Services for this purpose and You are responsible for Your Users' compliance with this Agreement and the order.

3.2 You do not acquire under this Agreement any right or license to use the Services, including the Oracle Programs and Services Environment, in excess of the scope and/or duration of the Services stated in Your order. Upon the end of the Services ordered, Your right to access and use the Services will terminate.

3.3 To enable Oracle to provide You and Your Users with the Services, You grant Oracle the right to use, process and transmit, in accordance with this Agreement and Your order, Your Content and Your Applications for the duration of the Services Period plus any additional post-termination period during

which Oracle provides You with access to retrieve an export file of Your Content and Your Applications. If Your Applications include third party programs, You acknowledge that Oracle may allow providers of those third party programs to access the Services Environment, including Your Content and Your Applications, as required for the interoperation of such third party programs with the Services. Oracle will not be responsible for any use, disclosure, modification or deletion of Your Content or Your Applications resulting from any such access by third party program providers or for the interoperability of such third party programs with the Services.

3.4 Except as otherwise expressly set forth in Your order for certain Cloud Services offerings (e.g., a private cloud hosted at Your facility), You acknowledge that Oracle has no delivery obligation for Oracle Programs and will not ship copies of such programs to You as part of the Services.

3.5 As part of certain Cloud Services offerings, Oracle may provide You with access to Third Party Content. The type and scope of any Third Party Content is defined in Your order or applicable Service Specifications. The third party owner, author or provider of such Third Party Content retains all ownership and intellectual property rights in and to that content, and Your rights to use such Third Party Content are subject to, and governed by, the terms applicable to such content as specified by such third party owner, author or provider, unless otherwise specified in Your order.

4. OWNERSHIP AND RESTRICTIONS

4.1 You retain all ownership and intellectual property rights in and to Your Content and Your Applications. Oracle or its licensors retain all ownership and intellectual property rights to the Services, including Oracle Programs and Ancillary Software, and derivative works thereof, and to anything developed or delivered by or on behalf of Oracle under this Agreement.

4.2 You may not and may not cause or permit others to:

a) remove or modify any program markings or any notice of Oracle's or its licensors' proprietary rights;
b) make the programs or materials resulting from the Services (excluding Your Content and Your Applications) available in any manner to any third party for use in the third party's business operations (unless such access is expressly permitted for the specific Services You have acquired);
c) modify, make derivative works of, disassemble, decompile, reverse engineer, reproduce, distribute, republish or download any part of the Services (the foregoing prohibitions include but are not limited to review of data structures or similar materials produced by programs), or access or use the Services in order to build or support, and/or assist a third party in building or supporting, products or Services competitive to Oracle;
d) perform or disclose any benchmark or performance tests of the Services, including the Oracle Programs;
e) perform or disclose any of the following security testing of the Services Environment or associated infrastructure: network discovery, port and service identification, vulnerability scanning, password cracking, remote access testing, or penetration testing ; and
f) license, sell, rent, lease, transfer, assign, distribute, host, outsource, permit timesharing or service bureau use, or otherwise commercially exploit or make available the Services, Oracle Programs, Ancillary Software, Services Environments or Oracle materials, to any third party, other than as expressly permitted under the terms of the applicable order.

5. SERVICE SPECIFICATIONS

5.1 The Services are subject to and governed by Service Specifications applicable to Your order. Service Specifications may define provisioning and management processes applicable to the Services (such as capacity planning), types and quantities of system resources (such as storage allotments), functional and technical aspects of the Oracle Programs, as well as any Services deliverables. You acknowledge that use of the Services in a manner not consistent with the Service Specifications may adversely affect Services performance and/or may result in additional fees. If the Service Specifications applicable to the ordered Services permit You to exceed the ordered quantity (e.g., soft limits on counts for Users, sessions, storage, etc.), then You are responsible for promptly purchasing such additional quantity to account for Your excess usage. .

5.2 Oracle may make changes or updates to the Services (such as infrastructure, security, technical configurations, application features, etc.) during the Services Period, including to reflect changes in technology, industry practices, patterns of system use, and availability of Third Party Content. The Service Specifications are subject to change at Oracle's discretion; however, Oracle changes to the Service Specifications will not result in a material reduction in the level of performance, security or availability of the applicable Services provided to You for the duration of the Services Period.

5.3 Your order will specify the Data Center Region in which Your Services Environment will reside. As described in the Service Specifications and to the extent applicable to the Cloud Services that You have ordered, Oracle will provide production, test, and backup environments in the Data Center Region stated in Your order. Oracle and its affiliates may perform certain aspects of Cloud Services, such as service administration and support, as well as other Services (including Professional Services and disaster recovery), from locations and/or through use of subcontractors, worldwide.

6. USE OF THE SERVICES

6.1 You are responsible for identifying and authenticating all Users, for approving access by such Users to the Services, for controlling against unauthorized access by Users, and for maintaining the confidentiality of usernames, passwords and account information. By federating or otherwise associating Your and Your Users' usernames, passwords and accounts with Oracle, You accept responsibility for the confidentiality and timely and proper termination of user records in Your local (intranet) identity infrastructure or on Your local computers. Oracle is not responsible for any harm caused by Your Users, including individuals who were not authorized to have access to the Services but who were able to gain access because usernames, passwords or accounts were not terminated on a timely basis in Your local identity management infrastructure or Your local computers. You are responsible for all activities that occur under Your and Your Users' usernames, passwords or accounts or as a result of Your or Your Users' access to the Services, and agree to notify Oracle immediately of any unauthorized use. You agree to make every reasonable effort to prevent unauthorized third parties from accessing the Services.

6.2 You shall not use or permit use of the Services, including by uploading, emailing, posting, publishing or otherwise transmitting any material, including Your Content, Your Applications and Third Party Content, for any purpose that may (a) menace or harass any person or cause damage or injury to any person or property, (b) involve the publication of any material that is false, defamatory, harassing or obscene, (c) violate privacy rights or promote bigotry, racism, hatred or harm, (d) constitute unsolicited bulk e-mail, "junk mail", "spam" or chain letters; (e) constitute an infringement of intellectual property or other proprietary rights, or (f) otherwise violate applicable laws, ordinances or regulations. In addition to any other rights afforded to Oracle under this Agreement, Oracle reserves the right, but has no obligation, to take remedial action if any material violates the restrictions in the foregoing sentence (the "Acceptable Use Policy"), including the removal or disablement of access to such material. To the extent not prohibited by applicable law, Oracle will provide You with written notice of any such remedial action. Oracle shall have no liability to You in the event that Oracle takes such action. You shall have sole responsibility for the accuracy, quality, integrity, legality, reliability, appropriateness and ownership of all of Your Content and Your Applications

6.3 You are required to accept all patches, bug fixes, updates, maintenance and service packs (collectively, "Patches") necessary for the proper function and security of the Services, including for the Oracle Programs, as such Patches are generally released by Oracle as described in the Service Specifications. Oracle is not responsible for performance or security issues encountered with the Cloud Services that result from Your failure to accept the application of Patches that are necessary for the proper function and security of the Services. Except for emergency or security related maintenance activities, Oracle will coordinate with You the scheduling of application of Patches, where possible, based on Oracle's next available standard maintenance window.

7. TRIAL USE AND PILOT CLOUD SERVICES

7.1 For certain Cloud Services, Oracle may make available "trials" and "conference room pilots" for non-production evaluation purposes. Cloud trials and conference room pilots must be ordered under a separate agreement.

7.2 Oracle may make available "production pilots" for certain Cloud Services under this Agreement. Production pilots ordered by You are described in the Service Specifications applicable to Your order, and are provided solely for You to evaluate and test Cloud Services for Your internal business purposes. You may be required to order certain Professional Services as a prerequisite to an order for a production pilot.

8. [Intentionally Omitted]

9. SERVICES PERIOD; END OF SERVICES

9.1 Services provided under this Agreement shall be provided for the Services Period defined in Your order, unless earlier suspended or terminated in accordance with this Agreement or the order. Even though You order Cloud Services that are designated in the Service Specifications or Your Order as Auto Renew, such services will NOT automatically renew. In order to renew, You must provide Oracle with written notice no later than thirty (30) days prior to the end of the applicable Services Period of Your intent to renew and You must execute a contract modification evidencing such renewal. The preceding sentence shall not apply if Oracle provides You with written notice no later than ninety (90) days prior to the end of the applicable Services Period of its intention not to renew such Cloud Services.

9.2 Upon the end of the Services, You no longer have rights to access or use the Services, including the associated Oracle Programs and Services Environments; however for a period of up to 60 days after the end of the applicable Services Period, Oracle will make available Your Content and Your Applications then in the Services Environment for the purpose of retrieval by You. At the end of such 60 day period, and except as may be required by law, Oracle will delete or otherwise render inaccessible any of Your Content and Your Applications that remain in the Services Environment.

9.3 Oracle may temporarily suspend Your password, account, and access to or use of the Services if You or Your Users violate any provision within the 'Rights Granted', 'Ownership and Restrictions', 'Fees and Taxes', 'Use of the Services', or 'Export' sections of this Agreement, or if in Oracle's reasonable judgment, the Services or any component thereof are about to suffer a significant threat to security or functionality. Oracle will provide advance notice to You of any such suspension in Oracle's reasonable discretion based on the nature of the circumstances giving rise to the suspension. Oracle will use reasonable efforts to re-establish the affected Services promptly after Oracle determines, in its reasonable discretion, that the situation giving rise to the suspension has been cured; however, during any suspension period, Oracle will make available to You Your Content and Your Applications as existing in the Services Environment on the date of suspension. Oracle may terminate the Services under an order if any of the foregoing causes of suspension is not cured within 30 days after Oracle's initial notice thereof. Any suspension or termination by Oracle for Your violation of any provision within the 'Rights Granted', 'Ownership and Restrictions', 'Fees and Taxes', 'Use of the Services', or 'Export' sections of this Agreement shall not excuse You from Your obligation to make payment(s) under this Agreement.

9.4 [Intentionally Omitted]

9.5 You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. Termination of the Agreement will not affect orders that are outstanding at the time of termination. Those orders will be performed according to their terms as if this Agreement were still in full force and effect. However, those orders may not be renewed subsequent to termination of this Agreement.

9.6 [Intentionally Omitted]

9.7 [Intentionally Omitted]

10. NONDISCLOSURE

10.1 By virtue of this Agreement, the parties may have access to information that is confidential to one another ("Confidential Information"). . To the extent permitted by law, Confidential information shall be limited to Your Content and Your Applications residing in the Services Environment, and all information clearly identified as confidential at the time of disclosure.

10.2 [Intentionally Omitted]

10.3 Oracle will hold Your Confidential Information that resides within the Services Environment in confidence for as long as such information resides in the Services Environment. We each may disclose Confidential Information only to those employees, agents or subcontractors who are required to protect it against unauthorized disclosure in a manner no less protective than required under this Agreement. Oracle will protect the confidentiality of Your Content or Your Applications residing in the Services Environment in accordance with the Oracle security practices defined as part of the Service Specifications applicable to Your order. In addition, Your Personal Data will be treated in accordance with the terms of Section 11 below. Nothing shall prevent either party from disclosing the terms or pricing under this Agreement or orders placed under this Agreement in any legal proceeding arising from or in connection with this Agreement or from disclosing the Confidential Information to a governmental entity as required by law.

11. DATA PROTECTION

11.1 In performing the Services, Oracle will comply with the Oracle Services Privacy Policy, which is available at http://www.oracle.com/html/Services-privacy-policy.html and incorporated herein by reference. The Oracle Services Privacy Policy is subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of protection provided for Your Personal Data provided as part of Your Content during the Services Period of Your order.

11.2 Oracle's Data Processing Agreement for Oracle Cloud Services (the "Data Processing Agreement"), which is incorporated herein as Exhibit One to this Appendix Kr, describes the parties' respective roles for the processing and control of Personal Data that You provide to Oracle as part of the Cloud Services. Oracle will act as a data processor, and will act on Your instruction concerning the treatment of Your Personal Data residing in the Services Environment, as specified in this Agreement, the Data Processing Agreement and the applicable order. You agree to provide any notices and obtain any consents related to Your use of the Services and Oracle's provision of the Services, including those related to the collection, use, processing, transfer and disclosure of Personal Data.

11.3 The Service Specifications applicable to Your order define the administrative, physical, technical and other safeguards applied to Your Content residing in the Services Environment, and describe other aspects of system management applicable to the Services. You are responsible for any security vulnerabilities, and the consequences of such vulnerabilities, arising from Your Content and Your Applications, including any viruses, Trojan horses, worms or other programming routines contained in Your Content or Your Applications that could limit or harm the functionality of a computer or that could damage, intercept or expropriate data. You may disclose or transfer, or instruct Oracle to disclose or transfer in writing, Your Content or Your Applications to a third party, and upon such disclosure or transfer Oracle is no longer responsible for the security or confidentiality of such content and applications outside of Oracle.

11.4 You may not provide Oracle access to health, payment card or similarly sensitive personal information that imposes specific data security obligations for the processing of such data unless specified in Your order. If available, You may purchase services from Oracle (e.g., Oracle Payment Card Industry Compliance Services, Oracle HIPAA Security Services, Oracle Federal Security Services, etc.) designed to address particular data protection requirements applicable to Your business or Your Content.

12. WARRANTIES, DISCLAIMERS AND EXCLUSIVE REMEDIES

12.1 Oracle warrants that it will perform (i) Cloud Services in all material respects as described in the Service Specifications, and (ii) Professional Services in a professional manner in accordance with the Service Specifications. If the Services provided to You were not performed as warranted, You must promptly provide written notice to Oracle that describes the deficiency in the Services (including, as applicable, the service request number notifying Oracle of the deficiency in the Services).

12.2 ORACLE DOES NOT GUARANTEE THAT (A) THE SERVICES WILL BE PERFORMED ERROR-FREE OR UNINTERRUPTED, OR THAT ORACLE WILL CORRECT ALL SERVICES ERRORS, (B) THE SERVICES WILL OPERATE IN COMBINATION WITH YOUR CONTENT OR YOUR APPLICATIONS, OR WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEMS, SERVICES OR DATA NOT PROVIDED BY ORACLE, AND (C) THE SERVICES WILL MEET YOUR REQUIREMENTS, SPECIFICATIONS

OR EXPECTATIONS. YOU ACKNOWLEDGE THAT ORACLE DOES NOT CONTROL THE TRANSFER OF DATA OVER COMMUNICATIONS FACILITIES, INCLUDING THE INTERNET, AND THAT THE SERVICES MAY BE SUBJECT TO LIMITATIONS, DELAYS, AND OTHER PROBLEMS INHERENT IN THE USE OF SUCH COMMUNICATIONS FACILITIES. ORACLE IS NOT RESPONSIBLE FOR ANY DELAYS, DELIVERY FAILURES, OR OTHER DAMAGE RESULTING FROM SUCH PROBLEMS. ORACLE IS NOT RESPONSIBLE FOR ANY ISSUES RELATED TO THE PERFORMANCE, OPERATION OR SECURITY OF THE SERVICES THAT ARISE FROM YOUR CONTENT, YOUR APPLICATIONS OR THIRD PARTY CONTENT.

12.3 FOR ANY BREACH OF THE SERVICES WARRANTY, YOUR EXCLUSIVE REMEDY AND ORACLE'S ENTIRE LIABILITY SHALL BE THE CORRECTION OF THE DEFICIENT SERVICES THAT CAUSED THE BREACH OF WARRANTY, OR, IF ORACLE CANNOT SUBSTANTIALLY CORRECT THE DEFICIENCY IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE DEFICIENT SERVICES AND ORACLE WILL REFUND TO YOU THE FEES PAID FOR THE DEFICIENT SERVICES FOR THE PERIOD OF TIME DURING WHICH THE SERVICES WERE DEFICIENT.

12.4 TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS INCLUDING FOR SOFTWARE, HARDWARE, SYSTEMS, NETWORKS OR ENVIRONMENTS OR FOR MERCHANTABILITY, SATISFACTORY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE.

13. [Intentionally Omitted]

14. [Intentionally Omitted]

15. THIRD PARTY WEB SITES, CONTENT, PRODUCTS AND SERVICES

15.1 The Services may enable You to link to, transmit Your Content to, or otherwise access, other Web sites, platforms, content, products, services, and information of third parties. Oracle does not control and is not responsible for such Web sites or platforms or any such content , products, services and information accessible from or provided through the Services, and You bear all risks associated with access to and use of such Web sites and third party content, products, services and information.

15.2 Any Third Party Content made accessible by Oracle is provided on an "as-is" and "as available" basis without any warranty of any kind. Third Party Content may be indecent, offensive, inaccurate, infringing or otherwise objectionable or unlawful, and You acknowledge that Oracle is not responsible for and under no obligation to control, monitor or correct Third Party Content; however, Oracle reserves the right to take remedial action if any such content violates applicable restrictions under Section 6.2 of this Agreement, including the removal of, or disablement of access to, such content. Oracle disclaims all liabilities arising from or related to Third Party Content.

15.3 You acknowledge that: (i) the nature, type, quality and availability of Third Party Content may change at any time during the Services Period, and (ii) features of the Services that interoperate with third parties such as Facebook™, YouTube™ and Twitter™, etc. (each, a "Third Party Service"), depend on the continuing availability of such third parties' respective application programming interfaces (APIs) for use with the Services. Oracle may update, change or modify the Services under this Agreement as a result of a change in, or unavailability of, such Third Party Content, Third Party Services or APIs. If any third party ceases to make its Third Party Content or APIs available on reasonable terms for the Services, as determined by Oracle in its sole discretion, Oracle may cease providing access to the affected Third Party Content or Third Party Services without any liability to You. Any changes to Third Party Content, Third Party Services or APIs, including their availability or unavailability, during the Services Period does not affect Your obligations under this Agreement or the applicable order, and You will not be entitled to any refund, credit or other compensation due to any such changes.

15.4 Any Third Party Content that You store in Your Services Environment will count towards any storage or other allotments applicable to the Cloud Services that You ordered.

16. SERVICES TOOLS AND ANCILLARY SOFTWARE

16.1 Oracle may use tools, scripts, software, and utilities (collectively, the "Tools") to monitor and administer the Services and to help resolve Your Oracle service requests. The Tools will not collect or store any of Your Content or Your Applications residing in the Services Environment, except as necessary to provide the Services or troubleshoot service requests or other problems in the Services. Information collected by the Tools (excluding Your Content and Your Applications) may also be used to assist in managing Oracle's product and service portfolio, to help Oracle address deficiencies in its product and service offerings, and for license and Services management.

16.2 Oracle may provide You with on-line access to download certain Ancillary Software for use with the Services. If Oracle licenses Ancillary Software to You and does not specify separate terms for such Ancillary Software, then, subject to Your payment obligations, (i) You have the non-exclusive, non-assignable, worldwide limited right to use such Ancillary Software solely to facilitate Your access to, operation of, and/or use of the Services Environment, subject to the terms of this Agreement and Your order, including the Services Specifications, (ii) Oracle will maintain such Ancillary Software as part of the Cloud Services, and (iii) Your right to use such Ancillary Software willterminate upon the earlier of Oracle's notice (which may be through posting on https://support.oracle.com or such other URL designated by Oracle) or the end of the Cloud Services associated with the Ancillary Software. If Ancillary Software is licensed to You under separate third party license terms, then Your use of such software is subject solely to such separate terms.

17. SERVICE ANALYSES

Oracle may (i) compile statistical and other information related to the performance, operation and use of the Services, and (ii) use data from the Services Environment in aggregated form for security and operations management, to create statistical analyses, and for research and development purposes (clauses i and ii are collectively referred to as "Service Analyses"). Oracle may make Service Analyses publicly available; however, Service Analyses will not incorporate Your Content or Confidential Information in a form that could serve to identify You or any individual, and Service Analyses do not constitute Personal Data. Oracle retains all intellectual property rights in Service Analyses.

18. [Intentionally Omitted]

19. FORCE MAJEURE

Neither of us shall be responsible for failure or delay of performance if caused by: an act of war, hostility, or sabotage; act of God; pandemic; electrical, internet, or telecommunication outage that is not caused by the obligated party; government restrictions (including the denial or cancelation of any export, import or other license); or other event outside the reasonable control of the obligated party. We both will use reasonable efforts to mitigate the effect of a force majeure event. If such event continues for more than 30 days, either of us may cancel unperformed Services and affected orders upon written notice. This Section does not excuse either party's obligation to take reasonable steps to follow its normal disaster recovery procedures or Your obligation to pay for the Services.

20. NOTICE

20.1 [Intentionally Omitted]

20.2 To request a termination of Services in accordance with this Agreement, You must submit a service request to Oracle at the address specified in Your order or the Service Specifications.

20.3 Oracle may give notices applicable to Oracle's Cloud Services customer base by means of a general notice on the Oracle portal for the Cloud Services, and notices specific to You by electronic mail to Your e-mail address on record in Oracle's account information or by written communication sent by first class mail or pre-paid post to Your address on record in Oracle's account information.

21. [Intentionally Omitted]

22. OTHER

22.1 You understand that Oracle's business partners and other third parties, including any third parties with which Oracle has an integration or that are retained by You to provide consulting or implementation services or applications that interact with the Cloud Services, are independent of Oracle and are not Oracle's agents. Oracle is not liable for, bound by, or responsible for any problems with the Services, Your Content or Your Applications arising due to any acts of any such business partner or third party, unless the business partner or third party is providing Services as an Oracle subcontractor on an engagement ordered under this Agreement and, if so, then only to the same extent as Oracle would be responsible for Oracle resources under this Agreement.

22.2 [Intentionally Omitted]

22.3 [Intentionally Omitted]

22.4 [Intentionally Omitted]

22.5 You shall obtain at Your sole expense any rights and consents from third parties necessary for Your Content, Your Applications, and Third Party Content, as well as other vendor's products provided by You that You use with the Services, including such rights and consents as necessary for Oracle to perform the Services under this Agreement.

22.6 You agree to provide Oracle with all information, access and full good faith cooperation reasonably necessary to enable Oracle to provide the Services and You will perform the actions identified in Your order as Your responsibilities.

22.7 You remain solely responsible for Your regulatory compliance in connection with Your use of the Services. You are responsible for making Oracle aware of any technical requirements that result from Your regulatory obligations prior to entering into an order governed by this Agreement. Oracle will cooperate with Your efforts to determine whether use of the standard Oracle Services offering is consistent with those requirements. Additional fees may apply to any additional work performed by Oracle or changes to the Services.

22.8 [Intentionally Omitted].

22.9 [Intentionally Omitted]

24. [Intentionally Omitted]

25. [Intentionally Omitted]

26. Customer Monitoring and Testing Tools

24.1 Due to potential adverse impact on service performance, security and availability, You may not (a) use Your own testing tools (including automated user interfaces and web service calls to any Oracle Cloud Service) or perform network or vulnerability scans or penetration tests to directly or indirectly seek to measure security of any program or feature of or service component within the services or Services Environment, and (b) for Oracle-managed Public Cloud Services, use Your own monitoring tools (including automated user interfaces and web service calls to any Oracle Cloud Service) to directly or indirectly seek to measure the availability or performance of any program or feature of or service component within the services or Services Environment. Notwithstanding Section 4.d, with respect to Customer-managed Public Cloud Services, You are permitted to use Your own monitoring or testing tools to measure the availability or performance of any program or feature of the Cloud Services. You may not use nor authorize the use of data scraping tools or technologies to collect data available through the Oracle Cloud Service user interface or via web service calls without the express written permission of Oracle. Oracle reserves the right to require Your proposed data scraping tools to be validated and tested by Oracle prior to use in production and to be subsequently validated and tested annually. Oracle may require that a written statement of work be executed to perform such testing and validation work subject to additional fees. You may not make workload changes beyond the amount permitted under the

entitlements provided under ordering document. Oracle reserves the right to remove or disable access to any tools or technologies that violate the restrictions in this section, without any liability to You.

None of the previous provisions are intended to restrict Your ability to use the published Oracle Cloud APIs to automate cloud service creation and management.

EXHIBIT ONE TO APPENDIX K
DATA PROCESSING AGREEMENT

For a period of one (1) year from the Effective Date of Amendment Two, the *Data Processing Agreement for Oracle Cloud Services* (attached hereto) shall apply to all Cloud Services acquired pursuant to the terms set forth in Appendix K. This Exhibit One to Appendix K shall be amended annually to include Oracle's then current *Data Processing Agreement for Oracle Cloud Services.*

Data Processing Agreement for Oracle Cloud Services

Version November 3, 2015

1. Scope and order of precedence

This agreement (the "Data Processing Agreement") applies to Oracle's Processing of Personal Data provided to Oracle by Customer as part of Oracle's provision of Cloud Services ("Cloud Services"), as further specified in (i) the applicable Oracle master agreement and (ii) the Oracle Cloud Ordering Document between Customer and Oracle, and all documents, addenda, schedules and exhibits incorporated therein (collectively the "Agreement") by and between the Customer entity and Oracle subsidiary listed in the order for Cloud Services.

This Data Processing Agreement is subject to the terms of the Agreement and is incorporated into the Agreement. Except as expressly stated otherwise, in the event of any conflict between the terms of the Agreement and the terms of this Data Processing Agreement, the relevant terms of this Data Processing Agreement shall take precedence. This Data Processing Agreement shall be effective for the Services Period of any Oracle Cloud order placed under the Agreement.

2. Definitions

"Customer" or "you" means the Customer that has executed the order for Cloud Services.

"Oracle" or "Processor" means the Oracle subsidiary listed in the order for Cloud Services.

"Oracle Affiliates" mean the subsidiaries of Oracle Corporation that may assist in the performance of the Cloud Services.

"Model Clauses" means the standard contractual clauses annexed to the EU Commission Decision 2010/87/EU of 5 February 2010 for the Transfer of Personal Data to Processors established in Third Countries under the Directive (defined below).

"Personal Data" means any information relating to an identified or identifiable natural person that Customer or its end users provide to Oracle as part of the Cloud Services; an identified or identifiable natural person (a "data subject") is one who can be identified, directly or indirectly, in particular by reference to an identification number or to one or more factors specific to his/her physical, physiological, mental, economic, cultural or social identity.

"Process" or "Processing" means any operation or set of operations which is performed by Oracle as part of the Cloud Services upon Personal Data, whether or not by automatic means, such as collection, recording, organization, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, blocking, erasure or destruction.

"Subprocessor" means a third party subcontractor engaged by Oracle which, as part of the subcontractor's role of delivering the Cloud Services, will Process Personal Data of the Customer.

"The Directive" means Directive 95/46/EC of the European Parliament and of the Council of October 24, 1995, as amended, on the protection of individuals with regard to the Processing of Personal Data and on the free movement of such data.

Other terms have the definitions provided for them in the Agreement or as otherwise specified below.

3. Categories of Personal Data and purpose of the Personal Data Processing

In order to execute the Agreement, and in particular to perform the Cloud Services on behalf of Customer, Customer authorizes and requests that Oracle Process the following Personal Data:

Categories of Personal Data: Personal Data may include, among other information, personal contact information such as name, home address, home telephone or mobile number, fax number, email address, and passwords; information concerning family, lifestyle and social circumstances including age, date of birth, marital status, number of children and name(s) of spouse and/or children; employment details including employer name, job title and function, employment history, salary and other benefits, job performance and other capabilities, education/qualification, identification numbers, social security details and business contact details; financial details; and goods and services provided.

Categories of Data Subjects: Data subjects may include Customer's representatives and end users, such as employees, job applicants, contractors, collaborators, partners, and customers of the Customer. Data subjects also may include individuals attempting to communicate or transfer Personal Data to users of the Cloud Services.

Oracle will Process Personal Data solely for the provision of the Cloud Services, and will not otherwise (i) Process or use Personal Data for purposes other than those set forth in the Agreement or as instructed by Customer, or (ii) disclose such Personal Data to third parties other than Oracle Affiliates or Subprocessors for the aforementioned purposes or as required by law.

4. Customer's Instructions

During the Services Period of any order for Cloud Services, Customer may provide instructions to Oracle in addition to those specified in the Agreement with regard to processing of Personal Data. Oracle will comply with all such instructions without additional charge to the extent necessary for Oracle to comply with laws applicable to Oracle as a data processor in the performance of the Cloud Services; the parties will negotiate in good faith with respect to any other change in the Cloud Services and/or fees resulting from such instructions.

5. Controller of Data

The control of Personal Data remains with Customer, and as between Customer and Oracle, Customer will at all times remain the data controller for the purposes of the Cloud Services, the Agreement, and this Data Processing Agreement. Customer is responsible for compliance with its obligations as data controller under data protection laws, in particular for justification of any transmission of Personal Data to Oracle (including providing any required notices and obtaining any required consents), and for its decisions and actions concerning the Processing and use of the data.

6. Rights of Data Subject

Oracle will grant Customer electronic access to Customer's Cloud Services environment that holds Personal Data to permit Customer to delete, release, correct or block access to specific Personal Data or, if that is not practicable and to the extent permitted by applicable law, follow Customer's detailed written instructions to delete, release, correct or block access to Personal Data held in Customer's Cloud Services environment. Customer agrees to pay Oracle's reasonable fees associated with the performance of any such deletion, release, correction or blocking of access to Personal Data. Oracle will pass on to the Customer any requests of an individual data subject to delete, release, correct or block Personal Data Processed under the Agreement.

7. Cross Border and Onward Data Transfer

Oracle treats all Personal Data in a manner consistent with the requirements of the Agreement and this Data Processing Agreement in all locations globally. Oracle's information policies, standards and governance practices are managed on a global basis.

To the extent Personal Data originating from the EEA or Switzerland is transferred to Oracle, Oracle Affiliates or Subprocessors located in countries outside the EEA or Switzerland that have not received a binding adequacy decision by the European Commission pursuant to Articles 25(6) and 31(2) of the Directive or by a competent national data protection authority, such transfers are managed as follows.

Transfers from Customer to Oracle or Oracle Affiliates are made subject to the terms of this Data Processing Agreement and (i) the Model Clauses, with Customer acting as the "data exporter" and Oracle and/or the Oracle Affiliate(s) acting as the "data importer(s)" (as those terms are defined in the Model Clauses); or (ii) other appropriate transfer mechanisms that provide an adequate level of protection in compliance with the applicable requirements of Articles 25 and 26 of the Directive. The terms of this Data Processing Agreement shall be read in conjunction with the Model Clauses or other appropriate transfer mechanism referred to in the prior sentence.

For transfers from Oracle to Oracle Affiliates, Oracle shall ensure that such transfers are subject to (i) the terms of the Oracle intra-company agreement entered into between Oracle Corporation and the Oracle Affiliates, which requires all transfers of Personal Data to be made in compliance with the Model Clauses and with all applicable Oracle security and data privacy policies and standards; or (ii) other appropriate transfer mechanisms that provide an adequate level of protection in compliance with the applicable requirements of Articles 25 and 26 of the Directive.

For transfers from Oracle or Oracle Affiliates to Subprocessors, Oracle requires the Subprocessor to execute Model Clauses incorporating security and other data privacy requirements consistent with those of this Data Processing Agreement.

8. Affiliates and Subprocessors

Some or all of Oracle's obligations under the Agreement may be performed by Oracle Affiliates. Oracle and the Oracle Affiliates have entered into the intra-company agreement specified above, under which the Oracle Affiliates Processing Personal Data adopt safeguards consistent with those of Oracle. Oracle is responsible for its compliance and the Oracle Affiliates' compliance with this requirement.

Oracle also may engage Subprocessors to assist in the provision of the Cloud Services. Oracle maintains a list of Subprocessors that may Process the Personal Data of Oracle's Cloud Service customers and will provide a copy of that list to Customer upon request.

All Subprocessors are required to abide by substantially the same obligations as Oracle under this Data Processing Agreement as applicable to their performance of the Cloud Services. Customer may request that Oracle audit the Subprocessor or provide confirmation that such an audit has occurred (or, where available, obtain or assist customer in obtaining a third-party audit report concerning Subprocessor's operations) to ensure compliance with such obligations. Customer also will be entitled, upon written request, to receive copies of the relevant terms of Oracle's agreement with Subprocessors that may Process Personal Data, unless the agreement contains confidential information, in which case Oracle may provide a redacted version of the agreement.

Oracle remains responsible at all times for compliance with the terms of the Agreement and this Data Processing Agreement by Oracle Affiliates and Subprocessors.

Customer consents to Oracle's use of Oracle Affiliates and Subprocessors in the performance of the Cloud Services in accordance with the terms of Sections 7 and 8 above.

9. Technical and Organizational Measures

When Processing Personal Data on behalf of Customer in connection with the Cloud Services, Oracle has implemented and will maintain appropriate technical and organizational security measures for the Processing of such data, including the measures specified in this Section to the extent applicable to the

Oracle's Processing of Personal Data. These measures are intended to protect Personal Data against accidental or unauthorized loss, destruction, alteration, disclosure or access, and against all other unlawful forms of processing. Additional information concerning such measures, including the specific security measures and practices for the particular Cloud Services ordered by Customer, may be specified in the Agreement.

9.1 Physical Access Control. Oracle employs measures designed to prevent unauthorized persons from gaining access to data processing systems in which Personal Data is processed, such as the use of security personnel, secured buildings and data center premises.

9.2 System Access Control. The following may, among other controls, be applied depending upon the particular Cloud Services ordered: authentication via passwords and/or two-factor authentication, documented authorization processes, documented change management processes, and logging of access on several levels. For Cloud Services hosted @Oracle: (i) log-ins to Cloud Services Environments by Oracle employees and Subprocessors are logged; (ii) logical access to the data centers is restricted and protected by firewall/VLAN; and (iii) intrusion detection systems, centralized logging and alerting, and firewalls are used.

9.3 Data Access Control. Personal Data is accessible and manageable only by properly authorized staff, direct database query access is restricted, and application access rights are established and enforced. In addition to the access control rules set forth in Sections 9.1 – 9.3 above, Oracle implements an access policy under which Customer controls access to its Cloud Services environment and to Personal Data and other data by its authorized personnel.

9.4 Transmission Control. Except as otherwise specified for the Cloud Services (including within the ordering document or the applicable service specifications), transfers of data outside the Cloud Service environment are encrypted. Some Cloud Services, such as social media services, may be configurable to permit access to sites that require unencrypted communications. The content of communications (including sender and recipient addresses) sent through some email or messaging services may not be encrypted. Customer is solely responsible for the results of its decision to use unencrypted communications or transmissions.

9.5 Input Control. The Personal Data source is under the control of the Customer, and Personal Data integration into the system, is managed by secured file transfer (i.e., via web services or entered into the application) from the Customer. Note that some Cloud Services permit Customers to use unencrypted file transfer protocols. In such cases, Customer is solely responsible for its decision to use such unencrypted field transfer protocols.

9.6 Data Backup. For Cloud Services hosted @Oracle: back-ups are taken on a regular basis; back-ups are secured using a combination of technical and physical controls, depending on the particular Cloud Service.

9.7 Data Segregation. Personal Data from different Oracle customers' environments is logically segregated on Oracle's systems.

10. Audit Rights

Customer may audit Oracle's compliance with the terms of the Agreement and this Data Processing Agreement up to once per year. Customer may perform more frequent audits of the Cloud Service computer systems that Process Personal Data to the extent required by laws applicable to Customer. If a third party is to conduct the audit, the third party must be mutually agreed to by Customer and Oracle and must execute a written confidentiality agreement acceptable to Oracle before conducting the audit.

To request an audit, Customer must submit a detailed audit plan at least two weeks in advance of the proposed audit date to Oracle Corporation's Global Information Security organization ("GIS") describing the proposed scope, duration, and start date of the audit. Oracle will review the audit plan and provide Customer with any concerns or questions (for example, any request for information that could

compromise Oracle security, privacy, employment or other relevant policies). Oracle will work cooperatively with Customer to agree on a final audit plan. If the requested audit scope is addressed in a SSAE 16/ISAE 3402 Type 2, ISO, NIST, PCI DSS, HIPAA or similar audit report performed by a qualified third party auditor within the prior twelve months and Oracle confirms there are no known material changes in the controls audited, Customer agrees to accept those findings in lieu of requesting an audit of the controls covered by the report.

The audit must be conducted during regular business hours at the applicable facility, subject to Oracle policies, and may not unreasonably interfere with Oracle business activities.

Customer will provide GIS any audit reports generated in connection with any audit under this section, unless prohibited by law. Customer may use the audit reports only for the purposes of meeting its regulatory audit requirements and/or confirming compliance with the requirements of the Agreement and this Data Processing Agreement. The audit reports are Confidential Information of the parties under the terms of the Agreement.

Any audits are at the Customer's expense. Any request for Oracle to provide assistance with an audit is considered a separate service if such audit assistance requires the use of resources different from or in addition to those required for the provision of the Cloud Services. Oracle will seek the Customer's written approval and agreement to pay any related fees before performing such audit assistance.

11. Incident Management and Breach Notification

Oracle evaluates and responds to incidents that create suspicion of unauthorized access to or handling of Personal Data ("Incident"). GIS is informed of such Incidents and, depending on the nature of the activity, defines escalation paths and response teams to address those Incidents. GIS will work with Customer, with internal Oracle lines of business, with the appropriate technical teams and, where necessary, with outside law enforcement to respond to the Incident. The goal of the Incident response will be to restore the confidentiality, integrity, and availability of the Cloud Services environment, and to establish root causes and remediation steps.

Oracle operations staff is instructed on responding to Incidents where handling of Personal Data may have been unauthorized, including prompt and reasonable reporting to GIS and to Oracle Corporation's legal department, escalation procedures, and chain of custody practices to secure relevant evidence.

For purposes of this section, "Security Breach" means the misappropriation of Personal Data located on Oracle systems or the Cloud Services environment that compromises the security, confidentiality or integrity of such information. Oracle will inform Customer within 72 hours if Oracle determines that Personal Data has been subject to a Security Breach (including by an Oracle employee) or any other circumstance in which Customer is required to provide a notification under applicable law, unless otherwise required by law.

Oracle will promptly investigate the Security Breach and take reasonable measures to identify its root cause(s) and prevent a recurrence. As information is collected or otherwise becomes available, unless prohibited by law, Oracle will provide Customer with a description of the Security Breach, the type of data that was the subject of the breach, and other information Customer may reasonably request concerning the affected persons. The parties agree to coordinate in good faith on developing the content of any related public statements or any required notices for the affected persons and/or the relevant data protection authorities.

12. Return and Deletion of Personal Data upon End of Cloud Services or at Customer's Request ("Data Portability")

Following termination of the Cloud Services, Oracle will return or otherwise make available for retrieval Customer's Personal Data then available in the Customer's Cloud Services environment. Following

return of the data, or as otherwise specified in the Agreement, Oracle will promptly delete or otherwise render inaccessible all copies of Personal Data from the production Cloud Services environment, except as may be required by law. Oracle's data return and deletion practices are described in more detail in the Agreement.

13. Legally Required Disclosures

Except as otherwise required by law, Oracle will promptly notify Customer of any subpoena, judicial, administrative or arbitral order of an executive or administrative agency or other governmental authority ("Demand") that it receives and which relates to the Personal Data Oracle is Processing on Customer's behalf. At Customer's request, Oracle will provide Customer with reasonable information in its possession that may be responsive to the Demand and any assistance reasonably required for Customer to respond to the Demand in a timely manner. Customer acknowledges that Oracle has no responsibility to interact directly with the entity making the Demand.

14. Service Analyses

Oracle may (i) compile statistical and other information related to the performance, operation and use of the Cloud Services, and (ii) use data from the Cloud Services environment in aggregated form for security and operations management, to create statistical analyses, and for research and development purposes (clauses i and ii are collectively referred to as "Service Analyses") . Oracle may make Service Analyses publicly available; however, Service Analyses will not incorporate Customer's Content or Confidential Information in a form that could identify or serve to identify Customer or any data subject, and Service Analyses do not constitute Personal Data. Oracle retains all intellectual property rights in Service Analyses.

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Exhibit B to Amendment Two to the Master Agreement

APPENDIX A
PRICING AND DISCOUNT SCHEDULE

A. Pricing and Discounting Terms for New Program Licenses and First-Year Technical Support

The following pricing and discounting terms for new Program licenses and first-year technical support services are hereby incorporated into the Master Agreement:

1. Appendix A Price Lists. The "**Appendix A Price Lists**" shall be defined as the then-current versions of the following Appendix A Price Lists at the time of order:

   a. Oracle Technology Global Price List*
   b. Oracle Business Intelligence Applications Global Price List*
   c. Oracle E-Business Suite Applications Global Price List*
   d. Oracle Siebel CRM Global Price List*
   e. PeopleSoft Component Global Price List*
   f. JD Edwards Component Global Price List*
   g. Oracle Primavera Global Price List

   You may access the current version of the Appendix A Price Lists denoted with an asterisk (*) at: http://www.oracle.com/us/corporate/pricing/price-lists/index.html.

2. Pricing and Discounts.

   From the effective date of Amendment Two to the Master Agreement until August 31, 2017, You may acquire Products listed on the Price Lists, provided such Products are available in production release when ordered, and provided You have continuously maintained technical support for your existing Program licenses., by paying Oracle the fees specified on the Appendix A Price Lists less the discount set forth below in section 3 of this Appendix A. You may also acquire first-year Software Update License & Support ("**SULS**") for such Programs by paying Oracle the fees specified, less the discount set forth below.

3. Discount Schedule.

   From the effective date of Amendment Two to the Master Agreement until August 31, 2017, a discount of 44.45% shall apply to the fees listed on the then-current version of the Appendix A Price Lists at the time of the order for program licenses and first-year SULS acquired pursuant to the terms of this Master Agreement.

4. Exclusions: For the avoidance of any doubt, the discounts provided in Section A.3 above shall not apply to the following:

   a. any third-party products included in any of the Appendix A Price Lists;
   b. any grandfathered Primavera products;
   c. any products priced in advance of availability or with controlled availability; and
   d. any Cloud products on any Appendix A Price Lists.

5. Any updates or changes to the pricing and discounting terms provided in this Appendix A shall be made by a written amendment to this Master Agreement.

APPENDIX B
TECHNICAL SUPPORT POLICIES

The Oracle Software Technical Support Policies, dated May 6, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the technical support policies at http://oracle.com/contracts.

Oracle Software Technical Support Policies

Effective Date: 06-May-2016

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1. Overview

Unless otherwise stated, these Software Technical Support Policies apply to technical support for all Oracle software product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

To receive technical support as provided by Oracle Support Services ("OSS") as described in these Oracle Software Technical Support Policies, all programs must be properly licensed.

Technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of an Oracle licensed program, running unaltered, and on a certified hardware, database and operating system configuration, as specified in your order or program documentation.

Except as otherwise specified in this section, product release and supported platforms information for all Oracle programs, other than Phase Forward, Nimbula and MICROS Systems programs, is available through Oracle's web-based customer support systems as described in the Web-Based Customer Support Systems section below. Product release and supported platforms information for Phase Forward, Nimbula programs will be provided to you in writing. Effective August 10, 2015, product release and supported platforms information for MICROS Systems programs supported by the MICROS United States and Canadian support teams (except US Cruise) will be available in My Oracle Support.

References to the Technical Support Policies in former Oracle, or vendors acquired by Oracle, agreements may vary (e.g. Software Support Services Terms and Conditions, Maintenance Services Policy, Standard Maintenance Program, product support policy, Support Services policies, Support Maintenance Agreement, Maintenance and Technical Support Agreement, Maintenance and Support Schedule 2.0, and Licensee Support Services Policy).

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for supported programs during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Software Technical Support Policies and the previous version of the Oracle Software Technical Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the effective date of your order unless stated otherwise in your order. If your order was placed through the Oracle Store, the effective date is the date your order was accepted by Oracle. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

License Set

A license set consists of (i) all of your licenses of a program, including any options* (e.g., Database Enterprise Edition and Enterprise Edition Options; Purchasing and Purchasing Options), Enterprise Manager* (e.g., Database Enterprise Edition and Diagnostics Pack), or self-service module* (e.g., Human Resources and Self-Service Human Resources) licensed for such programs, (ii) all of your licenses of a program that share the same source code**, or (iii) for Crystal Ball programs, the same licenses of a program contained on a single order, (iv) for Java Embedded Binary programs, all of the distributed units of the program(s) embedded in each unique Java Application Product pursuant to the Java Binary License and Redistribution Agreement ("BLRA") between you and Oracle, or (v) if you are distributing Java Restricted Use Binary programs or if you are distributing Java Embedded Binary programs under the Oracle Java Platform Integrator program ("OJPI"), all of the end user's licenses of the program(s) embedded or included in the Java Application Product pursuant to the BLRA. Development and demonstration licenses available through the Oracle Partner Network or the Oracle Technology Network are not included in the definition of a license set.

*As specified on Oracle's price list.

**Programs that share the same source code are:

- Database Enterprise Edition, Database Standard Edition, Database Standard Edition One, Oracle Database Standard Edition 2 and Personal Edition
- Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, WebLogic Server Enterprise Edition, WebLogic Server Standard Edition, WebLogic Suite, and Web Tier
- Oracle FLEXCUBE Core Banking programs
- Oracle FLEXCUBE Universal Banking for Retail programs
- Oracle FLEXCUBE Universal Banking for Corporate programs
- Oracle FLEXCUBE Lending & Leasing programs
- Oracle Daybreak programs
- Oracle Banking programs

If you are an Oracle partner and provide first line support to an end user (e.g., Embedded Software License ("ESL"), Application Specific Full Use ("ASFU"), or any other Oracle authorized provision of first line support), a license set consists of all of the end user's licenses of the program(s) embedded or included in the Application Package pursuant to the ESL Distribution Agreement, ASFU Distribution Agreement, or other distribution agreement between you and Oracle. If the end user also has Full Use licenses supported directly by you, then those Full Use licenses must also be supported at the same level as the ASFU or ESL licenses.

If Oracle is providing first line support for all of an end user's ASFU and Full Use licenses, then both the ASFU and Full Use licenses must be supported at the same level. However, if Oracle is providing first line support for an end user's Full Use licenses and you are providing first line support for the ASFU and/or ESL licenses, then the licenses would not be considered part of the same license set.

Matching Service Levels

When acquiring technical support, all licenses in any given license set must be supported under the same technical support service level (e.g., Software Update License & Support, Oracle Communications Network Premier Support or unsupported). If you add Extended Support, you still must maintain Software Update License & Support for the entire license set; subject to availability, you must acquire Extended Support for all licenses of a particular version release of a program if you acquire Extended Support for any license in such version release. You may not support a subset of licenses within a license set; the license set must be reduced by terminating any unsupported licenses. You will be required to document license terminations via a termination letter.

Reinstatement of Oracle Technical Support

If technical support lapses or was not originally purchased with a program license, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the relevant program; b) if you never acquired technical support for the relevant programs, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original program license order date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve month support period shall be the last annual technical support fee you paid for the relevant program; (ii) if you never acquired technical support for the relevant program, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired technical support from an Oracle-authorized distributor and are now acquiring technical support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee. If support is not reinstated for the entire license set or if support for a subset of licenses from an order is reinstated, then the "License Set", "Matching Service Levels", and "Pricing following Reduction of Licenses or Support Level" policies will apply.

Pricing following Reduction of Licenses or Support Level

Pricing for support is based upon the level of support and the volume of licenses for which support is ordered. In the event that a subset of licenses on a single order is terminated or if the level of support is reduced, support for the remaining licenses on that license order will be priced at Oracle's list price for support in effect at the time of termination or reduction minus the applicable standard discount. Such support price will not exceed the previous support fees paid for both the remaining licenses and the licenses being terminated or unsupported, and will not be reduced below the previous support fees paid for the licenses continuing to be supported. If the license order from which licenses are being terminated established a price hold for additional licenses, support for all of the licenses ordered pursuant to the price hold will be priced at Oracle's list price for support in effect at the time of reduction minus the applicable standard discount.

Custom Application Bundles

Technical support may not be discontinued for a single program module within a custom application bundle.

Unsupported Programs

Customers with unsupported programs are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported programs. CD packs or

programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported programs.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported programs and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per license set, to serve as liaisons with OSS. With each USD$250,000 in net support fees per license set, you have the option to designate an additional two (2) primary and four (4) backup technical contacts. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

Program Updates

Update means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to Desupport

It may become necessary as a part of Oracle's product lifecycle to desupport certain program releases and, therefore, Oracle reserves that right. However, program releases that are expressly identified within Oracle's Lifetime Support policy will be governed by the terms of the Lifetime Support Policy. Desupport information is subject to change.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide “First Line Support” for the supported programs directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported programs, (ii) a direct response to users with respect to problems or issues with the supported programs, (iii) a diagnosis of problems or issues of the supported programs, and (iv) a resolution of problems or issues of the supported programs.

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported programs, you may contact Oracle for “Second Line Support”. You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., access to repository files, log files, or database extracts) required to provide Second Line Support.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported programs and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported programs so that such supported programs perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Third Party Vendor-Specific Support Terms

You must remain on a supported environment – including applications and platforms – to receive technical support. If a vendor retires support for its product, you may be required to upgrade to a current certified and supported product, application, hardware platform, framework, database, and/or operating system configuration to continue receiving technical support services from Oracle.

Technical Support for Development, Demonstration and End User Licenses

Technical support for Development and/or Demonstration licenses is provided through your membership in the Oracle PartnerNetwork. Before you may provide technical support for a program you have licensed to an end user you must, in addition to the technical support you may receive for Development and/or Demonstration licenses, acquire technical support for such program from Oracle and continuously maintain it for as long as you provide support to the end user.

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Premier Support (also referred to as, and will be documented on your order as, "Software Update License & Support" or "Oracle Communications Network Software Premier Support")
- Extended Support (if offered)
- Sustaining Support

A description of the services available under Premier Support, Extended Support and Sustaining Support is included in the Oracle Technical Support Levels section below.

When offered and except as noted below, Premier Support will be available for five years from the date a release of the Oracle program becomes generally available. If offered, support may be extended for an additional three years with Extended Support for specific releases. Except as noted below, in addition to the technical support fee, an Extended Support fee applies for each support period for which Extended Support is purchased.

Alternatively, and if offered, support may be extended with Sustaining Support, which will be available for as long as you maintain technical support for your Oracle program licenses.

For specific programs that are, or will be covered by the Lifetime Support Policy, service levels offered, and timeframes refer to the following:

- For server technology programs view "Lifetime Support Policy: Coverage for Technology Products" (PDF)
- For fusion middleware programs view "Lifetime Support Policy: Coverage for Fusion Middleware" (PDF)
- For application programs view "Lifetime Support Policy: Coverage for Applications" (PDF)
- For retail application programs view "Lifetime Support Policy: Coverage for Retail Applications" (PDF)
- For Sun software and operating system products view "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF)
- For Oracle Linux program releases view "Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM" (PDF)

- For OFSS programs view "Lifetime Support Policy: Coverage for Oracle Financial Services Software" (PDF)

Exceptions - For customers with a current support contract running:

1. **PeopleTools.** The PeopleTools program, provided in conjunction with a PeopleSoft application program release, will be supported for as long as such application program release is supported. Patches and platform certifications for a PeopleTools minor release will be provided until 12 months after the next minor release is made generally available or Oracle announces that no future releases will be made; critical patch updates for a PeopleTools minor release may be provided for up to 24 months after the next minor release is made generally available.

   You must apply PeopleTools minor releases in order to continue to receive Premier or Extended Support, if offered, for a PeopleSoft application program release. You may be required to apply PeopleTools minor releases to remain current with versions of third party technologies and products as supported by the provider of the third party product.

   PeopleSoft application maintenance, which includes but is not limited to: images, patches, bundles, and maintenance packs, may require an upgrade to a newer version of PeopleTools.

   Oracle reserves the right to make changes to the third party products included in the PeopleTools program release which includes but is not limited to: (i) requiring newer versions of the third party products, (ii) changing the way in which third party products are packaged and distributed and (iii) replacing or remediating one or more third party products.

2. **Oracle Database 11*g*R2:** The Extended Support fee has been waived for the period of February 2015 - May 2017. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.

3. **Oracle Database 10*g*R2:** Except as otherwise specified in the table below, Extended Support will be made available at Oracle's then current Extended Support pricing from: August 2013 – July 2015. Extended Support for Oracle Database 10*g*R2 will be limited to Severity 1 fixes only; critical patch updates will not be made available.

   For customers running Oracle Database 10*g*R2 on:

Platform	
Fujitsu BS2000	The Extended Support fee will be waived from August 2010 – July 2014.
HP OpenVMS on Itanium	The Extended Support fee will be waived from August 2010 – July 2016. For the period of August 2016 – July 2017, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
IBM z/OS	After July 2013, Extended Support will continue to be available at Oracle's then-current Extended Support fees. Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Linux Itanium and Windows Itanium	For the period of August 2013 – December 2015, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

4. **HP-UX and Itanium-2 Processor:** The following Extended Support exceptions apply to those customers running the supported Oracle program releases on certified OS versions of the HP-UX on the Itanium-2 processor based platform:

Oracle Program Release	
Oracle Database 10*g*R2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of August 2013 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Oracle Database 11*g*R1	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of September 2015 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
WebLogic Server 9.2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of December 2013 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Tuxedo 9.1	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of July 2014 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

5. **Oracle e-Business Suite:** The Extended Support fee has been waived for the Oracle program releases and periods stated below.

Oracle Program Release	**The Extended Support Fee will be waived from:**
Oracle e-Business Suite 12.1	January 2017 – December 2019

6. **PeopleSoft Enterprise 9.0 and PeopleSoft Enterprise 9.1:** The Extended Support fee will be waived for the entire Extended Support period.

7. **JD Edwards EnterpriseOne and JD Edwards World:**
   a. **JD Edwards EnterpriseOne 9.0, JD Edwards EnterpriseOne 9.0 Update 2 (i.e., 9.0.2) and/or JD Edwards EnterpriseOne 9.1 releases**: The Extended Support fee will be waived for the entire Extended Support Period. Please review the Lifetime Support policy for Extended Support timeframes.
   b. **JD Edwards World A9.2, JD Edwards World A9.2.1, and/or JD Edwards World A9.3:** The Extended Support fee will be waived for the entire Extended Support period. Please review the Lifetime Support policy for Extended Support timeframes.

8. **Oracle Portal 11*g*R1 and Oracle Discoverer 11*g*R1 (Oracle Fusion Middleware):** The Extended Support fee will be waived from July 2014 – June 2015.

9. **Oracle Exadata Storage Server Software 11.2 (program releases 11.2.3.2.2 and above):** The Extended Support fee will be waived from October 2014 – September 2015.

10. **Java SE 6:** The Extended Support fee will be waived from January 2016 – December 2018.

11. **Oracle Database Standard Edition 2:** Customers with a current support contract for Oracle Database Standard Edition 2 will continue to receive technical support for previously licensed Oracle Database Standard Edition or Oracle Database Standard Edition One program releases. License restrictions are as specified in the license definitions and rules of the Oracle Database Standard Edition 2 order.

12. **Oracle Enterprise Manager Cloud Control 12.1:** The Extended Support fee will be waived from November 2016 – October 2017.

13. **Governance, Risk and Compliance Programs:** For Sustaining Support for the Governance, Risk and Compliance program releases specified below, Oracle will continue to provide Severity 1 fixes through May 2018.

Program	Program Release
Application Access Controls Governor	8.x
Configuration Controls Governor	5.x
Enterprise Governance, Risk, and Compliance Manager	8.x
Enterprise Transaction Controls Governor	8.x
Fusion Governance, Risk, and Compliance Intelligence	3.x
Preventive Controls Governor	7.x

14. **InForm 4.5.6**: For Sustaining Support for the InForm 4.6.5 program release, Oracle will continue to provide Severity 1 fixes through October 2018.

4. Oracle Technical Support Levels

Software Update License & Support

Program releases in the Premier Support phase of Oracle's product support lifecycle will receive Software Update License & Support. Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week, except as otherwise stated in note 1 below for MICROS Systems
- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise. Please refer to notes 1 and 2, below.
- Current licensees of MySQL Classic Edition Annual Subscription, MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription or MySQL Standard Edition Annual Subscription ("MySQL Subscription"), may receive Software Update License & Support (SULS) for MySQL Community Edition,* except that SULS for MySQL Community Edition does not include Updates of any kind. MySQL Community Edition may not contain all of the features and functionality of the programs contained in the MySQL Subscription. (*Community Edition refers to MySQL licensed under the GPL license.)
- For Oracle VM VirtualBox Enterprise, Software Update License & Support (SULS) is limited to the platforms specified here. SULS is not available for Oracle VM VirtualBox Enterprise features noted as experimental; such features are specified in the Oracle VM VirtualBox User Manual located here
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf

- Until July 1, 2016, remote program updates and patch installation assistance for DIVA programs during normal business hours
- Non-technical customer service during normal business hours

Notes:

1. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), the following apply: (i) assistance with service requests will be provided during normal business hours and (ii) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.
2. For MICROS Systems programs in LAD (Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.

Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs) consists of:

- The Software Update License & Support described above
- 24x7 access to Oracle Unbreakable Linux Network
- Hardware Certification[1]
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html

Notes:

1. Hardware certification will be provided for the first six (6) years from the data a release of the Oracle Linux program becomes generally available. After six (6) years, hardware certification may be provided at Oracle's sole discretion; however Oracle is under no obligation to provide such hardware certification.

Limited Software Update License & Support is available for the Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal,Trace), InForm, and LabPas). The limited Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Assistance with service requests during normal business hours
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/support/contact/health-sciences-license-support/index.html
- Non-technical customer service during normal business hours

Extended Support

Extended Support may be available for certain Oracle program releases after Premier Support expires. When Extended Support is offered, it is generally available for three years following the expiration of Premier Support and only for the terminal patchset release of a program. Unless otherwise stated in this section, supported program releases eligible for Extended Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days per week, except as otherwise stated in note 1 below for MICROS Systems
- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise. Please refer to notes 1 and 2, below.

- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Notes:

1. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), the following apply: (i) assistance with service requests will be provided during normal business hours and (ii) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.
2. For MICROS Systems programs in LAD (Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.

Extended Support does not include:

- Certification with new third party products/versions

Extended Support for Java SE - Java SE program releases eligible for Extended Support will receive Java SE Support limited to the following:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Extended Support for Oracle Linux - Extended Support is not available for the Oracle Linux programs.

Sustaining Support

Sustaining Support will be available after Premier Support expires. As program releases under Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited. The availability of hardware systems to run such program releases may also be limited. Unless otherwise stated in this section, program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates created during Premier Support and Extended Support (if offered and only after the Extended Support period ends)
- Tax, legal, and regulatory updates (availability may vary by country and/or program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade scripts (availability may vary by program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week, except as otherwise stated in note 1 below for MICROS Systems
- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise. Please refer to notes 1 and 2, below.
- Non-technical customer service during normal business hours

Notes:

1. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), the following apply: (i) assistance with service requests

will be provided during normal business hours and (ii) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html

2. For MICROS Systems programs in LAD (Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.

Sustaining Support does not include:

- New program updates, fixes, security alerts, and critical patch updates
- New tax, legal, and regulatory updates
- New upgrade scripts
- Certification with new third party products/versions
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Oracle Linux - Oracle Linux program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to patches, fixes, and security alerts created during the Premier Support period

Sustaining Support for the Oracle Linux programs does not include:

- Access to new patches, fixes, and security alerts
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes

Sustaining Support for Java SE - Java SE program releases eligible for Sustaining Support will receive Java SE Support limited to the following:

- Minor updates and bug and security fixes created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade tools created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Java SE program releases does not include:

- New minor updates and bug and security fixes
- New upgrade tools
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Nimbula – Nimbula program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to existing program updates and fixes only (i.e., new program updates and fixes will not be provided)
- Assistance with service requests during normal business hours.
- Ability to log service requests via the following email: Nimbula-Support_WW@oracle.com

- Non-technical customer service during normal business hours

Sustaining Support for the Nimbula program releases does not include:

- Access to new program updates and fixes
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below

Oracle Communications Network Software Premier & Sustaining Support

Oracle Communications Network Software Premier Support is available for the following program categories (collectively "Oracle Communications Network Premier Programs"): Diameter Signaling Router & Integrated Diameter Intelligence Hub - Network Function Editions; Perpetual license of Session Border Controller, Session Router and Core Session Manager, Application Orchestrator and Evolved Communications Application Server; Net-Net Central applications. Oracle Communications Network Software Premier Support consists of:

- Program updates, fixes, and security alerts
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Remote installation of Oracle Communications Network Premier Programs
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
    - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
    - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution has been offered. The Remote Restoration Time frames do not apply if program code changes are required.
    - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Premier Program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program updates, fixes and security alerts created during the Premier Support period
- Upgrade scripts (availability may vary by program) created during the Premier Support period
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates.
- Assistance with service requests 24 hours per day, 7 days a week

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Premier Program releases does not include:

- New program updates, fixes, and security alerts
- Remote installation of Oracle Communications Network Premier Programs
- New upgrade scripts
- Certification with new third party products/versions
- Response Times identified above
- Previously released fixes or updates that Oracle no longer supports

Oracle Communications Network Software Support & Sustaining Support

Oracle Communications Network Software Support is available for the following program categories (collectively "Oracle Communications Network Software Programs"): Oracle Communications EAGLE (non ISO), Oracle Communications Performance Intelligence Center, Oracle Communications Diameter Signaling Router, Oracle Communications Policy Management, Oracle Communications User Data Repository, and Oracle Communications Subscriber Data Management. Oracle Communications Network Software Support consists of:

- Program updates, fixes, and security alerts
- Certification with most new third-party products/versions (availability may vary by program)
- Remote installation of Oracle Communications Network Software Programs
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
    - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
    - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution has been offered. The Remote Restoration Time frames do not apply if program code changes are required.
    - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Software Program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program updates, fixes, and security alerts created during the Support period
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Software Program releases does not include:

- New program updates, fixes, and security alerts
- Remote installation of Oracle Communications Network Software
- Certification with new third party products/versions
- Response Times identified above
- Previously released fixes or updates that Oracle no longer supports

5. Additional Support Services Available for Purchase

Incident Server Support Package

Incident Server Support provides web-based technical support on a per server basis in packages of 10 service requests to be used within a 12 month period. Any unused service requests at the end of the support period shall expire. Incident Server Support for a program may be acquired with the initial program license purchase and, if acquired with such purchase, may be renewed for subsequent support periods for as long as Premier Support is available for your Oracle program license. If you want to obtain Software Update License & Support, it will be subject to Oracle's reinstatement policies in effect at the time Software Update License & Support is acquired. Incident Server Support is available for the following across all platforms:

- Oracle Database Incident Server Support Package: Oracle Database Enterprise Edition, Oracle Database Standard Edition, Oracle Database Standard Edition One, Partitioning, and Real Application Clusters
- Oracle Application Incident Server Support Package: Internet Application Server Enterprise Edition Internet Application Server Standard Edition, and Internet Application Server Java Edition

Incident Server Support consists of:

- 10 service requests
- Access to My Oracle Support (24x7 web-based technical support system), including the ability to log service requests online
- Access to downloadable software patches and patchsets

Service requests requiring resolution of a program bug will not be counted against your overall service request total. Your access to Incident Server Support services, including My Oracle Support, ends on the earlier of (i) expiration of the support period; or (ii) resolution of your final service request. The Incident Server Support Packages do not include updates and may not be used, purchased, or sold in conjunction with any other support offering.

If you renew Incident Server Support Package, your renewal fee for such services will be based on Oracle's Incident Server Support Package pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Incident Server Support Package is not subject to the Reinstatement of Oracle Technical Support section above.

Oracle Java Development Tools Support

Oracle Java Development Tools Support is available for the following programs: Sun NetBeans, Oracle Enterprise Pack for Eclipse, and Oracle JDeveloper (downloaded from the Oracle Technology Network after June 28, 2005). If you acquire Oracle Java Development Tools Support, you will receive support for all of the programs included above.

Oracle Java Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Java Development Tools Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Solaris Development Tools Support

Oracle Solaris Development Tools Support is available for the following programs: Oracle Solaris Studio and Oracle Solaris Studio Express. If you acquire Oracle Solaris Development Tools Support, you will receive support for all of the programs included above.

Oracle Solaris Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Solaris Development Tools Support does not include upgrades to new program releases or access to Oracle Solaris updates, fixes or patches. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Application Development Framework Essentials Support

Oracle Application Development Framework Essentials Support is available for Oracle Application Development Framework (ADF) Essentials program releases. Oracle Application Development Framework Essentials Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Application Development Framework Essentials Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Java SE Support and Java SE Support for Independent Software Vendors

Java SE Support and Java SE Support for Independent Software Vendors ("ISVs") are available for Java SE program releases. Java SE Support and Java SE Support for ISVs consist of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

If you acquire Java SE Support or Java SE Support for ISVs, the services described above are in support of licenses you acquired separately. Bug fixes, security fixes and any updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Java SE program. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Java Embedded Development Support and Oracle Java Embedded Suite Development Support

Oracle Java Embedded Development Support is available for Oracle Java SE Embedded or Oracle Java ME Embedded program releases per Standard Binary. Oracle Java Embedded Suite Development Support is available for the Oracle Java Embedded Suite. Both Oracle Java Embedded Development Support and Oracle Java Embedded Suite Development Support consist of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

If you acquire Oracle Java Embedded Development Support or Oracle Java Embedded Suite Development Support, the services described above are in support of licenses you acquired separately. Bug fixes, security fixes and any updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Oracle Java SE Embedded, Oracle Java ME Embedded programs or Oracle Java Embedded Suite. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

NoSQL Database Community Edition Support

NoSQL Database Community Edition Support is available for NoSQL Database Community Edition program releases. NoSQL Database Community Edition Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

NoSQL Database Community Edition Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Service Request Packages

Service Request Packages are made available to members of the Oracle Partner Network. Service Request Packages provide web-based technical support in packages of 10 or 25 service requests, do not include updates, and are not available for all programs. Please contact your at http://partner.oracle.com for program availability.

Service Request Packages are valid for one year from the date of purchase. Any unused service request(s) will expire at the earlier of (i) the end of such year, or (ii) the end of your OPN membership term if such membership is not renewed. Access to log service requests will be restricted at the same time the final service request is resolved.

Oracle Priority Support

If you acquire Oracle Priority Support on your order, Oracle will provide Oracle Priority Support as described here.

Oracle Priority Support Advantage

If you acquire Oracle Priority Support Advantage on your order, Oracle will provide Oracle Priority Support Advantage as described here.

Oracle Functional Help Desk for Oracle Retail and Hospitality

If you acquire Oracle Functional Help Desk for Oracle Retail and Hospitality on your order, Oracle will provide Oracle Functional Help Desk for Oracle Retail and Hospitality as described here.

North American Payroll Tax Updates

North American Payroll Tax Updates is available for the Peoplesoft HRMS Payroll for North America program releases specified in the North American Payroll Tax Updates Service Availability Matrix below. If you purchase these services, you will receive one (1) calendar year of tax updates for the applicable Peoplesoft HRMS Payroll for North America program release, including tax updates for that calendar year made available in January of the following calendar year. North American Payroll Tax Updates is only available in the following countries: United States, Canada and Puerto Rico.
The following North American Payroll Tax Updates Service Availability Matrix describes the service availability and time frames.

North American Payroll Tax Updates Service Availability Matrix	
Peoplesoft HRMS Payroll for North American Program Releases	**Availability**
8.8	January 1, 2012 – December 31, 2018
8.9	January 1, 2013 – December 31, 2017
9.0	July 1, 2015 – December 31, 2017

In order to acquire North American Payroll Tax Updates, your licensed Peoplesoft HRMS Payroll for North American program must be currently supported with Software Update License & Support. North American Payroll Tax Updates will be delivered through My Oracle Support.

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. North American Payroll Tax Updates is not subject to the Reinstatement policies stated above.

Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite

Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is available for Oracle E-Business Suite release 11.5.10. If you purchase these services, you will receive one (1) United States ("US") Federal Government fiscal year of financials legislative updates and/or Severity 1 fixes for Oracle E-Business Suite release 11.5.10. In order to acquire Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10, your licensed Oracle E-Business Suite must be currently supported with Software Update License & Support.

The Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10 service consists of the following components that can be purchased separately:

Tier 1 - Tier 1 consists of: Severity 1 fixes, critical patch updates and United States Tax Form 1099 updates for the applicable tax year(s). For the Oracle E-Business Suite 11.5.10 release, Tier 1 is currently available through December 31, 2016 for a fee to customers currently supported with Software Update License & Support. Please see the Lifetime Support section above for additional information.

US Federal Government - US Federal Government consists of: Financials legislative updates for the US Federal Government. If you purchase this service, you will receive financial legislative updates for the US Federal Government for one (1) US Federal Government fiscal year through September 30, 2016. If you purchase the US Federal Government option, your fee for such services will be based on the then-current US Federal Government fee.

Information on Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is available on My Oracle Support (E-Business Suite Releases – Support Policy FAQ (Doc ID 1494891.1)). Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite will be delivered through My Oracle Support.

The following only applies to Oracle E-Business Suite 11.5.10:

- Oracle will not provide financials legislative updates for Oracle E-Business Suite 11.5.10 any sooner or with any greater scope than what is made available under a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12 or higher).

- Country-specific financials legislative updates ("localized updates") provided under US Federal Government will only be made available if such localized updates are also made available in a subsequent release of Oracle E-Business Suite. In the event localized updates are provided for additional countries in a subsequent release of Oracle E-Business Suite, such localized updates for the additional countries will not be provided for Oracle E-Business Suite 11.5.10.
- Due to architectural or other changes between a subsequent release of Oracle E-Business Suite and Oracle E-Business Suite 11.5.10, Oracle may not provide all localized updates for Oracle E-Business Suite 11.5.10 that are made available in a subsequent release of Oracle E-Business Suite.
- The prerequisite for these services is based on the current minimum prerequisite level as described on My Oracle Support in E-Business Suite 11.5.10 Minimum Patch Level and Extended Support Information Center (Doc ID 1199724.1) and Oracle E-Business Suite Error Correction Support Policy (Doc ID 11905034.1).

If you renew Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is not subject to the Reinstatement policies stated above.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for Oracle E-Business Suite release 11.5.10 cumulative update 2. Customers who acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will receive one (1) tax year of payroll legislative updates for the Oracle E-Business Suite 11.5.10 release. In order to acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your licensed Oracle E-Business Suite Payroll must be currently supported with Software Update License & Support.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for the following countries and tax years:

Country	2014 Tax Year	2015 Tax Year	2016 Tax Year
United Kingdom	See note 1 below	April 6, 2014 – April 5, 2015	April 6, 2015 – April 5, 2016
United States	See note 1 below	January 1, 2015 – December 31, 2015	January 1, 2016 – December 31, 2016

Notes:

1. For the specified countries and tax years noted above, payroll regulatory updates are provided under Sustaining Support to customers with a current support contract. Please see the Lifetime Support section above for additional information.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will be delivered through My Oracle Support and will require the latest available HRMS R11i RUP (See My Oracle Support document Mandatory Family pack/Rollup patch (RUP) levels for Oracle Payroll (Doc ID 295406.1)).

If you renew Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is not subject to the Reinstatement policies stated above.

Financial and Payroll Legislative Updates for JD Edwards

Financials and Payroll Legislative Updates for JD Edwards is available for JD Edwards EnterpriseOne program releases XE, 8.0 and 8.12 and JD Edwards World program releases A7.3, A8.1 and A9.1. If you purchase these services, you will receive one (1) calendar year of financials and payroll legislative updates and Severity 1 fixes for the applicable JD Edwards release. In order to acquire Financials and Payroll Legislative Updates for JD

Edwards, your licensed JD Edwards EnterpriseOne and/or JD Edwards World program must be currently supported with Software Update License & Support.

The Financials and Payroll Legislative Updates for JD Edwards service consists of the following components that can be purchased separately: Tier 1, Tier 2, Tier 3, Single Country Financial Legislative Updates and Single Country Payroll Legislative Updates. Tier 1, Tier 2 and Tier 3 consists of services for more than one country. Single Country Financial Legislative Updates and Single Country Payroll Legislative Updates consist of services for an individual country.

The components are as follows:

Tier 1 - Tier 1 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s), and payroll legislative and financials legislative updates for the applicable calendar year for the United States and Canada. If you purchase Tier 1, your fee for such services will be based on the then-current Tier 1 fee.

Tier 2 - Tier 2 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable calendar year and for the countries and programs specified in the table below. If you purchase Tier 2, your fee for such services will be based on the then-current Tier 2 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll Legislative Updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials Legislative Updates	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan, China, Colombia, Australia, New Zealand and India	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan and China

Tier 3 - Tier 3 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable calendar year and for the countries and programs specified in the table below. If you purchase Tier 3, your fee for such services will be based on the then-current Tier 3 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll legislative updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials legislative updates	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, New Zealand, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan, China, Colombia, Chile, Peru, Ecuador, Venezuela, Czech Republic, Denmark, Finland, Hungary, Norway, Poland, Sweden, Australia, India, South Korea, Singapore and Taiwan	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan and China

Single Country Financial Legislative Updates: Single Country Financial Legislative Updates consists of: Severity 1 fixes and financial legislative updates for the programs and countries specified in the table below. If you purchase Single Country Financial Legislative Updates, your fee for such service will be based on the then-current Single Country for Financial Legislative Updates fee.

Program	Countries
JD Edwards EnterpriseOne	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan, China, Colombia, Australia, New Zealand and India

JD Edwards World	United States, Mexico, Brazil, United Kingdom, Ireland, Japan and China

Single Country Payroll Legislative Updates: Single Country Payroll Legislative Updates consists of: payroll legislative updates for the programs and countries specified in the table below. If you purchase Single Country Payroll Legislative Updates, your fee for such service will be based on the then-current Single Country for Payroll Legislative Updates fee.

Program	Countries
JD Edwards EnterpriseOne	United States, Canada, Australia and New Zealand
JD Edwards World	United States and Canada

Information on financials and payroll legislative updates for JD Edwards and applicable countries is available on My Oracle Support (i.e., JD Edwards EnterpriseOne Globalizations (Doc ID 752291.1) and JD Edwards World Globalizations (Doc ID 745085.1)). Financials and Payroll Legislative Updates for JD Edwards will be delivered through My Oracle Support.

The following apply to the JD Edwards EnterpriseOne and JD Edwards World program releases for which Financials and Payroll Legislative Updates service is available:

- Oracle will not provide financial and payroll legislative updates any sooner or with any greater scope than what is made available under a subsequent release of JD Edwards EnterpriseOne (i.e., JD Edwards EnterpriseOne 9.1 or higher) or JD Edwards World (i.e., JD Edwards World A9.3 or higher).
- Country-specific financials legislative updates ("localized updates") provided under Tier 2, Tier 3 and Single Country Financial Legislative Updates and Single Country Payroll Legislative Updates will only be made available if such localized updates are also made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World. In the event localized updates are provided for additional countries in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World, such localized updates for the additional countries will not be provided for the JD Edwards EnterpriseOne and JD Edwards World program releases included under the Financials and Payroll Legislative Updates service.
- Due to architectural or other changes between a subsequent release of JD Edwards EnterpriseOne or JD Edwards World and the eligible program releases under the Financials and Payroll Legislative Updates for JD Edwards service, Oracle may not provide all localized updates that are made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World.

If you renew Financials and Payroll Legislative Updates for JD Edwards, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Financials and Payroll Legislative Updates for JD Edwards is not subject to the Reinstatement policies stated above.

Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM is available for the following programs: PeopleSoft Human Capital Management (HCM) release 9.0 and Financials and Supply Chain Management (FSCM) release 9.0 ("PeopleSoft Enterprise Applications"). Customers who acquire Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM will receive one (1) calendar year of Severity 1 fixes and United States Tax Form 1099 updates.

In order to acquire this service, your licensed PeopleSoft Enterprise Applications must be currently supported with Software Update License & Support. Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM will be delivered through My Oracle Support.

If you renew Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in

the applicable order. Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM is not subject to the Reinstatement policies stated above.

Oracle Market-Driven Support for Oracle Database 10g Release 2

Oracle Market-Driven Support for Oracle Database 10g Release 2 is available for the Oracle Database Enterprise Edition Release 10.2.0.5. The service is available for the following period:

Service	Availability	
Oracle Market-Driven Support for Oracle Database 10g Release 2	August 1, 2015-July 31, 2016	August 1, 2016- July 31, 2017

If you purchase Oracle Market-Driven Support for Oracle Database 10g Release 2, you will receive the following services for the number of production 10.2.0.5 databases identified in your order:

1. Oracle Market-Driven Support for Oracle Database 10g Release 2 will be limited to Severity 1 fixes and critical patch update(s) ("CPU").
2. A database upgrade planning workshop ("Workshop") that includes:
   a. One (1) remote presentation for up to four (4) hours, not to exceed thirty (30) attendees to provide advice and guidance on the creation of your upgrade plan from Oracle Database Enterprise Edition Release 10.2.0.5 to an Oracle Database Enterprise Edition Release that is covered by Software Update License & Support; and
   b. After the conclusion of the Workshop, Oracle will provide telephone support (Monday through Friday, 9:00am to 5:00pm local time, excluding local holidays) to respond to questions and offer guidance regarding your upgrade plan for up to the number of hours identified in your order.
3. Access to Oracle's Unlimited Learning Subscription ("ULS") for up to five (5) Named Users. The ULS includes Training On Demand, Learning Streams and Cloud Learning Subscription access. More information on ULS can be found at http://education.oracle.com/us/terms/termspolicies030115.html

Your fee for Oracle Market-Driven Support for Oracle Database 10g Release 2 services will be based upon Oracle's then current pricing in effect at the time of your order.

In order to acquire Oracle Market-Driven Support for Oracle Database 10g Release 2 services, your licensed Oracle database(s) must be currently supported with Software Update License & Support. Severity 1 fixes and CPUs will be delivered through My Oracle Support.

Oracle Market-Driven Support for Oracle Database 10g Release 2 services are not renewable or available after July 31, 2017. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Market-Driven Support for Oracle Database 10g Release 2 services are not subject to the Reinstatement policies stated above.

Oracle Linux Support Services

Oracle offers Oracle Linux support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Oracle VM Support Services

Oracle offers Oracle VM support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Exadata Premier Support

For information regarding renewals of Exadata Premier Support, please refer to the Exadata Technical Support Policies available at http://www.oracle.com/us/support/policies/index.html.

6. Web-Based Customer Support Systems

My Oracle Support

Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle programs are not currently supported under My Oracle Support: Phase Forward (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas), Nimbula and MICROS Systems (except as otherwise stated below).

Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio

The following applies to MICROS Systems programs only. Access to the following MICROS Systems web-based customer support systems: Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio are governed by the Terms of Use posted on the applicable MICROS Systems web site. The terms of Use are subject to change and a copy of these terms is available upon request. Access to the MICROS Systems web-based customer support systems is limited to your designated technical contacts. MICROS Systems programs supported by the MICROS United States and Canadian support teams (except US Cruise) has transitioned from Clarify SelfService, PTS, ZenDesk and Onyx to My Oracle Support. MICROS Systems programs supported by the MICROS EMEA support teams has transitioned from Heat Portal and MICROS Self Service Customer Support Portal to My Oracle Support.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs).

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your computer system (e.g., Oracle Web Conferencing)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Oracle Configuration Manager)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data") and not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme.

Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

8. Global Customer Support Security Practices

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle's Global Customer Support Security Practices, as referenced below.

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/support/policies.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF). Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

Notwithstanding the restriction above, some customers may have executed agreements with Oracle governing Global Customer Support's handling of the personal data of residents in the European Economic Area ("EEA Personal Data") as well as protected health information ("PHI") subject to the United States Health Insurance Portability and Accountability Act ("HIPAA"). If you would like to submit EEA Personal Data or PHI to Oracle as part of receiving technical support services, you must:

- Execute either (i) EU standard Contractual Clauses or data transfer agreement, or (ii) a HIPAA business associate agreement (as applicable) with Oracle that specifically references and covers your technical support services
- Submit EEA Personal Data or PHI only in service request attachments on the My Oracle Support customer portal
- Not include EEA Personal Data or PHI in the body of service requests (other than contact information required for Oracle to respond to the SR)
- When prompted in My Oracle Support, indicate that the service request attachment may contain EEA Personal Data or PHI

9. Severity Definitions

Service requests for supported Oracle programs may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the severity definitions specified below.

Severity 1*
Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Except as otherwise specified herein, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), reasonable efforts will be made to respond to Severity 1 service requests within two (2) business hours. For response efforts associated with Oracle Communications Network Software Premier Support and Oracle Communications Network Software Support & Sustaining Support, please see the Oracle Communications Network Premier & Sustaining Support and Oracle Communications Network Software Support & Sustaining Support sections above.

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported programs (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle. 24 hour commitment to Severity 1 service requests is not available for MICROS Systems programs in the following countries: Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand, and Vietnam.

Severity 2*
You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Severity 3*
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality

Severity 4*
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

* For Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas), the severity levels are denoted as P0, P1, P2 and P3 and correspond to the above as follows: P0= Severity 1; P1=Severity 2, P2=Severity 3 and P3=Severity 4.

10. Hyperion and Agile Specific Support Terms

For orders placed pursuant to a Hyperion master agreement or to an Agile master agreement, the following terms apply with respect to the technical support services you have ordered.

Warranties, Disclaimers, and Exclusive Remedies
Oracle warrants that technical support services will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support services warranty deficiencies within 90 days from performance of the defective technical support services.

FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY, AND ORACLE'S ENTIRE LIABILITY, SHALL BE THE REPERFORMANCE OF THE DEFICIENT TECHNICAL SUPPORT SERVICES, OR IF ORACLE CANNOT SUBSTANTIALLY CORRECT A BREACH IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE RELEVANT TECHNICAL SUPPORT SERVICES AND RECOVER THE FEES PAID TO ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES.
TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Liability

NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE. ORACLE'S MAXIMUM LIABILITY FOR ANY DAMAGES ARISING OUT OF OR RELATED TO YOUR ORDER, WHETHER IN CONTRACT OR TORT, OR OTHERWISE, SHALL BE LIMITED TO THE AMOUNT OF THE FEES YOU PAID ORACLE UNDER YOUR ORDER, AND IF SUCH DAMAGES RESULT FROM YOUR USE OF TECHNICAL SUPPORT SERVICES, SUCH LIABILITY SHALL BE LIMITED TO THE FEES YOU PAID ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES GIVING RISE TO THE LIABILITY.

For orders placed pursuant to a Hyperion master agreement, the following terms also apply with respect to the technical support services you have ordered.

Nondisclosure

By virtue of your order, the parties may have access to information that is confidential to one another ("confidential information"). We each agree to disclose only information that is required for the performance of obligations under your order. Confidential information shall be limited to the terms and pricing under your order and all information clearly identified as confidential at the time of disclosure.

A party's confidential information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party.

We each agree to hold each other's confidential information in confidence for a period of three years from the date of disclosure. Also, we each agree to disclose confidential information only to those employees or agents who are required to protect it against unauthorized disclosure. Nothing shall prevent either party from disclosing the terms or pricing under your order in any legal proceeding arising from or in connection with your order or disclosing the confidential information to a federal or state governmental entity as required by law.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

APPENDIX D
LICENSE DEFINITIONS AND RULES

From the Effective Date of Amendment Two to the Master Agreement until August 31, 2017, the Oracle License Definitions and Rules, v111815 (attached hereto) shall apply to all licenses and technical support services listed on the price lists and acquired pursuant to the pricing terms set forth in the Master Agreement. This Appendix D shall be amended annually to include Oracle's then-current License Definitions and Rules.

ORACLE

License Definitions and Rules

Definitions and License Metrics

$M Annual Transaction Volume: is defined as one million U.S. Dollars in all purchase orders transacted and all auctions conducted through the Oracle Exchange Marketplace by You and others during the applicable year of the Oracle Exchange Marketplace license, regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Application Module: is defined as a Program used by You on a single or multiple computers.

Applications National Language Support (NLS) Supplement Media Packs: Please be advised that only a subset of the products included on an Applications NLS Supplement Media Pack have been translated. For existing supported customers, My Oracle Support has information on which products have been translated for the supported languages (https://support.oracle.com). For new or unsupported customers, please contact Your Oracle Account Manager for this information.

$M in Application Annual Revenue: is defined as one million U.S. Dollars excluding taxes processed through the licensed Program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

Application Developed: is defined as a software Program developed by You that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

Application User: is defined as an individual authorized by You to use the applicable licensed application Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time. If You license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, You are required to maintain licenses for the equivalent number of Application Users licensed and You are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for Your entire employee population**.** Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the Programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle Fusion Sourcing, Oracle iSupplier Portal, Oracle Fusion Supplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service Programs, use by Your external suppliers is included with Your application user licenses. For the purposes of the Oracle Financial Services Operational Risk Solution Program, employees who are just contributing information to the Program via the applicable user interface shall not be counted as application users.

Application Read-Only User: is defined as an individual authorized by You to run only queries or reports against the application Program for which You have also acquired non read-only licenses, regardless of whether the individual is actively using the Programs at any given time.

Brand: is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12 month period. You may not exceed the licensed number of CRF Pages during any 12 month period unless You acquire additional CRF Page licenses from Oracle.

Chassis: is defined as a physical enclosure containing hardware. For the purposes of the following Programs: Oracle Fabric Manager and Oracle Fabric Monitor, only the chassis (a) that contain networking hardware and (b) that are managed by the Program must be counted for the purpose of determining the number of licenses required.

Client Application Loader Client: is defined as a device that receives its configuration from a client application server.

Collaboration Program User: is defined as an individual authorized by You to use the Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time. For the purposes of counting and licensing the number of Beehive Synchronous Collaboration users, a Collaboration Program User within Your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to Your company and attending a web conference are not required to be licensed.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the Programs. The term Compensated Individual includes, but is not limited to, Your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the Programs are installed. A Computer license allows You to use the licensed Program on a single specified computer. For the purposes of Computer licenses for the Oracle Health Science Integration Engine Program, a communication point is an interface to an input system (e.g., a clinical laboratory system in a hospital or healthcare setting) or to an output system (e.g., a healthcare data repository).

5 Concurrent Users: is defined as five concurrent users where each Concurrent User is an individual who is authorized by You to access the Program concurrently with other individuals at any given time.

Concurrent Connection: is defined as each connection to a Serduct/Datalink. A Serduct/Datalink is defined as an interface that renders the Infor software operable for use with Micros Applications.

Concurrent User: is defined as each individual that may concurrently use or access the Programs. Concurrent Users shall be only customers or prospective customers of Yours, and shall not be business partners, or employees of Yours.

Connected Device: is defined as each unique device that transmits data to or receives data from Oracle application Programs or Oracle cloud services. Devices include, but are not limited to, sensors, meters, RFID readers, and barcode scanners. Devices may be connected directly to Oracle application Programs or Oracle cloud services, or may be connected indirectly to Oracle application Programs or Oracle cloud services through a gateway device or a third-party communications service. A device may be uniquely identified as being the endpoint of communication of data to or from an Oracle application Program or an Oracle cloud service, or may be uniquely identified by its explicit registry with an Oracle application Program or an Oracle cloud service.

Connected Instance: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

Connector: is defined as each connector connecting the software product with a third party product. A unique connector is required for each distinct third party product that the software product is required to interface.

$M Cost of Goods Sold: is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to You then Cost of Goods Sold shall be equal to 75% of total company revenue.

CPU: is defined as a chip that contains a collection of one or more cores on which the Program is running. Regardless of the number of cores, each chip counts as 1 CPU.

Custom Suite User: is defined as an individual authorized by You to use the application Programs included in the applicable Custom Applications Suite which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time.

Customer: is defined as the customer entity specified on Your order. The Programs may not be used or accessed for the business operations of any third party, including but not limited to Your customers, partners, or Your affiliates. There is no limitation on the number of computers on which such Programs may be copied, installed and used.

Customer Account: is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the Program, regardless of the number of individual account holders associated with such accounts.

Oracle Customer Data & Device Retention Service: is defined as a service for which the description may be found in the Technical Support Policies section (Oracle Hardware and Systems Support Policies) at www.oracle.com/contracts and which is incorporated by reference.

Customer Record: is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that You may access using the Program.

10,000 Daily Average Transactions: is defined as ten thousand unique transactions (including but not limited to sales transactions, return transactions, exchange transactions, loyalty transactions, deal transactions, gift card transactions, inventory transactions, petty cash transactions, and administrative transactions) that are processed by the Program in a single 24 hour period. The daily transaction volume is calculated as the daily average over the prior 12 month period.

Developer User / Developer/ Developer Seat: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. With respect to Developer Users only, such users may create, modify, view and interact with the Programs and documentation.

Disk Drive: is defined as a spinning media device that stores data accessed by the Program.

Electronic Order Line: is defined as the total number of distinct order lines entered electronically into the Oracle Program from any source (not manually entered by licensed users) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs.

Employee for HCM: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs. Employees for HCM may only use the licensed Programs with Oracle application Programs that contain "Oracle Fusion Human Capital Management" as a prefix in the Program name.

Employee User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the Programs at any given time.

Enterprise Employee: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Enterprise Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs. The value of these Program licenses is determined by the number of Enterprise Employees. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the number of Enterprise Employees as of the effective date of Your order. If at any time the number of Enterprise Employees exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Employees is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Employees. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise Employees as of such date.

Enterprise Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in Your institution and any part-time student enrolled in Your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on Your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements. The value of these Program licenses is determined by the number of Enterprise FTE Students. For these Program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise FTE Students as of the effective date of Your order. If at any time the number of Enterprise FTE Students exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise FTE Students is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise FTE Students. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise FTE Students as of such date.

Enterprise Trainee: is defined as an employee, contractor, student or other person who is being recorded by the Program. The value of these Program licenses is determined by the number of Enterprise Trainees. For these Program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise Trainees as of the effective date of Your order. If at any time the number of Enterprise Trainees exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Trainees is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Trainees. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise Trainees as of such date.

Enterprise $M in Cost of Goods Sold: Enterprise $M Cost of Goods Sold is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to You then Cost of Goods Sold shall be equal to 75% of total company revenue. The value of these Program licenses is determined by the amount of Enterprise $M Cost of Goods Sold. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Cost of Goods Sold as of the effective date of Your order. If at any time the amount of Enterprise $M Cost of Goods Sold exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Cost of Goods Sold is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Cost of Goods Sold. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M Cost of Goods Sold as of such date.

Enterprise $M in Freight Under Management: $M Freight Under Management is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by You, plus the cost of freight for shipments managed by You (e.g., You are not purchasing transportation services on behalf of Your clients but are providing transportation management services for Your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to You with freight terms of prepaid). The value of these Program licenses is determined by the amount of Enterprise $M Freight Under Management. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Freight Under Management as of the effective date of Your order. If at any time the amount of Enterprise $M Freight Under Management exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Freight Under Management is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Freight Under Management. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M Freight Under Management as of such date.

Enterprise $M in Operating Budget: is defined as one million U.S. Dollars of Your gross budget reflected in an audited statement from Your external accounting firm. The value of these Program licenses is determined by the amount of Enterprise $M in Operating Budget. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Operating Budget as of the effective date of Your order. If at any time the amount of Enterprise $M in Operating Budget exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Operating Budget is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Operating Budget. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M in Operating Budget as of such date.

Enterprise $M in Revenue: Enterprise $M in Revenue is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year. The value of these Program licenses is determined by the amount of Enterprise $M in Revenue. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Revenue as of the effective date of Your order. If at any time the amount of Enterprise $M in Revenue exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Revenue is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Revenue. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M in Revenue as of such date.

Expense Report: is defined as the total number of expense reports processed by Internet Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Faculty User: is defined as an active teaching member of the faculty for an accredited academic institution**;** such user may only use the Programs for academic and non-commercial use.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by You, including the dispatchers, to the field using the Programs.

Flash Drive: is defined as a front mounted solid state media device that stores data accessed by the Program.

$M Freight Under Management: is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by You, plus the cost of freight for shipments managed by You (e.g., You are not purchasing transportation services on behalf of Your clients but are providing transportation management services for Your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to You with freight terms of prepaid).

Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in Your institution and any part-time student enrolled in Your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on Your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

25,000 Gift Cards: is defined as twenty-five thousand value cards (gift or stored) that are generated by the Program during a 12 month period.

Guest Cabin: is defined as a guest cabin onboard a cruise ship managed by the Program. You must license the total number of Guest Cabins onboard each cruise ship managed by the Program and the licensed quantity of Guest Cabin licenses may not be shared across multiple cruise ships.

For the purposes of the Cruise Fleet Management, Cruise Crew Management, Cruise Materials Management HQ and Sub-HQ Programs, You must license the total number of Guest Cabins onboard all ships or vessels in the fleet that are managed by the Program.

Guest Room: is defined as the number of guest rooms managed by the Program.

For the purposes of the Oracle Hospitality Suite8 Interface Programs, a unique Guest Room license is required for each distinct product with which an Oracle Hospitality Suite8 Program is required to interface. For example, a customer requiring interfaces of an Oracle Hospitality Suite8 Program with three distinct products must have three separate Guest Room licenses.

Hosted Named User: is defined as an individual authorized by You to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Oracle Hospitality Consulting Services: are defined as services for which the description may be found in the Oracle Hospitality Global Business Unit ("Micros") Consulting Service Descriptions section at www.oracle.com/contracts and which is incorporated by reference.

Hospitality Suite: is defined as an entertainment space that typically includes, but is not limited to, a kitchenette, restroom, table

and seats within an arena, stadium, concert venue or other venue that is managed by the Program.

Installation Services, Start-Up Packs and Configuration/Upgrade Services: is defined as a service(s) for which the description may be found in the Advanced Customer Support Services section at www.oracle.com/contracts and which is incorporated by reference.

Instance: is defined as a single database environment. Test, production, and development environments are considered three separate instances that must each be licensed.

Interface: is defined as each interface connecting the Oracle Program with a third party product. A unique Interface license is required for each distinct third party product with which the Oracle Program is required to interface.

Inventory Location: is defined as a dedicated physical inventory space used by vendors to store their inventory within an arena, stadium, concert venue or other venue that is managed by the Program. Each dedicated physical inventory space must be counted as one Inventory Location.

Invoice Line: is defined as the total number of invoice line items processed by the Program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless You acquire additional Invoice Line licenses from Oracle.

IVR Port: is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. You must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

Kitchen Display Client: is defined as a device that is used to display and monitor the status of ordered items. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

Learning Credits: may be used to acquire education products and services offered in the Oracle University online catalogue posted at http://www.oracle.com/education under the terms specified therein. Learning credits may only be used to acquire products and services at the list price in effect at the time You order the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when You order the relevant product or service. The list price will be reduced by applying the discount specified to You by Oracle. Notwithstanding anything to the contrary in the previous three sentences, learning credits may also be used to pay taxes, materials and/or expenses related to Your order; however, the discount specified above will not be applied to such taxes, materials and/or expenses. Learning credits are valid for a period of 12 months from the date Your order is accepted by Oracle, and You must acquire products and must use any acquired services prior to the end of such period. You may only use learning credits in the country in which You acquired them, may not use them as a payment method for additional learning credits, and may not use different learning credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning credits are non-transferable and non-assignable. You may be required to execute standard Oracle ordering materials when using learning credits to order products or services.

$M in Managed Assets: is defined as one million U.S. Dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the Program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the Program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the Program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the Program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the Program, then sold within the previous 12 months.

Managed Resource: is defined as an individual authorized by You to use the Programs which are installed on a single server or on multiple servers, regardless of whether the individual is actively using the Programs at any given time. In addition, Your employees, contractors, partners and any other individual or entity managed by the Programs shall be counted for the purposes of determining the number of Managed Resource licenses required.

Member Record: is defined as each unique customer loyalty Program Member Record managed by the Program. 100K Member Records shall mean one hundred thousand Member Records.

Merchandise: is defined as a unique item or SKU of a consumer good.

Module: is defined as each production database running the Programs.

Monitored User: is defined as an individual who is monitored by an Analytics Program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time. Individual users who are licensed for an Analytics Program by either Named User Plus or Application User may not be licensed by Monitored User. For the purposes of the Usage Accelerator Analytics Program, every user of Your licensed CRM Sales application Program must be licensed. For the purposes of the Human Resources Compensation Analytics Program, all of Your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, Preventive Controls Governor, and Governance, Risk, and Compliance Controls Suite, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the Program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / Programs) users (individuals) that the Program monitors.

MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription and MySQL Standard Edition Annual Subscription: are defined as the right to use the specified Program(s) in accordance with the applicable license metric and to receive Oracle Software Update License & Support for the specified Program(s) and for MySQL Community Edition for the term specified on the order. MySQL Community Edition refers to MySQL that is licensed under the GPL license. Software Update License & Support for MySQL Community Edition does not include updates of any kind. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Software Update License & Support services are provided under the applicable technical support policies in effect at the time the services are provided. You must obtain a subscription license for all servers where MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition are deployed. If You obtain Oracle Software Update License & Support services for any servers where MySQL Community Edition is deployed, then You must also purchase a subscription license for all of such servers for which You have obtained Oracle Software Update License & Support services. You may obtain Oracle Software Update License & Support services for the MySQL Community Edition subscription licenses at any level (e.g., at the MySQL Cluster Carrier Grade Edition level, at the MySQL Enterprise Edition level and/or at the MySQL Standard Edition level). At the end of the specified term, You may renew Your subscription, if available, at the then current fees for the applicable subscription. If You choose not to renew Your subscription, Your right to use the Program(s) will terminate and You must de-install all applications, tools, and binaries provided to You under the applicable non-Community Edition license (e.g., the license for MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition). If You do not renew a subscription, You will not receive any updates (including patches or subsequent versions) and You may also be subject to reinstatement fees if You later choose to reactivate Your subscription.

Named User Plus / Named User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the Programs, if such devices can access the Programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the Programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following Programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware

and Management Pack for WebCenter Suite, only the users of the Program that is being managed/monitored are counted for the purpose of determining the number of Named User Plus licenses required.

With respect to the following Programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, Load Testing Suite for Oracle Applications and Oracle Test Starter Kit for Utilities (Load Testing), each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following Programs: Data Masking and Subsetting Pack and Data Masking and Subsetting Pack for Non-Oracle Databases, only (a) the users of the database servers where masked data or data subsets originate and (b) the users of the database servers performing the masking or subsetting operations (via GUI or command line) must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight and Application Replay Pack, all users of the respective managed application Program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate, only (a) the users of the Oracle database from which You capture data and (b) the users of the Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Big Data, only the users of the source Oracle or non Oracle database(s) from which You capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all users for all sources must be counted.

For the purposes of the following Programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which You capture data and (b) the users of the database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which You capture data and (b) the users of the Non Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Integrator Enterprise Edition and Data Integrator Enterprise Edition for Oracle Applications, only the users that are running or accessing the data transformation processes must be counted for determining the number of licenses required.

For the purposes of the following Programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not Your employee, contractor or outsourcer, authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the Programs at any given time.

Oracle Financing Contract: is a contract between You and Oracle (or one of Oracle's affiliates) that provides for payments over time of some or all of the sums due under Your order.

1000 Orders: is defined as one thousand orders entered into the applicable Program during a 12 month period. You may not exceed the licensed number of orders during any 12 month period unless You acquire additional 1000 Orders licenses from Oracle.

Order Line: is defined as the total number of order entry line items processed by the Program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless You acquire additional Order Line licenses from Oracle.

1,000 Page Views: is defined as 1,000 Page Views per Month, where one Page View means one visit by a unique internet user to a particular page on a website.

Partner Organization: is defined as an external third party business entity that provides value-added services in developing, marketing and selling Your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as Your employee or contractor who is actively working on behalf of Your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Physical Server: is defined as each physical server on which the Programs are installed.

PIN Entry Device (PED): is defined as an electronic hardware device that is used in a debit, credit or smart card-based transaction to accept and encrypt the cardholder's personal identification number (PIN).

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

POS Client: is defined as a device that is used to record any part of a sales transaction or related end-user functionality such as workstation reporting, cash management, engagement, table management, or manager operations. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

For the purposes of the Oracle Hospitality Guest Access POS and Device Client Program, a POS Client is a guest access control method that includes, but is not limited to, turnstiles, gates and swing doors that are managed by the Program. For each guest access control method, both entrance and exit points must be counted for the purposes of determining the number of licenses required. For example, each turnstile must be counted as two POS Clients (one for entrance and one for exit).

Processor: shall be defined as all processors where the Oracle Programs are installed and/or running. Programs licensed on a processor basis may be accessed by Your internal users (including agents and contractors) and by Your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed Program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle Programs with Standard Edition 2, Standard Edition One or Standard Edition in the product name (with the exception of WebCenter Enterprise Capture Standard Edition, Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the Program (other than Standard Edition One Programs or Standard Edition Programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the Program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following Program: Oracle Healthcare Data Repository, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base Programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed Program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed Program; under these licenses You may also install and/or run the licensed Program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following Programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware and Management Pack for WebCenter Suite, only the processors on which the Program that is being managed/monitored are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Masking and Subsetting Pack and Data Masking and Subsetting Pack for Non-Oracle Databases, only (a) the processors running the database servers where masked data or data subsets originate and (b) the processors running the database servers performing the masking or subsetting operations (via GUI or command line) must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Application Management Pack for Utilities and Application Management Pack for Taxation and Policy Management, all processors on which the middleware and/or database software that support the respective managed application Program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Replay Pack and Real User Experience Insight, all processors on which the middleware software that supports the respective managed application Program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache Program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate, only (a) the processors running the Oracle database from which You capture data and (b) the processors running the Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which You capture data and (b) the processors running the database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the non Oracle database from which You capture data and (b) the processors running the non Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Oracle GoldenGate Application Adapters and Oracle GoldenGate for Big Data, only the processors running the source Oracle or non Oracle database(s) from which You capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all processors for all sources must be counted.

For the purposes of the following Program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the Program is running for indexing content in configured content sources as long as the foregoing is the only use of the Program on all the processors installed in a given server.

Project: is defined as a scheduled stage gate process plan in operation.

Property: is defined as a location with a single physical address.

For the purposes of the following Programs: Oracle Hospitality POS Gateway Provisioning Service for Merchant Link, Oracle Hospitality POS Gateway Change Service for Merchant Link, and Oracle Hospitality POS Annual Support Subscription for Merchant Link, each property management system, each restaurant, and each retail point of sale system must be counted as a separate Property.

500,000 Queries Per Day: is defined as five hundred thousand queries from midnight to the next midnight (e.g., a day) to the production MDEX engine, including but not limited to: text searches; changes to facet (refinement); and page up/down through results (any text box query, change in facet selection, change in results viewed). Queries that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed queries. You may also use the programs for non-production uses, including but not limited to development, quality assurance, and performance testing.

$M in Revenue: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$M Revenue Under Management: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year for the product lines for which the Programs are used.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record, which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record, which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub Program a record is defined as the total number of unique case database records stored in the Case Hub Program. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For the purposes of the Site Hub Program a record is defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub Program. A site database record is a unique site (e.g., an asset, a building, part of a building (such as a store or a franchise within a store, an ATM, etc.)) stored in the Site Hub Program.

For the Programs listed above, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the purposes of the Oracle Data Relationship Management Program, a record is defined as the unique occurrence of any business object or master data construct that You choose to manage within the Program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

For the purposes of the Supplier Lifecycle Management and Supplier Hub Programs, a record is defined as a unique business entity or company record stored as Supplier in the AP_SUPPLIERS table of the Supplier Lifecycle Management and Supplier Hub Programs.

For the purposes of the Life Sciences Customer Hub Program, a record is defined as the number of unique customer database records stored in such Program. A customer database record is a unique physician (i.e., physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub Program.

1000 Records: is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator Program.

Registered User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. Registered Users shall be business partners and/or customers and shall not be Your employees.

250,000 Requests Per Day: is defined as two hundred fifty thousand requests from midnight to the next midnight (e.g., a day) in the production systems. Requests that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed requests. You may also use the Program for non-production uses, including but not limited to development, quality assurance, and performance testing.

For the purposes of the following Program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls in the production systems, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: WebCenter Sites for Oracle ATG Web Commerce, requests to the production WebCenter Sites or production WebCenter Sites Satellite Server Programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Endeca Experience Manager, requests at the production Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g. ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

Retail Register: is defined as any device designed to record any part of a sales transaction.

Retail Store: is defined as any location where two or more people are employed to generate revenue by selling goods and services to customers.

Retail Wireless Device: is defined as a detached device that accesses the Program. Examples of wireless devices include but are not limited to, scanners, RF devices, PDAs.

Revenue Center: is defined as a logical reporting as configured within a Location. For example, a restaurant that keeps its reports and configuration separate from its bar and its room service would require 3 Revenue Center licenses (one for the restaurant, one for the bar and one for room service).

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Rule Set: is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

Server: is defined as the computer on which the Programs are installed. A Server license allows You to use the licensed Program on a single specified computer.

For the purposes of Acme Packet Programs, a Server in a virtual environment is defined as a virtual machine image.

For the purposes of Tekelec Programs, a Server in a virtualized environment is not counted as a Server.

Service Order Line: is defined as the total number of service order entry line items processed by the Program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless You acquire additional Service Order Line licenses from Oracle.

1,000 Sites: is defined as one thousand unique sites added to Multi-Site Quotes created during a 12 month period. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of a Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. A single Site (as defined by its Service Account and Service Point fields Site) that is added to multiple Multi-Site Quotes created during a 12-month period shall be only counted once.

Socket: is defined as a slot that houses a chip (or a multi-chip module) that contains a collection of one or more cores. Regardless of the number of cores, each chip (or multi-chip module) shall count as a single socket. All occupied sockets on which the Program is installed and/or running must be licensed.

Oracle Solaris Premier Subscription for Non-Oracle Hardware per socket: is defined as the right to use the Oracle Solaris Programs (as defined below) on hardware not manufactured by or for Sun/Oracle, and to receive Oracle Premier Support for Operating Systems services (limited to the Oracle Solaris Programs), for the term specified in the ordering document. "Oracle Solaris Programs" refers to the Oracle Solaris operating system and the separately licensed third party technology (as defined below). The Oracle Solaris Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement. The Oracle Solaris Programs may include or be distributed with certain separately licensed components that are part of Java SE ("Java SE"). Java SE and all components associated with it are licensed to You under the terms of the Oracle Binary Code License Agreement for the Java SE Platform Products, and not under the agreement. A copy of the Oracle Binary Code License Agreement for the Java SE Platform Products can be found at www.oracle.com/contracts. This subscription is available only for a server that is certified by Oracle and listed on the Hardware Compatibility List (HCL) at http://www.oracle.com/webfolder/technetwork/hcl/index.html. You must obtain a subscription license for each socket in the server. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Premier Support for Operating System services are provided under the applicable technical support policies in effect at the time the services are provided. At the end of the specified term, You may renew Your subscription, if available, at the then current fees for this subscription.

If Your order specifies **"1 – 4 socket server"** then You may only use the subscription on a server with not more than 4 sockets. If Your order specifies **"5+ socket server"** then You may use the subscription for servers with any number of sockets.

Store: is defined as a physical store location which sells goods or services that utilize one Point-of-Sale (POS) system. If a physical store location has multiple POS systems, then each POS system must be counted as a Store.

Stream: is defined as a concurrent backup or restore job to a tape, disk or cloud target. For tape targets (which would be a physical tape drive (e.g., T10000D or LTO6) or a virtual tape drive), each configured tape drive within the Oracle Secure Backup domain must be counted for determining the number of licenses required. For disk targets, each concurrent job defined per Oracle Secure Backup disk pool must be counted for determining the number of licenses required. For Cloud based targets utilizing the Oracle Secure Backup Cloud Module, each parallel Recovery Manager (RMAN) channel must be counted for determining the number of licenses required.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by You for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter. The total number of Subscribers is equal to the aggregate of all types of Subscribers. If Your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of Your gross annual revenue as reported to the SEC in Your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Sun Ray Device: is defined as the Sun Ray computer on which the Program is running.

System: is defined as a single configuration environment. Test, production, and development configurations are considered three separate systems that must each be licensed.

Tape Drive: is defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For cloud based backups, Oracle counts each parallel stream or Recovery Manager (RMAN) channel as equivalent to a tape drive.

Tape Library Slot: is defined as a physical slot location within a tape library where each slot accepts a single tape cartridge.

Technical Reference Manuals
Technical Reference Manuals ("TRMs") are Oracle's confidential information. You shall use the TRMs solely for Your internal data processing operations for purposes of: (a) implementing applications Programs, (b) interfacing other software and hardware systems to the applications Programs and (c) building extensions to applications Programs. You shall not disclose, use or permit the disclosure or use by others of the TRMs for any other purpose. You shall not use the TRMs to create software that performs the same or similar functions as any of Oracle products. You agree: (a) to exercise either at least the same degree of care to safeguard the confidentiality of the TRMs as You exercise to safeguard the confidentiality of Your own most important confidential information or a reasonable degree of care, whichever is greater; (b) to maintain agreements with Your employees and agents that protect the confidentiality and proprietary rights of the confidential information of third parties such as Oracle and instruct Your employees and agents of these requirements for the TRMs; (c) restrict disclosure of the TRMs to those of Your employees and agents who have a "need to know" consistent with the purposes for which such TRMs were disclosed; (d) maintain the TRMs at all times on Your premises; and (e) not to remove or destroy any proprietary or confidential legends or markings placed upon the TRMs. Oracle shall retain all title, copyright and other proprietary rights in the TRMs. TRMs are provided to You "as-is" without any warranty of any kind. Upon termination, You shall cease using, and shall return or destroy, all copies of the applicable TRMs.

Telephone Number: is defined as each unique telephone number for which the billing information is managed or displayed using the Program, regardless of the number of individual account holders associated with such telephone numbers.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

$B in Total Assets: is defined as one billion U.S. dollars of Your latest published or internally available "Total Asset Value" as disclosed in Your annual report and/or regulatory filings.

Trainee: is defined as an employee, contractor, student or other person who is being recorded by the Program.

Transaction: is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

1K Transactions: is defined as one thousand unique transactions processed through the Program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless You acquire additional transaction licenses from Oracle. For Oracle Contact Center Anywhere, a unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents). For JD Edwards World Purchase Card Management, a unique transaction is defined as a single charge processed by the Program.

Transaction Services Client: is defined as a device that is used to receive data from an external source to record a sales transaction (e.g., a device in a coffee shop that is used by customers to enter their sandwich orders). If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

For the purposes of the Oracle Hospitality Simphony Transaction Services Program, devices that are used to send property or revenue center configuration to an external source must be counted as Transaction Services Clients. For example, if a digital signage provider wants to display menu item information (e.g., price, name, etc.) on a menu board behind the counter and the menu board system requests that a device provides a list of the menu items and prices that are available for purchase, then that device must be licensed as Transaction Services Client.

UPK Developer: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation.

Video Wrapper: is defined as a standardized container that acts as a file system for video assets installed per site. Examples of video wrapper formats include GXF, MXF, OP1A, AVI, Quicktime and LXF.

Wireless handset: is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

Workstation: is defined as the client computer from which the Programs are being accessed, regardless of where the Program is installed.

Term Designation
If Your Program license does not specify a term, the Program license is perpetual and shall continue unless terminated as otherwise provided in the agreement.

1, 2, 3, 4, 5 Year Terms: A Program license specifying a 1, 2, 3, 4 or 5 Year Term shall commence on the effective date of the order and shall continue for the specified period. At the end of the specified period the Program license shall terminate.

1 Year Subscription: A Program license specifying a 1 Year Subscription shall commence on the effective date of the order and shall continue for a period of 1 year. At the end of the 1 year the Program license shall terminate.

Licensing Rules for Oracle Technology Programs and Oracle Business Intelligence Applications

Failover: Subject to the conditions that follow below, Your license for the Programs listed on the US Oracle Technology Price List, which may be accessed at http://www.oracle.com/us/corporate/pricing/price-lists/index.html, includes the right to run the licensed Program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate days in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two days). The above right only applies when a number of machines are arranged in a cluster and share one disk array. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, You must switch back to the primary node. Once the failover period has exceeded ten days, the failover node must be licensed. In addition, only one failover node per clustered environment is at no charge for up to ten separate days even if multiple nodes are configured as failover. Downtime for maintenance purposes counts towards the ten separate days limitation. When licensing options on a failover environment, the options must match the number of licenses of the associated database. Additionally, when licensing by Named User Plus, the user minimums are waived on one failover node only. Any use beyond the right granted in this section must be licensed separately. In a failover environment, the same license metric must be used for the production and failover nodes when licensing a given clustered configuration.

Testing: For the purpose of testing physical copies of backups, Your license for the Oracle Database (Enterprise Edition, Standard Edition or Standard Edition One) includes the right to run the database on an unlicensed computer for up to four times, not exceeding 2 days per testing, in any given calendar year. The aforementioned right does not cover any other data recovery method - such as remote mirroring - where the Oracle Program binary files are copied or synchronized.

You are responsible for ensuring that the following restrictions are not violated:

- Oracle Database Standard Edition 2 may only be licensed on servers that have a maximum capacity of 2 sockets. When used with Oracle Real Application Clusters, Oracle Database Standard Edition 2 may only be licensed on a maximum of 2 one-socket servers. In addition, notwithstanding any provision in Your Oracle license agreement to the contrary, each Oracle Database Standard Edition 2 database may use a maximum of 16 CPU threads at any time. When used with Oracle Real Application Clusters, each Oracle Database Standard Edition 2 database may use a maximum of 8 CPU threads per instance at any time. If You purchase Named User Plus (NUP) licenses, You must maintain a minimum of 10 NUP per server.
- WebLogic Server Standard Edition does not include WebLogic Server Clustering.
- Business Intelligence Standard Edition One can only be licensed on servers that have the ability to run a maximum of 2 sockets. The data sources for BI Server and BI Publisher are limited to the included Oracle Standard Edition One, one other database, and any number of flat file sources such as CSV, and XLS. You may use Oracle Warehouse Builder Core ETL to pull data from any number of data sources but You must use only the included Oracle Standard Edition One as the target database.
- Informatica PowerCenter and PowerConnect Adapters may not be used on a standalone basis or as a standalone ETL tool. The Informatica PowerCenter and PowerConnect Adapters may be used with any data source provided the target(s) are: (i) the Oracle Business Intelligence applications Programs (excluding Hyperion Enterprise Performance Management Applications), (ii) the underlying platforms on which the Oracle Business Intelligence Suite Enterprise Edition Plus Program, Oracle Business Intelligence Standard Edition One or associated components of those Business Intelligence applications Programs run, or (iii) a staging database for any of the foregoing. Informatica PowerCenter and PowerConnect Adapters may also be used where the Oracle Business Intelligence applications Programs (excluding Hyperion Enterprise Performance Management Applications) are the source and non-Oracle Business Intelligence application Programs are the target, provided, that users do not use Informatica PowerCenter and PowerConnect Adapters to transform the data.
- With respect to the Java SE Advanced and Java SE Suite Programs, You may not create, modify, or change the behavior of, or authorize Your users to create, modify, or change the behavior of, classes, interfaces, or subpackages that are in any way identified as "java", "javax" "sun" or "oracle" or any variation of the aforementioned naming conventions. The installation and auto-update processes for these Programs transmit a limited amount of data to Oracle (or its service provider) about those specific processes to help Oracle understand and optimize them. Oracle does not associate the data with personally identifiable information. You can find more information about the data Oracle collects at http://oracle.com/contracts. Additional copyright notices and license terms applicable to portions of the Programs are set forth at http://oracle.com/contracts.
- Programs that contain "for Oracle Applications" in the Program name are limited use Programs. These limited use Programs may only be used with "eligible" Oracle application Programs that contain the following prefixes in the Program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Endeca*, Oracle Knowledge, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance, Oracle

Primavera, Oracle Hospitality, Oracle XBRi, and Oracle Relate. For those prefixes designated above with a "*" not all Programs with that prefix are eligible for use with the "for Oracle Applications" limited use Programs. For a list of excluded Programs please review the Applications Licensing Table, which may be accessed at http://oracle.com/contracts. Notwithstanding anything above, Oracle Business Intelligence Suite Enterprise Edition Plus for Oracle Applications may only be used with "eligible" Oracle application Programs that contain "Oracle Fusion Human Capital Management" as a prefix in the Program name provided that the Oracle Fusion Human Capital Management Programs are the only Programs configured to run against the database instance Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the Oracle Product Information Management Analytics, Fusion Edition, Oracle Customer Data Management Analytics, Fusion Edition and Oracle Product Lifecycle Analytics Programs. Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the following Programs provided that the Oracle Fusion Applications are the only data source: Oracle Sales Analytics, Fusion Edition; Oracle Partner Analytics, Fusion Edition; Oracle Supply Chain and Order Management Analytics; Oracle Financial Analytics, Fusion Edition; Oracle Procurement and Spend Analytics, Fusion Edition; Oracle Human Resources Analytics, Fusion Edition and Oracle Project Analytics. Any use of limited use Programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.

- Oracle BPEL Process Manager Option for Oracle Applications may be used only to enable business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and, other Oracle Applications or third party applications are allowed as long as they are enabled/initiated within the eligible Oracle Applications. Business Processes defined in BPEL are allowed as long as at least one of the services invoked from within the Business Process access an eligible Oracle Application either natively (via Web Services) or via an adapter.
- Oracle Business Intelligence Foundation for Oracle Applications may be used only to perform query, reporting and analysis against a transaction database, data warehouse or an Essbase OLAP cube if: (i) the transaction database is an eligible Oracle Applications transaction database itself or an extraction, in whole or in part, of an eligible Oracle Applications transaction database, without transformation (query, reporting and analysis against a transaction database that is not an eligible Oracle Applications transaction database requires a full use license of Oracle Business Intelligence Foundation Suite); or (ii) the data warehouse is a pre-packaged eligible Oracle Applications data warehouse, with any customizations necessary to reflect customizations made in the eligible Oracle Applications, and restricted only to the eligible Oracle Applications sources (query, reporting and analysis against extensions to the data warehouse drawn from source systems not supported by the pre-packaged data warehouses require a full use license of Oracle Business Intelligence Foundation Suite); or (iii) the dimensions of each Essbase OLAP Cube are sourced from eligible Oracle Applications.
- Oracle WebLogic Suite for Oracle Applications may be used only as an embedded runtime for eligible Oracle Applications or to deploy customizations to an eligible Oracle Application. The WebLogic global datasource or one of the WebLogic application datasources must be configured to access the schema of an eligible Oracle Application.
- Data Integrator Enterprise Edition for Oracle Applications may only be used with the Oracle supplied data integration jobs and customization of the supplied jobs is allowed. For the avoidance of doubt, examples of uses that are not permitted include, but are not limited to, the following: adding new jobs that support different applications, new schemas, or previously unsupported application modules.
- Oracle SOA Suite for Oracle Applications may be used only to enable integration, business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and other non-eligible Oracle Applications or third party applications are allowed as long as they are either initiated or terminated within eligible Oracle Applications. Usage of SOA composites (including but not limited to Rules, Mediator, XSLT transforms, BPEL processes, Spring components, Workflow services and OWSM security policies) is allowed as long as at least one of the services invoked from within each composite accesses an eligible Oracle Application either natively (via Web services) or via an adapter and the invocation is part of a flow that is either initiated or terminated within eligible Oracle Applications. Oracle Service Bus (OSB) usage is allowed as long as each service deployed accesses an eligible Oracle Application either natively (via Web services) or via an adapter.
- Oracle WebCenter Portal for Oracle Applications may be used only to surface eligible Oracle Application(s) and custom applications (collectively, "eligible applications"). Surfacing any third-party applications, including other applications from Oracle, requires a license for Oracle WebCenter Portal. Multiple eligible applications may be surfaced in a single portal instance provided that a WebCenter Portal for Oracle Applications license exists for each eligible application surfaced in the portal. WebCenter Portal for Oracle Applications may be used to integrate the various WebCenter services (e.g., wikis, blogs, and discussions) into an application context, as well as to build out custom workflows and notifications between the eligible application and WebCenter Portal components. The content management features of the Oracle WebCenter Portal for Oracle Applications Program may be used to store and manage documents created outside of the eligible application provided that such documents are related to the eligible application or to the application context.
- Oracle WebCenter Imaging for Oracle Applications may be used to create and modify imaging searches, to modify pre-packaged imaging application document types, and to create and modify input mappings to imaging applications. Oracle WebCenter Imaging for Oracle Applications may also be used to invoke web service application programming interfaces

(API's) from Oracle Application workflows. A license for WebCenter Imaging for Oracle Applications is required to define new document types for the management of images unrelated to a pre-packaged Oracle Applications integration, to develop custom workflows, and to invoke APIs from custom workflows or custom application integrations.

- Oracle Identity and Access Management Suite Plus for Oracle Applications may be used only to perform associated actions for users of and within the eligible Oracle Applications. The Programs may be used to do the following: (1) add, delete, modify, and manage user identities and roles in the eligible Oracle Applications; (2) provide web access management and single sign-on into eligible Oracle Applications; (3) provide data storage or virtualization to data storage of user identities and user identity related information or authentication and authorization policies for eligible Oracle Applications; (4) provide federated single sign-on to eligible Oracle Applications.
- Oracle Coherence Enterprise Edition for Oracle Applications may only be used within the same Java Virtual Machine as the eligible Oracle Application components.
- Oracle GoldenGate for Oracle Applications may only be used with the Oracle supplied integration jobs. Customization of the Oracle supplied integration jobs is allowed if necessitated by (i) customizations of the source application or of the target application or (ii) for performance tuning of the GoldenGate configuration. Oracle GoldenGate for Oracle Applications may not be used (i) for data replication to non-Oracle databases or (ii) by other Oracle applications or (iii) by third party applications for any type of data integration or replication purposes. For the avoidance of doubt, examples of other uses that are not permitted include, but are not limited to, the following: replicating data to non-Oracle databases (including MySQL), adding new source or target schemas, adding unsupported application modules to source or target schemas, supporting other replication topologies (e.g., active-active or multi-master) or adding anything not supplied by Oracle.
- The number of Hyperion Program option licenses must match the number of licenses of the associated Hyperion Program.
- The license for the Hyperion Planning Plus Program includes a limited use license for the Oracle Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis Programs. Such limited use license means that the Oracle Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis Programs may only be used to access data from the Hyperion Planning Plus Program. The Oracle Data Integrator for Oracle Business Intelligence Program may be used to load data from any data source provided that the target database is the Hyperion Planning Plus Program. Specifically, the Oracle Essbase Plus Program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Planning Plus Program and the Aggregate Storage option component of the Oracle Essbase Plus Program may not be used.
- The license for the Hyperion Profitability and Cost Management Program includes a limited use license for the Oracle Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator for Business Intelligence Programs. Such limited use license means that the Oracle Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator for Business Intelligence Programs may only be used to access data from the Hyperion Profitability and Cost Management Program. Specifically, the Oracle Essbase Plus Program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Profitability and Cost Management Program and the Aggregate Storage option component of the Oracle Essbase Plus Program may not be used.

If You purchase Named User Plus licenses for the Programs listed below, You must maintain the following user minimums and user maximums:

Program	**Named User Plus Minimum**
Oracle Database Enterprise Edition	25 Named Users Plus per Processor
NoSQL Database Enterprise Edition	25 Named Users Plus per Processor
Times Ten In-Memory Database	25 Named Users Plus per Processor
Rdb Enterprise Edition	25 Named Users Plus per Processor
CODASYL DBMS	25 Named Users Plus per Processor
Data Integrator Enterprise Edition	25 Named Users Plus per Processor
GoldenGate	25 Named Users Plus per Processor
GoldenGate for Non Oracle Database	25 Named Users Plus per Processor
GoldenGate for Mainframe	25 Named Users Plus per Processor
GoldenGate Veridata	25 Named Users Plus per Processor
GoldenGate for Teradata Replication Services	25 Named Users Plus per Processor
Data Integrator Enterprise Edition for Oracle Applications	25 Named Users Plus per Processor
GoldenGate for Oracle Applications	25 Named Users Plus per Processor
Endeca Discovery Foundation for Oracle Applications	25 Named Users Plus per Processor
Java SE Advanced	10 Named Users Plus per Processor
Java SE Suite	10 Named Users Plus per Processor

WebLogic Server Standard Edition	10 Named Users Plus per Processor
WebLogic Server Enterprise Edition	10 Named Users Plus per Processor
WebLogic Suite	10 Named Users Plus per Processor
Web Tier	10 Named Users Plus per Processor
Coherence Standard Edition One	10 Named Users Plus per Processor
Coherence Enterprise Edition	10 Named Users Plus per Processor
Coherence Grid Edition	10 Named Users Plus per Processor
TopLink and Application Development Framework	10 Named Users Plus per Processor
GlassFish Server	10 Named Users Plus per Processor
Internet Application Server Standard Edition	10 Named Users Plus per Processor*
Internet Application Server Enterprise Edition	10 Named Users Plus per Processor*
API Gateway	10 Named Users Plus per Processor
BPEL Process Manager	10 Named Users Plus per Processor
WebLogic Integration	10 Named Users Plus per Processor
Service Registry	10 Named Users Plus per Processor
Enterprise Repository	10 Named Users Plus per Processor
Forms and Reports	10 Named Users Plus per Processor
Managed File Transfer	10 Named Users Plus per Processor
Tuxedo	10 Named Users Plus per Processor
Event Processing	10 Named Users Plus per Processor
SOA Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Unified Business Process Management Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Business Process Management Standard Edition	10 Named Users Plus per Processor
Application Adapters	10 Named Users Plus per Processor
Oracle E-Business Suite Adapter	10 Named Users Plus per Processor
Integration Adapter for SAP R/3	10 Named Users Plus per Processor
Integration Adapter for JD Edwards World	10 Named Users Plus per Processor
Integration Adapter for Siebel	10 Named Users Plus per Processor
Cloud Adapters	10 Named Users Plus per Processor
B2B for RosettaNet	10 Named Users Plus per Processor
B2B for EDI	10 Named Users Plus per Processor
Healthcare Adapter	10 Named Users Plus per Processor
B2B for ebXML	10 Named Users Plus per Processor
WebCenter Suite Plus	10 Named Users Plus per Processor
WebCenter Portal	10 Named Users Plus per Processor
WebCenter Content	10 Named Users Plus per Processor
WebCenter Sites	10 Named Users Plus per Processor
WebCenter Sites Satellite Server	10 Named Users Plus per Processor
WebCenter Universal Content Management	10 Named Users Plus per Processor
WebCenter Imaging	10 Named Users Plus per Processor
WebCenter Forms Recognition	10 Named Users Plus per Processor
WebCenter Enterprise Capture	10 Named Users Plus per Processor
WebCenter Distributed Capture	10 Named Users Plus per Processor
WebCenter Real-Time Collaboration	10 Named Users Plus per Processor
WebCenter Sites Mobile Option	10 Named Users Plus per Processor
Enterprise Identity Services Suite	10 Named Users Plus per Processor
Identity Governance Suite	10 Named Users Plus per Processor
Access Management Suite Plus	10 Named Users Plus per Processor
Entitlements Server	10 Named Users Plus per Processor
Entitlements Server Security Module	10 Named Users Plus per Processor
Beehive Enterprise Collaboration Server	10 Named Users Plus per Processor

*The Named User Plus Minimum does not apply if the Program is installed on a one-processor machine that allows for a maximum of one user per Program.

Program	Named User Plus Maximum
Personal Edition	1 Named User Plus per database
Business Intelligence Standard Edition One	50 Named Users Plus

If licensing by Named User Plus, the number of licenses for the Programs listed below in column A must match the number of licenses of the associated Program listed in column B. In the case where the minimum number of Named User Plus licenses are/were purchased, the number of licenses may not match due to variance in core factors between the time the respective Programs were licensed. If licensing by Processor, the number of licenses for the Programs listed below in column A must match the number of licenses of the associated Program listed in column B. In the case where the Programs are licensed at different times, the number of licenses may not match due to variance in core factors between the time the respective Programs were licensed; in that case the number of cores used to determine the number of licensed processors for the Programs listed below in column A must match the number of cores used to determine the number of licensed processors of the associated Program listed in Column B. Associated Programs are those Programs being used in conjunction with the Program in Column A.

Column A	Column B
Database Enterprise Edition Options*- Multitenant, Real Application Clusters, Real Application Clusters One Node, Partitioning, OLAP, Spatial and Graph, Advanced Security, Label Security, Database Vault, Active Data Guard, Real Application Testing, Advanced Compression, Advanced Analytics, Database In-Memory, Retail Data Model, Communications Data Model, Airlines Data Model, Utilities Data Model **Database Enterprise Management*-** Diagnostics Pack, Tuning Pack, Database Lifecycle Management Pack, Cloud Management Pack for Oracle Database	Oracle Database Enterprise Edition
RDB Server Options*- TRACE	Rdb Enterprise Edition, CODASYL DBMS
WebLogic Suite Options-** BPEL Process Manager Option, Service Bus, SOA Suite for Oracle Middleware, Unified Business Process Management Suite, WebLogic Coherence Grid Edition Option	WebLogic Suite
WebLogic Server Enterprise Edition and WebLogic Suite Options-** WebLogic Server Multitenant, WebLogic Server Continuous Availability	Associated application server Program being managed by the Program in Column A.
SOA Suite for Oracle Middleware Options- Integration Continuous Availability**	SOA Suite for Oracle Middleware
Application Server Enterprise Management-** WebLogic Server Management Pack Enterprise Edition, SOA Management Pack Enterprise Edition, Cloud Management Pack for Oracle Fusion Middleware, Management Pack for Oracle Data Integrator	Associated application server Program being managed by the Program in Column A.
Management Pack for Oracle Coherence**	Coherence Enterprise Edition, Coherence Grid Edition
Management Pack for Oracle GoldenGate*	GoldenGate, GoldenGate for Non Oracle Database, GoldenGate for Mainframe
Tuxedo Advanced Performance Pack**	Tuxedo
Business Intelligence Server Enterprise Edition Options-	Business Intelligence Server Enterprise

Interactive Dashboard, Delivers, Answers, Office Plug-in, Reporting and Publishing	Edition
Business Intelligence Suite Enterprise Edition Plus Option- Business Intelligence Management Pack	Business Intelligence Suite Enterprise Edition Plus
Beehive Platform Options- Beehive Messaging, Beehive Team Collaboration, Beehive Synchronous Collaboration, Beehive Voicemail	Beehive Platform
Management Pack for Oracle Data Integrator	Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, or Oracle Data Integrator Enterprise Edition for Oracle Applications
Hyperion Financial Data Quality Management Options- Hyperion Financial Data Quality Management Adapter for Financial Management, Hyperion Financial Data Quality Management Adapter Suite, Hyperion Financial Data Quality Management Adapter for SAP	Hyperion Financial Data Quality Management
Hyperion Financial Data Quality Management for Hyperion Enterprise Option- Hyperion Financial Data Quality Management - Enterprise Edition Adapter for Financial Management, Hyperion Financial Data Quality Management – Enterprise Edition Adapter Suite, Hyperion Financial Data Quality Management – Enterprise Edition ERP Source Adapter for SAP	Hyperion Financial Data Quality Management for Hyperion Enterprise

*If licensing by Named User Plus You must maintain, at a minimum, 25 Named Users Plus per Processor per associated Program.

** If licensing by Named User Plus You must maintain, at a minimum, 10 Named Users Plus per Processor per associated Program.

Licensing Rules for Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.

Licensing Rules for ATG Applications

- The Oracle ATG Web Commerce Business Intelligence Program and the Oracle ATG Web Commerce Business Intelligence Administrator Program may only be used in conjunction with either the Oracle ATG Web Commerce Program and/or the Oracle ATG Web Knowledge Manager Program. You may, however, expand Your data model to include other information provided the additional information supplements information is already included in the Oracle ATG Web Commerce Program or in the Oracle ATG Knowledge Manager Program.
- The Cognos BI Consumer Bundle is included in the Oracle ATG Web Commerce Business Intelligence Program and is comprised of (a) one (1) reporting engine for anonymous viewers consisting of no more than two (2) processors and four (4) total cores, (b) unlimited anonymous report viewer seat licenses, (c) one (1) Named BI Web Administrator seat license and one (1) Named BI Professional Report Author seat license. Any additional seat licenses must be licensed separately by purchase of Oracle ATG Web Commerce BI Administrator seat licenses at an additional cost and are not included in any enterprise-wide or similar license.

Licensing Rules for JD Edwards Applications

- The Programs include GNU libgmp library; copyright 1991 Free Software Foundation, Inc. This library is free software that can be modified and redistributed under the terms of the GNU Library General Public License contained in the Programs. The Programs may also contain other third party products.
- Your license for the Program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards Program table located at http://oracle.com/contracts for additional information.

- The Foundation Program contains the development foundation environment/toolkit. You understand and acknowledge that any software Program developed with the functionality of the development foundation environment/toolkit is subject to the terms and conditions of this agreement. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer Programs generated by You utilizing the development tools included in the Programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.

Licensing Rules for Oracle E-Business Suite Applications

- The option Activity Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Field Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Marketing Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Sales Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Activity Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Field Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Marketing Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Privacy Management Policy Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Sales Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.

Licensing Rules for Oracle Hospitality Cruise Applications

- The Oracle Hospitality Data Foundation for Cruise Program may only be used with Oracle Hospitality Cruise Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is allowed via the Oracle Hospitality Cruise Interface Programs only. You may not add new schemas or unsupported applications.

Licensing Rules for Oracle Hospitality Food and Beverage Applications

- The Oracle Hospitality Technology Foundation for Food and Beverage Program may only be used with the Oracle Hospitality Simphony Point-of-Sale, Oracle Hospitality Simphony Transaction Services, Oracle Hospitality Simphony First Edition Point-of-Sale, Oracle Hospitality Simphony First Edition Transaction Services, Oracle Hospitality Reporting and Analytics, and Oracle Hospitality 9700 Foundation Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is allowed via the Oracle Hospitality Interface Programs only. You may not add new schemas or unsupported applications.
- For the Oracle XBRi Loss Prevention for Food and Beverage Program, You acknowledge that there are MicroStrategy, Inc. products (the "MicroStrategy Products") included with that Program and the MicroStrategy Products are subject to the following terms and conditions.

  All terms and conditions of the order under which You license the Oracle XBRi Loss Prevention for Food and Beverage Program (the "Order") that are not expressly modified, supplemented, or deleted by these terms shall remain in force but these terms shall supersede any contradictory terms or conditions in the Order.

a. You acknowledge that the Oracle XBRi Loss Prevention for Food and Beverage Program contains copyrighted and proprietary products and materials of MicroStrategy, Inc., which are obtained under a license from MicroStrategy, Inc.
b. Your use of the MicroStrategy Products is restricted solely to use in combination with the Oracle XBRi Loss Prevention for Food and Beverage Program as included therein and limited to the number of named user licenses purchased on the Order.
c. You are prohibited from changing or expanding the data models and You are limited to accessing data only from the data models provided by Oracle.
d. You are expressly prohibited from reverse engineering, disassembling or decompiling the MicroStrategy Products.
e. You acknowledge that You are being granted a sublicense to the MicroStrategy Products only, and in no event shall any title or ownership to the MicroStrategy Products pass or transfer to You.
f. Oracle and MicroStrategy disclaim any warranty of any kind directly to You for the MicroStrategy Products, including a warranty of performance, merchantability, fitness for a particular purpose, title and non-infringement. ORACLE DOES NOT GUARANTEE THAT THE MICROSTRATEGY PRODUCTS WILL PERFORM ERROR-FREE OR UNINTERRUPTED, OR THAT ORACLE OR MICROSTRATEGY CAN OR WILL CORRECT ALL PROGRAM ERRORS. ORACLE DISCLAIMS, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ORACLE AND MICROSTRATEGY'S LIABILITY FOR ANY DAMAGES, WHETHER DIRECT, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL, AND ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE, ARISING FROM THE USE OF THE MICROSTRATEGY PRODUCTS OR ARISING IN CONNECTION WITH THE ORDER.
g. You are expressly prohibited from written and oral disclosure to any third party of any result of any benchmark tests.
h. If You export the MicroStrategy Products, You are required to comply fully with all relevant export laws and regulations of the United States to ensure that neither the MicroStrategy Products nor any direct product thereof, are exported, directly or indirectly, in violation of United States law.
i. You are expressly prohibited from using the MicroStrategy Products in any manner that violates any individual's privacy right under the applicable law.
j. You acknowledge that Oracle shall have the right to provide to MicroStrategy any personal data provided by You in order for Oracle or MicroStrategy to fulfill its respective obligations hereunder, and that MicroStrategy has the right to export certain personal data outside the European Union to any country in the European Union and/or the United States; provided the processing and export of such personal data shall be carried out in compliance with the applicable law relating to data protection. You have the right to consult, amend, cancel or oppose processing and/or export of Your personal data.
k. In addition to Oracle's audit rights under the Master Agreement, upon Oracle's request, You agree to run a license manager report utilizing the license manager functionality included in any MicroStrategy products. You shall provide Oracle with a license manager report within ten (10) days of receiving a request from Oracle. You understand and agree that Oracle may share license manager report(s) with MicroStrategy.

Licensing Rules for Oracle Hospitality Hotels Applications

- The Oracle Hospitality OPERA 5 Property Standard Program is limited to 55 functions as defined in the Program Documentation.
- The Oracle Hospitality OPERA 5 Property Lite Program is limited to 30 functions as defined in the Program Documentation.
- The following Programs may only be used with the Oracle Hospitality OPERA Programs: Oracle Hospitality Technology Foundation for Hotel Property Systems – OPERA 5 Premium, Oracle Hospitality Technology Foundation for Hotel Property Systems – OPERA 5 Standard, Oracle Hospitality Technology Foundation for Hotel Property Systems – OPERA 5 Lite and Oracle Hospitality Technology Foundation for Hotel Central Office Systems. New reports or customizations of the included reports are allowed. Integration to third party systems is allowed via the Oracle Hospitality Interface Programs only. You may not add new schemas or unsupported applications.

The number of licenses for the Oracle Hospitality Hotels Programs listed below in column A must match the number of licenses of the associated Oracle Hospitality Hotels Program listed in column B.

Column A	Column B
Oracle Hospitality OPERA Property Add-on Modules - Oracle Hospitality OPERA Mobile, Oracle Hospitality Multiproperty Cross Profiles and Configurations, Oracle Hospitality OPERA Multiproperty Cross Reservation, Oracle Hospitality OPERA Multiproperty Cross Postings, Oracle Hospitality OPERA Commission Handling, Oracle Hospitality OPERA Membership for Frequent Guest and Flyer, Oracle Hospitality OPERA Web Self Service, Oracle Hospitality OPERA Campaign Management	Oracle Hospitality OPERA Property Premium, Oracle Hospitality OPERA Property Standard, OR Oracle Hospitality OPERA Property Lite
Oracle Hospitality OPERA Sales and Catering Add-Ons for Hotels – Oracle Hospitality OPERA Sales and Catering for Hotels – Multi-Property Base, Oracle Hospitality OPERA Sales and Catering for Hotels – Multiproperty Group Room Control and Function Diary, Oracle Hospitality OPERA Sales and Catering Account Management	Oracle Hospitality OPERA Sales and Catering Premium OR Oracle Hospitality OPERA Sales and Catering Standard
Oracle Hospitality OPERA Sales and Catering for Conference Centers – Oracle Hospitality OPERA Sales and Catering for Conference Centers - Multiproperty Base, Oracle Hospitality OPERA Sales and Catering for Conference Centers - Multiproperty Group Room Control and Function Diary, Oracle Hospitality OPERA Sales and Catering Account Management for Conference Centers	Oracle Hospitality OPERA Sales and Catering Base for Conference Centers

Licensing Rules for PeopleSoft Applications

- Your license for the Program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards Program table located at http://oracle.com/contracts for additional information.
- The Programs listed below include a license to use Business Analysis Modeler – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft Programs You have licensed. Oracle will deliver this Program to You per the delivery terms in Your order.

  Integrated FieldService, Marketing, Mobile Sales, Online Marketing, Order Capture, Order Capture Self Service, Sales, Support for Customer Self Service
- Your use of the Campus Self Service Program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.
- PeopleTools - Enterprise Development shall be used solely to develop applications for Your internal data processing operations. In no event shall You market or distribute such applications. Notwithstanding anything to the contrary, You shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this Program for the purpose of developing applications.
- Each PeopleTools - Enterprise Development Starter Kit Program shall be used solely by 5 application users to develop applications containing no more than a total of 20 components (as defined in the Program Documentation) for Your internal data processing operations. In no event shall You market or distribute such applications. Notwithstanding anything to the contrary, You shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this Program for the purpose of developing applications.
- You may use PeopleTools – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft Enterprise Programs You have licensed. Oracle will deliver this Program to You per the delivery terms in Your order.
- The Process Modeler Client Program may only be used with PeopleSoft Enterprise or JD Edwards EnterpriseOne Programs You have licensed from Oracle. You shall not use this Program with any other software.
- The license for the Student Administration Program includes a limited use license for the Human Resources, Benefits Administration and the Payroll for North America Programs. Such limited use license means that the Human Resources, Benefits Administration and the Payroll for North America Software modules shall only be used in order to access the features and functions of the Student Administration Program. Your use of the Student Administration Program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.

Licensing Rules for Primavera Applications

- For the purposes of the following Primavera Programs: Earned Value Management, Evolve, SureTrak, Contractor and P3 Project Planner, You acknowledge that You have both read and understand the limited Software Update License & Support services that are available for these Programs, as described in Oracle's Technical Support Policies.
- For purposes of the Primavera SureTrak and Primavera P3 Project Planner Programs, You acknowledge that the agreement delivered to You with these Programs, and not the end user license agreement contained in the product installation, governs the end user's use of these Programs.
- For the purposes of the following Programs: Primavera P6 Enterprise Project Portfolio Management and Primavera P6 Enterprise Project Portfolio Management Web Services, developers and/or users (i) who are not already licensed for the Primavera P6 Enterprise Project Portfolio Management Program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera P6 Enterprise Project Portfolio Management Web Services Program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.
- For the purposes of the following Programs: Primavera Contract Management Web Services and Primavera Contract Management, developers and/or users (i) who are not already licensed for the Primavera Contract Management Program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera Contract Management Web Services Program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.

Licensing Rules for Oracle Retail Programs

- The Oracle Retail Technology Foundation for Store Applications Program may only be used with the Oracle Retail Point of Service Program, the Oracle Retail Back Office Program, the Oracle Retail XStore Point of Service Program and the Oracle Retail XStore Office Program. Any use of the Oracle Retail Technology Foundation for Store Applications Program by other Oracle Programs or third party programs is not permitted.

Licensing Rules for Siebel Applications

- For the Siebel Branch Teller Services Program, Siebel Internet Banking Services Program, Siebel Retail Finance Foundation Services Program and the Siebel Financial Transactions Workbench Program, You may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the Program Documentation, all in accordance with the Program Documentation, and provided that such materials or modified materials shall be used solely with Your licensed use of such Programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the Programs, ancillary Programs, Program Documentation, or any other materials provided by Oracle, or to permit third parties to do so.
- The Siebel Details Program includes a license for 20 Concurrent Users that authorizes You to use the Program on only one Computer for a maximum of 20 Concurrent Users at any given time.
- The Siebel Marketing Server Program is licensed on a Computer basis together with the number of unique Customer Records that You may access using the Program.
- The Siebel Pharma Marketing Server is licensed on the basis of the number of unique Customer Records that You may access using the Program together with the number of Brands that You may manage using the Program.
- The Siebel Pricing Claims Server-Up to 20 Application Users is licensed on a Computer basis with a limitation on the number of Application Users.
- The users or processors of the Siebel Web Channel Program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the Programs that is defined in the Siebel Tools Program.
- The Siebel Data Quality License may only be used with Oracle Master Data Management or Oracle CRM deployments.

Licensing Rules for Programs Licensed per UPK Module

- Oracle grants to You a non-exclusive, nontransferable license for Your UPK Developer(s) to: (i) use those User Productivity Kit ("UPK") Programs licensed as UPK modules (collectively referred to as "UPK content") only as necessary to create and provide training solely for Employee and/or Application Users to use the underlying Programs for Your benefit; (ii) make an unlimited number of copies of the UPK content only as necessary to create and provide training solely to Employees and/or Application Users to use the underlying Programs for Your benefit; and (iii) develop modifications and customizations to the UPK content, if applicable, all subject to the terms and conditions set forth in this agreement, provided all copyright notices are reproduced as provided on the original. You represent and warrant that You have a valid license for the underlying Program(s). You are prohibited from reselling or distributing the UPK content to any other party or using the UPK content other than as explicitly permitted in this agreement. Oracle represents that the UPK content and any content created by You using the UPK content contains valuable proprietary information. Oracle retains title to all portions of the UPK content and

any copies thereof. You shall use UPK content modifications created by You solely for Your internal use in accordance with the terms of this agreement. You may provide access to and use of the UPK content only to those third parties that are licensed as Application Users and that: (a) provide services to You concerning Your use of the UPK content; (b) have a need to use and access the UPK content; and (c) have agreed to substantially similar non-disclosure obligations imposed by You as those contained in this agreement. Application and Employee User(s) of UPK Programs may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Licensing Rules for MySQL Programs

- The MySQL Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement.

APPENDIX F
DISCOUNT TABLE FOR HARDWARE AND ENGINEERED SYSTEMS AND ASSOCIATED SOFTWARE

A. Pricing and Discount Terms for Hardware and Engineered Systems and Associated Software

1. Named Product Hierarchy Discounts. From the effective date of Amendment Two until April 30, 2018, the discounts set forth in the discount table attached to this Appendix F shall apply to hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) that are designated by as a product name associated with the Named Product Hierarchies for such hardware, Engineered Systems and programs (the "**NPH Discount Table**"), provided that such hardware, Engineered Systems and programs are available in production release when the applicable order is placed. Remanufactured hardware and spare products may be purchased under this Master Agreement.[1]

   Oracle may incorporate changes to the product offerings and/or Named Product Hierarchies; and any updates or changes to the pricing and discounting terms provided in this Appendix F shall be made by a written amendment to this Master Agreement.

2. Appendix F Price Lists. The "**Appendix F Price Lists**" for hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) applicable to the Named Product Hierarchies in the attached NPH Discount Table shall be defined as the then-current versions of the following Price Lists at the time of purchase:

   a. Oracle Systems Hardware and Software Global Price List
   b. Oracle Engineered Systems Price List

(Please see attached for the NPH Discount Table.)

[1] You may access the current version of the Remanufactured Product Price List for Remanufactured Products at: http://www.oracle.com/us/products/servers-storage/remanufactured-systems/index.html.

NAMED PRODUCT HIERARCHY DISCOUNT TABLE

NAMED PRODUCT	SLG Discount	EDU Discount
10 Gb Ethernet Switches	15%	18%
10 Gigabit Ethernet Switch Options	15%	18%
Advanced Support Gateway Server	14%	20%
Big Data Appliance	15%	15%
Big Data Connectors Software	25%	25%
Brocade Hardware	24%	34%
Brocade SAN Software	24%	34%
Brocade software	24%	34%
CMT Server Configured Options	15%	18%
Disk Drives	14%	20%
Enterprise Installation Services	0%	0%
Enterprise Tape Drive Conversion Options	24%	34%
Entry Level LTO 5 Tape Drives	24%	34%
Exadata Hardware Products	20%	20%
Exadata Software Products	25%	25%
Exalogic Hardware Products	20%	20%
Exalogic Software Products	25%	25%
Exalytics Hardware Products	15%	15%
Exalytics Software Products	25%	25%
Fabric Interconnect F1-15	15%	18%
Fibre Channel Host Bus Adapters	14%	20%
Fujitsu M10 Server Configured Options	15%	18%
Fujitsu M10 Server Features	15%	18%
Fujitsu M10 Server X-Options	15%	18%
Fujitsu M10-1 Server	15%	18%
Fujitsu M10-4 Server	15%	18%
High-End M-Series Server X-Options	28%	34%
Host Bus Adapters	14%	20%
I/O Modules	15%	18%
Infiniband Host Channel Adapters	14%	20%
Infiniband Switches	28%	34%
Key Management Switch Accessory Kits	24%	34%
LTO Conversion Options	24%	34%
LTO Tape Drive Features	24%	34%
LTO5 Tape Drives	24%	34%
LTO5 Tape Drives (SL150)	24%	34%
LTO6 Tape Drives: AS400	24%	34%
LTO6 Tape Drives: Desktop/Rackmount	24%	34%
LTO6 Tape Drives: Entry Level	24%	34%
LTO6 Tape Drives: High-End Libraries	24%	34%
LTO6 Tape Drives: Midrange Libraries	24%	34%
LTO7 Tape Drives: Desktop/Rackmount	24%	34%
LTO7 Tape Drives: Entry Level	24%	34%

NAMED PRODUCT	SLG Discount	EDU Discount
LTO7 Tape Drives: High-End Libraries	24%	34%
LTO7 Tape Drives: Midrange Libraries	24%	34%
Midrange M-Series Server X-Options	28%	34%
Netra Server X3-2	15%	18%
Netra Server X5-2	15%	18%
Network Adapters	14%	20%
Network Cables	14%	20%
Network Modular System	15%	18%
Network Transceivers	14%	20%
Oracle Database Appliance	14%	20%
Oracle Fabric Manager	20%	25%
Oracle Fabric Monitor	20%	25%
Oracle FS Storage System Options	15%	18%
Oracle FS1-2 Storage System	15%	18%
Oracle Replication Engine	15%	18%
Oracle SDN	20%	25%
Oracle Server X5-2	14%	20%
Oracle Server X5-2L	14%	20%
Oracle Server X5-4	14%	20%
Oracle Server X5-8	14%	20%
Oracle Server X6-2	14%	20%
Oracle Server X6-2L	14%	20%
Oracle Solaris Cluster Software	16%	50%
Oracle Solaris Legacy Containers	16%	50%
Oracle Sun QFS Software	15%	18%
Oracle ZFS Storage Options	24%	34%
Oracle ZFS Storage ZS3-2	24%	34%
Oracle ZFS Storage ZS4-4	24%	34%
Other Server Configured Options	6%	6%
Other Server X-Options	14%	20%
Pillar Axiom SAN Storage Replication Features	15%	18%
Power Cords	14%	20%
Private Cloud Appliance	15%	15%
SAS Host Bus Adapters	14%	20%
Secure Global Desktop Software	16%	50%
Server Hard Disk Drives	14%	20%
Server Solid State Disks	14%	20%
SL150 Tape Library	24%	34%
SL150 Tape Library Features	24%	34%
SL150 Tape Library Options	24%	34%
SPARC M5 Server Configured Memory	15%	18%
SPARC M5 Server Configured Options	15%	18%
SPARC M5 Server X-Option Memory	15%	18%

NAMED PRODUCT	SLG Discount	EDU Discount
SPARC M6-32 Server Configured Options	15%	18%
SPARC M6-32 Server X-Options	15%	18%
SPARC M7 Server	15%	18%
SPARC M7 Server Configured Options	15%	18%
SPARC M7 Server X-Options	15%	18%
SPARC SuperCluster Hardware Products	15%	18%
SPARC T3 Server Configured Options	15%	18%
SPARC T4 Server Configured Options	15%	18%
SPARC T4 Server X-Options	15%	18%
SPARC T5 Server Configured Options	15%	18%
SPARC T5 Server X-Options	15%	18%
SPARC T5-1B Blade Server Module	15%	18%
SPARC T5-2 Server	15%	18%
SPARC T5-4 Server	15%	18%
SPARC T5-8 Server	15%	18%
SPARC T7 Server Configured Options	15%	18%
SPARC T7 Server X-Options	15%	18%
SPARC T7-1 Server	15%	18%
SPARC T7-2 Server	15%	18%
SPARC T7-4 Server	15%	18%
Spare Parts	29%	29%
Storage Archive Manager	22%	50%
Storage Hard Disk Drives	14%	20%
StorageTek Automated Cartridge System Library Software	15%	18%
StorageTek Availability Suite Software	15%	18%
StorageTek Enterprise Library Software	24%	34%
StorageTek Library Content Manager Software	15%	18%
StorageTek Linear Tape File System Software	24%	34%
StorageTek T10000D Tape Drive	24%	34%
StorageTek Tape Analytics Software	15%	34%
StorageTek Virtual Library Extension	15%	18%
StorageTek Virtual Storage Manager Features	24%	34%
StorageTek Virtual Storage Manager System (VSM 6)	24%	34%
StorageTek Virtual Storage Manager System (VSM 7)	24%	34%
Sun Blade Server Options	15%	18%
Sun Fire X4170 M2 Server	14%	20%
Sun Flash Accelerator F160 PCIe Card	24%	34%
Sun Flash Accelerator F320 PCIe Card	24%	34%
Sun Flash Accelerator F80 PCIe Card	24%	34%
Sun Netra Rack Kits	15%	18%
Sun Racks	15%	18%
Sun Ray Server Software	15%	18%
Sun StorageTek SL3000 Modular Library System	24%	34%

NAMED PRODUCT	SLG Discount	EDU Discount
Sun StorageTek SL500 Modular Library System	24%	34%
Sun StorageTek SL8500 Modular Library Features	24%	34%
Sun StorageTek SL8500 Modular Library System	24%	34%
Sun StorageTek T10000B Tape Drive (Open)	24%	34%
Sun StorageTek Virtual Storage Manager System (VSM 4)	24%	34%
Sun StorageTek Virtual Storage Manager System (VSM 5)	24%	34%
Sun Unified Storage System Options	24%	34%
Sun ZFS Storage 7320 System	24%	34%
Sun ZFS Storage 7420 System	24%	34%
Sun ZFS Storage System Features	24%	34%
Sun ZFS Storage System Options	24%	34%
Tape Encryption	24%	34%
Tape Library Features	24%	34%
Tape Media	24%	29%
Tape Options	24%	34%
Tuxedo CFSR	15%	18%
Virtual Desktop Infrastructure Software	28%	34%
Zero Data Loss Appliance	15%	15%
Zero Data Loss Appliance Software	15%	15%

APPENDIX G
HOURLY RATES FOR TIME AND MATERIALS – CONSULTING SERVICES

A. Consulting Rates. From the effective date of Amendment Two until August 31, 2017, consulting services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**Consulting Rates**"):

1. Hourly Rate for Individual Time and Materials Orders. The Hourly Rate Non-Local includes an amount for expenses.

Consultant Level	Hourly Rate Local Resource	Hourly Rate Non-Local
Senior Practice Tech Director	$338.00	$378.00
Practice/Tech Director	$307.00	$347.00
Practice/Tech Manager	$265.00	$305.00
Senior Principal Consultant	$226.00	$266.25
Principal Consultant	$198.13	$238.13
Senior Consultant	$162.75	$202.75
Staff Consultant	$141.75	$181.75
Associate Consultant	$106.25	$146.25
Admin Assistant	$42.50	$82.50
GEH Delivery Center		
RDC Principal Consultant	$149.00	$189.00
RDC Senior Consultant	$124.00	$164.00
RDC Staff Consultant	$107.00	$147.00
RDC Associate Consultant	$91.00	$131.00
Primavera Global Business Unit		
Practice/Tech Director	$345.00	$385.00
Practice/Tech Manager	$285.00	$325.00
Senior Principal Consultant	$235.00	$275.00
Principal Consultant	$195.00	$235.00
Senior Consultant	$160.00	$200.00
Staff Consultant	$140.00	$180.00
Associate Consultant	$110.00	$150.00
Primavera Global Business Unit (offshore – remote only)		
Practice/Tech Manager	$96.00	Not Applicable
Senior Principal Consultant	$72.00	Not Applicable
Principal Consultant	$66.00	Not Applicable
Senior Consultant	$60.00	Not Applicable

Oracle Consulting may quote Fixed Price if requested by the State.

B. All labor categories are U.S. resources.

C. The Consulting Rates apply to orders executed and effective during the period beginning on the effective date of Amendment Two through and including August 31, 2017.

D. The Consulting Rates do not apply to any credits.

E. The Consulting Rates are in lieu of any other discount and shall not apply to any other Oracle products or services including but not limited to licenses, technical support, hardware, education, advanced customer support services, or training.

F. The Consulting Rates for time and materials consulting services granted under the Master Agreement shall not be applied retroactively to fees invoiced prior to the effective date of Amendment Two.

G. Consulting services shall be provided subject to receipt by Oracle of a signed Oracle ordering document including an exhibit containing a scope of services. The fee for such consulting services shall be equal to the number of hours of services performed multiplied by the applicable rate(s), as agreed to in the Oracle ordering document.

H. Any consulting services acquired pursuant to the Master Agreement are separate from any Program licenses acquired pursuant to the Master Agreement. Customer understands that it has the right to acquire Program licenses without acquiring the consulting services, and that Customer has the right to acquire Program licenses and the consulting services separately at the fees stated in the Master Agreement.

APPENDIX H
HOURLY RATES FOR TIME AND MATERIALS ORACLE ADVANCED CUSTOMER SUPPORT

For the period beginning on the effective date of Amendment Two through and including August 31, 2017, Oracle Advanced Customer Support services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**ACS Rates**"):

Resource	Hourly Rate Local Resources	Hourly Rate Non-Local Resources
Technical Account Manager II	$294	$339
Technical Account Manager I	$251	$296
Senior Advanced Support Engineer	$294	$339
Advanced Support Engineer	$248	$293
Senior Data Center Engineer	$194	$239
Data Center Engineer	$151	$196

APPENDIX I
PRICING AND DISCOUNT SCHEDULE FOR ORACLE UNIVERSITY TRAINING

B. Pricing and Discount Terms for Oracle University Training

1. Appendix I Price List. The "**Appendix I Price List**" in this Appendix I shall be defined as the then-current version of the following Price List at the time of order:

   a. Oracle University Global Base Price List

2. Pricing and Discount Terms.

   a. From the effective date of Amendment Two until August 31, 2017, all Oracle University products and services may be purchased based on the discount defined in the schedule below off of the then-current version of the Appendix I Price List at the time of the order or the pricing provided in section 7 (Appendix I Pricing Schedules) below:

Oracle University Discount Schedule (Utilizing the Appendix I Price List in Effect at the Time the Order is Placed, or the Appendix I Pricing Schedules)	
Transaction Band	**Discount**
$0 - $100,000	15%
$100,001 - $250,000	20%
$250,001 - $1,000,000	25%
$1,000,001 - $2,500,000	30%
$2,500,001 +	35%

3. Definition Section.

   a. A "Private Event – On-Site" shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are held at the State or Authorized Contract User training site. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   b. A "Private Event – Virtual" shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection, and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   c. A "Public Event" for Instructor-Led Training (ILT) courses shall mean training courses offered by Oracle University at Oracle University authorized Education Center locations.

   d. A "Public Event" for Live Virtual Classroom (LVC) training shall mean traditional instructor-led training courses offered online and require an internet connection and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC.

   e. "Training On Demand (TOD)" shall be defined as a web-based learning environment that provides on-demand access to self-paced training content, and is made available on a named user basis for a term of 90 days from the effective date of your order. Content is streamed directly to an internet connected device, such as a PC or tablet. It also includes eKit materials and access to a live lab environment to perform hands-on practice of the activities outlined in the course. The TOD format allows students to get full classroom content online, anytime, anywhere.

f. "Self Study Course (SSC)" shall mean interactive, computer-based training available for electronic download to a PC, which supplements the Instructor-Led Training (ILT) and Live Virtual classroom (LVC) training courses. The SSC is licensed on a named user basis and upon purchase is licensed in perpetuity.

g. "Oracle University Learning Streams" shall be defined as a collection of video content and services for technology professionals looking to stay current on Oracle technology. Content will be presented by various individuals, including Oracle architects, support engineers, consultants, instructors and other instructors. Content may include program documentation, webinars, speeches, and curriculum. Learning Streams are made available on a named user basis for a one year term from the effective date of your order. Unauthorized individuals may not view Oracle University Learning Streams content at any time. Unauthorized recording, copying, transmission or other distribution of Oracle University Learning Streams content is strictly prohibited. You are responsible for meeting the minimum system requirements to order the Oracle University Learning Streams. In the event that any Oracle programs are made available for download as part of the service, then use of such programs is subject to the terms of this Master Agreement. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN YOUR AGREEMENT, ORACLE DOES NOT WARRANT THAT ORACLE UNIVERSITY LEARNING STREAMS WILL BE PROVIDED UNINTERRUPTED OR ERROR-FREE.

h. For the purposes of this Appendix I, the term "services" refers to the education services.

i. For the purposes of this Appendix I, a "named user" is an individual authorized by the State or an Authorized Contract User to use the products which are installed on a single server or delivered via an on-line environment, regardless of whether the individual is actively using the product at any given time, and is not transferable.

4. Cancellation and Rescheduling Policy.

a. *Oracle may cancel or reschedule a class at its discretion, and if it does, will use reasonable efforts to notify you at least one week in advance*. You will not be charged for the Oracle cancellation or rescheduling. Cancel and reschedule requests must be received by Oracle University in email or other written communication.

b. If the State or Authorized Contract User customer cancels an enrollment in a Public Event (e.g., ILT or LVC) course at least seven (7) calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations one (1) to six (6) calendar days prior to the Public Event course start date will be charged 50% of assessed course fee. Students who do not cancel, do not show up for a Public Event course will pay the full course fee.

c. If the State or Authorized Contract User customer cancels a Private Event course at least 14 calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations 1-13 calendar days prior to the Private Event course start date will be charged 50% of assessed course fee. If an event is cancelled on the scheduled start date, or students do not show up for the event, then 100% of the course fee will be assessed.

5. Student Satisfaction Program.

a. Oracle's 100% Student Satisfaction program applies to those publicly scheduled and publicly available Oracle University Instructor Led Training classes that are identified as part of the 100% Student Satisfaction program at the time the class is purchased. In the event that a student who has completed such a class and been present for all of the offering is not, in his/her reasonable opinion, satisfied with the class, then the student must notify Oracle by emailing *customersat_us@oracle.com* within 5 business days of the completion of the class. Oracle will then permit the student to retake the same version of the same class title (or at the student's option, the equivalent class provided online, if available) once more for free within 90 days of Oracle's receipt of the notification. The Student Satisfaction program does not apply: (i) to the retaken class; (ii) Training On Demand courses; (iii) if the student is not able to satisfy the above criteria for reasons beyond Oracle's reasonable control. Oracle is not responsible for any applicable taxes, transportation costs, lodging costs or other expenses or costs related to the retake. Oracle has the option, at its sole discretion, of providing a refund for the class fees in lieu of permitting a class retake if for any reason, including scheduling, Oracle considers a refund to be appropriate. This is the sole remedy and Oracle's exclusive liability in the event that a student is not satisfied with the class.

6. Student Kit Materials.

a. Oracle now supports the electronic delivery of Student Kit Materials (eKits). As part of the registration process, you are required to provide an e-mail address so that Oracle may send you a secure password required for the download of the eKit Student materials. Students have a period of 90 days from the day

they receive their eKit notification email to access and download their eKit. Each eKit will be personalized with the student name and email address that is licensed to the registered student for their use only. Reproduction or distribution to a third party of Student Kit Materials is strictly prohibited. Hard-copy Student Kit Materials are not provided in the classroom for eKit-enabled classes. Hard Copy student kits may be purchased from Oracle University at an additional cost once an eKit class event has been completed. Class fees (including Training On Demand fees) are fully payable and non-refundable once you have downloaded the eKit materials (regardless of how far in advance of the class date you undertake the download). Oracle University Student Kit Materials are not available or authorized for purchase from any third party. Students who were unable to attend a confirmed class due to unforeseen reasons and have paid the 100% cancellation fee per the terms of the Class Cancellation Policy may request a copy of the Student Kit Materials used in conjunction with the class. Students must make this request to their Oracle University sales representative within 60 days of the originally scheduled class.

7. Appendix I Price Schedules
From the effective date of Amendment Two through and including August 31, 2017, you may purchase Oracle products and services at the following pricing schedules ("**Appendix I Pricing Schedule**")

Instructor Led Training(ILT), Live Virtual Classroom(LVC) Training & Seminar Formats:	**Currency**	**Public Pricing**	**Metric**
Entry	USD	$480.00	Single Named User Per Delivery Day
Standard	USD	$700.00	Single Named User Per Delivery Day
Premium	USD	$840.00	Single Named User Per Delivery Day
Premium Plus	USD	$1,000.00	Single Named User Per Delivery Day
Entry Accelerated	USD	$480.00	Single Named User Per Content Day
Standard Accelerated	USD	$700.00	Single Named User Per Content Day
Premium Accelerated	USD	$840.00	Single Named User Per Content Day
Premium Plus Accelerated	USD	$1,000.00	Single Named User Per Content Day
Taleo TEE and Learn Instructor	USD	$700.00	Single Named User Per Delivery Day
Taleo Assessment Instructor	USD	$840.00	Single Named User Per Delivery Day

Private Event Training & Seminars - On-Site; up to 16 people	**Currency**	**Private Event Pricing**	**Metric**	**One-day**	**Two-days**	**Three-days**	**Four-days**	**Five-days**
Entry	USD	varies	Per Delivery Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Standard	USD	varies	Per Delivery Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Premium	USD	varies	Per Delivery Day	$8,642.65	$15,913.53	$23,184.41	$30,455.29	$37,726.18
Premium Plus	USD	varies	Per Delivery Day	$9,817.65	$18,263.53	$26,709.41	$35,155.29	$43,601.18
Entry Accelerated	USD	varies	Per Content Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Standard Accelerated	USD	varies	Per Content Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Premium Accelerated	USD	varies	Per Content Day	$8,642.65	$15,913.53	$23,184.41	$30,455.29	$37,726.18
Premium Plus Accelerated	USD	varies	Per Content Day	$9,817.65	$18,263.53	$26,709.41	$35,155.29	$43,601.18
Taleo TEE and Learn Instructor	USD	varies	Per Delivery Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Taleo Assessment Instructor	USD	varies	Per Delivery Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Private Event additional student, over 16	USD	$511.00	Per Delivery Day, Per Student					

Private Event Training & Seminars - Virtual; up to 16 people	Currency	Private Event Pricing	Metric
Entry	USD	$3,800.00	Per Delivery Day
Standard	USD	$5,675.00	Per Delivery Day
Premium	USD	$6,825.00	Per Delivery Day
Premium Plus	USD	$8,000.00	Per Delivery Day
Entry Accelerated	USD	$3,800.00	Per Content Day
Standard Accelerated	USD	$5,675.00	Per Content Day
Premium Accelerated	USD	$6,825.00	Per Content Day
Premium Plus Accelerated	USD	$8,000.00	Per Content Day
Taleo TEE and Learn Instructor	USD	$3,800.00	Per Delivery Day
Taleo Assessment Instructor	USD	$5,675.00	Per Delivery Day
Private Event additional student, over 16	USD	$511.00	Per Delivery Day, Per Student

Subscriptions	Currency	Public Pricing	Metric	TERM
Entry Training on Demand	USD	$480.00	Per Delivery Day	90 Days
Standard Training on Demand	USD	$700.00	Per Delivery Day	90 Days
Premium Training on Demand	USD	$840.00	Per Delivery Day	90 Days
Premium Plus Training on Demand	USD	$1,000.00	Per Delivery Day	90 Days
Entry Training on Demand Renewal	USD	$240.00	Per Delivery Day	90 Days
Standard Training on Demand Renewal	USD	$350.00	Per Delivery Day	90 Days
Premium Training on Demand Renewal	USD	$420.00	Per Delivery Day	90 Days
Premium Plus Training on Demand Renewal	USD	$500.00	Per Delivery Day	90 Days
Learning Streams	USD	$1,000.00	Per Named User	12 Months
Unlimited Learning Subscription (ULS)	USD	$8,880.00	Per Named User	12 Months

Certification	Currency	Public Pricing	Metric
ePractice exam	USD	$65.00	Single Named User per Exam
Kaplan Online Access ePractice Exam	USD	$69.00	Single Named User per Exam
Kaplan Downloadable ePractice Exam	USD	$99.00	Single Named User per Exam
Online Certification	USD	$125.00	Single Named User per Exam
Oracle Core Certification	USD	$245.00	Single Named User per Exam
Oracle Masters Practicum	USD	$1,166.00	Single Named User per Day

User Adoption Services	Currency	Public Pricing	Metric
Associate Instructor – Training (Acquisition)	USD	varies	Per Hour
Staff Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Instructor – Training (Acquisition)	USD	varies	Per Hour
Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Product Training Manager (Acquisition)	USD	varies	Per Hour

User Adoption Services – Oracle Content	Currency	Public Pricing	Metric
Associate Instructor – Training (Oracle)	USD	varies	Per Hour
Staff Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Instructor – Training (Oracle)	USD	varies	Per Hour
Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Product Training Manager (Oracle)	USD	varies	Per Hour

UPK Launch Packs	Currency	Public Pricing	Metric
UPK Launch Pack	USD	$30,000	Per Project Set of UPK Launch Pack
UPK Launch Mini-Pack	USD	$20,000	Per Project Set of UPK Launch Mini-Pack

Toolkit	Currency	Public Pricing	Metric
Taleo Adoption Learning Services Program Toolkit	USD	$6,500	Per Content Day
Taleo Toolkit: Onboarding Trainer	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Recruiting Managers	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Career Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE) Development Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Goal Management	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): HR Administration	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Navigation and Feedback	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Performance Reviews	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Succession Planning	USD	$6,500	Per Content Day
OU Toolkit License	USD	$6,500	Per Year

OU Framework	Currency	Public Pricing	Metric
Customization Day	USD	$1,800	Per Day
Design Day	USD	$2,200	Per Day
Program Mgmt Day	USD	$2,700	Per Day

Custom Courseware	Currency	Public Pricing	Metric
Rel 11i to Rel 12 Financial New Features End User Course	USD	$12,500	Per Content Day
OU Courseware License	USD	$12,500	Per Content Day
Hyperion Planning End User Courseware	USD	$12,500	Per Content Day
Hyperion Financial Management End User Courseware	USD	$12,500	Per Content Day
OBIEE End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Gas End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Electric End User Courseware	USD	$12,500	Per Content Day
CC&B 2.4 - Gas End User Courseware	USD	$12,500	Per Content Day
Taleo (TEE): Getting Started with the Recruiting Center Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): New Recruiting Features for End Users Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Prescreening Made Easy Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Searching Solutions Course Ed	USD	$12,500	Per Content Day

APPENDIX J
Oracle Hardware and Systems Support Policies

The Oracle Hardware and Systems Support Policies, dated April 4, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the hardware and systems support policies at http://www.oracle.com/us/support/index.html.

Oracle Hardware and Systems Support Policies

Effective Date: 4-April-2016

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1. Overview

Unless otherwise stated, these Hardware and Systems Support Policies apply to technical support for all Oracle server and storage and Oracle point of sale product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

For Oracle operating system software, technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of the operating system, running unaltered, and on a certified hardware configuration, as specified in your order or program documentation.

To receive technical support as provided by Oracle Support Services ("OSS") and described in the Oracle Technical Support Levels for Systems section below, you must: (i) provide Oracle with the serial number and/or other identification and entitlement information for all server and storage equipment and/or point of sale products manufactured by or for Oracle and sold by Oracle (either directly or by an Oracle-authorized distributor) ("hardware system") in the manner specified by Oracle; and (ii) pay a technical support fee. A hardware system meeting these two requirements and under contract to receive technical support is referred to as a "covered hardware system." Components and options purchased separately from Oracle from your original equipment purchase are included in the definition of hardware system for the purposes of determining the technical support fee. Oracle will make commercially reasonable efforts to provide the technical support service as described below.

Oracle's obligations under these Hardware and Systems Support Policies do not apply to any malfunctions in a hardware system that could be avoided if you incorporate or implement a hardware or integrated software update or any workaround previously provided by Oracle which would correct the malfunction or to a hardware system that has been (i) modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle serial number tag on the hardware); (ii) maltreated or used in a manner other than in accordance with the relevant documentation; (iii) repaired by any third party in a manner which fails to meet Oracle's quality standards; (iv) improperly installed by any party other than Oracle or an authorized Oracle certified installation partner; (v) used with equipment or software not covered by the service offering, to the extent that problems are attributable to such use; (vi) relocated, to the extent that problems are attributable to the relocation; (vii) used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations; (viii) used by parties appearing on the most current U.S. export exclusion list; (ix) relocated to countries subject to U.S. trade embargo or restrictions; or (x) used remotely to facilitate any activities in the countries referenced in (ix) above or (xi) purchased from any entity other than Oracle or an Oracle-authorized distributor.

Oracle may use subcontractors in the performance of technical support and it warrants the quality of subcontractor work per the warranty terms of your agreement with Oracle.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle's Global Customer Support Security Practices, as referenced below.

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for a hardware system during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Hardware and Systems Support Policies and the previous version of the Oracle Hardware and Systems Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the date of delivery of the hardware unless stated otherwise in your order. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

Matching Service Levels

When acquiring technical support, all hardware systems must be supported, except Oracle Retail and Hospitality Hardware, (e.g., under Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems or Oracle Communications EAGLE Premier Support) or all hardware systems must be unsupported. The preceding sentence pertains to: (i) all of your hardware systems running the Solaris Operating system release 10 Update 9 or later, (ii) all of your hardware systems running the Oracle Linux and Oracle VM operating system, and (iii) all hardware systems that benefit in any way from your support of a covered hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). If you have acquired your Oracle Linux and Oracle VM support services under a separate Oracle Linux and Oracle VM Services Agreement then that hardware system is a covered hardware system under this matching service level policy. When acquiring technical support for point of sale hardware such as Oracle Retail and Hospitality Hardware, all such point of sale hardware systems must be supported or all must be unsupported if the point of sale hardware systems are: (i) the same type (e.g., workstations); (ii) located at the same physical location; and (iii) benefit in any way from your support of a covered point of sale hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). Hardware systems that have reached an end of service life or that you register with Oracle as retired are excluded from the above policy.

Reinstatement of Oracle Technical Support

If Oracle Premier Support for Systems, Oracle Premier Support for Oracle Retail and Hospitality Hardware or Oracle Communications Network Premier Support lapses for more than 90 days or was not purchased at the time you acquired your hardware system, then your hardware system must be qualified as service-ready before technical support can be reinstated. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system.

If technical support lapses or was not originally purchased with your hardware system, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the covered hardware system; b) if you never acquired technical support for the relevant hardware system, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original hardware system delivery date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve support month period shall be the last annual technical support fee you paid for the relevant hardware system; (ii) if you never acquired technical support for the relevant hardware system, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired support from an Oracle-authorized distributor and are now acquiring support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee for the hardware system.

Upgrading Your Support Level

In the event you have acquired Oracle Premier Support for Operating Systems and later choose to upgrade to Oracle Premier Support for Systems, your hardware system must be qualified as service-ready before the technical support can be upgraded. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system. You will be subject to an upgrade fee equal to the difference in price between the Oracle Premier Support for Systems and the Oracle Premier Support for Operating Systems with such difference being prorated from the date that any prior System Support lapsed (or the hardware order date if System Support was never purchased).

Pricing following Reduction of Covered Hardware System or Service Level

Pricing for support is based upon the level of support and the volume of covered hardware systems for which support is ordered. In the event that (i) your hardware system reaches end of service life or (ii) you notify Oracle that you are retiring the hardware system, or (iii) you change service level for all of your systems, then Oracle will reduce your support fee at the next renewal for these reductions.

Unsupported Hardware Systems

Customers with unsupported hardware systems are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported hardware systems. Parts in a covered hardware system may not be transferred to an unsupported system. CD packs or programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported hardware systems.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported hardware systems and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per data center location, to serve as liaisons with OSS. With each USD$250,000 in net support fees per data center location, you have the option to designate an additional two (2) primary and four (4) backup technical contacts per data center location. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide “First Line Support” for the supported hardware system(s) directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported hardware system(s), (ii) a direct response to users with respect to problems or issues with the supported hardware system(s), (iii) a diagnosis of problems or issues of the supported hardware system(s), and (iv) a resolution of problems or issues of the supported hardware system(s).

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported hardware system(s), you may contact Oracle for “Second Line Support”. You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., accept remote connections, provide Explorer Files and/or Core Files) required to provide Second Line Support.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported hardware system(s) and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported hardware system(s) so that such supported hardware system(s) perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Program Updates

"Update" means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and updates may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to End of Service Life

It may become necessary (i) as a part of Oracle's product lifecycle or (ii) if a vendor retires support for its product or the relationship with the vendor is terminated, to announce an End of Service Life date for a hardware system and, therefore, Oracle reserves that right. Oracle will use commercially reasonable efforts to provide twelve (12) months advance notice of End of Service Life. End of Service Life information is available on My Oracle Support. End of Service Life information is subject to change.

Other Third Party Products

Oracle does not itself provide any technical support services for third party warranted hardware (hardware identified on your order by a statement that the warranty will be provided by a third party) or any other third party products installed into or attached to the hardware system by you or your representative other than Oracle (collectively "other third party products"). Further, if other third party products are installed, or fail, in a manner that damages the Oracle hardware system, then the technical support will not cover such damage. Other third party products may also impede and/or add costs in obtaining technical support for certain failure conditions. Interoperability, timing, and intermittent failures are some examples of failure conditions that may require the removal or replacement of other third party products from the Oracle hardware system. Replacement or repair of any damaged components in these situations would be subject to additional charges.

For those failure conditions directly or indirectly related to other third party products (which would include any components accessing or connected to that product that are exhibiting failures), Oracle may, at its sole discretion, remove the other third party products, or require the customer to remove the other third party products, before commencing with the troubleshooting process. Oracle's services for removing the other third party products will be subject to additional charges and if it is determined that the cause of the failure is the other third party products, then Oracle will charge for the entire service call.

If it is determined that the other third party products are not the cause of the failure (i.e., if the problem would have occurred even if the other third party products were not installed in or attached to the hardware system), then Oracle's service call will be addressed under the terms of any existing Oracle technical support contract; provided that the removal of other any third party products by Oracle will be subject to additional charges.

Technology Refresh

If you acquire a new hardware system(s) and technical support from Oracle or an Oracle-authorized partner, you may be eligible to receive a credit for unused support on the decommissioned hardware system(s) currently under an active support contract with Oracle. In order to be eligible for the credit, you must complete the Hardware System Decommission Form which can be found here and submit it within one (1) year of the delivery date of the new hardware system(s). If a credit for unused support is due then such credit will be calculated from the date Oracle receives the Hardware System Decommission Form through the end of the current support period for the decommissioned hardware system(s). The credit for unused support will not exceed the total annual support fee for the new hardware system(s).

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support Oracle Premier Support for Oracle Retail and Hospitality Hardware and Oracle Communications Network Premier Support
- Extended Support for Operating Systems(if offered)
- Sustaining Support for Operating Systems

A description of the services available under Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Oracle Communications Network Premier Support, Extended Support for Operating Systems and Sustaining Support for Operating Systems is included in the Oracle Technical Support Levels section below.

When offered, Oracle Premier Support for Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, and Oracle Communications Network Premier Support will be available for a minimum of five years from the last ship date of the hardware system. When offered, support for the operating systems included under either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten years from the date a release of the operating system becomes generally available, except as noted below. If offered, support for specific releases of the operating system may be extended for an additional three years with Extended Support for Operating Systems. In addition to the technical support fee, an Extended Support for Operating Systems fee applies for each support period for which Extended Support for Operating Systems is purchased. Alternatively, and if offered, support for specific releases of the operating system may be extended with Sustaining Support for Operating Systems, which will be available for as long as you maintain either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems for your Oracle hardware system.

If an operating system included under Oracle Premier Support for Systems moves into Extended Support for Operating Systems and/or Sustaining Support for Operating Systems, you may maintain Oracle Premier Support for Systems except that the technical support received for the operating system will be provided under Extended Support for Operating Systems or Sustaining Support for Operating Systems as described above and in the Oracle Technical Support Levels section below.

Refer to the attached document titled "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF) for Oracle Solaris, Oracle Linux and Oracle VM program releases that are, or will be, covered by the Lifetime Support Policy.

Notes:

1. Solaris Express - Program fixes and security patches for Solaris Express will be provided for six (6) months from the date that a release of Solaris Express becomes generally available. This applies to program fixes and security patches released by Oracle and does not include freely available updates from the OpenSolaris or Solaris Express Community.
2. Oracle Solaris 8 – For customers with a current support contract for the Oracle Solaris 8 release, new Severity 1 fixes and new security fixes will be available for the period of July 2012 – October 2014.

4. Oracle Technical Support Levels for Systems

Oracle Premier Support for Systems

Oracle Premier Support for Systems consists of services in support of hardware systems, operating system software and integrated software (including integrated software options). For hardware systems, this support is limited to (i) server and storage hardware and (ii) Tekelec BNS and PIC hardware. For Oracle servers, this support applies to the following operating system software: Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM. For Tekelec BNS and PIC hardware, this support applies to the operating system software included with the hardware system. Unless otherwise stated in this section, Oracle Premier Support for Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Onsite hardware support for Oracle server or storage systems
- Field Change Orders – system modification recommendations

- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Access to Oracle Enterprise Tape Analysis and Data Recovery services for the Oracle StorageTek tape media specified at http://www.oracle.com/us/support/library/ent-tape-analysis-dr-services-1708102.pdf
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

System Maintenance

You agree to perform prescribed system maintenance, including but not limited to, installing software updates for system software or integrated software, maintaining file systems, replacing air filters and batteries as needed, and tracking proactive diagnostic information.

Replacement Hardware Parts

If Oracle determines that the replacement of a hardware part is necessary, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates." Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Times Targets for Hardware Support noted below, except as otherwise noted herein. Replacement parts will be of new or like-new quality. After five (5) years from last ship date, replacement parts may not be available and/ or the response times for sending replacement parts may be delayed.

Return of Malfunctioning Parts

If Oracle sends a replacement part to you, you will ensure that the malfunctioning part is returned to Oracle in accordance with all shipping or courier instructions from Oracle (unless you have an agreement with Oracle allowing you to retain the malfunctioning part). You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning part within forty-five (45) days of shipment to you, you will be charged the then-current fee for the malfunctioning part.

Oracle Premier Support for Operating Systems

Oracle Premier Support for Operating Systems consists of services in support of (i) operating system and virtualization software for Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM and (ii) integrated software (including integrated software options). Unless otherwise stated in this section, Oracle Premier Support for Operating Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

Extended Support for Operating Systems

Extended Support for Operating Systems may be offered for certain supported Oracle Solaris operating system software releases after Premier Support expires. Please see Oracle's Lifetime Support Policies for more information. When Extended Support for Operating Systems is offered, it is generally available for the terminal codeline release of a program. Unless otherwise stated in this section, supported Oracle Solaris operating system software releases for which Extended Support for Operating Systems is offered and in the Extended Support lifecycle will receive Oracle Premier Support for Operating Systems or technical support for Oracle Solaris under Oracle Premier Support for Systems limited to the following:

- Program updates, fixes, security patches, and security alerts
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools

- Major product and technology releases for Oracle Solaris operating system software, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Access to Platinum Services as described at:
  http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Extended Support for Operating Systems does not include:
- Certification with most new third-party products/versions or most new Oracle programs

Extended Support for Operating Systems is not available for OpenSolaris, Trusted Solaris 8, Oracle Linux and Oracle VM.

Sustaining Support for Operating Systems

Sustaining Support for Operating Systems may be available for certain operating system software releases. Program releases eligible for Sustaining Support for Operating Systems will receive Oracle Premier Support for Operating Systems or technical support for the operating system under Oracle Premier Support for Systems limited to the following:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems, and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Critical patch updates for Oracle Solaris operating system software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Upgrade tools created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems period and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- General maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to: http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Sustaining Support for Operating Systems does not include:
- New program updates, patches, fixes, security patches, security alerts, general maintenance releases, selected functionality releases, documentation updates
- New critical patch updates for Oracle Solaris operating system software
- New upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes
- Previously released fixes or updates that Oracle no longer supports

Because program releases supported by Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited.

Oracle Premier Support for Oracle Retail and Hospitality Hardware

Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html
- Onsite hardware support for Oracle Retail and Hospitality Hardware specified as Field Replaceable Units in the "Oracle Retail and Hospitality Hardware Delivery Method Chart". Availability varies by country.
- Non-technical customer service during normal business hours

Response Time Targets for the United States and Canada

Onsite response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware in the United States and Canada are as specified in the Onsite Response Time Targets section below.

Response Time Targets for EMEA

The response time targets for EMEA (defined below), regardless of severity level, are limited to (i) Advanced Parts Exchange or (ii) onsite assistance, if Oracle determines, in its sole discretion, that onsite support is appropriate. If Oracle determines that onsite assistance will be provided then reasonable efforts will be made to have an engineer arrive at your location within the response time target guidelines below. The response time targets specified in the guidelines below are during local business hours only. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. For purposes of this section, EMEA includes the following countries: Austria, Belgium, Denmark, Finland, France, Germany, Hungary, Ireland, Israel, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland and United Kingdom.

Response Time Targets for EMEA	Country
Advanced Parts Exchange or 4 hour onsite assistance (as described above)	Austria, Belgium, Germany, Hungary, Ireland, Italy, Luxembourg, Netherlands, Spain, United Kingdom
Advanced Parts Exchange or 8 hour onsite assistance (as described above)	Denmark, Finland, France, Norway, Portugal, Sweden
Advanced Parts Exchange or next business day onsite assistance (as described above)	Israel, Poland, Switzerland

Response Time Targets for JAPAC

The response time targets for JAPAC (defined below), regardless of severity level, are limited to (i) return to depot or (ii) onsite assistance, if Oracle determines, in its sole discretion, that onsite support is appropriate. If Oracle determines that onsite assistance will be provided then reasonable efforts will be made to have an engineer arrive at your location within the response time target guidelines below. The response time targets specified in the guidelines below are during local business hours only. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. For purposes of this section, JAPAC includes the following countries: Australia, Cambodia, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam.

Response Time Targets for JAPAC	Country
Return to depot or 4 hour onsite assistance (as described above)	Australia, New Zealand
Return to depot or next business day onsite assistance (as described above)	Hong Kong, India, Japan, Korea, Macau, Malaysia, Myanmar, Philippines, Singapore, Taiwan, Thailand, Vietnam
Return to depot	Cambodia, Guam, Laos, Maldives, Sri-Lanka

Response Time Targets for LAD

The response time targets for LAD (defined below), regardless of severity level, are limited to return to depot. The response time targets specified in the guidelines below are during local business hours only. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. For purposes of this section, LAD includes the following countries: Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay.

Response Time Targets for LAD	Country
Return to depot	Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay

System Maintenance

You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware

If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location in accordance with the "Oracle Retail and Hospitality Delivery Method Chart" Oracle will use reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five (5) years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware

If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within forty-five (45) days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Next business day parts exchange
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html
- Non-technical customer service during normal business hours

Response Time Targets

The response time targets for Oracle Advanced Parts Exchange for Retail and Hospitality Hardware are the same as those for Oracle Premier Support for Oracle Retail and Hospitality Hardware as defined above. Please note that the response time targets for JAPAC & LAD (as defined above), regardless of severity level, are limited to return to depot.

System Maintenance

You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware
If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location. Oracle will use reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five (5) years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware
If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within forty-five (45) days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Communications Network Premier Support

Oracle Communications Network Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for (i) Oracle Communications EAGLE hardware products and (ii) Oracle Acme Packet hardware products, except as otherwise specified in this section. The following Oracle Acme Packet hardware products are excluded and not eligible for Oracle Communications Network Premier Support: Oracle Acme Packet 1100 and 3820 hardware products, Oracle Enterprise Session Border Controller integrated software, Oracle Communications Applications Session Border Controller integrated software and Oracle Enterprise Communications Broker integrated software. Oracle Communications Network Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options) for Oracle Communications EAGLE hardware
- Major product and technology releases for integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
    - Response Time - The elapsed time beginning when you create a service request until

Oracle first responds to you.

- Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.
- Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Oracle Communications EAGLE Premier Support

Effective July 7, 2015, Oracle Communications EAGLE Premier Support is no longer available with new first year license and technical support orders. If you are currently under an active support contract for Oracle Communications EAGLE Premier Support then you may continue to renew Oracle Communications EAGLE Premier Support.

Oracle Communications EAGLE Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for Oracle Communications EAGLE hardware products only. Oracle Communications EAGLE Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options)
- Major product and technology releases for integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications EAGLE Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.
   - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

5. Additional Services Available for Purchase

Oracle Priority Service for Sun Ray Peripherals

Oracle Priority Service for Sun Ray Peripherals consists of:

- Advanced Parts Exchange for keyboards, monitors and country kits; with next business day delivery to your location
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Customer Data & Device Retention Service

Oracle Customer Data & Device Retention Service permits you to retain disk drive(s), flash cache and/or parts that may contain sensitive, confidential, or classified data that have been removed from your hardware system. For the purposes of this service, (i) a disk drive is defined as a spinning media device that stores data accessed by the server, storage array, or tape system, (ii) flash cache is defined as any device having the ability to store information on a solid state media that is re-writable, and (iii) a part is defined as any item in a server, storage device, or network device containing non-volatile random access memory.

Oracle Customer Data & Device Retention Service consists of the following:

- If Oracle, in its sole discretion, determines that a disk drive(s), flash cache and/or parts need to be replaced, Oracle will send a replacement disk drive(s), flash cache, and/or parts to your location. Oracle personnel will install the replacement disk drive(s), flash cache and/or part and return the failed memory component to you. Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below.

If you acquire Oracle Customer Data & Device Retention Service, you will:

- Provide access to your facilities, systems, and operating environment, including root access.
- Provide access to your personnel, including IT and operational staff
- Provide a designated point of contact
- Be responsible for the proper disposal/destruction of replaced disk drive(s), flash cache and/or parts.

If you add Oracle Customer Data & Device Retention Service, you must maintain Oracle Premier Support for Systems; you must acquire Oracle Customer Data & Device Retention Service for (i) all servers of the same model number, (ii) all storage devices of the same model number, and/or (iii) all networking devices of the same model number.

If you renew Oracle Customer Data & Device Retention Services, the renewal fee for such services will be based on the Oracle Customer Data & Device Retention Service pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Onsite Spares

Oracle Onsite Spares provides you with delivery and maintenance of parts at your designated location(s). This service includes only those parts that are specified on your order.

Oracle Onsite Spares consists of the following:

- Parts
- Maintenance and replacement of parts
- Setup of parts onsite
- Semi-annual cycle counts
- Retrieval of parts at end of Support Period

If you acquire Oracle Onsite Spares, you will:

- Provide a secure storage area for parts clearly marked "Property of Oracle. You will ensure that (i) entry to such secure area is restricted to your personnel directly involved in shipping and receiving parts, and (ii) all vehicle and pedestrian access to your warehouse premises is secured against unauthorized access.
- Provide a designated point of contact

In order to acquire Oracle Onsite Spares, you must maintain Oracle Premier Support for Systems.

Oracle will maintain title to and ownership of parts unless or until any such part is exchanged with a damaged or faulty part and installed on a hardware system. Also, with the transfer of title to a part to you, title to the identical damaged or faulty part is transferred to Oracle.

If you renew Oracle Onsite Spares, the renewal fee for such services will be based on the Oracle Onsite Spares pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Business Critical Service for Systems

Oracle offers a service to provide additional service-levels for systems running mission critical business functions. For information about the available service, please refer to http://www.oracle.com/us/corporate/contracts/bus-critical-service-for-systems-1927926.pdf

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Business Critical Service for Systems is not subject to the Reinstatement policies stated above.

Advanced Customer Support

If you acquire any of the below Advanced Customer Support services on your order, Oracle will provide the services described in the applicable exhibit(s) specified below:

- Oracle Priority Support
- Oracle Priority Support Advantage
- Oracle Functional Help Desk
- Oracle Standard Systems Installations:
  - Oracle Standard System Installation ("OSSI") - Basic Service Exhibit
  - Oracle Standard System Installation ("OSSI") with Site Audit Services Exhibit
  - Oracle Standard System Installation ("OSSI") without Site Audit Services Exhibit
- Oracle Standard Software Installation and Configuration for Systems
- Oracle Engineered Systems Configuration Services
- Oracle Preproduction Readiness Review for Systems Service or Oracle Preproduction Readiness Review for Oracle Platinum Services
- Oracle Go-Live Support for Systems Service or Oracle Go-Live Support for Oracle Platinum Services
- Oracle Start-Up Pack for Engineered Systems

Oracle Tekelec Professional Services

If you acquire any of the below Tekelec Professional Services on your order, Oracle will provide the services described in the Tekelec Professional Services Descriptions.

- Oracle Communications Hardware Engineering Site Survey – Per Node Per Site
- Oracle Communications Hardware Installation – Per DC Frame or DC Application Frame enclosure extension
- Oracle Communications Hardware Installation – Per AC Frame
- Oracle Communications DC Hardware Extension Installation – Per Frame – Rack mount server and Shelf additions
- Oracle Communications Hardware Extension Installation – AC or DC Blade Server/Eagle Card/Switches – Per 16 cards/switches per site

- Oracle Communications AC Hardware Extension Installation – Per Frame – Rack mount servers and AC enclosure additions

6. Web-Based Customer Support Systems

My Oracle Support

My Oracle Support is Oracle's customer support web site for hardware support. Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle hardware products are not currently supported under My Oracle Support: Oracle Retail and Hospitality Hardware (JAPAC, LAD, and US Cruise only).

Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio

Access to the following MICROS Systems web-based customer support systems for Oracle Retail and Hospitality Hardware: Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio are governed by the Terms of Use posted on the applicable MICROS Systems web site. The terms of Use are subject to change and a copy of these terms is available upon request. Access to the MICROS Systems web-based customer support systems is limited to your designated technical contacts. Oracle Retail and Hospitality Hardware supported by the MICROS United States and Canadian support teams (except US Cruise) has transitioned from Clarify SelfService, PTS, ZenDesk and Onyx to My Oracle Support. Oracle Retail and Hospitality Hardware supported by the MICROS EMEA support teams has transitioned from Heat Portal and MICROS Self Service Customer Support Portal to My Oracle Support.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Oracle Premier Support for Systems and Oracle Premier Support for Operating Systems.

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your hardware system (e.g., Oracle Shared Shell for hardware)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Auto Service Request)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you. The tools may be subject to availability for selected products.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

Auto Service Request
Auto Service Request ("ASR") allows Oracle products which are ASR-enabled to automatically initiate a service request when specific hardware faults occur by sending fault telemetry information to Oracle. If the ASR enabled hardware is entitled to service, a service request will be initiated on your behalf. The specific hardware faults detected by ASR vary by product type, product version and operating system. Not all hardware faults are detected or sent to Oracle. The ASR fault coverage is subject to change by Oracle at any time and without prior notice.

8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/us/support/policies/index.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

Notwithstanding the restriction above, if you are subject to the United States Health Insurance Portability and Accountability Act (HIPAA) and would like to submit protected health information (PHI) to Oracle as part of receiving technical support services, then you must:

- Execute a business associate agreement with Oracle that specifically references and covers your technical support services
- Submit PHI only in service request attachments on the My Oracle Support customer portal
- Not include PHI in the body of service requests
- When prompted in My Oracle Support, indicate that the service request attachment may contain PHI
- Disable automated file uploads that send files to Oracle as service request attachments

9. Severity Definitions

Service requests for your covered hardware system may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the following severity definitions:

Severity 1
Your production use of the covered hardware system is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts
- System functionality failure causes data loss or renders system unstable
- System malfunction causes mission critical applications to restart, hang, or suspend

Except as otherwise specified, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For MICROS Systems hardware in Australia, Cambodia, Guam, Hong Kong, India, Japan, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam, reasonable efforts will be made to respond to Severity 1 service requests within two (2) business hours. For MICROS Systems hardware in Korea, reasonable efforts will be made to respond to Severity 1 service requests within four (4) hours. For response efforts associated with Oracle Communications EAGLE Premier Support, please see the Oracle Communications EAGLE Premier Support section above. For response efforts associated with Oracle Communications Network Premier Support, please see the Oracle Communications Network Premier Support section above.

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported hardware systems (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle. 24 hour commitment to Severity 1 service requests is not available for Oracle Retail and Hospitality Hardware (JAPAC only).

Severity 2
You experience a severe loss of service. Important features are unavailable with no acceptable workaround, impaired or broken functionality with significant impact to applications, and/or frequent application failure but not data loss; however, operations can continue in a restricted fashion.

Severity 3
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

10. Onsite Response Time Targets for Hardware Support

Except as otherwise specified herein, response time targets for hardware support are as specified below. The response time target for Sun Ray Clients, regardless of severity level, is limited to Advanced Parts Exchange with next business day delivery to your location. The response time targets for (i) hardware eligible for Oracle Communications EAGLE Premier Support or Oracle Communications Network Premier Support and (ii) Tekelec BNS and PIC hardware, regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time target for the Oracle Acme Packet hardware products excluded and not eligible for Oracle Communications Network Support, regardless of severity level, is limited to Advanced Parts Exchange with next business day shipment to your location. Please review the Oracle Communications Network Premier Support section above for excluded Oracle Acme Packet hardware products. The response time targets for Front Porch Digital hardware, regardless of severity level, are limited to (i) Advanced Parts Exchange with next business day delivery to your location or (ii) next business day, if Oracle determines, in its sole discretion, that onsite support is appropriate. The response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware (i) in EMEA, JAPAC, and LAD are as specified in the Oracle Premier Support for Oracle

Retail and Hospitality Hardware section above, (ii) on a ship or other water vessel, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's receipt of the malfunctioning hardware, and (iii) on an island country, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time targets for Oracle Advanced Parts Exchange for Retail and Hospitality, regardless of severity level, are limited to Advanced Parts Exchange with next business day delivery to your location.

Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

Severity 1
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below.

Within 2 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within 4 hours:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 2
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below. Onsite response times are during local business hours only.

Within 4 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within same business day:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Business Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 3
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location the next business day from the close of local business hours or at a later mutually agreed-upon time (e.g., scheduled maintenance window).

Note:
The geographic location of your covered hardware system may cause on-site service to be unavailable or may require additional charges or longer Severity 1, Severity 2 and Severity 3 response times. Oracle reserves the right, in its sole discretion, to adjust Severity 1, Severity 2 and Severity 3 on-site response times or charge additional fees based on the location of the covered hardware system. Actual response times are subject to acts and conditions beyond Oracle's control and, therefore, Oracle's response may be delayed. Oracle is not responsible for response delays caused by factors outside its control. You should contact an Oracle Support Sales representative for more details regarding availability for your covered hardware systems.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

Form No. DTMB-3521 (Rev. 2/2015)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract change will not be executed unless form is filed

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
525 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO.1
to
CONTRACT NO. 071B4300149
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR	PRIMARY CONTACT	EMAIL
Oracle America, Inc.	Joe Mudroch	Joe.mudroch@oracle.com
500 Oracle Parkway	PHONE	VENDOR TAX ID # (LAST FOUR DIGITS ONLY)
Redwood Shores, CA 94065	(314) 477-4418	-5249

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
PROGRAM MANAGER	DTMB	Reid Sisson	(517) 241-1638	Sissonr@michigan.gov
CONTRACT ADMINISTRATOR	DTMB	Whitnie Zuker	(517) 284-7030	zukerw@michigan.gov

CONTRACT SUMMARY			
DESCRIPTION: Oracle Software and Technical Support Services			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
August 29, 2014	August 28, 2019	3, one year	August 28, 2019
PAYMENT TERMS	F.O.B.	SHIPPED TO	
Net 30	N/A	N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☒ Yes ☐ No
MINIMUM DELIVERY REQUIREMENTS			
N/A			

DESCRIPTION OF CHANGE NOTICE				
EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF EXTENSION/OPTION	EXPIRATION DATE AFTER CHANGE
☒ No ☐ Yes	☐	☐		August 28, 2019
CURRENT VALUE	VALUE/COST OF CHANGE NOTICE	ESTIMATED REVISED AGGREGATE CONTRACT VALUE		
$65,000,000.00	$35,000,000.00	$100,000,000.00		

DESCRIPTION:
Effective May 1 2015, this Contract is hereby amended to include the Amendment One to Master Agreement document and Hardware systems support policies. See attached. Furthermore, Section 1.302 Reports has been amended as such:

1.302 REPORTS

Monthly Reporting
Contractor will report within 45 days following the end of each month to DTMB, all purchases made by the SOM and MiDEAL partners from this Contract. At a minimum, the report shall include:

- PO Number
- PO Date
- Customer Name (State Agency/Municipality)
- Bill to contact name & address, and ship to customer name
- Manufacturer item number (if available)
- Manufacturer/Subcontractor name
- Product/Services Engagement Description
- Invoiced amounts by category (Cost of Software, Hardware, Support, Training, Deliverable, Hours, etc. Total Invoice)
- Invoice # and Invoice Date
- State the extended invoice price for each product or service
- Quantity (if available)
- Shipping Cost, required for Expedited Delivery only
- Total invoice amount
- Product Category – Contractor can provide the Named Product Hierarchy from the Hardware Price List, if available (i.e., Network Adapters, Oracle Service X5-2L, SPARC T3 Server, etc.)
- Serial Number (if available)
- Shipped Date (if available)
- Shipped to Contact Name (if available)
- Shipped to Address
- Shipped to City
- Shipped to Zip Code
- Delivery Date (if available)

Reporting formats must be submitted to the State's CCI for approval within ten (10) business days after the execution of the Contract. Once both parties have agreed to the format of the report, it shall become the standard to follow for the duration of the contract.

State Administrative approval on August 28, 2014 for $100,000,000.00. This Change Notice adds the remaining balance of $35,000,000.00 to the Contract. Remaining Value of the AD Board authorized amount may be added to the Contract via future Change Notices: $0.00.

Change Notice Number: 1
Contract Number:071B4300149

For the Contractor:

Robert Wheatley
Robert Wheatley (May 6, 2015)

Bob Wheatley,
Oracle America, Inc.
Senior Deal Manager

May 6, 2015
Date

For the State:

Bill Pemble,
IT Division Director, DTMB Procurement
State of Michigan

5/6/15
Date

AMENDMENT ONE
TO
MASTER AGREEMENT

This Amendment One (this "Amendment") amends Contract No. 071B4300149, a/k/a the Software License and Services Agreement, dated August 29, 2014 (together with all amendments and addenda thereto, the "Master Agreement") between the State of Michigan ("State", "Customer" or "you") and Oracle America, Inc. ("Oracle").

The parties agree to amend the Master Agreement as follows:

1. Delete the title of the Master Agreement and replace it with the following:

   "Hardware, Software License and Services Agreement".

2. Delete the first recital and replace it with the following:

   "This Hardware, Software License and Services Agreement (together with all appendices, schedules, attachments and documents incorporated herein by reference, the "Agreement") is between Oracle America, Inc. with its principal place of business at 500 Oracle Parkway, Redwood City, CA 94055 ("Oracle") and the State of Michigan ("State", "Customer" or "you"). The terms of this Agreement shall apply to all Products and to all Services provided by Oracle pursuant to this Agreement. When completed and executed by both parties, an Order Form shall evidence the Program licenses granted and the Services to be provided."

3. Delete the second recital and replace it with the following:

   "All public entities located within the State of Michigan, including, but not limited to, departments, institutions, institutions of higher education, agencies, legislative, executive or judicial bodies, offices, authorities, posts, committees, institutions, boards, or political subdivisions created by law to exercise sovereign power or to perform governmental duties of the State, cities, counties, towns and political subdivisions (each such entity, an "Authorized Contract User") may also order Products and Services from Oracle in accordance with the terms and conditions of this Agreement. By placing an order under this Agreement, each Authorized Contract User agrees to be bound by the terms and conditions of the applicable ordering document and this Agreement and, for the purposes of such order, "Customer", "you" and "your" as used in this Agreement shall be deemed to refer to such Authorized Contract User, unless indicated otherwise herein. Each Authorized Contract User shall be responsible for its breach(es) of such terms and conditions. "Parties" shall mean Customer and Oracle, and each of us may be referred to individually as a "party.""

4. Delete the fourth recital and replace it with the following:

   "**This Agreement covers the sale or purchase of Programs, Services, and Hardware only, and may not be utilized for the sale or purchase of cloud services.**"

5. Delete the definition of "Commencement Date" and replace it with the following:

   "Commencement Date" shall mean (i) for Programs, the date of shipment of tangible media, or if no delivery of tangible media is necessary, the effective date set forth on the relevant Order Form, (ii) for Hardware, Operating System and Integrated Software, the date the Hardware is delivered and (iii) for Integrated Software Options, the date that Oracle accepts your order for an Integrated Software Option.

6. Delete the definition of "Programs" and replace it with the following:

"**Programs**" shall mean (a) the computer software owned or distributed by Oracle for which Customer is granted a license pursuant to this Agreement; (b) the user and installation guides and manuals for use of the software, which may be delivered with the Programs and accessed at http://oracle.com/contracts ("Documentation"); and (c) Updates. Programs shall be used in the United States. Programs do not include Integrated Software or any Operating System.

7. Delete the definition of "Services" and replace it with the following:

"**Services**" refers to Technical Support services, education, consulting or advanced customer support services which you have ordered.

8. Article I (DEFINITIONS) is amended by adding the following new definitions in the appropriate alphabetical order:

"**Amendment One**" refers to Amendment One to Contract No. 071B4300149, a/k/a the Hardware, Software License and Services Agreement, dated August 29, 2014, between the State and Oracle.

"**Hardware**" refers to the computer equipment, including components, options and spare parts.

"**Integrated Software**" refers to any software or programmable code that is (a) embedded or integrated in the Hardware and enables the functionality of the Hardware or (b) specifically provided to you by Oracle under Appendix E and specifically listed (i) in accompanying documentation, (ii) on an Oracle webpage or (iii) via a mechanism that facilitates installation for use with your Hardware. Integrated Software does not include and you do not have rights to (a) code or functionality for diagnostic, maintenance, repair or technical support services; or (b) separately licensed applications, operating systems, development tools, or system management software or other code that is separately licensed by Oracle. For specific Hardware, Integrated Software includes Integrated Software Options (as defined in Appendix E) separately ordered.

"**Operating System**" refers to the software that manages Hardware for Programs and other software.

"**Products**" refers to Programs, Hardware, Integrated Software and Operating System.

9. Delete the last paragraph of Section 2.1.A. and replace it with the following:

Upon payment for Technical Support Services, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under the Agreement ("deliverables").

10. Delete Section 2.1.C. and replace it with the following:

"C. Oracle or its licensors shall retain all title, copyright and other intellectual proprietary rights in the Programs, Operating System, Integrated Software and anything developed or delivered under the Agreement. Customer does not acquire any rights, express or implied, in the Programs, Operating System, Integrated Software and anything developed or delivered under this Agreement other than those specified in this Agreement or the applicable ordering document."

11. Delete Section 2.2.A. and replace it with the following:

"A. You may not assign, give or transfer the Programs, Operating System, Integrated Software and/or any Services or an interest in them to another individual or entity, without the prior written consent of Oracle. Notwithstanding the foregoing, upon advance written notice to Oracle, you may transfer your rights to the Programs, Operating System, Integrated Software and/or any Services acquired under this Agreement to another State of Michigan Executive

Agency or the Michigan Economic Development Corp. due to a consolidation or transfer of your statutory duties by Executive Order of the Governor of Michigan; provided that such assignee entity agrees in writing to the terms and conditions of the Agreement and the applicable Ordering Document. You may not grant a security interest in or finance from a third party that is not an Oracle affiliate the acquisition of any Programs, Operating System, Integrated Software, Services or Services deliverables acquired under this Agreement."

12. Delete Section 2.3 and replace it with the following:

"**2.3 Verification**

Upon 45 days written notice ("Audit Notice"), Oracle may, at its expense, audit Customer's use of the Programs, Operating System, Integrated Software and Integrated Software Options. Any such audit shall be conducted during regular business hours and shall not unreasonably interfere with Customer's business activities. Customer agrees to cooperate with Oracle's audit and provide reasonable assistance and access to information. If an audit reveals that Customer has underpaid fees to Oracle, Customer shall either (i) pay within 30 days of written notification any fees applicable to your use of the Programs, Operating System, Integrated Software and Integrated Software Options in excess of your license rights or (ii) promptly cease usage of the applicable Programs, Operating System, Integrated Software and Integrated Software Options and promptly delete all copies of the Program, Operating System, Integrated Software and Integrated Software Options from your hardware, network, etc., and promptly pay Oracle applicable fees as for the unlicensed usage in accordance with the price list and discounts set forth in this Agreement. If you do not pay, Oracle can end (a) Program-related Services (include Technical Support), (b) other Services related to the Operating System, Integrated Software and Integrated Software Options ordered under Appendix E and related agreements, (c) Program licenses, and licenses of the Operating System, Integrated Software and Integrated Software Options ordered under the Agreement and related agreements and/or (d) the Agreement. You agree that Oracle shall not be responsible for any of your costs incurred in cooperating with the audit. Notwithstanding the foregoing, upon your written request received by Oracle within 5 days of receipt by you of the Audit Notice, Oracle will provide for your review an audit plan that Oracle anticipates utilizing, provided that such review may not exceed a 5 day period. You may, within such 5 day period, provide Oracle with any concerns or questions about the audit plan. Oracle will work cooperatively with you to agree on a final audit plan.

Audits shall be conducted no more than once annually.

13. Add the following as a new Section 2.5 to read as follows:

"**2.5 Program-related Services**

In addition to technical support, you may order a limited number of Program-related Services under this Agreement as listed in the Program-Related Service Offerings document, which is at http://oracle.com/contracts. You agree to provide Oracle with all information, access and cooperation reasonably necessary to enable Oracle to deliver these Services and you will perform the actions identified in the order as your responsibility. If while performing these Services Oracle requires access to another vendor's products that are part of your system, you will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on your behalf. Services provided may be related to your license to use Programs owned or distributed by Oracle which you acquire under a separate order. The agreement referenced in that order shall govern your use of such Programs.

Upon payment for Program-related Services, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under the Agreement ("deliverables"); however, certain deliverables may be subject to additional license terms provided in the Order Form."

14. Article III (TECHNICAL SERVICES) is renumbered as "Article III-A." and Section 3.1 (Technical Support Services) is renumbered as "Section 3.1-A".

15. Add the following as a new Article III-B. (CONSULTING AND TRAINING SERVICES) immediately after Article III-A. (TECHNICAL SERVICES) to read as follows:

"III-B. CONSULTING AND TRAINING SERVICES

3.1-B Consulting, Advanced Customer Support and Training Services

Oracle will provide consulting, advanced customer support services and training services agreed to by the parties under the terms of this Agreement. All consulting, advanced customer support services and training services shall be according to a defined Statement of Work between the parties.

3.2-B Rights Granted and Restrictions

Upon payment for the Services listed in Section 3.1-B, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under this Agreement ("deliverables"); however, certain deliverables may be subject to additional license terms provided in the Order Form.

You may allow your agents and contractors (including, without limitation, outsourcers) to use deliverables for your internal business operations and you are responsible for their compliance with this Agreement in such use.

Such services provided may be related to your license to use products owned or distributed by Oracle which you acquire under a separate order. The agreement referenced in that order shall govern your use of such products.

3.3-B Background Checks. The State may, at its sole expense, conduct a background check of any Oracle employee who is proposed for assignment to perform services under this Agreement at your site in the United States, provided that (A) the background check complies with all applicable local, state and federal laws, (B) the background check is completed before the employee commences performing services for you; and (C) you obtain written consent from the Oracle employee prior to conducting such background check. You will notify Oracle whether the Oracle employee has or has not passed, or has declined to participate in, such background check. No other information, including any detail about the checks performed or results obtained, will be provided by you to Oracle. If you notify Oracle that an Oracle employee has not passed, or has declined to participate in, such background check, Oracle will not assign that Oracle employee to perform services for you under this Agreement. You acknowledge and agree that any information provided by, and/or obtained about, an Oracle employee is and shall be treated by you as Oracle's Confidential Information, shall not be disclosed to Oracle or any third party, and shall not be used for any purpose other than for determining whether that Oracle employee has or has not passed such background check."

16. Add the following as a new Article III-C. (HARDWARE) immediately after Article III-B. (CONSULTING AND TRAINING SERVICES) to read as follows:

"III-C. HARDWARE

Hardware will be provided under this Agreement in accordance with the terms and conditions provided in the attached Appendix E."

17. Delete Section 4.3 and replace it with the following:

"4.3 Termination by Oracle or Customer
If either of us breaches a material term of the Agreement and fails to correct the breach within 30 days of written specification of the breach, then the breaching party is in default and the non-breaching party may terminate the Agreement. If Oracle terminates the Agreement as specified in the preceding sentence, you must pay within 30 days all amounts which have accrued prior to

such termination, as well as all sums remaining unpaid for Products ordered and/or Services received under the Agreement. Except for nonpayment of fees, the non-breaching party may agree in its sole discretion to extend the 30-day period for so long as the breaching party continues reasonable efforts to cure the breach. You agree that if you are in default under the Agreement, you may not use those Products or Services that are related or subject to such breach.

You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. If you end this Agreement as specified in the preceding sentence, you agree you must pay within 30 days all amounts which have accrued prior to the end of this Agreement, as well as all sums remaining unpaid for Products ordered and/or Services received under this Agreement. For the sake of clarity, Authorized Contract Users may not modify or terminate this Agreement.

If you have used an Oracle Financing Division contract to pay for the fees due under an order and you are in default under that contract, you may not use the Products and/or Services that are subject to such contract."

18. Insert in Section 5.1 (Infringement Indemnity) the following immediately after the third paragraph of such Section 5.1:

"Notwithstanding the provisions of the immediately preceding paragraph and with respect to Hardware only, if Oracle believes or it is determined that the Hardware (or portion thereof) may have violated a third party's intellectual property rights, Oracle may choose to either replace or modify the Hardware (or portion thereof) to be non-infringing (while substantially preserving its utility or functionality) or obtain a right to allow for continued use, or if these alternatives are not commercially reasonable, Oracle may remove the applicable Hardware (or portion thereof) and refund the net book value (calculated based on a five (5) year straight line depreciation) and any unused, prepaid technical support fees you have paid to Oracle for the Hardware.

Provided you are a current subscriber to Oracle technical support services for the Operating System (e.g., Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems or Oracle Linux Premier Support), then for the period of time for which you were a subscriber to the applicable Oracle technical support services (a) the phrase "Material" above in the first paragraph of this Section 5.1 shall include the Operating System and the Integrated Software and any Integrated Software Options that you have licensed and (b) the phrase "Program(s)" in this Section 5.1 is replaced by the phrase "Program(s) or the Operating System or Integrated Software or Integrated Software Options (as applicable)" (i.e., Oracle will not indemnify you for your use of the Operating System and/or Integrated Software and/or Integrated Software Options when you were not a subscriber to the applicable Oracle technical support services). Notwithstanding the foregoing, with respect solely to the Linux operating system, Oracle will not indemnify you for Materials that are not part of the Oracle Linux covered files as defined at http://www.oracle.com/us/support/library/enterprise-linux-indemnification-069347.pdf."

19. Delete Section 5.3.C. and replace it with the following:

"**C. Services Warranty**
For Services other than the Services provided for in the attached Appendix E, Oracle warrants that Services will be performed in a professional manner consistent with industry standards. You must notify Oracle of any warranty deficiencies within 90 days from performance of the deficient Services."

20. Delete Section 5.4.C. and replace it with the following:

"**C. For Services**
For Services other than the Services provided for in the attached Appendix E, the re-performance of the deficient Services, or if Oracle is unable to substantially correct the deficiency in a commercially reasonable manner, Customer shall be entitled to end the deficient Service and recover the fees paid to Oracle for the deficient services."

21. Delete the first paragraph of Section 6.1 and replace it with the following:

"All fees payable to Oracle are due and payable 30 days from the invoice date. Except as set forth in the following proviso and in clause (ii) of the immediately following sentence, Services fees are invoiced after the performance of the Service; provided that fees payable by State agencies for 12-month Oracle University subscription services shall be invoiced annually in advance. Technical Support fees (i) payable by Authorized Contract Users (other than State agencies) shall be invoiced quarterly in arrears and (ii) payable by State agencies shall be invoiced annually in advance. The period of performance for all Services is effective upon the Commencement Date. Program fees are invoiced as of the Commencement Date. All other applicable fees shall be payable 30 days from the invoice date, and shall be deemed overdue if they remain unpaid thereafter. Customer agrees to applicable media and shipping charges. Customer shall issue a purchase order, or alternative document acceptable to Oracle, on or before the effective date of the applicable Order Form. You understand that you may receive multiple invoices for the Products and Services you ordered."

22. Delete the first paragraph of Section 7.4 and replace it with the following:

"IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, DATA OR DATA USE, INCURRED BY EITHER PARTY OR ANY THIRD PARTY, WHETHER IN AN ACTION IN CONTRACT OR TORT, EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT WITH RESPECT TO THE EXCLUSIVE INFRINGEMENT INDEMNIFICATION ABOVE, ORACLE'S LIABILITY FOR DAMAGES HEREUNDER, WHETHER IN AN ACTION IN CONTRACT OR TORT OR OTHERWISE, SHALL IN NO EVENT EXCEED THE AMOUNT OF FEES PAID BY CUSTOMER UNDER THIS AGREEMENT, AND IF SUCH DAMAGES RESULT FROM CUSTOMER'S USE OF THE PRODUCT OR SERVICES, SUCH LIABILITY SHALL BE LIMITED TO FEES PAID FOR THE RELEVANT PRODUCT OR SERVICES GIVING RISE TO THE LIABILITY."

23. Delete Section 7.7 and replace it with the following:

"7.7 Export Administration
Customer agrees to comply fully with all relevant export laws and regulations of the United states ("Export Laws") to assure that neither the Products and/or materials resulting from Services (nor any direct product thereof) are (1) exported, directly or indirectly, in violation of Export Law; or (2) are intended to be used for any purposes prohibited by the Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation."

24. Delete the last paragraph of Section 7.9 and replace it with the following:

It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal or any other similar non-Oracle document and no terms included in any such purchase order, portal or other non-Oracle document shall apply to the products and/or services ordered. With respect to terms and conditions governing the sale of Hardware, in the event of inconsistencies between the terms contained in Appendix E and this Agreement, Appendix E shall take precedence. In the event of any inconsistencies between the terms of an order and this Agreement, this Agreement shall take precedence, unless otherwise specified in the ordering document. Notwithstanding the foregoing, the parties agree that to the extent an ordering document sets forth transaction-specific terms that were expressly negotiated by the parties to the ordering document, such transaction-specific terms in the ordering document shall control. This Agreement and orders may not be modified and the rights and restrictions may not be altered or waived except in a writing signed by authorized representatives of you and of Oracle. Any notice required under this Agreement shall be provided to the other party in writing.

25. Delete Section 8.1 and replace it with the following:

"**8.1 Term of the Agreement**
Orders may be placed under this Agreement for 5 years from the Effective Date of this Agreement. After the initial term of this Agreement, by mutual written amendment to this Agreement, the parties may extend the term of this Agreement for not more than three additional one-year terms. All Products and Services as ordered under this Agreement shall be under Oracle's standard fees and policies in effect at the time of such order. The pricing, discount, and/or rate terms as of the effective date of Amendment One are attached hereto, as applicable, as:

(i) Appendix A (Pricing and Discount Schedule for Licenses and First Year Technical Support), which shall be updated on August 29, 2015 and thereafter annually;
(ii) Appendix F (Pricing and Discount Schedule for Hardware), which shall be updated on August 29, 2015 and thereafter quarterly;
(iii) Appendix G (Hourly Rates for Time and Materials – Consulting Services), which shall be updated on August 29, 2015 and thereafter annually;
(iv) Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support), which shall be updated on August 29, 2015 and thereafter annually; and
(v) Appendix I (Pricing and Discount Schedule for Oracle University Training), which shall be updated on August 29, 2015 and thereafter annually.

26. Delete Section 8.3 and replace it with the following:

"**8.3 Segmentation**
The purchase of any Products and related services or other Services are all separate offers and separate from any other order for any Products and related services or other Services you may receive or have received from Oracle. You understand that you may purchase any Products and related services or other services independently of any other Products or services. Your obligation to pay for (a) any Products and related services is not contingent on performance of any other services or delivery of any other Products or (b) other services is not contingent on delivery of any Products or performance of any additional/other service."

27. Each of the following new appendices are hereby added to the Master Agreement:

(i) Appendix E in the form of Exhibit A attached hereto;
(ii) Appendix F in the form of Exhibit B attached hereto;
(iii) Appendix G in the form of Exhibit C attached hereto;
(iv) Appendix H in the form of Exhibit D attached hereto;
(v) Appendix I in the form of Exhibit E attached hereto; and
(vi) Appendix J in the form of Exhibit F attached hereto.

Subject to the modifications herein, the Master Agreement shall remain in full force and effect.

The Effective Date of this Amendment is May 1st, 2015. (to be completed by Oracle)

The State of Michigan, Department of Technology, Management and Budget (DTMB)		Oracle America, Inc.	
Signature	Bill Pemble	Signature	Robert Wheatley Robert Wheatley (May 6, 2015)
Name	Bill Pemble	Name	Robert Wheatley
Title	Director IT	Title	Senior Deal Manager
Signature Date	5/6/15	Signature Date	May 6, 2015

APPENDIX E
HARDWARE

This Hardware Appendix E (this "Appendix E") is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle"). This Appendix E shall coterminate with the Agreement.

1. DEFINITIONS

1.1 "**Integrated Software Options**" refers to software or programmable code embedded in, installed on, or activated on the Hardware that requires one or more unit licenses that You must separately order. Such separate order will set forth the fees for the Integrated Software Options You are ordering. Not all Hardware contains Integrated Software Options; please refer to the Oracle Integrated Software Options License Definitions, Rules and Metrics accessible at http://oracle.com/contracts (the "Integrated Software Options License Rules") for the specific Integrated Software Options that may apply to specific Hardware. Oracle reserves the right to designate new software features as Integrated Software Options in subsequent releases and that designation will be specified in the applicable documentation and in the Integrated Software Options License Rules.

1.2 Capitalized terms used but not defined in this Appendix E have the meanings set forth in the Agreement.

2. RIGHTS GRANTED

2.1 Your Hardware order consists of the following items: Operating System (as defined in Your configuration), Integrated Software and all Hardware equipment (including components, options and spare parts) specified on the applicable order. Your Hardware order may also include Integrated Software Options. Integrated Software Options may not be activated or used until You separately order them and pay the fees as set forth in an in accordance with such Order. .

2.2 You have the right to use the Operating System delivered with the Hardware subject to the terms of the license agreement(s) delivered with the Hardware. Current versions of the license agreements are located at http://oracle.com/contracts. You are licensed to use the Operating System and any Operating System updates acquired through technical support only as incorporated in, and as part of, the Hardware.

2.3 You have the limited, non-exclusive, royalty free, non-transferable, non-assignable right to use Integrated Software delivered with the Hardware subject to the terms of this Appendix E and the applicable documentation. You are licensed to use that Integrated Software and any Integrated Software updates acquired through technical support only as incorporated in, and as part of, the Hardware. You have the limited, non-exclusive, royalty free, non-transferable, non-assignable right to use Integrated Software Options that you separately order subject to the terms of this Appendix E, the applicable documentation and the Integrated Software Options License Rules; the Integrated Software Options License Rules are incorporated in and made a part of this Appendix E. You are licensed to use those Integrated Software Options and any Integrated Software Options updates acquired through technical support only as incorporated in, and as part of, the Hardware. To fully understand Your license right to any Integrated Software Options that You separately order, You need to review the Integrated Software Options License Rules. In the event of any conflict between the Master Agreement and the Integrated Software Options License Rules, the Integrated Software Options License Rules shall take precedence.

2.4 The Operating System or Integrated Software or Integrated Software Options (or all three) may include separate works, identified in a readme file, notice file or the applicable documentation, which are licensed under open source or similar license terms; Your rights to use the Operating System, Integrated Software and Integrated Software Options under such terms are not restricted in any way by the Master Agreement including this Appendix E. The appropriate terms associated with such separate works can be found in the readme files, notice

files or in the documentation accompanying the Operating System, Integrated Software, and Integrated Software Options.

For GPLv2, LGPLv2.1, GPLv3 and LGPLv3 licensed code You received as binaries on physical media, You may receive a copy of the source code ("source code") on media via postal service by submitting a written request at http://www.oracle.com/technetwork/opensource/index.html. Alternatively, You can mail Your written request to Oracle Corporation, Attn: VP of Legal, Development and Engineering, 500 Oracle Parkway, MS-5OP10, Redwood Shores, CA 94065. Your request should include the name and version number of the Product, Your name, Your company name (if applicable), Your return mailing address, and Your email address. Certain source distributions require a fee for physical media; in such case, You will be sent details on the cost and payment procedure via email. Your request must be sent within three (3) years of the date of Oracle's last delivery of the applicable Product, or in the case of code licensed under the GPLv3, You may send a request for as long as Oracle offers spare parts or technical support for the applicable Product model. This offer only applies if You received Your Operating System, Integrated Software or Integrated Software Options on physical media.

2.5 Upon payment for Hardware-related Services, You have the non-exclusive, non-assignable, royalty free, perpetual, limited right to use for Your internal business operations anything developed by Oracle and delivered to You under this Appendix E ("deliverables"); however, certain deliverables may be subject to additional license terms which are provided in the order.

3. RESTRICTIONS

3.1 You may only make copies of the Operating System, Integrated Software and Integrated Software Options for archival purposes, to replace a defective copy, or for program verification. You shall not remove any copyright notices or labels on the Operating System, Integrated Software or Integrated Software Options. You shall not decompile or reverse engineer (unless required by law for interoperability) the Operating System or Integrated Software.

3.2 You acknowledge that to operate certain Hardware, Your facility must meet a minimum set of requirements as described in the Hardware documentation in effect on the date such Hardware is delivered to You. Such requirements may change from time to time, as communicated by Oracle to You in the applicable Hardware documentation.

3.3 The prohibition on the assignment or transfer of the Operating System or any interest in it under Section 2.2 of the Agreement shall apply to all Operating Systems licensed under this Appendix E, except to the extent that such prohibition is rendered unenforceable under applicable law.

4. TRIAL PROGRAMS

Oracle may include additional Programs on the Hardware (e.g., Exadata Storage Server software). You are not authorized to use those Programs unless You have a license specifically granting You the right to do so; however, You may use those additional Programs for trial, non-production purposes for up to 30 days from the date of delivery provided that You may not use the trial Programs to provide or attend third party training on the content and/or functionality of the Programs. To use any of these Programs after the 30 day trial period, You must obtain a license for such Programs from Oracle or an authorized reseller. If You decide not to obtain a license for any Program after the 30 day trial period, You will cease using and promptly delete any such Programs from Your computer systems. Programs licensed for trial purposes are provided "as is" and Oracle does not provide technical support or offer any warranties for these Programs.

If, when you install the Hardware purchased by you under an ordering document, a Program that is not licensed by you is inadvertently loaded and left on a computer, then you will not be charged license fees for such unlicensed Program provided that you have not used (loading alone does not constitute use) the unlicensed Program and that you promptly remove such unlicensed Program when it is discovered.

5. TECHNICAL SUPPORT

5.1 Oracle Hardware and Systems Support acquired with Your order may be renewed annually and, if You renew Oracle Hardware and Systems Support for the same systems and same

configurations, for the first and second renewal years the technical support fee will not increase by more than 3% over the prior year's fees.

5.2 If ordered, Oracle Hardware and Systems Support (including first year and all subsequent years) is provided under Oracle's Hardware and Systems Support Policies in effect at the time the technical support services are provided. You agree to cooperate with Oracle and provide the access, resources, materials, personnel, information, and consents that Oracle may require in order to perform the technical support services. The Oracle Hardware and Systems Support Policies are incorporated in this Appendix E as Appendix J and Appendix J shall be amended annually to include Oracle's then current Hardware and Systems Support Policies. The Hardware and Systems Support Policies are subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of technical support services provided during the period for which fees for Oracle Hardware and Systems Support have been paid. You should review the policies prior to entering into the order for technical support services. You may access the current version of the Oracle Hardware and Systems Support Policies at http://oracle.com/contracts.

5.3 Oracle Hardware and Systems Support is effective upon the Commencement Date of the Hardware or upon the effective date of the order if shipment of Hardware is not required.

6. HARDWARE-RELATED SERVICES

In addition to technical support, You may order a limited number of Hardware-related Services under this Appendix E as listed in the Hardware-Related Services document, which is at http://oracle.com/contracts. You agree to provide Oracle with all information, access and cooperation reasonably necessary to enable Oracle to deliver these Services and You will perform the actions identified in the order as Your responsibility. If while performing these Services Oracle requires access to another vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf. Services provided may be related to Your license to use Products owned or distributed by Oracle which You acquire under a separate order. The agreement referenced in that order shall govern Your use of such Products.

7. WARRANTIES, DISCLAIMERS AND EXCLUSIVE REMEDIES

7.1 Oracle provides a limited warranty ("Oracle Hardware Warranty") for (i) the Hardware, (ii) the Operating System and the Integrated Software and the Integrated Software Options, and (iii) the Operating System media, the Integrated Software media and the Integrated Software Options media ("media", and (i), (ii) and (iii) collectively, "Hardware Items"). Oracle warrants that the Hardware will be free from, and using the Operating System and Integrated Software and Integrated Software Options will not cause in the Hardware, material defects in materials and workmanship for one year from the date the Hardware is delivered to You. Oracle warrants that the media will be free from material defects in materials and workmanship for a period of 90 days from the date the media is delivered to You. You may access a more detailed description of the Oracle Hardware Warranty at http://www.oracle.com/us/support/policies/index.html ("Warranty Web Page"). Any changes to the Oracle Hardware Warranty specified on the Warranty Web Page will not apply to Hardware or media ordered prior to such change. The Oracle Hardware Warranty applies only to Hardware and media that have been (1) manufactured by or for Oracle, and (2) sold by Oracle (either directly or by an Oracle-authorized distributor). The Hardware may be new or like new. The Oracle Hardware Warranty applies to Hardware that is new and Hardware that is like-new which has been remanufactured and certified for warranty by Oracle.

7.2 Oracle also warrants that technical support services and Hardware-related Services (as referenced in Section 6 of this Appendix E) ordered and provided under this Appendix E will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support service or Hardware-related Services warranty deficiencies within 90 days from performance of the deficient technical support service or Hardware-related Services.

7.3 **FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY AND ORACLE'S ENTIRE LIABILITY SHALL BE: (i) THE REPAIR OR, AT ORACLE'S OPTION AND EXPENSE, REPLACEMENT OF THE DEFECTIVE HARDWARE ITEM, OR IF SUCH REPAIR OR REPLACEMENT IS NOT REASONABLY ACHIEVABLE, THE REFUND OF THE FEES YOU PAID ORACLE FOR THE DEFECTIVE HARDWARE ITEM OR (ii) THE**

REPERFORMANCE OF THE DEFICIENT HARDWARE-RELATED SERVICES; OR, IF ORACLE CANNOT SUBSTANTIALLY CORRECT THE DEFICIENCY IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE DEFICIENT HARDWARE-RELATED SERVICES AND RECOVER THE FEES YOU PAID TO ORACLE FOR THE DEFICIENT HARDWARE-RELATED SERVICES. TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS WITH RESPECT TO THE ABOVE ITEMS, INCLUDING ANY WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

7.4 Replacement units for defective parts or Hardware Items replaced under the Oracle Hardware Warranty may be new or like new quality. Such replacement units assume the warranty status of the Hardware into which they are installed and have no separate or independent warranty of any kind. Title in all defective parts or Hardware Items shall transfer back to Oracle upon removal from the Hardware.

7.5 **ORACLE DOES NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATION OF THE HARDWARE, OPERATING SYSTEM, INTEGRATED SOFTWARE, INTEGRATED SOFTWARE OPTIONS OR MEDIA.**

7.6 No warranty will apply to any Hardware, Operating System, Integrated Software, Integrated Software Options or media which has been:

a. modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle/Sun serial number tag on the Hardware);
b. maltreated or used in a manner other than in accordance with the relevant documentation;
c. repaired by any third party in a manner which fails to meet Oracle's quality standards;
d. improperly installed by any party other than Oracle or an authorized Oracle certified installation partner;
e. used with equipment or software not covered by an Oracle warranty, to the extent that the problems are attributable to such use;
f. relocated, to the extent that problems are attributable to such relocation;
g. used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations;
h. used by parties appearing on the then-current U.S. export exclusion list;
i. relocated to countries subject to U.S. trade embargo or restrictions;
j. used remotely to facilitate any activities for parties or in the countries referenced in 7.6(h) and 7.6(i) above; or
k. purchased from any entity other than Oracle or an Oracle authorized reseller.

7.7 The Oracle Hardware Warranty does not apply to normal wear of the Hardware or media. The Oracle Hardware Warranty is extended only to the original purchaser or original lessee of the Hardware and may be void in the event that title to the Hardware is transferred to a third party.

8. [Intentionally Omitted]

9. ORDER LOGISTICS

9.1 Delivery, Installation and Acceptance of Hardware

9.1.1 You are responsible for installation of the Hardware unless You purchase installation services from Oracle for that Hardware.

9.1.2 Oracle will deliver the Hardware to the delivery address specified by You on Your purchasing document or when Your purchasing document does not indicate a ship to address, the location specified on the order. The applicable country specific Hardware shipping terms are located in the Order and Delivery Policies, which may be accessed at http://oracle.com/contracts.

9.1.3 Acceptance of the Hardware is deemed to occur on delivery.

9.1.4 Oracle may make and invoice You for partial deliveries.

9.1.5 Oracle may make substitutions and modifications to the Hardware that do not cause a material adverse effect in overall Hardware performance.

9.1.6 Delivery Timeframe.

(a) With respect to orders of Hardware by Authorized Contract Users that are not State agencies, Oracle will use its reasonable commercial efforts to deliver the Hardware within a timeframe that is consistent with Oracle's past practices regarding the amount and type of Hardware that You have ordered.

(b) With respect to orders of Hardware listed on Appendix F (which Hardware does not, for the avoidance of doubt, include spare parts, or remanufactured or end-of-life products) by Authorized Contract Users that are State agencies, Oracle will endeavor to deliver such Hardware within the estimated delivery timeframe (if any) set forth in the applicable ordering document. Each estimated delivery timeframe shall be expressed as a certain number of calendar days and shall commence upon the receipt by Oracle of an ordering document effective in accordance with its terms.

Should Oracle fail to deliver the Hardware within the estimated delivery timeframe, the Authorized Contract User may cancel the order for such Hardware without incurring any cancellation or change order fees provided that (i) Oracle's failure to meet the estimated delivery timeframe is not (A) due to a force majeure event as set forth in Section 8.4 or (B) caused by any action or omission of the Authorized Contract User or the expeditor, carrier or shipping company and (ii) Oracle receives notice from such Authorized Contract User of such Authorized Contract User's decision to cancel the order for such Hardware prior to the date on which the Hardware has shipped. For the avoidance of doubt, any such cancellation shall be applicable solely to the Hardware for which Oracle has failed to meet the estimated delivery timeframe, and shall not be applicable to any other Products or Services (if any) included in the applicable ordering document.

The Parties agree that the failure of Oracle to deliver Hardware within the applicable estimated delivery timeframe shall not constitute a default or breach of this Agreement or the applicable ordering document, or entitle the State or any Authorized Contract User to any rights or remedies (other than the ability to cancel the order for such Hardware as set forth in the immediately preceding paragraph).

Any notice of cancellation shall be sent by electronic mail to each of the following email address: HW-cancellations-NA_WW@oracle.com.

Notices by electronic mail shall be deemed received upon the sender's receipt of an acknowledgment from the intended recipient (such as by the "return receipt requested" function, as available, return email or other written acknowledgment).

9.2 Transfer of Title

Title to the Hardware will transfer upon delivery.

9.3 Territory

The Hardware shall be installed in the country/countries that You specify as the delivery location on Your purchasing document or when Your purchasing document does not indicate a ship to address, the location specified in the order.

9.4 Pricing, Invoicing, and Payment Obligation

9.4.1 You may change a Hardware order prior to shipment subject to the then current change order fee as established by Oracle from time to time. The applicable change order fees and a description of allowed changes are defined in the Order and Delivery Policies, which may be accessed at http://oracle.com/contracts.

9.4.2 In entering into payment obligations under an order, You agree and acknowledge that You have not relied on the future availability of any Hardware, Program or updates. However, (a) if You order technical support, the preceding sentence does not relieve Oracle of its obligation to provide such technical support under the Master Agreement, if and when available, in accordance with Oracle's then current technical support policies, and (b) the preceding sentence does not change the rights granted to You under an order and the Master Agreement.

9.4.3 Hardware and Integrated Software Options fees are invoiced as of the respective Commencement Dates.

9.4.4 Except as set forth in clause (ii) of the immediately following sentence, Hardware-related Service fees are invoiced after performance of the Hardware-related Service performance. Technical support fees (i) payable by Authorized Contract Users (other than State agencies) shall be invoiced quarterly in arrears and (ii) payable by State agencies shall be invoiced annually in advance. The period of performance for all Hardware-related Services is effective upon the Commencement Date of the Hardware or upon the effective date of the order if shipment of Hardware is not required.

9.4.5 In addition to the prices listed on the order, Oracle will invoice You for any applicable freight charges or applicable taxes, and You will be responsible for such charges and taxes notwithstanding any express or implied provision in the "Incoterms" referenced in the Order and Delivery Policies. The Order and Delivery Policies may be accessed at http://oracle.com/contracts.

APPENDIX F

Pricing and Discount Schedule for Hardware

This Appendix F is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle).

(please see attached)

APPENDIX G

Hourly Rates for Time and Materials – Consulting Services

This Appendix G is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

A. Consulting Rates. For a period of one (1) year from the effective date of Amendment One, consulting services in individual time and materials orders may be ordered under the Agreement at the rates set forth below ("Consulting Rates"):

1. Hourly Rate for Individual Time and Materials Orders. The Hourly Rate Non-Local includes an amount for expenses.

Consultant Level	Hourly Rate Local Resource	Hourly Rate Non-Local
Senior Practice Tech Director	$338.00	$378.00
Practice/Tech Director	$307.00	$347.00
Practice/Tech Manager	$265.00	$305.00
Senior Principal Consultant	$226.00	$266.25
Principal Consultant	$198.13	$238.13
Senior Consultant	$162.75	$202.75
Staff Consultant	$141.75	$181.75
Associate Consultant	$106.25	$146.25
Admin Assistant	$42.50	$82.50
GEH Delivery Center		
RDC Principal Consultant	$149.00	$189.00
RDC Senior Consultant	$124.00	$164.00
RDC Staff Consultant	$107.00	$147.00
RDC Associate Consultant	$91.00	$131.00
Primavera Global Business Unit		
Practice/Tech Director	$345.00	$385.00
Practice/Tech Manager	$285.00	$325.00
Senior Principal Consultant	$235.00	$275.00
Principal Consultant	$195.00	$235.00
Senior Consultant	$160.00	$200.00
Staff Consultant	$140.00	$180.00
Associate Consultant	$110.00	$150.00
Primavera Global Business Unit (offshore – remote only)		
Practice/Tech Manager	$96.00	Not Applicable
Senior Principal Consultant	$72.00	Not Applicable
Principal Consultant	$66.00	Not Applicable
Senior Consultant	$60.00	Not Applicable

*Oracle Consulting can quote Fixed Price if requested by the State of Michigan

B. All labor categories are US resources.

C. The Consulting Rates apply to orders executed and effective during the period beginning on the effective date of Amendment One through and including August 28, 2015.

D. The Consulting Rates do not apply to any credits.

E. The Consulting Rates are in lieu of any other discount and shall not apply to any other Oracle products or services including but not limited to licenses, technical support, hardware, education, advanced customer support services, or training.

F. The Consulting Rates for time and materials consulting services granted under the Agreement shall not be applied retroactively to fees invoiced prior to the effective date of Amendment One.

G. Consulting services shall be provided subject to receipt by Oracle of a signed Oracle ordering document including an exhibit containing a scope of services. The fee for such consulting services shall be equal to the number of hours of services performed multiplied by the applicable rate(s), as agreed to in the Oracle ordering document.

H. Any consulting services acquired pursuant to the Agreement are separate from any Program licenses acquired pursuant to the Agreement. Customer understands that it has the right to acquire Program licenses without acquiring the consulting services, and that Customer has the right to acquire Program licenses and the consulting services separately at the fees stated in the Agreement.

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APPENDIX H

Hourly Rates for Time and Materials Oracle Advanced Customer Support

This Appendix H is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

For the period beginning on the effective date of Amendment One through and including August 28, 2015, Oracle Advanced Customer Support services in individual time and materials orders may be ordered under the Agreement at the rates set forth below ("ACS Rates"):

Resource	Hourly Rate Local Resources	Hourly Rate Across Local Resources
Technical Account Manager II	$294	$339
Technical Account Manager I	$251	$296
Senior Advanced Support Engineer	$294	$339
Advanced Support Engineer	$248	$293
Senior Data Center Engineer	$194	$239
Data Center Engineer	$151	$196

Invoiced as Services are performed -- aka Invoiced/Billed in Arrears

APPENDIX I

Pricing and Discount Schedule for Oracle University Training

This Appendix I is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

Appendix
Pricing and Discount Schedule

A. Pricing and Discount Terms for Oracle University Training:

1. Price List. For the period beginning on the effective date of Amendment One through and including August 28, 2015, the "Price Lists" in this Appendix I shall be defined as the following Price Lists (listed below in Section 7):

   a. Oracle University Global Base Price List, dated September 1, 2014.

2. Pricing and Discount Terms.

   a. For a period of one (1) year from the effective date of Amendment One, all Oracle University products and services may be purchased based on the discount defined in the schedule below:

Oracle University Discount Schedule [Utilizing the Price List in Effect at the Time the Order is Placed]	
Transaction Band	Discount
$0 - $100,000	15%
$100,001 - $250,000	20%
$250,001 - $1,000,000	25%
$1,000,001 - $2,500,000	30%
$2,500,001 +	35%

3. Definition Section.

   a. A "Private Event – On-Site" shall mean training courses provided by Oracle University that are requested by a State of Michigan government entity and which are held at a State of Michigan entity training site. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   b. A "Private Event – Virtual" shall mean training courses provided by Oracle University that are requested by a State of Michigan government entity and which are delivered online and require an internet connection, and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC. Private events

will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

c. A "Public Event" for Instructor-Led Training (ILT) courses shall mean training courses offered by Oracle University at Oracle University authorized Education Center locations.

d. A "Public Event" for Live Virtual Classroom (LVC) training shall mean traditional instructor-led training courses offered online and require an internet connection and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC.

e. "Training On Demand (TOD)" shall be defined as a web-based learning environment that provides on-demand access to self-paced training content, and is made available on a named user basis for a term of 90 days from the effective date of your order. Content is streamed directly to an internet connected device, such as a PC or tablet. It also includes eKit materials and access to a live lab environment to perform hands-on practice of the activities outlined in the course. The TOD format allows students to get full classroom content online, anytime, anywhere.

f. "Self Study Course (SSC)" shall mean interactive, computer-based training available for electronic download to a PC, which supplements the Instructor-Led Training (ILT) and Live Virtual classroom (LVC) training courses. The SSC is licensed on a named user basis and upon purchase is licensed in perpetuity.

g. "Oracle University Learning Streams" shall be defined as a collection of video content and services for technology professionals looking to stay current on Oracle technology. Content will be presented by various individuals, including Oracle architects, support engineers, consultants, instructors and other instructors. Content may include program documentation, webinars, speeches, and curriculum. Learning Streams are made available on a named user basis for a one year term from the effective date of your order. Unauthorized individuals may not view Oracle University Learning Streams content at any time. Unauthorized recording, copying, transmission or other distribution of Oracle University Learning Streams content is strictly prohibited. You are responsible for meeting the minimum system requirements to order the Oracle University Learning Streams. In the event that any Oracle programs are made available for download as part of the service, then use of such programs is subject to the terms of this agreement. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN YOUR AGREEMENT, ORACLE DOES NOT WARRANT THAT ORACLE UNIVERSITY LEARNING STREAMS WILL BE PROVIDED UNINTERRUPTED OR ERROR-FREE.

h. The term "services" refers to the education services.

i. A "named user" is an individual authorized by the State of Michigan to use the products which are installed on a single server or delivered via an on-line environment, regardless of whether the individual is actively using the product at any given time, and is not transferable.

4. Cancellation and Rescheduling Policy.

a. *Oracle may cancel or reschedule a class at its discretion, and if it does, will use reasonable efforts to notify you at least one week in advance.* You will not be charged for the Oracle cancellation or rescheduling. Cancel and reschedule requests must be received by Oracle University in email or other written communication.

b. If the State of Michigan or Local government customer cancels an enrollment in a Public Event (e.g., ILT or LVC) course at least seven (7) calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations one (1) to six (6) calendar days prior to the Public Event course start date will be charged 50% of assessed course fee. Students who do not cancel, do not show up for a Public Event course will pay the full course fee.

c. If the State of Michigan or Local government customer cancels a Private Event course at least 14 calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations 1-13 calendar days prior to the Private Event course start date will be charged 50% of assessed course fee. If an event is cancelled on the scheduled start date, or students do not show up for the event, then 100% of the course fee will be assessed.

5. Student Satisfaction Program.

   a. Oracle's 100% Student Satisfaction program applies to those publicly scheduled and publicly available Oracle University Instructor Led Training classes that are identified as part of the 100% Student Satisfaction program at the time the class is purchased. In the event that a student who has completed such a class and been present for all of the offering is not, in his/her reasonable opinion, satisfied with the class, then the student must notify Oracle by emailing *customersat_us@oracle.com* within 5 business days of the completion of the class. Oracle will then permit the student to retake the same version of the same class title (or at the student's option, the equivalent class provided online, if available) once more for free within 90 days of Oracle's receipt of the notification. The Student Satisfaction program does not apply: (i) to the retaken class; (ii) Training On Demand courses; (iii) if the student is not able to satisfy the above criteria for reasons beyond Oracle's reasonable control. Oracle is not responsible for any applicable taxes, transportation costs, lodging costs or other expenses or costs related to the retake. Oracle has the option, at its sole discretion, of providing a refund for the class fees in lieu of permitting a class retake if for any reason, including scheduling, Oracle considers a refund to be appropriate. This is the sole remedy and Oracle's exclusive liability in the event that a student is not satisfied with the class.

6. Student Kit Materials.

   a. Oracle now supports the electronic delivery of Student Kit Materials (eKits). As part of the registration process, you are required to provide an e-mail address so that Oracle may send you a secure password required for the download of the eKit Student materials. Students have a period of 90 days from the day they receive their eKit notification email to access and download their eKit. Each eKit will be personalized with the student name and email address that is licensed to the registered student for their use only. Reproduction or distribution to a third party of Student Kit Materials is strictly prohibited. Hard-copy Student Kit Materials are not provided in the classroom for eKit-enabled classes. Hard Copy student kits may be purchased from Oracle University at an additional cost once an eKit class event has been completed. Class fees (including Training On Demand fees) are fully payable and non-refundable once you have downloaded the eKit materials (regardless of how far in advance of the class date you undertake the download). Oracle University Student Kit Materials are not available or authorized for purchase from any third party. Students who were unable to attend a confirmed class due to unforeseen reasons and have paid the 100% cancellation fee per the terms of the Class Cancellation Policy may request a copy of the Student Kit Materials used in conjunction with the class. Students must make this request to their Oracle University sales representative within 60 days of the originally scheduled class.

7. Price Lists

Instructor Led Training(ILT), Live Virtual Classroom(LVC) Training & Seminar Formats:	Currency	Public Pricing	Metric
Entry	USD	$480.00	Single Named User Per Delivery Day
Standard	USD	$700.00	Single Named User Per Delivery Day
Premium	USD	$840.00	Single Named User Per Delivery Day
Premium Plus	USD	$1,000.00	Single Named User Per Delivery Day
Entry Accelerated	USD	$480.00	Single Named User Per Content Day
Standard Accelerated	USD	$700.00	Single Named User Per Content Day
Premium Accelerated	USD	$840.00	Single Named User Per Content Day
Premium Plus Accelerated	USD	$1,000.00	Single Named User Per Content Day
Taleo TEE and Learn Instructor	USD	$700.00	Single Named User Per Delivery Day
Taleo Assessment Instructor	USD	$840.00	Single Named User Per Delivery Day

Private Event Training & Seminars - On-Site; up to 16 people		Private Event Pricing	Metric	One-day	Two-days	Three-days	Four-days	Five-days
Entry	USD	varies	Per Delivery Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Standard	USD	varies	Per Delivery Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Premium	USD	varies	Per Delivery Day	$8,642.65	$15,913.53	$23,184.41	$30,455.29	$37,726.18
Premium Plus	USD	varies	Per Delivery Day	$9,817.65	$18,263.53	$26,709.41	$35,155.29	$43,601.18
Entry Accelerated	USD	varies	Per Content Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18

				.65	3	41	29	18
				$7,	$13,	$19,	$25,	$31,
	US		Per Content	492	613.	734.	855.	976.
Standard Accelerated	D	varies	Day	.65	53	41	29	18
				$8,	$15,	$23,	$30,	$37,
	US		Per Content	642	913.	184.	455.	726.
Premium Accelerated	D	varies	Day	.65	53	41	29	18
				$9,	$18,	$26,	$35,	$43,
	US		Per Content	817	263.	709.	155.	601.
Premium Plus Accelerated	D	varies	Day	.65	53	41	29	18
				$5,	$9,8	$14,	$18,	$22,
	US		Per Delivery	617	63.5	109.	355.	601.
Taleo TEE and Learn Instructor	D	varies	Day	.65	3	41	29	18
				$7,	$13,	$19,	$25,	$31,
	US		Per Delivery	492	613.	734.	855.	976.
Taleo Assessment Instructor	D	varies	Day	.65	53	41	29	18
	US		Per Delivery Day, Per					
Private Event additional student, over 16	D	$511.00	Student					

Private Event Training & Seminars - Virtual; up to 16 people		**Private Event Pricing**	**Metric**
	US	$3,800.0	Per Delivery
Entry	D	0	Day
	US	$5,675.0	Per Delivery
Standard	D	0	Day
	US	$6,825.0	Per Delivery
Premium	D	0	Day
	US	$8,000.0	Per Delivery
Premium Plus	D	0	Day
	US	$3,800.0	Per Content
Entry Accelerated	D	0	Day
	US	$5,675.0	Per Content
Standard Accelerated	D	0	Day
	US	$6,825.0	Per Content
Premium Accelerated	D	0	Day
	US	$8,000.0	Per Content
Premium Plus Accelerated	D	0	Day
	US	$3,800.0	Per Delivery
Taleo TEE and Learn Instructor	D	0	Day
	US	$5,675.0	Per Delivery
Taleo Assessment Instructor	D	0	Day
	US		Per Delivery Day, Per
Private Event additional student, over 16	D	$511.00	Student

Subscriptions				**TERM**
Entry Training on Demand	USD	$480.00	Per Delivery Day	90 Days
Standard Training on Demand	USD	$700.00	Per Delivery Day	90 Days
Premium Training on Demand	USD	$840.00	Per Delivery Day	90 Days
Premium Plus Training on Demand	USD	$1,000.00	Per Delivery Day	90 Days
Entry Training on Demand Reuewal	USD	$240.00	Per Delivery Day	
Standard Training on Demand Renewal	USD	$350.00	Per Delivery Day	
Premium Training on Demand Renewal	USD	$420.00	Per Delivery Day	
Premium Plus Training on Demand Renewal	USD	$500.00	Per Delivery Day	
Learning Streams	USD	$1,000.00	Per Named User	12 Months
Unlimited Learning Subscription (ULS)	USD	$8,880.00	Per Named User [10 User Minimum]	12 Months

Enterprise Digital Training Solution (EDTS): Unlimited Learning Subscription + Unlimited Live Virtual Class Subscription	USD	EDTS Pricing 12 Months Table [Below]	Per Named User [*100 User Minimum]

Named Users	List Price Per Named User
100+	$ 11,100.00
250+	$ 8,880.00
500+	$ 7,104.00

*Once initial 100 User Minimum requirement is met, additional users may be procured at a lower 10 User Minimum threshold and at the same rate; if purchased prior to the expiration date of the initial qualifying EDTS investment 12-month subscription period.

Certification			
ePractice exam	USD	$65.00	Single Named User per Exam
Kaplan Online Access ePractice Exam	USD	$69.00	Single Named User per Exam
Kaplan Downloadable ePractice Exam	USD	$99.00	Single Named User per Exam
Online Certification	USD	$125.00	Single Named User per Exam
Oracle Core Certification	USD	$245.00	Single Named User per Exam
Oracle Masters Practicum	USD	$1,166.00	User per Day
User Adoption Services			
Associate Instructor – Training (Acquisition)	USD	varies	Per Hour

Staff Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Instructor – Training (Acquisition)	USD	varies	Per Hour
Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Product Training Manager (Acquisition)	USD	varies	Per Hour

User Adoption Services - Oracle Content

Associate Instructor – Training (Oracle)	USD	varies	Per Hour
Staff Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Instructor – Training (Oracle)	USD	varies	Per Hour
Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Product Training Manager (Oracle)	USD	varies	Per Hour

UPK Launch Packs

UPK Launch Pack	USD	$30,000	Per Project Set of UPK Launch Pack
UPK Launch Mini-Pack	USD	$20,000	Per Project Set of UPK Launch Mini-Pack

Toolkit

Taleo Adoption Learning Services Program Toolkit	USD	$6,500	Per Content Day
Taleo Toolkit: Onboarding Trainer	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Recruiting Managers	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Career Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE) Development Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Goal Management	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): HR Administration	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Navigation and Feedback	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Performance Reviews	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Succession Planning	USD	$6,500	Per Content Day
OU Toolkit License	USD	$6,500	Per Year

OU Framework

Customization Day	USD	$1,800	Per Day
Design Day	USD	$2,200	Per Day
Program Mgmt Day	USD	$2,700	Per Day

Custom Courseware

Rel 11i to Rel 12 Financial New Features End User Course	USD	$12,500	Per Content Day

OU Courseware License	USD	$12,500	Per Content Day
Hyperion Planning End User Courseware	USD	$12,500	Per Content Day
Hyperion Financial Management End User Courseware	USD	$12,500	Per Content Day
OBIEE End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Gas End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Electric End User Courseware	USD	$12,500	Per Content Day
CC&B 2.4 - Gas End User Courseware	USD	$12,500	Per Content Day
Taleo (TEE): Getting Started with the Recruiting Center Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): New Recruiting Features for End Users Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Prescreening Made Easy Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Searching Solutions Course Ed	USD	$12,500	Per Content Day

APPENDIX J

Oracle Hardware and Systems Support Policies

This Appendix J is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

ORACLE

Oracle Hardware and Systems Support Policies

Effective Date: 1-April-2015

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1. Overview

Unless otherwise stated, these Hardware and Systems Support Policies apply to technical support for all Oracle server and storage and Oracle point of sale product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

For Oracle operating system software, technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of the operating system, running unaltered, and on a certified hardware configuration, as specified in your order or program documentation.

To receive technical support as provided by Oracle Support Services ("OSS") and described in the Oracle Technical Support Levels for Systems section below, you must: (i) provide Oracle with the serial number and/or other identification and entitlement information for all server and storage equipment and/or point of sale products manufactured by or for Oracle and sold by Oracle (either directly or by an Oracle-authorized distributor) ("hardware system") in the manner specified by Oracle; and (ii) pay a technical support fee. A hardware system meeting these two requirements and under contract to receive technical support is referred to as a "covered hardware system." Components and options purchased separately from Oracle from your original equipment purchase are included in the definition of hardware system for the purposes of determining the technical support fee. Oracle will make commercially reasonable efforts to provide the technical support service as described below.

Oracle's obligations under these Hardware and Systems Support Policies do not apply to any malfunctions in a hardware system that could be avoided if you incorporate or implement a hardware or integrated software update or any workaround previously provided by Oracle which would correct the malfunction or to a hardware system that has been (i) modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle serial number tag on the hardware); (ii) maltreated or used in a manner other than in accordance with the relevant documentation; (iii) repaired by any third party in a manner which fails to meet Oracle's quality standards; (iv) improperly installed by any party other than Oracle or an authorized Oracle certified installation partner; (v) used with equipment or software not covered by the service offering, to the extent that problems are attributable to such use; (vi) relocated, to the extent that problems are attributable to the relocation; (vii) used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations; (viii) used by parties appearing on the most current U.S. export exclusion list; (ix) relocated to countries subject to U.S. trade embargo or restrictions; or (x) used remotely to facilitate any activities in the countries referenced in (ix) above or (xi) purchased from any entity other than Oracle or an Oracle-authorized distributor.

Oracle may use subcontractors in the performance of technical support and it warrants the quality of subcontractor work per the warranty terms of your agreement with Oracle.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-076833.html and Oracle's Global Customer Support Security Practices, as referenced below.

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for a hardware system during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Hardware and Systems Support Policies and the previous version of the Oracle Hardware and Systems Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the date of delivery of the hardware unless stated otherwise in your order. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

Matching Service Levels

When acquiring technical support, all hardware systems must be supported, except Oracle Retail and Hospitality Hardware, (e.g., under Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems or Oracle Communications EAGLE Premier Support) or all hardware systems must be unsupported. The preceding sentence pertains to: (i) all of your hardware systems running the Solaris Operating system release 10 Update 9 or later, (ii) all of your hardware systems running the Oracle Linux and Oracle VM operating system, and (iii) all hardware systems that benefit in any way from your support of a covered hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). If you have acquired your Oracle Linux and Oracle VM support services under a separate Oracle Linux and Oracle VM Services Agreement then that hardware system is a covered hardware system under this matching service level policy. When acquiring technical support for point of sale hardware such as Oracle Retail and Hospitality Hardware, all such point of sale hardware systems must be supported or all must be unsupported if the point of sale hardware systems are: (i) the same type (e.g., workstations); (ii) located at the same physical location; and (iii) benefit in any way from your support of a covered point of sale hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). Hardware systems that have reached an end of service life or that you register with Oracle as retired are excluded from the above policy.

Reinstatement of Oracle Technical Support

If Oracle Premier Support for Systems or Oracle Premier Support for Oracle Retail and Hospitality Hardware lapses for more than 90 days or was not purchased at the time you acquired your hardware system, then your hardware system must be qualified as service-ready before technical support can be reinstated. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system.

If technical support lapses or was not originally purchased with your hardware system, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the covered hardware system; b) if you never acquired technical support for the relevant hardware system, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original hardware system delivery date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve support month period shall be the last annual technical support fee you paid for the relevant hardware system; (ii) if you never acquired technical support for the relevant hardware system, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired support from an Oracle-authorized distributor and are now acquiring support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee for the hardware system.

Upgrading Your Support Level

In the event you have acquired Oracle Premier Support for Operating Systems and later choose to upgrade to Oracle Premier Support for Systems, your hardware system must be qualified as service-ready before the technical support can be upgraded. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system. You will be subject to an upgrade fee equal to the difference in price between the Oracle Premier Support for Systems and the Oracle Premier Support for Operating Systems with such difference being prorated from the date that any prior System Support lapsed (or the hardware order date if System Support was never purchased).

Pricing following Reduction of Covered Hardware System or Service Level

Pricing for support is based upon the level of support and the volume of covered hardware systems for which support is ordered. In the event that (i) your hardware system reaches end of service life or (ii) you notify Oracle that you are retiring the hardware system, or (iii) you change service level for all of your systems, then Oracle will reduce your support fee at the next renewal for these reductions.

Unsupported Hardware Systems

Customers with unsupported hardware systems are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported hardware systems. Parts in a covered hardware system may not be transferred to an unsupported system. CD packs or programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported hardware systems.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts

must be knowledgeable about the Oracle supported hardware systems and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per data center location, to serve as liaisons with OSS. With each USD$250,000 in net support fees per data center location, you have the option to designate an additional two (2) primary and four (4) backup technical contacts per data center location. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide "First Line Support" for the supported hardware system(s) directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported hardware system(s), (ii) a direct response to users with respect to problems or issues with the supported hardware system(s), (iii) a diagnosis of problems or issues of the supported hardware system(s), and (iv) a resolution of problems or issues of the supported hardware system(s).

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported hardware system(s), you may contact Oracle for "Second Line Support". You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., accept remote connections, provide Explorer Files and/or Core Files) required to provide Second Line Support; however, please do not provide Oracle with access to any health, payment card, or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices section below.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported hardware system(s) and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported hardware system(s) so that such supported hardware system(s) perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Program Updates

"Update" means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and updates may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to End of Service Life

It may become necessary (i) as a part of Oracle's product lifecycle or (ii) if a vendor retires support for its product or the relationship with the vendor is terminated, to announce an End of Service Life date for a hardware system

and, therefore, Oracle reserves that right. Oracle will use commercially reasonable efforts to provide twelve (12) months advance notice of End of Service Life. End of Service Life information is available on My Oracle Support. End of Service Life information is subject to change.

Other Third Party Products

Oracle does not itself provide any technical support services for third party warranted hardware (hardware identified on your order by a statement that the warranty will be provided by a third party) or any other third party products installed into or attached to the hardware system by you or your representative other than Oracle (collectively "other third party products"). Further, if other third party products are installed, or fail, in a manner that damages the Oracle hardware system, then the technical support will not cover such damage. Other third party products may also impede and/or add costs in obtaining technical support for certain failure conditions. Interoperability, timing, and intermittent failures are some examples of failure conditions that may require the removal or replacement of other third party products from the Oracle hardware system. Replacement or repair of any damaged components in these situations would be subject to additional charges.

For those failure conditions directly or indirectly related to other third party products (which would include any components accessing or connected to that product that are exhibiting failures), Oracle may, at its sole discretion, remove the other third party products, or require the customer to remove the other third party products, before commencing with the troubleshooting process. Oracle's services for removing the other third party products will be subject to additional charges and if it is determined that the cause of the failure is the other third party products, then Oracle will charge for the entire service call.

If it is determined that the other third party products are not the cause of the failure (i.e., if the problem would have occurred even if the other third party products were not installed in or attached to the hardware system), then Oracle's service call will be addressed under the terms of any existing Oracle technical support contract; provided that the removal of other any third party products by Oracle will be subject to additional charges.

Technology Refresh

If you acquire a new hardware system(s) and technical support from Oracle or an Oracle-authorized partner, you may be eligible to receive a credit for unused support on the decommissioned hardware system(s) currently under an active support contract with Oracle. In order to be eligible for the credit, you must complete the Hardware System Decommission Form which can be found here and submit it within one (1) year of the delivery date of the new hardware system(s). If a credit for unused support is due then such credit will be calculated from the date Oracle receives the Hardware System Decommission Form through the end of the current support period for the decommissioned hardware system(s). The credit for unused support will not exceed the total annual support fee for the new hardware system(s).

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, and Oracle Premier Support for Oracle Retail and Hospitality Hardware
- Extended Support for Operating Systems(if offered)
- Sustaining Support for Operating Systems

A description of the services available under Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Extended Support for Operating Systems and Sustaining Support for Operating Systems is included in the Oracle Technical Support Levels section below.

When offered, Oracle Premier Support for Systems, Oracle Communications EAGLE Premier Support and Oracle Premier Support for Oracle Retail and Hospitality Hardware will be available for a minimum of five years from the last ship date of the hardware system. When offered, support for the operating systems included under either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten

years from the date a release of the operating system becomes generally available, except as noted below. If offered, support for specific releases of the operating system may be extended for an additional three years with Extended Support for Operating Systems. In addition to the technical support fee, an Extended Support for Operating Systems fee applies for each support period for which Extended Support for Operating Systems is purchased. Alternatively, and if offered, support for specific releases of the operating system may be extended with Sustaining Support for Operating Systems, which will be available for as long as you maintain either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems for your Oracle hardware system.

If an operating system included under Oracle Premier Support for Systems moves into Extended Support for Operating Systems and/or Sustaining Support for Operating Systems, you may maintain Oracle Premier Support for Systems except that the technical support received for the operating system will be provided under Extended Support for Operating Systems or Sustaining Support for Operating Systems as described above and in the Oracle Technical Support Levels section below.

Refer to the attached document titled "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF) for Oracle Solaris, Oracle Linux and Oracle VM program releases that are, or will be, covered by the Lifetime Support Policy.

Notes:

1. Solaris Express - Program fixes and security patches for Solaris Express will be provided for six (6) months from the date that a release of Solaris Express becomes generally available. This applies to program fixes and security patches released by Oracle and does not include freely available updates from the OpenSolaris or Solaris Express Community.
2. Oracle Solaris 8 – For customers with a current support contract for the Oracle Solaris 8 release, new Severity 1 fixes and new security fixes will be available for the period of July 2012 – October 2014.

4. Oracle Technical Support Levels for Systems

Oracle Premier Support for Systems

Oracle Premier Support for Systems consists of services in support of hardware systems, operating system software and integrated software (including integrated software options). For hardware systems, this support is limited to (i) server and storage hardware and (ii) Tekelec BNS and PIC hardware. For Oracle servers, this support applies to the following operating system software: Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM. For Tekelec BNS and PIC hardware, this support applies to the operating system software included with the hardware system. Unless otherwise stated in this section, Oracle Premier Support for Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Onsite installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Onsite hardware support for Oracle server or storage systems
- Field Change Orders – system modification recommendations
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network

- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Management Pack for Linux
- Right to use Oracle Clusterware for Oracle Linux. To access and download Oracle Clusterware for Oracle Linux, go to http://www.oracle.com/technetwork/database/clusterware/overview/index-096607.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Access to Oracle Enterprise Tape Analysis and Data Recovery services for the Oracle StorageTek tape media specified at http://www.oracle.com/us/support/library/ent-tape-analysis-dr-services-1708102.pdf
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

System Maintenance

You agree to perform prescribed system maintenance, including but not limited to, installing software updates for system software or integrated software, maintaining file systems, replacing air filters and batteries as needed, and tracking proactive diagnostic information.

Replacement Hardware Parts

If Oracle determines that the replacement of a hardware part is necessary, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates." Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Times Targets for Hardware Support noted below, except as otherwise noted herein. Replacement parts will be of new or like-new quality. After five (5) years from last ship date, replacement parts may not be readily available and the response times for sending replacement parts may be delayed.

Return of Malfunctioning Parts

If Oracle sends a replacement part to you, you will ensure that the malfunctioning part is returned to Oracle in accordance with all shipping or courier instructions from Oracle (unless you have an agreement with Oracle allowing you to retain the malfunctioning part). You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning part within forty-five (45) days of shipment to you, you will be charged the then-current fee for the malfunctioning part.

Oracle Premier Support for Operating Systems

Oracle Premier Support for Operating Systems consists of services in support of (i) operating system and virtualization software for Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM and (ii) integrated software (including integrated software options). Unless otherwise stated in this section, Oracle Premier Support for Operating Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Onsite installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Management Pack for Linux
- Right to use Oracle Clusterware for Oracle Linux. To access and download Oracle Clusterware for Oracle Linux, go to http://www.oracle.com/technetwork/database/clusterware/overview/index-096607.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

Extended Support for Operating Systems

Extended Support for Operating Systems may be offered for certain supported Oracle Solaris operating system software releases after Premier Support expires. Please see Oracle's Lifetime Support Policies for more information. When Extended Support for Operating Systems is offered, it is generally available for the terminal codeline release of a program. Unless otherwise stated in this section, supported Oracle Solaris operating system software releases for which Extended Support for Operating Systems is offered and in the Extended Support lifecycle will receive Oracle Premier Support for Operating Systems or technical support for Oracle Solaris under Oracle Premier Support for Systems limited to the following:

- Program updates, fixes, security patches, and security alerts

- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Major product and technology releases for Oracle Solaris operating system software, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Access to Platinum Services as described at
- http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdfNon-technical customer service during normal business hours

Extended Support for Operating Systems does not include:
- Certification with most new third-party products/versions or most new Oracle programs

Extended Support for Operating Systems is not available for OpenSolaris, Trusted Solaris 8, Oracle Linux and Oracle VM.

Sustaining Support for Operating Systems

Sustaining Support for Operating Systems may be available for certain operating system software releases. Program releases eligible for Sustaining Support for Operating Systems will receive Oracle Premier Support for Operating Systems or technical support for the operating system under Oracle Premier Support for Systems limited to the following:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems, and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Critical patch updates for Oracle Solaris operating system software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Upgrade tools created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems period and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends).
- General maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Management Pack for Linux
- Right to use Oracle Clusterware for Oracle Linux. To access and download Oracle Clusterware for Oracle Linux, go to http://www.oracle.com/technetwork/database/clusterware/overview/index-096607.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-166778.html
- Non-technical customer service during normal business hours

Sustaining Support for Operating Systems does not include:
- New program updates, patches, fixes, security patches, security alerts, general maintenance releases, selected functionality releases, documentation updates
- New critical patch updates for Oracle Solaris operating system software
- New upgrade tools
- Certification with most new third-party products/versions or most new Oracle products

- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes
- Previously released fixes or updates that Oracle no longer supports.

Because program releases supported by Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited.

Oracle Premier Support for Oracle Retail and Hospitality Hardware

Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html
- Onsite hardware support for Oracle Retail and Hospitality Hardware specified as Field Replaceable Units in the "Oracle Retail and Hospitality Hardware Delivery Method Chart"
- Non-technical customer service during normal business hours

For onsite response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware only, if Oracle determines, in its sole discretion, that onsite support is appropriate, reasonable efforts will be made to have an engineer arrive at your location within the response time target guidelines below, except as otherwise specified herein. The response time target guidelines for Oracle Retail and Hospitality Hardware on a ship or other water vessel, regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's receipt of the malfunctioning hardware. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. Except for Severity 1, the response times specified in the guidelines below are during local business hours only. For Severity 1, onsite response time targets specified in the guidelines below are during extended business hours as follows: 9:00 am – 10:00 pm Monday – Sunday, including holidays. The distance specified in the guidelines is distance from an Oracle Service Location. Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

	Response Time Targets							
Severity Level	3 Hours	4 Hours	6 Hours	8 Hours	12 Hours	16 Hours	24 Hours	Reasonable Efforts
Severity 1	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	N/A	N/A	N/A	N/A	Greater than 125 miles
Severity 2	N/A	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	N/A	N/A	N/A	Greater than 125 miles
Severity 3	N/A	N/A	N/A	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	N/A	Greater than 125 miles
Severity 4	N/A	N/A	N/A	N/A	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	Greater than 125 miles

System Maintenance

You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware

If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location in

accordance with the "Oracle Retail and Hospitality Delivery Method Chart" Oracle will use reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five (5) years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be readily available and the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware
If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within forty-five (45) days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Communications EAGLE Premier Support

Oracle Communications EAGLE Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for Oracle Communications EAGLE hardware products only. Oracle Communications EAGLE Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options)
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications EAGLE Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.
   - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

5. Additional Services Available for Purchase

Oracle Priority Service for Sun Ray Peripherals

Oracle Priority Service for Sun Ray Peripherals consists of:

- Advanced Parts Exchange for keyboards, monitors and country kits; with next business day delivery to your location
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Customer Data & Device Retention Service

Oracle Customer Data & Device Retention Service permits you to retain disk drive(s), flash cache and/or parts that may contain sensitive, confidential, or classified data that have been removed from your hardware system. For the purposes of this service, (i) a disk drive is defined as a spinning media device that stores data accessed by the server, storage array, or tape system, (ii) flash cache is defined as any device having the ability to store information on a solid state media that is re-writable, and (iii) a part is defined as any item in a server, storage device, or network device containing non-volatile random access memory.

Oracle Customer Data & Device Retention Service consists of the following:

- If Oracle, in its sole discretion, determines that a disk drive(s), flash cache and/or parts need to be replaced, Oracle will send a replacement disk drive(s), flash cache, and/or parts to your location. Oracle personnel will install the replacement disk drive(s), flash cache and/or part and return the failed memory component to you. Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below.

If you acquire Oracle Customer Data & Device Retention Service, you will:

- Provide access to your facilities, systems, and operating environment, including root access.
- Provide access to your personnel, including IT and operational staff
- Provide a designated point of contact
- Be responsible for the proper disposal/destruction of replaced disk drive(s), flash cache and/or parts.

If you add Oracle Customer Data & Device Retention Service, you must maintain Oracle Premier Support for Systems; you must acquire Oracle Customer Data & Device Retention Service for (i) all servers of the same model number, (ii) all storage devices of the same model number, and/or (iii) all networking devices of the same model number.

If you renew Oracle Customer Data & Device Retention Services, the renewal fee for such services will be based on the Oracle Customer Data & Device Retention Service pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Onsite Spares

Oracle Onsite Spares provides you with delivery and maintenance of parts at your designated location(s). This service includes only those parts that are specified on your order.

Oracle Onsite Spares consists of the following:

- Parts
- Maintenance and replacement of parts
- Setup of parts onsite
- Semi-annual cycle counts
- Retrieval of parts at end of Support Period

If you acquire Oracle Onsite Spares, you will:

- Provide a secure storage area for parts clearly marked "Property of Oracle. You will ensure that (i) entry to such secure area is restricted to your personnel directly involved in shipping and receiving parts, and (ii) all vehicle and pedestrian access to your warehouse premises is secured against unauthorized access.
- Provide a designated point of contact

In order to acquire Oracle Onsite Spares, you must maintain Oracle Premier Support for Systems.

Oracle will maintain title to and ownership of parts unless or until any such part is exchanged with a damaged or faulty part and installed on a hardware system. Also, with the transfer of title to a part to you, title to the identical damaged or faulty part is transferred to Oracle.

If you renew Oracle Onsite Spares, the renewal fee for such services will be based on the Oracle Onsite Spares pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Business Critical Service for Systems

Oracle offers a service to provide additional service-levels for systems running mission critical business functions. For information about the available service, please refer to http://www.oracle.com/us/corporate/contracts/bus-critical-service-for-systems-1927926.pdf

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Business Critical Service for Systems is not subject to the Reinstatement policies stated above.

Advanced Customer Support

If you acquire any of the below Advanced Customer Support services on your order, Oracle will provide the services described in the applicable exhibit(s) specified below:

- Oracle Priority Support
- Oracle Standard Systems Installations:
  - Oracle Standard System Installation ("OSSI") - Basic Service Exhibit
  - Oracle Standard System Installation ("OSSI") with Site Audit Services Exhibit
  - Oracle Standard System Installation ("OSSI") without Site Audit Services Exhibit
- Oracle Standard Software Installation and Configuration for Systems
- Oracle Engineered Systems Configuration Services
- Oracle Preproduction Readiness Review for Systems Service or Oracle Preproduction Readiness Review for Oracle Platinum Services
- Oracle Go-Live Support for Systems Service or Oracle Go-Live Support for Oracle Platinum Services
- Oracle Start-Up Pack for Engineered Systems

Oracle Tekelec Professional Services

If you acquire any of the below Tekelec Professional Services on your order, Oracle will provide the services described in the Tekelec Professional Services Descriptions.

- Oracle Communications Hardware Engineering Site Survey – Per Node Per Site
- Oracle Communications Hardware Installation – Per DC Frame or DC Application Frame enclosure extension
- Oracle Communications Hardware Installation – Per AC Frame
- Oracle Communications DC Hardware Extension Installation – Per Frame – Rack mount server and Shelf additions
- Oracle Communications Hardware Extension Installation – AC or DC Blade Server/Eagle Card/Switches – Per 16 cards/switches per site
- Oracle Communications AC Hardware Extension Installation – Per Frame – Rack mount servers and AC enclosure additions

6. Web-Based Customer Support Systems

My Oracle Support

My Oracle Support is Oracle's customer support web site for hardware support. Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle products are not currently supported under My Oracle Support: Oracle Retail and Hospitality Hardware.

Clarify SelfService, MS CRM, PTS, ZenDesk and Onyx

The following policy applies to Oracle Retail and Hospitality Hardware only:
Access to the following MICROS Systems web-based customer support systems: Clarify SelfService, MS CRM, PTS, ZenDesk and Onyx are governed by the Terms of Use posted on the applicable MICROS Systems web site. The terms of Use are subject to change and a copy of these terms is available upon request. Access to the MICROS Systems web-based customer support systems is limited to your designated technical contacts.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Oracle Premier Support for Systems and Oracle Premier Support for Operating Systems.

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your hardware system (e.g., Oracle Shared Shell for hardware)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Auto Service Request)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you. The tools may be subject to availability for selected products.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

Auto Service Request
Auto Service Request ("ASR") allows Oracle products which are ASR-enabled to automatically initiate a service request when specific hardware faults occur by sending fault telemetry information to Oracle. If the ASR enabled hardware is entitled to service, a service request will be initiated on your behalf. The specific hardware faults detected by ASR vary by product type, product version and operating system. Not all hardware faults are detected or sent to Oracle. The ASR fault coverage is subject to change by Oracle at any time and without prior notice.

8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/us/support/policies/index.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

9. Severity Definitions

Service requests for your covered hardware system may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the following severity definitions:

Severity 1
Your production use of the covered hardware system is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts
- System functionality failure causes data loss or renders system unstable
- System malfunction causes mission critical applications to restart, hang, or suspend

Except as otherwise specified herein, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For response efforts associated with Oracle Communications EAGLE Premier Support, please see the Oracle Communications EAGLE Premier Support section above.

24 Hour Commitment to Severity 1 Service Requests: OSS will work 24x7 until the issue is resolved or as long as useful progress can be made. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

Severity 2
You experience a severe loss of service. Important features are unavailable with no acceptable workaround, impaired or broken functionality with significant impact to applications, and/or frequent application failure but not data loss; however, operations can continue in a restricted fashion.

Severity 3
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

10. Onsite Response Time Targets for Hardware Support

Except as otherwise specified herein, response time targets for hardware support are as specified below. The response time target for Sun Ray Clients, regardless of severity level, is limited to Advanced Parts Exchange with next business day delivery to your location. The response time target for Acme Packet hardware, regardless of severity level, is limited to Advanced Parts Exchange with next business day shipment to your location. The response time targets for Tekelec hardware (i.e., Oracle Communications EAGLE hardware, Tekelec BNS and PIC), regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware are as specified in the Oracle Premier Support for Oracle Retail and Hospitality Hardware section above.

Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

Severity 1
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below.

Within 2 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within 4 hours:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 2
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below. Onsite response times are during local business hours only.

Within 4 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within same business day:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Business Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 3
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location the next business day from the close of local business hours or at a later mutually agreed-upon time (e.g., scheduled maintenance window).

Note:
The geographic location of your covered hardware system may cause on-site service to be unavailable or may require additional charges or longer Severity 1, Severity 2 and Severity 3 response times. Oracle reserves the right, in its sole discretion, to adjust Severity 1, Severity 2 and Severity 3 on-site response times or charge additional fees based on the location of the covered hardware system. Actual response times are subject to acts and conditions beyond Oracle's control and, therefore, Oracle's response may be delayed. Oracle is not responsible for response delays caused by factors outside its control. You should contact an Oracle Support Sales representative for more details regarding availability for your covered hardware systems.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

State of Michigan Pricelist 12/2/2014

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7100030	Spare: StorageTek LTO tape drive: 1 HP LTO5 full height SAS for StorageTek SL500, StorageTek SL3000, and StorageTek SL8500	Spare parts	$7,690.00	29%	$5,459.90	29%	$5,459.90
7100031	Spare: StorageTek LTO tape drive: 1 HP LTO5 4 Gb FC for StorageTek SL500, StorageTek SL3000, and StorageTek SL8500	Spare parts	$10,250.00	29%	$7,277.50	29%	$7,277.50
7100090	Sun Blade 6000 Virtualized 40 GbE Network Express Module	Network Adapters	$4,584.00	14%	$3,942.24	20%	$3,667.20
7100110	Spare: energy storage module	Spare parts	$252.00	29%	$178.92	29%	$178.92
7100235	Spare: HP LTO power cable	Spare parts	$60.00	29%	$42.60	29%	$42.60
7100262	1-phase high voltage 22 kVA PDU	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
7100265	1-phase high voltage 22 kVA PDU (for factory installation)	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
7100272	Spare: F20 flash accelerator	Spare parts	$7,818.00	29%	$5,550.78	29%	$5,550.78
7100283	Sun Blade PCIe-2 pass-through fabric expansion module (for factory installation)	Sun Blade Server Options	$219.00	15%	$186.15	18%	$179.58
7100311	Spare: Exadata X2-2 Apple service kit	Spare parts	$11,580.00	29%	$8,221.80	29%	$8,221.80
7100334	Spare: two 8 GB DDR3, 1333MHz low voltage registered DIMMs	Spare parts	$1,880.00	29%	$1,334.80	29%	$1,334.80
7100335	Spare: Intel ® Xeon ® E7-4820 8-core 2.00 GHz processor	Spare parts	$6,480.00	29%	$4,600.80	29%	$4,600.80
7100337	Spare: Intel ® Xeon ® E7-4860 10-core 2.26 GHz processor	Spare parts	$17,340.00	29%	$12,311.40	29%	$12,311.40
7100338	Spare: Intel ® Xeon ® E7-4870 10-core 2.40 GHz processor	Spare parts	$20,360.00	29%	$14,455.60	29%	$14,455.60
7100339	Spare: system board assembly	Spare parts	$6,600.00	29%	$4,686.00	29%	$4,686.00
7100340	Spare: memory riser card	Spare parts	$960.00	29%	$681.60	29%	$681.60
7100342	Spare: 22000 VA single phase low voltage PDU	Spare parts	$5,358.00	29%	$3,804.18	29%	$3,804.18
7100343	Spare: 22000 VA single phase high voltage PDU	Spare parts	$5,000.00	29%	$3,550.00	29%	$3,550.00
7100369	Spare: PSU DC power supply assembly	Spare parts	$4,050.00	29%	$2,875.50	29%	$2,875.50
7100402	Spare: FC assembly for HP LTO5 tape drive	Spare parts	$9,540.00	29%	$6,773.40	29%	$6,773.40
7100417	Sun Netra 6000 chassis DC with midplane, accessory kit with dongle and RJ45-DB9 adaptor, 9 server module filler panels, 20 PCIe Express Module filler panels, and 2 Network Express Module filler panels	Sun Netra 6000 Blade Chassis	$15,251.00	15%	$12,963.35	18%	$12,505.82
7100418	Sun Netra 6000 chassis AC with midplane, accessory kit with dongle and RJ45-DB9 adaptor, 9 server module filler panels, 20 PCIe Express Module filler panels, and 2 Network Express Module filler panels	Sun Netra 6000 Blade Chassis	$8,685.00	15%	$7,382.25	18%	$7,121.70
7100444	Spare: HP LTO5 fibre assembly	Spare parts	$9,410.00	29%	$6,681.10	29%	$6,681.10
7100480	Spare: 4 GB USB drive single-level cell unprogrammed	Spare parts	$260.00	29%	$184.60	29%	$184.60
7100485	Spare: virtualized 40 GbE network express module	Spare parts	$6,912.00	29%	$4,907.52	29%	$4,907.52
7100494	Spare: encryption bellsarius for IBM LTO4 and IBM LTO5 tape drives	Spare parts	$920.00	29%	$653.20	29%	$653.20
7100497	Solid filler panel kit	Sun Racks	$103.00	15%	$87.55	18%	$84.46
7100570	Wago DC plug connectors, pack of 10	Netra SPARC T3-1 Server	$165.00	15%	$140.25	18%	$135.30
7100584	Spare: PCIe fabric expansion module	Spare parts	$678.00	29%	$481.38	29%	$481.38
7100591	Spare: chassis management module for Sun Netra 6000 M2 modular system	Spare parts	$1,520.00	29%	$1,079.20	29%	$1,079.20
7100633	Sun Blade PCIe-2 pass-through fabric expansion module	Sun Blade Server Options	$285.00	15%	$242.25	18%	$233.70
7100921	Spare: snap-in rail assembly	Spare parts	$870.00	29%	$617.70	29%	$617.70

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7100922	Spare: bolt-on rail assembly	Spare parts	$890.00	29%	$631.90	29%	$631.90
7101048	Spare: meter riser FC, 50 micron, LC-LC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7101297	Spare: Infiniband gateway switch for Oracle Exalogic Elastic Cloud X2-2	Spare parts	$29,370.00	29%	$20,852.70	29%	$20,852.70
7101647	Spare: power distribution board assembly	Spare parts	$642.00	29%	$455.82	29%	$455.82
7101664	Oracle Solaris and Oracle VM Server for SPARC preinstall (for factory installation)	SPARC T4 Server Configured Options	$0.00	15%	$0.00	18%	$0.00
7102010	Spare: service processor assembly for SPARC T4-1 server	Spare parts	$654.00	29%	$464.34	29%	$464.34
7102011	Spare: logic board assembly for SPARC T4-1 server	Spare parts	$21,282.00	29%	$15,110.22	29%	$15,110.22
7102044	Spare: drive carrier with one 1 TB SATA HDD for Hitachi	Spare parts	$1,452.00	29%	$1,030.92	29%	$1,030.92
7102046	Spare: one 2 TB 7200 rpm 3.5-inch SATA HDD with bracket	Spare parts	$2,850.00	29%	$2,023.50	29%	$2,023.50
7102056	Spare: enclosure services for 1 drive tray with EMI gasket	Spare parts	$1,074.00	29%	$762.54	29%	$762.54
7102058	Spare: fan	Spare parts	$1,026.00	29%	$728.46	29%	$728.46
7102066	Spare: 13th drive carrier with one 1 TB SATA HDD for Hitachi	Spare parts	$1,704.00	29%	$1,209.84	29%	$1,209.84
7102069	Spare: one 2 TB 7200 rpm 3.5-inch SATA HDD with bracket for hot spare position	Spare parts	$3,036.00	29%	$2,155.56	29%	$2,155.56
7102078	Spare: battery	Spare parts	$852.00	29%	$604.92	29%	$604.92
7102109	Spare: I/O unit with K2 RAID	Spare parts	$6,294.00	29%	$4,468.74	29%	$4,468.74
7102110	Spare: cable assembly, 2 meters, 18 awg, C14 plug, SJT wire, 110 V	Spare parts	$48.00	29%	$34.08	29%	$34.08
7102113	Spare: cable assembly, 22 inches, DB9, female-female	Spare parts	$48.00	29%	$34.08	29%	$34.08
7102117	Spare: cable assembly, 0.5 meter, FC, HSSDC2/HSSDC2	Spare parts	$120.00	29%	$85.20	29%	$85.20
7102120	Spare: GbE 4-port network interface module for copper cable	Spare parts	$3,294.00	29%	$2,338.74	29%	$2,338.74
7102121	Spare: cable assembly, 2 meters, FC, HSSDC2/HSSDC2	Spare parts	$144.00	29%	$102.24	29%	$102.24
7102122	Spare: GbE 4-port network interface module for optical cable	Spare parts	$4,314.00	29%	$3,062.94	29%	$3,062.94
7102124	Spare: network interface module with 4 GB SAN adapter	Spare parts	$4,350.00	29%	$3,088.50	29%	$3,088.50
7102128	Spare: private interconnect module for Emulex SOC422	Spare parts	$8,874.00	29%	$6,300.54	29%	$6,300.54
7102133	Spare: PSU with cooling for drive trays	Spare parts	$1,044.00	29%	$741.24	29%	$741.24
7102134	Spare: network cable, 0.5 meter, cat 5E, blue	Spare parts	$42.00	29%	$29.82	29%	$29.82
7102135	Spare: optical SFP multi-mode transceiver	Spare parts	$180.00	29%	$127.80	29%	$127.80
7102136	Spare: optical cable, 2 meters, duplex multi-mode, 50/125 core, LC/LC	Spare parts	$102.00	29%	$72.42	29%	$72.42
7102137	Spare: optical cable, 0.5 meter, duplex multi-mode, 50/125 core, LC/LC	Spare parts	$96.00	29%	$68.16	29%	$68.16
7102138	Spare: optical cable, 1 meter, duplex single-mode, 50/125 core, SC/LC	Spare parts	$126.00	29%	$89.46	29%	$89.46
7102141	Spare: SFP module, multi-mode optical, 1 and 2 GB/sec, SAN	Spare parts	$258.00	29%	$183.18	29%	$183.18
7102355	Spare: module bezel slammer	Spare parts	$1,092.00	29%	$775.32	29%	$775.32
7102356	Spare: 4U rack rail kit	Spare parts	$348.00	29%	$247.08	29%	$247.08
7102357	Spare: 2U rack rail kit	Spare parts	$246.00	29%	$174.66	29%	$174.66
7102358	Spare: Rack Rail Kit, 2U Pilot	Spare parts	$516.00	29%	$366.36	29%	$366.36
7102359	Spare: module bezel 2U chassis	Spare parts	$666.00	29%	$472.86	29%	$472.86

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102360	Spare: ISCI HBA	Spare parts	$5,688.00	29%	$4,038.48	29%	$4,038.48
7102361	Spare: module bezel with automatic storage management and brick with EMI	Spare parts	$672.00	29%	$477.12	29%	$477.12
7102362	Spare: generic flyover module network interface module and iSCSI base	Spare parts	$3,846.00	29%	$2,730.66	29%	$2,730.66
7102363	Spare: module 1U pilot server with brackets	Spare parts	$6,270.00	29%	$4,451.70	29%	$4,451.70
7102364	Spare: generic PCIx PCIe flyover module network interface module and blank base	Spare parts	$4,086.00	29%	$2,901.06	29%	$2,901.06
7102365	Spare: enhanced 1U pilot server module with brackets	Spare parts	$7,560.00	29%	$5,367.60	29%	$5,367.60
7102366	Spare: 10 Gb PCIe HBA dual port	Spare parts	$4,206.00	29%	$2,986.26	29%	$2,986.26
7102369	Spare: cable kit, PC to Brick, 3.5 millimeters stereo mini-Jack-M/DB9-F/USB	Spare parts	$276.00	29%	$195.96	29%	$195.96
7102370	Spare: PBF optical SFP+ short range transceiver, 10 G ethernet	Spare parts	$1,548.00	29%	$1,099.08	29%	$1,099.08
7102371	Spare: PBR optical SFP+ short range transceiver, 8 G FC	Spare parts	$1,410.00	29%	$1,001.10	29%	$1,001.10
7102692	Spare: air filter	Spare parts	$300.00	29%	$213.00	29%	$213.00
7102693	Spare: DC Wago assembly kit	Spare parts	$144.00	29%	$102.24	29%	$102.24
12002105	Localized Power Cord Kit North American/Asian,RoHS-6 compliant	Other Server X-Options	$10.00	14%	$8.60	20%	$8.00
#10083243-Z-N	Spare: CORDSET,2,3,JAPAN,F/IEC320	Spare parts	$78.00	29%	$55.38	29%	$55.38
#10148031-N	Spare: TERM,LVD/SE,ULTRA-SCSI	Spare parts	$108.00	29%	$76.68	29%	$76.68
#10148031-Z-N	Spare: TERM,LVD/SE,ULTRA-SCSI	Spare parts	$108.00	29%	$76.68	29%	$76.68
#10187005-N	Spare: SCSI,UNIVSL,68MD-68MD,500MM	Spare parts	$109.00	29%	$77.39	29%	$77.39
#10187005-Z-N	Spare: SCSI,UNIVSL,68MD-68MD,500MM	Spare parts	$117.00	29%	$83.07	29%	$83.07
#10187012-Z-N	Spare: SCSI,UNIVSL,68MD-68VHDCI,5M	Spare parts	$306.00	29%	$217.26	29%	$217.26
#10187015-N	Spare: CAB ASSY,LVD,68MD-VHDCI,3M	Spare parts	$240.00	29%	$170.40	29%	$170.40
#10187016-N	Spare: CAB ASSY,LVD,68MD-VHDCI,5M	Spare parts	$254.00	29%	$180.34	29%	$180.34
#10187075-Z-N	Spare: TERMINATOR,SCSI3,68POS,DIFF	Spare parts	$84.00	29%	$59.64	29%	$59.64
#10421356-N	Spare: ELECTRIC LATCH, 12VDC, 450mA.	Spare parts	$596.00	29%	$423.16	29%	$423.16
#10501902-N	Spare: CMRA,VSN,12VDC,F2.0,4X,10T/100	Spare parts	$1,513.00	29%	$1,074.23	29%	$1,074.23
#10800160-N	Spare: LC DUPLEX COUPLING RECEPTACLES	Spare parts	$34.00	29%	$24.14	29%	$24.14
#10800316-Z-N	Spare: LC TO LC DPLX,0.5M,50/125,RSR	Spare parts	$57.00	29%	$40.47	29%	$40.47
#10800340-Z-N	Spare: LC-LC,DPLX,3M,50/125,RSR	Spare parts	$95.00	29%	$67.45	29%	$67.45
#10800614-N	Spare: 24 PORT ETHERNET SL3000	Spare parts	$641.00	29%	$455.11	29%	$455.11
#135-1204	Spare: Sun 10Gb QSFP Transcvr	Spare parts	$2,035.00	29%	$1,444.85	29%	$1,444.85
#135-1205	Spare: XCVR,10GBE/1GBE SFP+	Spare parts	$1,595.00	29%	$1,132.45	29%	$1,132.45
#150-1204-N	Spare: BATTERY 3V LITHIUM COI	Spare parts	$156.00	29%	$110.76	29%	$110.76
#180-1097-N	Spare: AC POWER CORD 115V	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-1662	Spare: power cord, Korea, 2.5 meters, KSC 8305 plug, IEC 320 C13 connector, 15 A, 250 V	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-1997	Spare: power cord, United Kingdom, 2.5 meters, BS 1363 plug, IEC-320-C13 connector, 10 A, 250 V	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-2004	Spare: international AC power cord	Spare parts	$30.00	29%	$21.30	29%	$21.30
#180-2005-N	Spare: DOM AC POWER CORD 4M	Spare parts	$140.00	29%	$99.40	29%	$99.40
#180-2082-N	Spare: POWER CORD STK 6540	Spare parts	$45.00	29%	$31.95	29%	$31.95
#180-2085	Spare: jumper cable, 2.5 meters, right angle plug, IEC-320-C13 connector, 13 A	Spare parts	$100.00	29%	$71.00	29%	$71.00

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#180-2130	Spare: power cord, Israel, 2.5 meters, SI-32 plug, IEC60320-C13 connector, 10 A, 250 V	Spare parts	$50.00	29%	$35.50	29%	$35.50
#180-2164-N	Spare: IEC 320 C13 to NEMA 6-15P, 10 A, 250V, 2 meters, black	Spare parts	$43.00	29%	$30.53	29%	$30.53
#180-2243	Spare: power cord, Japan, 2.5 meters, PSE 6-15 plug, IEC-320-C13 connector, 15 A, 125 V	Spare parts	$42.00	29%	$29.82	29%	$29.82
#180-2244	Spare: power cord, Japan, 2.5 meters, PSE 6-15P plug, C13 connector, 15 A	Spare parts	$48.00	29%	$34.08	29%	$34.08
#180-2298	Spare: power cord, South Africa, 2.5 meters, SANS164-1 plug, IEC-320-C13 connector, 10 A, 250 V	Spare parts	$42.00	29%	$29.82	29%	$29.82
#180-2379-N	Spare: jumper cable, 1 meter, right angle plug, IEC-320-C13 connector, 13 A, 250 V	Spare parts	$35.00	29%	$24.85	29%	$24.85
#180-2380-N	Spare: jumper cable, 2 meters, right angle plug, IEC-320-C13 connector, 13 A, 250 V	Spare parts	$40.00	29%	$28.40	29%	$28.40
#180-2443	Spare: rack jumper cable, straight plug connector, 3 meters, 16 A	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-2449	Spare: power cord, India, 2.5 meters, IS 1293 plug, IEC-320-C13 connector, 10 A, 250 V	Spare parts	$60.00	29%	$42.60	29%	$42.60
#260800537-Z-N	Spare: FC,2,13GBD,LC,850NM,MM,OPTOXCV	Spare parts	$221.00	29%	$156.91	29%	$156.91
#300-2186-N	Spare: 660W DC D218 POWER SUP	Spare parts	$1,152.00	29%	$817.92	29%	$817.92
#300-2299	Spare: 760 W PSU	Spare parts	$726.00	29%	$515.46	29%	$515.46
#300-2304	Spare: 1200 W AC PSU, 12 V	Spare parts	$1,020.00	29%	$724.20	29%	$724.20
#300-2305	Spare: 1200 W DC PSU, 12 V	Spare parts	$2,780.00	29%	$1,973.80	29%	$1,973.80
#310-0228	Spare: HEATSINK, X4470	Spare parts	$336.00	29%	$238.56	29%	$238.56
#313818304	Spare: printed wire assembly HBX board	Spare parts	$678.00	29%	$481.38	29%	$481.38
#313819303	Spare: printed wire assembly HBY board	Spare parts	$1,104.00	29%	$783.84	29%	$783.84
#313830204	Spare: printed wire assembly HBO board	Spare parts	$288.00	29%	$204.48	29%	$204.48
#313838304	Spare: printed wire assembly HBLW board	Spare parts	$206.00	29%	$146.26	29%	$146.26
#313839304	Spare: printed wire assembly HBLY board	Spare parts	$180.00	29%	$127.80	29%	$127.80
#313907409	Spare:printed wiring assembly, RLE	Spare parts	$710.00	29%	$504.10	29%	$504.10
#313909511	Spare: printed wiring assembly, RLM	Spare parts	$1,690.00	29%	$1,199.90	29%	$1,199.90
#313935502	Spare: BEZEL,HP LTO/LTO2	Spare parts	$32.00	29%	$22.72	29%	$22.72
#313958206	Spare: printed wire assembly HBF board	Spare parts	$540.00	29%	$383.40	29%	$383.40
#313980501	Spare: radius control assembly	Spare parts	$60.00	29%	$42.60	29%	$42.60
#313994503	Spare: load plate	Spare parts	$90.00	29%	$63.90	29%	$63.90
#313998701	Spare: vacancy plate drive array	Spare parts	$60.00	29%	$42.60	29%	$42.60
#3143458-Z-N	Spare: T10A Power Supply, SL8500	Spare parts	$440.00	29%	$312.40	29%	$312.40
#314346801-N	Spare: 1200W DC PWR SUP SL3000	Spare parts	$1,188.00	29%	$843.48	29%	$843.48
#3144571-Z-N	Spare: BEZEL, UPPER, 9310/L5500, T10000	Spare parts	$32.00	29%	$22.72	29%	$22.72
#3145064-N	Spare: PWA, PUM	Spare parts	$5,629.00	29%	$3,996.59	29%	$3,996.59
#314526-N	Spare: PWA,RLB2	Spare parts	$94.00	29%	$66.74	29%	$66.74
#314821805	Spare: label multimedia kit	Spare parts	$1,123.00	29%	$797.33	29%	$797.33
#3148559-Z-N	Spare: MAGAZINE ASSEMBLY,SL500,LTO	Spare parts	$155.00	29%	$110.05	29%	$110.05
#3154489-Z-N	Spare: POWER SUPPLY	Spare parts	$1,152.00	29%	$817.92	29%	$817.92
#315464001-N	Spare: CABLE ASSY,TTI,T10000,4GB,SL85	Spare parts	$63.00	29%	$44.73	29%	$44.73
#350-1519-N	Spare: SERIAL CABLE SET(3)	Spare parts	$324.00	29%	$230.04	29%	$230.04
#350-1546	Spare: Exadata V2 cable management arm	Spare parts	$137.00	29%	$97.27	29%	$97.27
#350-1694	Spare: cable management arm	Spare parts	$1,263.00	29%	$896.73	29%	$896.73

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
#351-0011	Spare: system fan assembly for Netra SPARC T3-1 server	Spare parts	$320.00	29%	$227.20	29%	$227.20
#351-0012	Spare: hard drive fan assembly for Netra SPARC T3-1 server	Spare parts	$200.00	29%	$142.00	29%	$142.00
#370-4743-N	Spare: BATTERY ASSY SE 9960	Spare parts	$1,018.00	29%	$722.78	29%	$722.78
#370-6799-N	Spare: BATTERY MODULE SSE 3510	Spare parts	$2,149.00	29%	$1,525.79	29%	$1,525.79
#371-0239-N	Spare: PRINT CIRCUIT BRD 9985	Spare parts	$2,630.00	29%	$1,867.30	29%	$1,867.30
#371-0322-N	Spare: FIBRE SFP TRNSCVR SHT WL	Spare parts	$504.00	29%	$357.84	29%	$357.84
#371-1247-N	Spare: PRINTED CIRCUIT BRD ALPA	Spare parts	$250.00	29%	$177.50	29%	$177.50
#371-1446-N	Spare: REAR FAN CNTRLR ASSY	Spare parts	$324.00	29%	$230.04	29%	$230.04
#371-1448-N	Spare: FRONT IND MOD (FIM)	Spare parts	$610.00	29%	$433.10	29%	$433.10
#371-1451-N	Spare: 10-PORT, GbE, NEM SB6000	Spare parts	$1,187.00	29%	$842.77	29%	$842.77
#371-2210-N	Spare: BATTERY U20 M2, T5120	Spare parts	$54.00	29%	$38.34	29%	$38.34
#371-2216-N	Spare: SPARC64 VI 2-core 2.4 GHz processor	Spare parts	$9,624.00	29%	$6,833.04	29%	$6,833.04
#371-2482-N	Spare: 1 lithium-ion battery module, 2.5 V	Spare parts	$796.00	29%	$565.16	29%	$565.16
#371-2701-N	Spare: PWR DIST BRD FAN N T5220	Spare parts	$248.00	29%	$176.08	29%	$176.08
#371-2740-N	Spare: snap-in slide rail rackmount kit, 730 millimeters	Spare parts	$252.00	29%	$178.92	29%	$178.92
#371-2742-N	Spare: cable management arm	Spare parts	$90.00	29%	$63.90	29%	$63.90
#371-3038-N	Spare: SVP SUN STK 9990V 9985V	Spare parts	$9,950.00	29%	$7,064.50	29%	$7,064.50
#371-3043-N	Spare: 12V NIC BATTERY 9990V	Spare parts	$4,300.00	29%	$3,053.00	29%	$3,053.00
#371-3064-N	Spare: DISK ADAPTER 9985V	Spare parts	$24,600.00	29%	$17,466.00	29%	$17,466.00
#371-3074-N	Spare: 512GB MEMORY DIMM 9985V	Spare parts	$1,590.00	29%	$1,128.90	29%	$1,128.90
#371-3075-N	Spare: PCB SHARED MEMORY 9985V	Spare parts	$4,770.00	29%	$3,386.70	29%	$3,386.70
#371-3077-N	Spare: FC 8 PORT ADAPTER 9990V	Spare parts	$18,885.00	29%	$13,415.45	29%	$13,415.45
#371-3083-N	Spare: FIBRE SFP TRANSCEIVER	Spare parts	$761.00	29%	$540.31	29%	$540.31
#371-3253-N	Spare: LI ION BATTERY X4150	Spare parts	$995.00	29%	$706.45	29%	$706.45
#371-3638	Spare: Disk drive 300GB/15kmi	Spare parts	$4,157.00	29%	$2,951.47	29%	$2,951.47
#371-3783-N	Spare: PRINTED CIRCUIT BOARD 9985V	Spare parts	$4,896.00	29%	$3,476.16	29%	$3,476.16
#371-3789-N	Spare: FAN ASSY W/THERMAL DE 9985V	Spare parts	$1,484.00	29%	$1,053.64	29%	$1,053.64
#371-3790-N	Spare: FAN ASSEMBLY BOX 9985V	Spare parts	$4,818.00	29%	$3,420.78	29%	$3,420.78
#371-4201-N	Spare: 15KVA PDU	Spare parts	$4,227.00	29%	$3,001.17	29%	$3,001.17
#371-4203-N	Spare: CACHE MEMORY MODULE (1.	Spare parts	$20,885.00	29%	$14,828.35	29%	$14,828.35
#371-4295	Spare: 8 Gb/sec Single Fibre Channel PCIe HBA	Spare parts	$1,908.00	29%	$1,354.68	29%	$1,354.68
#371-4306	Spare: ASSY TOP, PCA,2P,FC,PCIE H	Spare parts	$2,832.00	29%	$2,010.72	29%	$2,010.72
#371-4324-N	Spare: PCI Express Single FC	Spare parts	$2,354.00	29%	$1,671.34	29%	$1,671.34
#371-4325-N	Spare: PCIe HOST BUS	Spare parts	$3,012.00	29%	$2,138.52	29%	$2,138.52
#371-4472-N	Spare: SVP HI RELIABILITY 9990V	Spare parts	$10,140.00	29%	$7,199.40	29%	$7,199.40
#371-4473-N	Spare: ENCRYPT DISK ADAPTER 9985V	Spare parts	$25,200.00	29%	$17,892.00	29%	$17,892.00
#371-4492	Spare: Disk drive 146 Gb/15kmi	Spare parts	$3,715.00	29%	$2,637.65	29%	$2,637.65
#371-4522	Spare: 8 Gb PCI express dual fibre channel module Qlogic	Spare parts	$4,650.00	29%	$3,301.50	29%	$3,301.50
#371-4666	Spare: 8 Gb PCI express dual fibre channel module Emulo	Spare parts	$4,700.00	29%	$3,337.00	29%	$3,337.00
#371-4676	Spare: SS6180 BTRY BACKUP UN	Spare parts	$1,620.00	29%	$1,150.20	29%	$1,150.20
#371-4791	Spare: slide rail rack kit	Spare parts	$765.00	29%	$543.15	29%	$543.15
#371-4812	Spare: SLIDE_RAIL,CMA,G3	Spare parts	$317.00	29%	$225.07	29%	$225.07

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
#371-4919	Spare: screw-mount slide rail kit	Spare parts	$282.00	29%	$200.22	29%	$200.22
#371-4938	Spare: power distribution board assembly	Spare parts	$432.00	29%	$306.72	29%	$306.72
#371-4939	Spare: signal interface board	Spare parts	$800.00	29%	$568.00	29%	$568.00
#371-4941	Spare: SAS disk backplane	Spare parts	$440.00	29%	$312.40	29%	$312.40
#371-4942	Spare: PCIe mezzanine board	Spare parts	$858.00	29%	$609.18	29%	$609.18
#371-4976	Spare: 3-phase 15000 VA PDU, International	Spare parts	$4,446.00	29%	$3,156.66	29%	$3,156.66
#371-4977	Spare: 3-phase high voltage 24,000 VA PDU	Spare parts	$5,724.00	29%	$4,064.04	29%	$4,064.04
#371-4978	Spare: 3-phase high voltage 37,000 VA PDU	Spare parts	$7,314.00	29%	$5,192.94	29%	$5,192.94
#371-4982	Spare: 6 Gb SAS RAID PCI battery module	Spare parts	$460.00	29%	$326.60	29%	$326.60
#373-0339	Spare: BROCADE 4GB SW SFP	Spare parts	$330.00	29%	$234.30	29%	$234.30
#373-0341	Spare: BROCADE 4GB LW 10KM SF	Spare parts	$3,743.00	29%	$2,657.53	29%	$2,657.53
#373-0516	Spare: base with 2 PSUs for Brocade 7800 Extension Switch	Spare parts	$28,170.00	29%	$20,000.70	29%	$20,000.70
#375-3609	Spare: 8-port 6 Gb/sec SAS-2 RAID HBA	Spare parts	$1,170.00	29%	$830.70	29%	$830.70
#375-3616	Spare: Sun Dual 10GbE SFP+ PCIe2.0 ExpressModule	Spare parts	$2,675.00	29%	$1,899.25	29%	$1,899.25
#375-3617	Spare: dual 10 GbE SFP+ low profile	Spare parts	$2,340.00	29%	$1,661.40	29%	$1,661.40
#375-3640	Spare: PCIe 8PORT SAS2.0 INT	Spare parts	$714.00	29%	$506.94	29%	$506.94
#375-3641	Spare: 6 Gb SAS PCIe HBA, External	Spare parts	$775.00	29%	$550.25	29%	$550.25
#375-3643	Spare: RAID expansion module	Spare parts	$636.00	29%	$451.56	29%	$451.56
#375-3648	Spare: dual port 10 GbE fabric expansion module	Spare parts	$1,100.00	29%	$781.00	29%	$781.00
#375-3681	Spare: 10 GbE FCoE Converged Network Adapter CRD, dual port and SR optics	Spare parts	$4,575.00	29%	$3,248.25	29%	$3,248.25
#375-3682	Spare: Storage 10 GbE PCIe FCoE Converged Network Adapter: Qlogic	Spare parts	$3,175.00	29%	$2,254.25	29%	$2,254.25
#375-3684	Spare:Sun Storage Dual 10 GbE PCIe FCoE Converged Network Adapter: Qlogic CNA-SR	Spare parts	$5,025.00	29%	$3,567.75	29%	$3,567.75
#375-3685	Spare: 10 GbE FCoE ExpressModule Converged Network Adapter, dual port and twinax	Spare parts	$3,550.00	29%	$2,520.50	29%	$2,520.50
#375-3696	Spare: Sun InfiniBand QDR Host Channel Adapter PCIe: low profile	Spare parts	$4,160.00	29%	$2,953.60	29%	$2,953.60
#375-3697	Spare: SB QDR IB-HCA PCI-e EM(PTO)	Spare parts	$4,190.00	29%	$2,974.90	29%	$2,974.90
#375-3701	Spare: 8-port 6 Gb/sec SAS PCIe RAID HBA	Spare parts	$1,530.00	29%	$1,086.30	29%	$1,086.30
#380-1612	Spare: LTO4 HH SCSI INTERN DR	Spare parts	$4,464.00	29%	$3,169.44	29%	$3,169.44
#410273303	Spare: photoelectrics detector	Spare parts	$220.00	29%	$156.20	29%	$156.20
#410273704	Spare: base assembly detector	Spare parts	$140.00	29%	$99.40	29%	$99.40
#419603601	Spare: cable assembly	Spare parts	$186.00	29%	$132.06	29%	$132.06
#419604501	Spare: PDU cable assembly	Spare parts	$276.00	29%	$195.96	29%	$195.96
#419605001	Spare: fan tray	Spare parts	$350.00	29%	$248.50	29%	$248.50
#419606401	Spare: rail cable assembly	Spare parts	$140.00	29%	$99.40	29%	$99.40
#419608001	Spare: power supply cable assembly	Spare parts	$228.00	29%	$161.88	29%	$161.88
#419616301	Spare: jumper cable assembly	Spare parts	$40.00	29%	$28.40	29%	$28.40
#419621501	Spare: front door cable assembly	Spare parts	$60.00	29%	$42.60	29%	$42.60
#419626401	Spare: HBF jumper cable assembly	Spare parts	$190.00	29%	$134.90	29%	$134.90
#419629201	Spare: door stop keeper	Spare parts	$50.00	29%	$35.50	29%	$35.50
#419630101	Spare: bracket switch	Spare parts	$60.00	29%	$42.60	29%	$42.60
#419632601	Spare: upper right bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00
#419632701	Spare: upper left bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00

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#419633201	Spare: lower left bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00
#419633301	Spare: lower right bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00
#419633601	Spare: right door stop assembly	Spare parts	$230.00	29%	$163.30	29%	$163.30
#419634001	Spare: cable assembly	Spare parts	$550.00	29%	$390.50	29%	$390.50
#419634101	Spare: drive cable	Spare parts	$570.00	29%	$404.70	29%	$404.70
#419634301	Spare: HBZ cable assembly	Spare parts	$280.00	29%	$198.80	29%	$198.80
#4196417-Z-N	Spare: PDU ASSY,AC,1PH	Spare parts	$6,486.00	29%	$4,605.06	29%	$4,605.06
#4196426-Z-N	Spare: ROBOT ASSY	Spare parts	$17,284.00	29%	$12,271.64	29%	$12,271.64
#4196583-Z-N	Spare: BLOCK,BOTTOM CAP	Spare parts	$450.00	29%	$319.50	29%	$319.50
#419801101	Spare: HBS tray assembly	Spare parts	$680.00	29%	$482.80	29%	$482.80
#419802401	Spare: keypad assembly	Spare parts	$1,044.00	29%	$741.24	29%	$741.24
#419802701	Spare: electronics module assembly	Spare parts	$11,170.00	29%	$7,930.70	29%	$7,930.70
#419803704	HBZ module assembly	Spare parts	$3,020.00	29%	$2,144.20	29%	$2,144.20
#4198138-N	Spare: Cable Assy, AC 110V/20A, US	Spare parts	$462.00	29%	$328.02	29%	$328.02
#419887401	Spare: rail terminator assembly	Spare parts	$400.00	29%	$284.00	29%	$284.00
#419894002	Spare: rack alignment tool	Spare parts	$13,296.00	29%	$9,440.16	29%	$9,440.16
#4199000-N	Spare: COVER,SIDE,BASE/DEM,REAR	Spare parts	$1,542.00	29%	$1,094.82	29%	$1,094.82
#4199001-N	Spare: COVER,SIDE	Spare parts	$2,677.00	29%	$1,900.67	29%	$1,900.67
#419942201	Spare: printed wire assembly HBC board	Spare parts	$2,832.00	29%	$2,010.72	29%	$2,010.72
#4199502-N	Spare: PWA, HBCR	Spare parts	$2,550.00	29%	$1,810.50	29%	$1,810.50
#419951602	Spare: ethernet switch assembly	Spare parts	$4,900.00	29%	$3,479.00	29%	$3,479.00
#4199567-Z-N	Spare: CONTROLLER PWA EML 459861-001	Spare parts	$2,670.00	29%	$1,895.70	29%	$1,895.70
#511-1435	Spare: 8 slot disk backplane	Spare parts	$636.00	29%	$451.56	29%	$451.56
#511-1496	Spare: cluster heartbeat card	Spare parts	$660.00	29%	$468.60	29%	$468.60
#511-1525	Spare: 10 GB ethernet module	Spare parts	$1,296.00	29%	$920.16	29%	$920.16
#511-1548	Spare:8-SLOT HDD BACKPLANE, 1U	Spare parts	$749.00	29%	$531.79	29%	$531.79
#525-2146-N	Spare: SSCC NVRAM	Spare parts	$191.00	29%	$135.61	29%	$135.61
#530-3624	Spare: cable, SCSI-3/VHDCI, 68 pin	Spare parts	$159.00	29%	$112.89	29%	$112.89
#530-3627-N	Spare: external SCSI cable HD68 to VHDC, 10 meters	Spare parts	$323.00	29%	$229.33	29%	$229.33
#530-3629-N	Spare: ULTRA3 SCSI CABLE .8M	Spare parts	$95.00	29%	$67.45	29%	$67.45
#530-3630-N	Spare: 2 METER SCSI VHDCI CABLE	Spare parts	$202.00	29%	$143.42	29%	$143.42
#530-3632	Spare: SCSI cable, VHDCI/VHDCI, 68 pin	Spare parts	$370.00	29%	$262.70	29%	$262.70
#530-3882	Spare: 4X mini SAS cable, 1 meter, shielded	Spare parts	$220.00	29%	$156.20	29%	$156.20
#530-3883	Spare: 4X Mini SAS cable, 2 meters, shielded	Spare parts	$330.00	29%	$234.30	29%	$234.30
#530-3884	Spare: 3M,4X MINI SAS CBL,SHL	Spare parts	$342.00	29%	$242.82	29%	$242.82
#530-3888	Spare: disk drive power cable	Spare parts	$90.00	29%	$63.90	29%	$63.90
#530-3936-N	Spare: CBL,36P-DB15,USBX2,RJ45,SE	Spare parts	$284.00	29%	$201.64	29%	$201.64
#530-4349	Spare: FLEX_CIRCUIT CBL, X4470	Spare parts	$231.00	29%	$164.01	29%	$164.01
#530-4432-N	Spare: Ethernet Cable Exadata V2	Spare parts	$52.00	29%	$36.92	29%	$36.92
#530-4433-N	Spare: Ethernet Cable Exadata V2	Spare parts	$60.00	29%	$42.60	29%	$42.60
#530-4434-N	Spare: Ethernet Cable	Spare parts	$36.00	29%	$25.56	29%	$25.56
#530-4435-N	Spare: Ethernet Cable Exadata V2	Spare parts	$45.00	29%	$31.95	29%	$31.95
#530-4436-N	Spare: Ethernet Cable Exadata V2	Spare parts	$52.00	29%	$36.92	29%	$36.92
#530-4437-N	Spare: ETHERNET CABLE EXADATAV2	Spare parts	$45.00	29%	$31.95	29%	$31.95
#530-4438-N	Spare: RJ45 to RJ45 Cabel EXADATA V2	Spare parts	$39.00	29%	$27.69	29%	$27.69

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#530-4441	Spare: SUN 10GE SFP+ TWINX PASSIVE CO	Spare parts	$274.00	29%	$194.54	29%	$194.54
#530-4442	Spare: SUN 10GE SFP+ TWINX PASSIVE CO	Spare parts	$330.00	29%	$234.30	29%	$234.30
#530-4443	Spare: SUN 10GE SFP+ TWINX PASSIVE CO	Spare parts	$463.00	29%	$328.73	29%	$328.73
#530-4444	Spare: Sun 10Gbps QSFP to QSFP Cbl 1m	Spare parts	$275.00	29%	$195.25	29%	$195.25
#530-4445	Spare: Sun 10Gbps QSFP to QSFP Cbl 3m	Spare parts	$325.00	29%	$230.75	29%	$230.75
#530-4446	Spare: Sun 10Gbps QSFP to QSFP Cbl 5m	Spare parts	$450.00	29%	$319.50	29%	$319.50
#530-4449	Spare: XCVR, 850NM, 1/10GBPS DUA	Spare parts	$995.00	29%	$706.45	29%	$706.45
#530-4450	Spare: Sun 10Gbps QSFPtoSFP+ Cble 1m	Spare parts	$775.00	29%	$550.25	29%	$550.25
#530-4451	Spare: Sun 10Gbps QSFPtoSFP+ Cble 3m	Spare parts	$1,090.00	29%	$773.90	29%	$773.90
#530-4452	Spare: Sun 10Gbps QSFPtoSFP+ Cble 5m	Spare parts	$1,450.00	29%	$1,029.50	29%	$1,029.50
#530-4480	Spare: OPT SPLTR,10M,QSFP,10GBPS	Spare parts	$1,174.00	29%	$833.54	29%	$833.54
#530-4481	Spare: OPT SPLTR,20M,QSFP,10GBPS	Spare parts	$1,409.00	29%	$1,000.39	29%	$1,000.39
#530-4482	Spare: OPT SPLTR,50M,QSFP,10GBPS	Spare parts	$2,115.00	29%	$1,501.65	29%	$1,501.65
#530-4502	Spare: blue ethernet cable, 10 feet	Spare parts	$70.00	29%	$49.70	29%	$49.70
#530-4526	Spare: green ethernet cable, 7 feet	Spare parts	$50.00	29%	$35.50	29%	$35.50
#530-4527	Spare: yellow ethernet cable, 7 feet	Spare parts	$50.00	29%	$35.50	29%	$35.50
#537-1081-N	Spare: FC optical cable LC/LC, 2 meters	Spare parts	$131.00	29%	$93.01	29%	$93.01
#537-1082-N	Spare: FC optical cable LC/LC, 5 meters	Spare parts	$149.00	29%	$105.79	29%	$105.79
#537-1083-N	Spare: FC optical cable LC/LC, 15 meters	Spare parts	$187.00	29%	$132.77	29%	$132.77
#537-1084-N	Spare: FC OPTCL CBL, LC/LC, 25M	Spare parts	$192.00	29%	$136.32	29%	$136.32
#537-1085-N	Spare: FC optical cable LC/LC, 50 meters	Spare parts	$300.00	29%	$213.00	29%	$213.00
#541-3490	Spare: disk backplane connector	Spare parts	$850.00	29%	$603.50	29%	$603.50
#541-3495-N	Spare: Sun Datacenter InfiniBand 36 port switch	Spare parts	$30,790.00	29%	$21,860.90	29%	$21,860.90
#541-3539	Spare: FAN_MODULE, X4470	Spare parts	$280.00	29%	$198.80	29%	$198.80
#541-4084	Spare: riser assembly	Spare parts	$486.00	29%	$345.06	29%	$345.06
#541-4085	Spare: express riser assembly	Spare parts	$420.00	29%	$298.20	29%	$298.20
#541-4124	Spare: fan board assembly	Spare parts	$618.00	29%	$438.78	29%	$438.78
#541-4222	Spare: fan assembly	Spare parts	$432.00	29%	$306.72	29%	$306.72
#541-4223	Spare: power distribution assembly	Spare parts	$780.00	29%	$553.80	29%	$553.80
#541-4303	Spare: 24 slot disk backplane	Spare parts	$1,386.00	29%	$984.06	29%	$984.06
#542-0287	Spare: 600GB10K,SAS2,SFF,MAR L	Spare parts	$2,250.00	29%	$1,597.50	29%	$1,597.50
#542-0382	Spare: PCIe riser card	Spare parts	$1,100.00	29%	$781.00	29%	$781.00
#542-0388	Spare: 300 GB 10000 rpm SAS HDD	Spare parts	$1,071.00	29%	$760.41	29%	$760.41
#542-0391	Spare: DVD tray assembly	Spare parts	$870.00	29%	$617.70	29%	$617.70
#542-0422	Spare: 300 GB 10000 rpm 3.7 millisecond SAS HDD	Spare parts	$890.00	29%	$631.90	29%	$631.90
#542-0423	Spare: 600 GB 10000 rpm SAS HDD	Spare parts	$1,600.00	29%	$1,136.00	29%	$1,136.00
#560-2937-N	Spare: CABLE KIT EXADATA V2	Spare parts	$252.00	29%	$178.92	29%	$178.92
#560-2951	Spare: CABLE KIT, X4450	Spare parts	$375.00	29%	$266.25	29%	$266.25
#560-2959	Spare: cable kit	Spare parts	$306.00	29%	$217.26	29%	$217.26
#560-2963	Spare: cable kit	Spare parts	$250.00	29%	$177.50	29%	$177.50
1109A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 Low Profile adapter incorporating Intel 82599 10 Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. ATO option	Network Adaptors	$1,580.00	14%	$1,358.80	20%	$1,264.00

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1110A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 ExpressModule incorporating Intel82599 10Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. ATO-option	Network Adapters	$1,628.00	14%	$1,400.08	20%	$1,302.40
2123A	Sun SFP+ to 1000 Base-T adapter (for factory installation)	Network Transceivers	$448.00	14%	$385.28	20%	$358.40
2124A	QSFP parallel fiber optics short wave transceiver (for factory installation)	10 Gigabit Ethernet Switch Options	$1,595.00	15%	$1,355.75	18%	$1,307.90
2129A	Dual rate transceiver: SFP+ SR. Support 1 Gb/sec and 10 Gb/sec dual rate (for factory installation)	Network Transceivers	$840.00	14%	$722.40	20%	$672.00
2352A	2 memory DIMM slot filler (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
2364A	Cable management arm (for factory installation)	Other Server Configured Options	$40.00	6%	$37.60	6%	$37.60
2365A	Tool-less rackmount rail kit (for factory installation)	Other Server Configured Options	$146.00	6%	$137.24	6%	$137.24
333A-25-10-AR	Power cord: Argentina, 2.5 meters, IRAM2073 plug, C13 co	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-AU	Power cord: Australia, 2.5 meters, SA3112 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-BR	Power cord: Brazil, 2.5 meters, NBR14136 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-CH	Power cord: Switzerland, 2.5 meters, SEV1011 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-CN	Power cord: China, 2.5 meters, GB2099 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-DK	Power cord: Denmark, 2.5 meters, DEMKO107 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-EURO	Power cord: Europe, 2.5 meters, CEE7/VII plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-IL	Power cord: Israel, 2.5 meters, SI-32 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-IN	Power cord: India, 2.5 meters, IS1293 plug, C13 connector, 10 A (for factory installation)	Power Cords	$30.00	14%	$25.80	20%	$24.00
333A-25-10-IT	Power cord: Italy, 2.5 meters, CEI23 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-KR	Power cord: Korea, 2.5 meters, KSC8305 plug, C13 connector, 10 A (for factory installation)	Power Cords	$20.00	14%	$17.20	20%	$16.00
333A-25-10-TW	Power cord: Taiwan, 2.5 meters, CNS10917 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-UK	Power cord: UK, 2.5 meters, BS1363A plug, C13 connector, 10 A (for factory installation)	Power Cords	$19.00	14%	$16.34	20%	$15.20
333A-25-10-ZA	Power cord: South Africa, 2.5 meters, SANS164 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-15-JP	Power cord: Japan, 2.5 meters, PSE5-15 plug, C13 connector, 15 A (for factory installation)	Power Cords	$32.00	14%	$27.52	20%	$25.60
333A-25-15-NEMA	Power cord: North America and Asia, 2.5 meters, 5-15P plug, C13 connector, 15 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-15-TW	Power cord: Taiwan, 2.5 meters, CNS10917 plug, C13 connector, 15 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333F-20-10-NEMA	Power cord: North America and Asia, 2 meters, 5-15P plug C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333F-25-15-JP	Power cord: Japan, 2.5 meters, PSE6-15 plug, C13 connector, 15 A (for factory installation)	Power Cords	$32.00	14%	$27.52	20%	$25.60
333G-25-10-TW	Power cord 250V: Taiwan, 2.5 meter, NEMA6-20 plug, IEC60320-C13 connector, 10A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00

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333J-40-15-NEMA	Power cord: North America and Asia, 4 meters, L6-20P plug, C13 connector, 15 A (for factory installation)	Power Cords	$50.00	14%	$43.00	20%	$40.00
333R-40-10-309	Power cord: International, 4 meters, IEC309-IP44 plug, C13 connector, 10 A (for factory installation)	Power Cords	$75.00	14%	$64.50	20%	$60.00
333V-20-15-C14	Power cord: Sun Rack jumper, straight, 2 meters, C14 plug C13 connector, 15 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333V-30-15-C14	Power cord: Sun Rack jumper, straight, 3 meters, C14 plug C13 connector, 15 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333W-10-13-C14RA	Power cord: Sun Rack jumper, 1 meter, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$45.00	14%	$38.70	20%	$36.00
333W-25-13-C14RA	Power cord: Sun Rack jumper, 2.5 meters, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$49.00	14%	$42.14	20%	$39.20
334J-40-20-NEMA	Power cord, North America/Asia, 4 meters, NEMA L6-20P plug, IEC60320-C19 connector, 20 A, 250 VAC rated	Power Cords	$45.00	14%	$38.70	20%	$36.00
334R-40-16-309	Power cord, International, 4 meters, IEC309-IP44 plug, IEC60320-C19 connector, 16 A	Power Cords	$45.00	14%	$38.70	20%	$36.00
334T-40-16-309	Power cord, International, 4 meters, IEC309-IP67 watertight plug, IEC60320-C19 connector, 20 A	Power Cords	$50.00	14%	$43.00	20%	$40.00
4061A	19-inch 4-post slide mount kit with adjustable slide rails (for factory installation)	Sun Netra Rack Kits	$995.00	15%	$845.75	18%	$815.90
4242A	Sun InfiniBand QDR Host Channel Adapter PCIe: low profile (for factory installation)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
4243A	Sun InfiniBand QDR Host Channel Adapter PCIe Express Module (for factory installation)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
4460A-N	Sun Blade Server Module slot filler panel for Sun Blade Modular System chassis. RoHS-5. Factory Integration.	Sun Blade Server Options	$0.00	15%	$0.00	18%	$0.00
4462A-N	PCIe ExpressModule slot filler panel for Sun Blade Modular System chassis. RoHS-5. Factory Integration.	Sun Blade Server Options	$0.00	15%	$0.00	18%	$0.00
4623A	Dongle Cable II with RJ45 serial, video connector and RJ45-to-DB9 adaptor (for factory installation)	Sun Blade Server Options	$45.00	15%	$38.25	18%	$36.90
4871A-Z-N	Sun Dual 10GbE Fabric Expansion Module (FEM) for Sun blade server module. The FEM uses Intel 82599 controller. Connects Sun server Modules to 10 GbE Network Express Module (NEM). RoHS-5, ATO-option.	Network Adapters	$720.00	14%	$619.20	20%	$576.00
5394A	PCIe filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
5562A-Z	Sun dual speed 10 GbE SFP+ long reach pluggable transceiver (for factory installation)	Network Transceivers	$1,840.00	14%	$1,582.40	20%	$1,472.00
5879A-N	Memory filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
5894A-N	Solaris 10 pre-installation for Sun Fire X4170, X4270 and X4275 servers. For Factory Integration Only.	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
5897A-N	3.5-inch HDD filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
6000A-N	Sun Crypto Accelerator 6000 PCIe Card	Network Encryption Cards	$9,950.00	14%	$8,557.00	20%	$7,960.00
6331A-N	2.5-inch HDD filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7901A-4	19-inch 2-post rackmount kit (for factory installation)	Sun Netra Rack Kits	$325.00	15%	$276.25	18%	$266.50
7904A-4	600 by 600 millimeters rackmount kit (for factory installation)	Sun Netra Rack Kits	$210.00	15%	$178.50	18%	$172.20
8099A-4	19-inch 4-post slide mount kit (for factory installation)	Sun Netra Rack Kits	$910.00	15%	$773.50	18%	$745.20
8224A-N	SAS cable kit (for factory installation)	Netra SPARC Server Options	$45.00	15%	$38.25	18%	$36.90
8371A	DVD bay filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
8392A	Oracle OVM pre-installation (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
B61301	Oracle Standard System Installation Service, Without Site Audit: Servers - Group I	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B61304	Oracle Standard System Installation Service, Site Audit: Servers - Group II	Enterprise Installation Services	$1,575.00	0%	$1,575.00	0%	$1,575.00
B61307	Oracle Standard System Installation Service, Site Audit: Servers - Group III	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61310	Oracle Standard System Installation Service, Site Audit: Servers - Group IV	Enterprise Installation Services	$8,400.00	0%	$8,400.00	0%	$8,400.00
B61313	Oracle Standard System Installation Service, Site Audit: Servers - Group V	Enterprise Installation Services	$12,600.00	0%	$12,600.00	0%	$12,600.00
B61470	Oracle Standard System Installation Service, Site Audit: Servers - Group VI	Enterprise Installation Services	$21,000.00	0%	$21,000.00	0%	$21,000.00
B61473	Oracle Standard System Installation Service, Basic: Storage Disk - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B61476	De-Installation Service, Servers - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B61477	De-Installation Service, Servers - Group II	Enterprise Installation Services	$788.00	0%	$788.00	0%	$788.00
B61478	De-Installation Service, Servers - Group III	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B61479	De-Installation Service, Servers - Group IV	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61480	De-Installation Service, Servers - Group V	Enterprise Installation Services	$6,300.00	0%	$6,300.00	0%	$6,300.00
B61481	De-Installation Service Fee, Servers - Group VI	Enterprise Installation Services	$10,500.00	0%	$10,500.00	0%	$10,500.00
B61482	De-Installation Service, Storage Disk - Group I	Enterprise Installation Services	$131.00	0%	$131.00	0%	$131.00
B61968	Oracle Standard System Installation Service, Without Site Audit: Storage Disk - Group II	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B61971	Oracle Standard System Installation Service, Without Site Audit: Storage Disk - Group III	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B61974	Oracle Standard System Installation Service, Site Audit: Storage Disk - Group IV	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61977	Oracle Standard System Installation Service, Basic: Storage Tape - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B61980	Oracle Standard System Installation Service, Basic: Storage Tape - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B61983	Oracle Standard System Installation Service, Without Site Audit: Storage Tape - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B61986	Oracle Standard System Installation Service, Without Site Audit: Storage Tape - Group IV	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B61989	Oracle Standard System Installation Service, Site Audit: Storage Tape - Group V	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61992	Oracle Standard System Installation Service, Site Audit: Storage Tape - Group VI	Enterprise Installation Services	$14,700.00	0%	$14,700.00	0%	$14,700.00
B61995	Oracle Standard System Installation Service, Racks - Basic	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B61998	Oracle Standard System Installation Service, Basic: Switches - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62001	Oracle Standard System Installation Service, Without Site Audit: Switches - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62004	Oracle Standard System Installation Service, Without Site Audit: Switches - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B62007	Oracle Standard System Installation Service, Without Site Audit: Switches - Group IV	Enterprise Installation Services	$1,575.00	0%	$1,575.00	0%	$1,575.00
B62010	De-Installation Service, Storage Disk - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62011	De-Installation Service, Storage Disk - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00

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B62012	De-Installation Service, Storage Disk - Group IV	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B62013	De-Installation Service, Storage Tape - Group I	Enterprise Installation Services	$131.00	0%	$131.00	0%	$131.00
B62014	De-Installation Service, Storage Tape - Group II	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62015	De-Installation Service, Storage Tape - Group III	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62016	De-Installation Service, Storage Tape - Group IV	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B62017	De-Installation Service, Storage Tape - Group V	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B62018	De-Installation Service, Storage Tape - Group VI	Enterprise Installation Services	$7,350.00	0%	$7,350.00	0%	$7,350.00
B62019	De-Installation Service, Racks	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62020	De-Installation Service, Switches - Group I	Enterprise Installation Services	$131.00	0%	$131.00	0%	$131.00
B62021	De-Installation Service, Switches - Group II	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62022	De-Installation Service, Switches - Group III	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62023	De-Installation Service, Switches - Group IV	Enterprise Installation Services	$788.00	0%	$788.00	0%	$788.00
B63937	Oracle Standard System Installation Service, Basic: Upgrade - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B63938	Oracle Standard System Installation Service, Basic: Upgrade - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B63939	Oracle Standard System Installation Service, Basic: Upgrade - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B63940	Oracle Standard System Installation Service, Basic: Upgrade - Group IV	Enterprise Installation Services	$1,575.00	0%	$1,575.00	0%	$1,575.00
B63941	Oracle Standard System Installation Service, Basic: Upgrade - Group V	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B63942	Oracle Standard System Installation Service, Basic: Upgrade - Group VI	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B63943	Oracle Standard System Installation Service, Basic: Upgrade - Group VII	Enterprise Installation Services	$6,300.00	0%	$6,300.00	0%	$6,300.00
B63944	Oracle Standard System Installation Service,Basic: Upgrade - Group VIII	Enterprise Installation Services	$8,400.00	0%	$8,400.00	0%	$8,400.00
B63945	Oracle Standard System Installation Service, Basic: Upgrade - Group IX	Enterprise Installation Services	$10,500.00	0%	$10,500.00	0%	$10,500.00
CEC19-LCO-NUP	Sun Ray Software - Named User Plus Perpetual	Sun Ray Server Software	$100.00	15%	$85.00	18%	$82.00
CEC19-LCO-SRD	Sun Ray Software – Sun Ray Device Perpetual	Sun Ray Server Software	$100.00	15%	$85.00	18%	$82.00
CEC19-T02-NUP	Sun Ray Software - Named User Plus 2 Year	Sun Ray Server Software	$35.00	15%	$29.75	18%	$28.70
CEC19-T02-SRD	Sun Ray Software - Sun Ray Device 2 Year	Sun Ray Server Software	$35.00	15%	$29.75	18%	$28.70
CEC19-T03-NUP	Sun Ray Software - Named User Plus 3 Year	Sun Ray Server Software	$50.00	15%	$42.50	18%	$41.00
CEC19-T03-SRD	Sun Ray Software - Sun Ray Device 3 Year	Sun Ray Server Software	$50.00	15%	$42.50	18%	$41.00
CEC19-T04-NUP	Sun Ray Software - Named User Plus 4 Year	Sun Ray Server Software	$60.00	15%	$51.00	18%	$49.20
CEC19-T04-SRD	Sun Ray Software - Sun Ray Device 4 Year	Sun Ray Server Software	$60.00	15%	$51.00	18%	$49.20
CEC19-T05-NUP	Sun Ray Software - Named User Plus 5 Year	Sun Ray Server Software	$70.00	15%	$59.50	18%	$57.40
CEC19-T05-SRD	Sun Ray Software - Sun Ray Device 5 Year	Sun Ray Server Software	$70.00	15%	$59.50	18%	$57.40
L88861	StorageTek QFS Client - Server Perpetual	Oracle Sun QFS Software	$3,250.00	15%	$2,762.50	18%	$2,665.00
L88863	StorageTek QFS Client - Server 2 Year	Oracle Sun QFS Software	$1,138.00	15%	$967.30	18%	$933.16
L88864	StorageTek QFS Client - Server 3 Year	Oracle Sun QFS Software	$1,625.00	15%	$1,381.25	18%	$1,332.50
L88865	StorageTek QFS Client - Server 4 Year	Oracle Sun QFS Software	$1,950.00	15%	$1,657.50	18%	$1,599.00
L88866	StorageTek QFS Client - Server 5 Year	Oracle Sun QFS Software	$2,275.00	15%	$1,933.75	18%	$1,865.50
L88867	StorageTek QFS - Processor Perpetual	Oracle Sun QFS Software	$950.00	15%	$807.50	18%	$779.00
L88869	StorageTek QFS - Processor 2 Year	Oracle Sun QFS Software	$333.00	15%	$283.05	18%	$273.06
L88870	StorageTek QFS - Processor 3 Year	Oracle Sun QFS Software	$475.00	15%	$403.75	18%	$389.50

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L88871	StorageTek QFS - Processor 4 Year	Oracle Sun QFS Software	$570.00	15%	$484.50	18%	$467.40
L88872	StorageTek QFS - Processor 5 Year	Oracle Sun QFS Software	$665.00	15%	$565.25	18%	$545.30
L90617	Oracle Solaris Cluster, Enterprise Edition - Processor Perpetual	Oracle Solaris Cluster Software	$3,000.00	16%	$2,520.00	50%	$1,500.00
L90619	Oracle Solaris Cluster, Enterprise Edition - Processor 2 Year	Oracle Solaris Cluster Software	$1,050.00	16%	$882.00	50%	$525.00
L90620	Oracle Solaris Cluster, Enterprise Edition - Processor 3 Year	Oracle Solaris Cluster Software	$1,500.00	16%	$1,260.00	50%	$750.00
L90621	Oracle Solaris Cluster, Enterprise Edition - Processor 4 Year	Oracle Solaris Cluster Software	$1,800.00	16%	$1,512.00	50%	$900.00
L90622	Oracle Solaris Cluster, Enterprise Edition - Processor 5 Year	Oracle Solaris Cluster Software	$2,100.00	16%	$1,764.00	50%	$1,050.00
RA-SS2CF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
RA-SS2CM-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
RA-SS2NF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
RA-SS2NF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
RB-SS2CF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
RB-SS2CM-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
SE3X4A11Z	SAS cable kit for installation of internal RAID card	SPARC T3 Server X-Options	$12.00	15%	$10.20	18%	$9.84
SE3X7XA1Z	10 GbE XFP XAUI adapter card	SPARC T3 Server X-Options	$395.00	15%	$335.75	18%	$323.90
SE3X7XT1Z	10 GbE short reach XFP transceiver	SPARC T3 Server X-Options	$499.00	15%	$424.15	18%	$409.18
SE3X7XT2Z	10 GbE long reach XFP transceiver	SPARC T3 Server X-Options	$995.00	15%	$845.75	18%	$815.90
SE3Y4A11Z	SAS cable kit for installation of internal RAID card (for factory installation)	SPARC T3 Server Configured Options	$12.00	15%	$10.20	18%	$9.84
SE3Y7XA1Z	10 GbE XFP XAUI adapter card (for factory installation)	SPARC T3 Server Configured Options	$395.00	15%	$335.75	18%	$323.90
SE3Y7XT1Z	10 GbE short reach XFP transceiver (for factory installation)	SPARC T3 Server Configured Options	$499.00	15%	$424.15	18%	$409.18
SE3Y7XT2Z	10 GbE long reach XFP transceiver (for factory installation)	SPARC T3 Server Configured Options	$995.00	15%	$845.75	18%	$815.90
SE4X5XC1Z	SPARC T3-2 10 Gb Network Module QFSP quad port XAUI adapter card	SPARC T3 Server X-Options	$499.00	15%	$424.15	18%	$409.18
SE4Y5XC1Z	SPARC T3-2 10 Gb Network Module QFSP quad port XAUI	SPARC T3-2 Server	$499.00	15%	$424.15	18%	$409.18
SE6X3G12Z	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00
SE6X3K11Z	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
SE6Y3G12Z	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
SE6Y3K11Z	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
SE6Y5RF1Z	Memory filler panel (for factory installation)	SPARC T3 Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SE6Y9MF1Z	Filler panel for disk drives (for factory installation)	SPARC T3 Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SELX9P11P	Power cord: North America and Asia, 4 meters, NEMA L6-20P plug, IEC60320-C19 connector, 20 A	Power Cords	$99.00	14%	$85.14	20%	$79.20

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SELX9P21P	Power cord: International, 4.0 meters, IEC309-IP44 plug, IEC60320-C19 connector, 16 A	Power Cords	$68.00	14%	$58.48	20%	$54.40
SELX9P31P	Power cord: global jumper, straight plug-connector, 2.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A	Power Cords	$57.00	14%	$49.02	20%	$45.60
SELX9P61P	Power cord: Argentina, 4 meters, IRAM2073 plug, IEC60320-C19 connector, 16 A	Power Cords	$63.00	14%	$54.18	20%	$50.40
SELX9P81Z	Power cord: Europe, 4.0 meters, CEE7/VII plug, IEC60320-C19 connector, 16 A	Power Cords	$29.00	14%	$24.94	20%	$23.20
SELX9P91Z	Power cord: Global jumper, straight plug-connector, 1.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A	Power Cords	$27.00	14%	$23.22	20%	$21.60
SELY9P11Z	Power cord: North America and Asia, 4 meters, NEMA L6-20P plug, IEC60320-C19 connector, 20 A (for factory installation)	Power Cords	$65.00	14%	$55.90	20%	$52.00
SELY9P21Z	Power cord: International, 4.0 meters, IEC309-IP44 plug, IEC60320-C19 connector, 16 A (for factory installation)	Power Cords	$39.00	14%	$33.54	20%	$31.20
SELY9P31Z	Power cord: global jumper, straight plug-connector, 2.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A (for factory installation)	Power Cords	$29.00	14%	$24.94	20%	$23.20
SELY9P61Z	Power cord: Argentina, 4.0 meters, IRAM2073 plug, IEC60320-C19 connector, 16 A (for factory installation)	Power Cords	$34.00	14%	$29.24	20%	$27.20
SELY9P81Z	Power cord: Europe, 4.0 meters, CEE7/VII plug, IEC60320-C19 connector, 16 A (for factory installation)	Power Cords	$22.00	14%	$18.92	20%	$17.60
SELY9P91Z	Power cord: Global jumper, straight plug-connector, 1.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A (for factory installation)	Power Cords	$20.00	14%	$17.20	20%	$16.00
SG-EMFCOE2-Q-SR	Sun Storage Dual 10 GbE PCIe FCoE Converged Network Adapter: Qlogic and SR optics (for factory installation)	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
SG-EMFCOE2-Q-TA	Sun Storage Dual 10 GbE FCoE ExpressModule Converged Network Adapter: Qlogic, 2 port and Twinax (for factory installation)	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
SG-PCIE1FC-EM8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA single port Emulex (for factory installation)	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
SG-PCIE1FC-QF8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA single port QLogic (for factory installation)	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
SG-PCIE2FC-EB4-Z-N	Sun Storagetek PCI-E Enterprise 4Gb FC Host Bus Adapter, Emulex, ExpressModule Form Factor, Dual Port, factory configurable, RoHS 6 compliant.	Host Bus Adapters	$1,395.00	14%	$1,199.70	20%	$1,116.00
SG-PCIE2FC-EM8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA dual port Emulex (for factory installation)	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-PCIE2FC-QF8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA dual port QLogic (for factory installation)	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-PCIE8SAS-EB-Z-N	Sun Storagetek (TM) EM SAS Host Bus Adapter, ExpressModule form factor, Eight Port, RoHS 6 compliant, factor configure option	Host Bus Adapters	$550.00	14%	$473.00	20%	$440.00
SG-PCIEFCGBE-E8-N	Sun StorageTek Dual 8 Gb FC Dual 1 GbE HBA in ExpressModule form factor, RoHS-6 compliant, Emulex factory configure.	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20
SG-PCIEFCGBE-Q8-N	Sun StorageTek Dual 8 Gb FC Dual 1 GbE HBA in ExpressModule form factor, RoHS-6 compliant, Qlogic. factory configure.	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20

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SG-PCIEFCOE2-Q-SR	Sun Storage 10 GbE PCIe FCoE Converged Network Adapter: Qlogic low profile, dual port and SR optics (for factory installation)	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
SG-PCIEFCOE2-Q-TA	Sun Storage 10 GbE PCIe FCoE Converged Network Adapter: Qlogic low profile, dual port and Twin-AX (for factory installation)	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
SG-SAS6-EM-Z	Sun Storage 6 Gb SAS ExpressModule HBA: 8 port (for factory installation)	Host Bus Adapters	$468.00	14%	$402.48	20%	$374.40
SG-SAS6-EXT-Z	Sun Storage 6 Gb SAS PCIe HBA: 8 port (for factory installation)	Host Bus Adapters	$297.00	14%	$255.42	20%	$237.60
SG-SAS6-INT-Z	Sun Storage 6 Gb SAS PCIe HBA, Internal: 8 port (for factory installation)	Host Bus Adapters	$270.00	14%	$232.20	20%	$216.00
SG-SAS6-REM-Z	Sun Storage 6 Gb SAS REM HBA: 8 port (for factory installation)	Host Bus Adapters	$270.00	14%	$232.20	20%	$216.00
SG-SAS6-R-INT-Z	Sun Storage 6 Gb SAS PCIe RAID HBA, Internal: 8 port and 512 MB memory (for factory installation)	Host Bus Adapters	$699.00	14%	$601.14	20%	$559.20
SG-SAS6-R-REM-Z	Sun Storage 6 Gb SAS REM RAID HBA: 8 port and 512 MB memory (for factory installation)	Host Bus Adapters	$708.00	14%	$608.88	20%	$566.40
SG-XEMFCOE2-Q-SR	Sun Storage Dual 10 GbE PCIe FCoE Converged Network Adapter: Qlogic and SR optics	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
SG-XEMFCOE2-Q-TA	Sun Storage Dual 10 GbE FCoE ExpressModule Converged Network Adapter: Qlogic, 2 port and Twinax	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
SG-XPCIE1FC-QF8-N	Sun StorageTek 8 Gb FC PCIe host bus adaptor, single port includes standard and low profile brackets, low profil form factor. RoHS 6 compliant, Qlogic, x-option	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
SG-XPCIE2FC-EM8-N	Sun StorageTek 8 Gb FC PCIe host bus adapter, dual port includes standard and low profile brackets, low profile form factor. RoHS 6 compliant, Emulex, x-option	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-XPCIE2FC-QF8-N	Sun StorageTek 8 Gb FC PCIe host bus adapter, dual port includes standard and low profile brackets, low profile form factor. RoHS 6 compliant, Qlogic, x-option	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-XPCIEFCGBE-Q8-N	Sun StorageTek Dual 8 Gb FC Dual 1 GbE HBA in ExpressModule form factor, RoHS-6 compliant, Qlogic. X-Option.	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20
SG-XPCIESAS-S7-Z	Sun StorageTek 8-port external SAS PCIe HBA for Sun Storage 7000 Unified Storage System	Host Bus Adapters	$649.00	14%	$558.14	20%	$519.20
SGX-SAS6-INT-Z	Sun Storage 6 Gb SAS PCIe HBA, Internal: 8 port	Host Bus Adapters	$333.00	14%	$286.38	20%	$266.40
SGX-SAS6-REM-Z	Sun Storage 6 Gb SAS REM HBA: 8 port	Host Bus Adapters	$333.00	14%	$286.38	20%	$266.40
SGX-SAS6-R-INT-Z	Sun Storage 6 Gb SAS PCIe RAID HBA, Internal: 8 port and 512 MB memory	Host Bus Adapters	$839.00	14%	$721.54	20%	$671.20
SGX-SAS6-R-REM-Z	Sun Storage 6 Gb SAS REM RAID HBA: 8 port and 512 MB memory	Host Bus Adapters	$850.00	14%	$731.00	20%	$680.00
SLCIS-LCO-1929	Oracle Solaris Legacy Containers (1 to 4 socket server) - Socket Perpetual	Oracle Solaris Legacy Containers	$2,000.00	15%	$1,680.00	50%	$1,000.00
SLCIS-LCO-2929	Oracle Solaris Legacy Containers (5+ socket server) - Socket Perpetual	Oracle Solaris Legacy Containers	$4,000.00	15%	$3,360.00	50%	$2,000.00
SOLZS-10KC9A9S-IP-N	Oracle Solaris 10 5/09 Operating System SPARC Pre-Install (for factory installation)	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SOLZS-10LC9A9S-IP-N	Oracle Solaris 10 10/09 Operating System SPARC Pre-Install (for factory installation)	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SOLZS-10M9A9S-FI-N	Oracle Solaris 10 preInstall UFS root	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SOLZS-10M9A9S-IP-N	Oracle Solaris 10 preInstall ZFS root	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00

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SR-1042E-N	Rack, 42-1000-600mm wide, shipping loaded	Sun Racks	$2,349.00	15%	$1,996.65	18%	$1,926.18
SR-1042-N	Rack, 42-1000-600mm wide, empty shipping only	Sun Racks	$1,649.00	15%	$1,401.65	18%	$1,352.18
SR-10K-IEC309-N	Sun Rack II 10kVA PDU, Single Phase, 48 Supplied Amps Max, IEC309 on 4m captive cord, Data Center Two 32A IEC309-IP44-2P3W 250VAC (25A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering (INTERNATIONAL)	Sun Racks	$900.00	15%	$765.00	18%	$738.00
SR-10K-L630-N	Sun Rack II 10kVA PDU, Single Phase, 48 Supplied Amps Max, NEMA L6-30P on 4m captive cords, Data Center Two 30A NEMA L6-30R (30A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$900.00	15%	$765.00	18%	$738.00
SR-1242E-N	Sun Rack, 42U, 1200mm depth, 600mm width, included Enterprise Packaging suitable for shipping fully loaded	Sun Racks	$2,849.00	15%	$2,421.65	18%	$2,336.18
SR-1242-N	Sun Rack II, 42U, 1200mm depth, 600mm width, empty shipping only (do not install product inside the rack while it is on this pallet)	Sun Racks	$2,149.00	15%	$1,826.65	18%	$1,762.18
SR-15K-IEC309-4P-N	Sun Rack II 15kVA PDU, 3-Phase, 69 Supplied Amps Max, IEC309 on 4m captive cord, Data Center One 60A IEC309-IP67-3P4W 250VAC (60A breaker), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
SR-15K-IEC309-U5P	3-phase high voltage 15 kVA PDU (UL and EN 300 386 compliant, for factory installation)	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
SR-15K-L630-N	Sun Rack II 15kVA PDU, Single Phase, 72 Supplied Amps Max, NEMA L6-30P on 4m captive cords, Data Center Three 30A NEMA L6-30R (30A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
SR-37K-IEC309-4P-N	Sun Rack II 37kVA PDU, 3-Phase, 180 Supplied Amps Max IEC309 on 4m captive cords, Data Center Three 60A IEC309-IP67-3P4W 250VAC (60A breakers), 45 C13 and 9 C19 Outlets in 9 Groups, Current Metering.	Sun Racks	$2,250.00	15%	$1,912.50	18%	$1,845.00
SR-37K-IEC309-U5P	3-phase high voltage 37 kVA PDU (UL and EN 300 386 compliant, for factory installation)	Sun Racks	$2,360.00	15%	$2,006.00	18%	$1,935.20
SR-JUMP-1MC13	Power cord: Sun Rack 2 jumper, 1 meter, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$29.00	14%	$24.94	20%	$23.20
SR-JUMP-1MC19	Power cord, Sun Rack 2 Jumper, 1 meter, IEC60320-2-2 Sheet I (C20) right angle plug, IEC60320-1-C19 connector, 20 A	Power Cords	$36.00	14%	$30.96	20%	$28.80
SR-JUMP-2MC13	Power cord: Sun Rack 2 jumper, 2 meters, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$29.00	14%	$24.94	20%	$23.20
SR-JUMP-2MC19	Power cord, Sun Rack 2 Jumper, 2 meters, IEC60320-2-2 sheet I (C20) right angle plug, IEC60320-1-C19 connector, 20 A	Power Cords	$36.00	14%	$30.96	20%	$28.80
SR-JUMPKIT-N	Jumper Cable Start Up Kit: qty 10 of 1 meter C13 plugs + qty 10 of 2 meter C13 plugs + qty 2 1 meter C19 plugs + Qty 2 2meter C19 plugs	Sun Racks	$198.00	15%	$168.30	18%	$162.36
TA-2.0M-SAS	SAS cable: 2 meters, mini shielded, array to host connection (for factory installation)	Disk Drives	$150.00	14%	$129.00	20%	$120.00
TTAI9-LCO-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus Perpetual	Secure Global Desktop Software	$250.00	16%	$210.00	50%	$125.00

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TTAI9-T02-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 2 Year	Secure Global Desktop Software	$88.00	16%	$73.92	50%	$44.00
TTAI9-T03-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 3 Year	Secure Global Desktop Software	$125.00	16%	$105.00	50%	$62.50
TTAI9-T04-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 4 Year	Secure Global Desktop Software	$150.00	16%	$126.00	50%	$75.00
TTAI9-T05-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 5 Year	Secure Global Desktop Software	$175.00	16%	$147.00	50%	$87.50
TTVI9-LCO-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus Perpetual	Virtual Desktop Infrastructure Software	$150.00	28%	$108.00	34%	$99.00
TTVI9-LCO-SRD	Oracle Virtual Desktop Infrastructure – Sun Ray Device Perpetual	Virtual Desktop Infrastructure Software	$150.00	28%	$108.00	34%	$99.00
TTVI9-T02-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 2 Year	Virtual Desktop Infrastructure Software	$53.00	28%	$38.16	34%	$34.98
TTVI9-T02-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 2 Year	Virtual Desktop Infrastructure Software	$53.00	28%	$38.16	34%	$34.98
TTVI9-T03-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 3 Year	Virtual Desktop Infrastructure Software	$75.00	28%	$54.00	34%	$49.50
TTVI9-T03-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 3 Year	Virtual Desktop Infrastructure Software	$75.00	28%	$54.00	34%	$49.50
TTVI9-T04-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 4 Year	Virtual Desktop Infrastructure Software	$90.00	28%	$64.80	34%	$59.40
TTVI9-T04-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 4 Year	Virtual Desktop Infrastructure Software	$90.00	28%	$64.80	34%	$59.40
TTVI9-T05-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 5 Year	Virtual Desktop Infrastructure Software	$105.00	28%	$75.60	34%	$69.30
TTVI9-T05-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 5 Year	Virtual Desktop Infrastructure Software	$105.00	28%	$75.60	34%	$69.30
TTWI9-LCO-NUP	Oracle Secure Global Desktop for Microsoft Windows only - Named User Plus Perpetual	Secure Global Desktop Software	$150.00	16%	$126.00	50%	$75.00
TTWI9-T02-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 2 Year	Secure Global Desktop Software	$53.00	16%	$44.52	50%	$26.50
TTWI9-T03-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 3 Year	Secure Global Desktop Software	$75.00	16%	$63.00	50%	$37.50
TTWI9-T04-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 4 Year	Secure Global Desktop Software	$90.00	16%	$75.60	50%	$45.00
TTWI9-T05-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 5 Year	Secure Global Desktop Software	$105.00	16%	$88.20	50%	$52.50
X1109A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 Low Profile adapter incorporating Intel 82599 10 Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. X-option	Network Adapters	$1,896.00	14%	$1,630.56	20%	$1,516.80
X1110A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 ExpressModule incorporating Intel82599 10Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. X-option	Network Adapters	$1,954.00	14%	$1,680.44	20%	$1,563.20
X1132A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 0.8m; (RoHS-6)	Disk Drives	$95.00	14%	$81.70	20%	$76.00
X1134A-Z-N	Cable, SCSI, SCSI-3/SCSI-3, 68-pin, 0.8m; (RoHS-6)	Sun Blade Server Options	$85.00	15%	$80.75	18%	$77.90

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X1136A-Z-N	Cable, SCSI, VHDCI/VHDCI, 68-pin, 0.8m; (RoHS-6)	Disk Drives	$95.00	14%	$81.70	20%	$76.00
X1138A-Z-N	Cable, SCSI, VHDCI/VHDCI,68-pin, 2m; (RoHS-6)	Disk Drives	$95.00	14%	$81.70	20%	$76.00
X1139A-Z-N	Cable, SCSI, SCSI-3/SCSI-3, 68-pin, 2m; (RoHS-6)	Sun Blade Server Options	$95.00	15%	$80.75	18%	$77.90
X2073A-N	Sun Blade 6000 Ethernet Switched NEM 24p 10 GbE: 14 uplink ports	Network Adapters	$9,516.00	14%	$8,183.76	20%	$7,612.80
X2074A-F	Sun 10 Gigabit Ethernet Switch: 1 RU switch with 72 ports Front-to-rear airflow	10 Gigabit Ethernet Switches	$42,956.00	15%	$36,512.60	18%	$35,223.92
X2074A-R	Sun 10 Gigabit Ethernet Switch: 1 RU switch with 72 ports Rear-to-front airflow	10 Gigabit Ethernet Switches	$43,056.00	15%	$36,597.60	18%	$35,305.92
X2121A-1M-N	QSFP to QSFP passive copper cable: 1 meter	Network Cables	$140.00	14%	$120.40	20%	$112.00
X2121A-2M	QSFP passive copper cable: 2 meters	Network Cables	$168.00	14%	$144.48	20%	$134.40
X2121A-3M-N	QSFP to QSFP passive copper cable: 3 meters	Network Cables	$180.00	14%	$154.80	20%	$144.00
X2121A-5M-N	QSFP to QSFP passive copper cable: 5 meters	Network Cables	$252.00	14%	$216.72	20%	$201.60
X2123A	Sun SFP+ to 1000 Base-T adapter	Network Transceivers	$538.00	14%	$462.68	20%	$430.40
X2124A-N	QSFP parallel fiber optics short wave transceiver	10 Gigabit Ethernet Switch Options	$1,595.00	15%	$1,355.75	18%	$1,307.90
X2125A-1M-N	Twinax Passive Copper Cable splitter: 1 meter	Network Cables	$380.00	14%	$326.80	20%	$304.00
X2125A-3M-N	Twinax Passive Copper Cable splitter: 3 meters	Network Cables	$548.00	14%	$471.28	20%	$438.40
X2125A-5M-N	Twinax Passive Copper Cable splitter: 5 meters	Network Cables	$880.00	14%	$756.80	20%	$704.00
X2127A-10M	QSFP optical cable splitter: 10 meters, MPO to 4 LC	Network Cables	$708.00	14%	$608.88	20%	$566.40
X2127A-20M	Optical Cable splitter: 20 meters MPO to 4 LC connector	Network Cables	$848.00	14%	$729.28	20%	$678.40
X2127A-50M	QSFP optical cable splitter: 50 meters, MPO to 4 LC	Network Cables	$1,276.00	14%	$1,097.36	20%	$1,020.80
X2129A-N	Dual rate transceiver: SFP+ SR. Support 1 Gb/sec and 10 Gb/sec dual rate	Network Transceivers	$1,008.00	14%	$866.88	20%	$806.40
X2130A-1M-N	Twinax Passive Copper Cable: 1 meter	Network Cables	$164.00	14%	$141.04	20%	$131.20
X2130A-3M-N	Twinax Passive Copper Cable: 3 meters	Network Cables	$212.00	14%	$182.32	20%	$169.60
X2130A-5M-N	Twinax Passive Copper Cable: 5 meters	Network Cables	$280.00	14%	$240.80	20%	$224.00
X2364A	Cable management arm	Other Server X-Options	$100.00	14%	$86.00	20%	$80.00
X2365A	Tool-less rackmount rail kit	Other Server X-Options	$222.00	14%	$190.92	20%	$177.60
X2826A-Z	Sun Network QDR InfiniBand Gateway Switch with 32 InfiniBand ports and 8 ethernet ports.	Infiniband Switches	$20,140.00	28%	$14,500.80	34%	$13,292.40
X311L-N	Power cord: North America and Asia, 2.5 meters, 5-15P plug, C13 connector, 15 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X312E-N	Power cord: China, 2.5 meters, GB2099 plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X312F-N	Power cord: Argentina, 2.5 meters, IRAM2073 plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X312G-N	Power cord: Korea, 2.5 meters, KSC8305 plug C13 connector, 10 A	Power Cords	$20.00	14%	$17.20	20%	$16.00
X312L-N	Power cord: Europe, 2.5 meters, CEE7/VII plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X314L-N	Power cord: Switzerland, 2.5 meters, SEV1011 plug, C13 connector, 10 A	Power Cords	$25.00	14%	$21.50	20%	$20.00
X317L-N	Power cord: UK, 2.5 meters, BS1363A plug, C13 connector, 10 A	Power Cords	$19.00	14%	$16.34	20%	$15.20
X320A-N	Power Cord: : North America direct to wall for Sun Fire 3800-4810 server, Sun Fire V490 server, and Sun Fire V890 server (PTO)	Power Cords	$13.00	14%	$11.18	20%	$10.40
X332A-N	Power cord: Taiwan, 2.5 meters, CNS10917 plug, C13 connector, 10 A	Power Cords	$25.00	14%	$21.50	20%	$20.00

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X332T-N	Power cord: International, 4 meters, IEC309-IP44 plug, C13 connector, 10 A	Power Cords	$75.00	14%	$64.50	20%	$60.00
X333A-25-10-BR-N	Localized power cord, Brazil, 2.5 meter, 10Amp rated, Plug NBR14136 with ground,Connector IEC60320-1-C13.	Power Cords	$13.00	14%	$11.18	20%	$10.40
X333A-25-10-IL-N	Localized Power Cord Kit Israel, SI-32 plug, IEC60320-C13 connector 10A, 250VAC rated, 2.5meter RoHS-6 compliant.	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333A-25-10-IN-N	Localized power cord, India, 2.5 meter, 10Amp rated, Plug NBR14136 with ground,Connector IEC60320-1-C13	Power Cords	$30.00	14%	$25.80	20%	$24.00
X333A-25-10-ZA-N	Localized power cord, South Africa, 2.5 meter, 10Amp rated, Plug SANS164 with ground,Connector IEC60320-1-C13.	Power Cords	$13.00	14%	$11.18	20%	$10.40
X333A-25-15-JP-N	Power cord: Japan, 2.5 meters, PSE6-15 plug, C13 connector, 15 A	Power Cords	$32.00	14%	$27.52	20%	$25.60
X333A-25-15-TW-N	Power Cord: : Taiwan 125 VAC 15 amps 2.5 meters (PTO)	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333F-25-15-JP-N	Localized Power Cord Kit Japan, PSE 6-15P plug, IEC6032 C13 connector 15A, 250VAC rated, 2.5meter, RoHS-6 compliant.	Power Cords	$32.00	14%	$27.52	20%	$25.60
X333G-25-10-TW	Power cord: Taiwan, 2.5 meters, NEMA6-20 plug, IEC60320 C13 connector, 10 A, 250 V	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333V-20-15-C14-N	Rack Jumper Cable, Straight Plug Connector, 2.0 meter, 15Amp rated, Plug IEC60320-2-2 Sheet E (C14) Connector IEC60320-1-C13	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333V-30-15-C14-N	Rack Jumper Cable, Straight Plug Connector, 3.0 meter, 15Amp rated, Plug IEC60320-2-2 Sheet E (C14), Connector IEC60320-1-C13	Power Cords	$25.00	14%	$21.50	20%	$20.00
X340L-N	Power cord: North America and Asia, 4 meters, L6-20P plug, C13 connector, 15 A	Power Cords	$50.00	14%	$43.00	20%	$40.00
X3830A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 4m; (RoHS-6)	Disk Drives	$145.00	14%	$124.70	20%	$116.00
X3830B-Z-N	Cable, SCSI VHDCI/VHDCI, 68-pin, 4m; (RoHS-6)	Disk Drives	$145.00	14%	$124.70	20%	$116.00
X3831A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 10m; (RoHS-6)	Disk Drives	$195.00	14%	$167.70	20%	$156.00
X3831B-Z-N	Cable, SCSI, VHDCI/VHDCI, 68-pin, 10m; (RoHS-5)	Disk Drives	$195.00	14%	$167.70	20%	$156.00
X3832A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 2m; (RoHS-6)	Disk Drives	$100.00	14%	$86.00	20%	$80.00
X3837A-N	5 meter Null Ethernet Cable, RoHS-6	Other Server X-Options	$125.00	14%	$107.50	20%	$100.00
X383L-N	Power cord: Denmark, 2.5 meters, DEMKO107 plug, C13 connector, 10 A	Power Cords	$25.00	14%	$21.50	20%	$20.00
X384L-N	Power cord: Italian, 2.5 meters, CEI23 plug, C13 connector 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X386L-N	Power cord: Australia, 2.5 meters, SA3112 plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X4061A-N	19-inch 4-post slide mount kit with adjustable slide rails	Sun Netra Rack Kits	$995.00	15%	$845.75	18%	$815.90
X4234A-Z-N	Sun Netra 2U servers: air filter 10 pack for chassis, which supports 2 HDD	Other Server X-Options	$250.00	14%	$215.00	20%	$200.00
X4242A	Sun InfiniBand QDR Host Channel Adapter PCIe: low profile (for on-site upgrade)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
X4243A	Sun InfiniBand QDR Host Channel Adapter PCIe Express Module (for on-site upgrade)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
X4353A-Z-N	Sun Netra 2U servers: air filter 10 pack for chassis, which supports 4 HDD	Other Server X-Options	$250.00	14%	$215.00	20%	$200.00
X4453A	Air filter, pack of 10 for 2 RU, 4 HDD	Netra SPARC T3-1 Server	$250.00	15%	$212.50	18%	$205.00

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X4622A-N	Sun Blade 6000 Family Dongle Cable II with RJ45 Serial, 2xUSB, Video Connectors and RJ45-to-DB9 adapter. RoHS 5. X-option	Sun Blade Server Options	$60.00	15%	$51.00	18%	$49.20
X4871A-Z-N	Sun Blade server module: Sun Dual 10 GbE Fabric Expansion Module	Network Adapters	$864.00	14%	$743.04	20%	$691.20
X4911A	One 8 GB DDR3-1333 registered low-voltage DIMM	Other Server X-Options	$219.00	14%	$188.34	20%	$175.20
X5074A-Z-N	PWR CORD, QTY 4, AC INPUT, 20A (AMER: L6-20P to IEC 320, 4m) for the Sun Blade 6000 or the Sun Blade 6000 P Modular System, RoHS-6	Sun Blade Server Options	$154.00	15%	$130.90	18%	$126.28
X5075A-Z-N	PWR CORD, QTY 4, AC INPUT, 16A (EPAC: IEC 309 to IEC 320, 4m) for the Sun Blade 6000 or the Sun Blade 6000 P Modular System, RoHS-6	Sun Blade Server Options	$86.00	15%	$73.10	18%	$70.52
X5077A-Z-N	PWR CORD, QTY 4, AC INPUT, 20A (IEC 320-C19 to IEC 320-C20, 2.0 M) Optional cords for connecting a rack mounted Sun Blade Modular System chassis to a Modular Power System (MPS). RoHS-6.	Other Server X-Options	$20.00	14%	$17.20	20%	$16.00
X5180A-N	Air Filter pack containing 10 foam filter to be used as replacement filters in the system behind the front bezel, for use with the Netra X4450 and Netra T5440. ROHS-6 Compliant.	Other Server X-Options	$290.00	14%	$249.40	20%	$232.00
X5562A-Z	Sun dual speed 10 GbE SFP+ long reach pluggable transceiver	Network Transceivers	$2,208.00	14%	$1,898.88	20%	$1,766.40
X5915A-N	2 Sun 30 A to 20 A AC power adapters with 30 A AC branch input with NEMA L6-30P plug and NEMA L6-20R receptacle, 4 meters	Sun Blade Server Options	$1,364.00	15%	$1,159.40	18%	$1,118.48
X6000A-N	Sun Crypto Accelerator 6000 SSL/IPsec Accelerator with keystore and FIPs support, PCI card. RoHS: 6 compliant.	Network Encryption Cards	$9,950.00	14%	$8,557.00	20%	$7,960.00
X7251A-N	Netra CT 820 Server air filter 5 per pack.	Sun Netra T5220 Server	$395.00	15%	$335.75	18%	$323.90
X7901A-4-N	19-inch 2-post rackmount kit	Sun Netra Rack Kits	$325.00	15%	$276.25	18%	$266.50
X7904A-4-N	600 by 600 millimeters rackmount kit	Sun Netra Rack Kits	$210.00	15%	$178.50	18%	$172.20
X8096A-4-N	19-inch 4-post slide mount kit	Sun Netra Rack Kits	$910.00	15%	$773.50	18%	$746.20
X8224A-N	SAS cable kit	Netra SPARC Server Options	$118.00	15%	$100.30	18%	$96.76
X9237-1-A-N	Power Jumper Cable, 1.0meter (qty 1), for Sun Rack 900/1000. RoHS-6 compliant.	Power Cords	$45.00	14%	$38.70	20%	$36.00
X9238-1-A-N	Power Jumper Cable, 2.5 meter (qty 1), for Sun Rack 900/1000. RoHS-6 compliant.	Power Cords	$49.00	14%	$42.14	20%	$39.20
X949A-4-N	Wago DC plug connectors, 10-pack for all Netra servers, Sun Fire X4100, X4100 M2, X4200, X4200 M2 and storage (except Netra ft 1800). X-Option. RoHS-6	Other Server X-Options	$165.00	14%	$141.90	20%	$132.00
X9732A-Z-N	2M LC to LC FC Optical Cable RoHS-6 compliant	Disk Drives	$65.00	14%	$55.90	20%	$52.00
X9733A-Z-N	5M LC to LC FC Optical Cable RoHS-6 compliant	Disk Drives	$80.00	14%	$68.80	20%	$64.00
X9734A-Z-N	15M LC to LC FC Optical Cable RoHS-6 Compliant.	Disk Drives	$105.00	14%	$90.30	20%	$84.00
X9736A-Z-N	25M LC to LC FC Optical Cable. RoHS-6 Compliant.	Disk Drives	$180.00	14%	$154.80	20%	$144.00
X9738A-Z-N	50M LC to LC FC Optical Cable. RoHS-6 Compliant.	Disk Drives	$230.00	14%	$197.80	20%	$184.00
XRA-SS2CF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
XRA-SS2CM-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
XRA-SS2NF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00
XRA-SS2NF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
XRB-SS2CF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00

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XRB-SS2CM-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00
XSESS118FU-N	StorageTek SAS RAID HBA: 8 port, internal for Fujitsu (for factory installation)	Host Bus Adapters	$599.00	14%	$515.14	20%	$479.20
XSR-1042E-N	Sun Rack, 42U, 1000 depth, 600mm width, packaging suitable for shipping fully loaded	Sun Racks	$2,349.00	15%	$1,996.65	18%	$1,926.18
XSR-1042-N	Sun Rack, 42U, 1000 depth, 600mm width, empty shipping only (do not install product inside the rack while it is on th pallet)	Sun Racks	$1,649.00	15%	$1,401.65	18%	$1,352.18
XSR-10K-IEC309-N	1-phase high voltage 10 kVA PDU for non-EU countries	Sun Racks	$900.00	15%	$765.00	18%	$738.00
XSR-10K-L630-N	Sun Rack II 10kVA PDU, Single Phase, 48 Supplied Amps Max, NEMA L6-30P on 4m captive cords, Data Center Two 30A NEMA L6-30R (30A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$900.00	15%	$765.00	18%	$738.00
XSR-1242E-N	Sun Rack, 42U, 1200 depth, 600mm width, packaging suitz	Sun Racks	$2,849.00	15%	$2,421.65	18%	$2,336.18
XSR-1242-N	Sun Rack, 42U, 1200 depth, 600mm width, empty shipping only (do not install product inside the rack while it is on th pallet)	Sun Racks	$2,149.00	15%	$1,826.65	18%	$1,762.18
XSR-15KIEC309-4P-N	3-phase low voltage 15 kVA PDU for non-EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
XSR-15KIEC309-U5P	3-phase high voltage 15 kVA PDU (UL and EN 300 386 compliant)	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
XSR-15K-L630-N	1-phase low voltage 15 kVA PDU for non-EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
XSR-37KIEC309-4P-N	Sun Rack II 37kVA PDU, 3-Phase, 180 Supplied Amps Max IEC309 on 4m captive cords, Data Center Three 60A IEC309-4P67-3P4W 250VAC (60A breakers), 45 C13 and 9 C19 Outlets in 9 Groups, Current Metering.	Sun Racks	$2,250.00	15%	$1,912.50	18%	$1,845.00
XSR-37KIEC309-U5P	3-phase high voltage 37 kVA PDU (UL and EN 300 386 compliant)	Sun Racks	$2,360.00	15%	$2,006.00	18%	$1,935.20
XSR-CLIPNUT-N	Sun Rack II Clip Nut/Screw Kit, M6x1 Nut, M6x1x12mm Screw, Qty 32 EA	Sun Racks	$60.00	15%	$51.00	18%	$49.20
XSR-JUMP-1MC13-N	Single Jumper Cable 1 meter (C13 plug)	Power Cords	$29.00	14%	$24.94	20%	$23.20
XSR-JUMP-1MC19-N	Single Jumper Cable 1 meter (C19 plug)	Power Cords	$36.00	14%	$30.96	20%	$28.80
XSR-JUMP-2MC13-N	Single Jumper Cable 2 meter (C13 plug)	Power Cords	$29.00	14%	$24.94	20%	$23.20
XSR-JUMP-2MC19-N	Single Jumper Cable 2 meter (C19 plug)	Power Cords	$36.00	14%	$30.96	20%	$28.80
XSR-JUMPKIT-N	Jumper Cable Start Up Kit: qty 10 of 1 meter C13 plugs + qty 10 of 2 meter C13 plugs + qty 2 1 meter C19 plugs + Qty 2 2meter C19 plugs	Sun Racks	$198.00	15%	$168.30	18%	$162.36
XSR-JUMPPAC1MC13-N	Jumper Cable Kit: qty 10 mix of 1 meter cable (C13 plug)	Sun Racks	$89.00	15%	$75.65	18%	$72.98
XSR-JUMPPAC2MC13-N	Jumper Cable Kit: qty 10 mix of 2 meter cable (C13 plug)	Sun Racks	$89.00	15%	$75.65	18%	$72.98
XTA-0.5M-SAS-N	Sun Storage 0.5m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$95.00	14%	$81.70	20%	$76.00
XTA-1.0M-SAS-N	Sun Storage 1.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$110.00	14%	$94.60	20%	$88.00
XTA-2.0M-SAS-N	Sun Storage 2.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$150.00	14%	$129.00	20%	$120.00
XTA-3.0M-SAS-N	Sun Storage 3.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$175.00	14%	$150.50	20%	$140.00
XTA-6.0M-SAS-N	Sun Storage 6.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$325.00	14%	$279.50	20%	$260.00
7100115	Spare: cable, 2 meter IB QSFP copper	Spare parts	$258.00	29%	$183.18	29%	$183.18
7100274	SAS cable: 3 meters, 2x1 (for factory installation)	Tape Options	$200.00	24%	$152.00	34%	$132.00

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7100275	SAS cable: 3 meters, 2x1	Tape Options	$200.00	24%	$152.00	34%	$132.00
7100276	4X mini SAS cable: 3 meters, 1x1, shielded (for factory installation)	Tape Options	$120.00	24%	$91.20	34%	$79.20
7100277	4X mini SAS cable: 3 meters, 1x1, shielded	Tape Options	$120.00	24%	$91.20	34%	$79.20
7100477	Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, UTP	Network Adapters	$888.00	14%	$763.68	20%	$710.40
7100479	Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, UTP (for factory installation)	Network Adapters	$740.00	14%	$636.40	20%	$592.00
7100481	Sun Dual Port GbE PCIe 2.0 Low Profile Adapter, MMF	Network Adapters	$1,142.00	14%	$982.12	20%	$913.60
7100482	Sun Dual Port GbE PCIe 2.0 Low Profile Adapter, MMF (for factory installation)	Network Adapters	$952.00	14%	$818.72	20%	$761.60
7100483	Sun Quad Port GbE PCIe 2.0 ExpressModule, UTP	Network Adapters	$1,109.00	14%	$953.74	20%	$887.20
7100484	Sun Quad Port GbE PCIe 2.0 ExpressModule, UTP (for factory installation)	Network Adapters	$924.00	14%	$794.64	20%	$739.20
7100486	Sun Quad Port GbE PCIe 2.0 ExpressModule, MMF	Network Adapters	$2,549.00	14%	$2,192.14	20%	$2,039.20
7100487	Sun Quad Port GbE PCIe 2.0 ExpressModule, MMF (for factory installation)	Network Adapters	$2,124.00	14%	$1,826.64	20%	$1,699.20
7100488	Sun Dual Port 10GBase-T Adapter	Network Adapters	$1,498.00	14%	$1,288.28	20%	$1,198.40
7100490	Sun Dual Port 10GBase-T ExpressModule	Network Adapters	$1,788.00	14%	$1,535.96	20%	$1,428.80
7100492	Sun Dual Port 10GBase-T ExpressModule (for factory installation)	Network Adapters	$1,488.00	14%	$1,279.68	20%	$1,190.40
7100563	Sun Dual Port 10GBase-T Adaptor (for factory installation)	Network Adapters	$1,248.00	14%	$1,073.28	20%	$998.40
7100730	One 8 GB DDR3-1600 DIMM (for factory installation)	Other Server Configured Options	$152.00	6%	$142.88	6%	$142.88
7100731	32 GB DDR3-1066 DIMM (for factory installation)	Sun Fire X4170 M2 Server	$1,182.00	14%	$1,016.52	20%	$945.60
7100733	One 16 GB DDR3-1600 DIMM (for factory installation)	Other Server Configured Options	$302.00	6%	$283.88	6%	$283.88
7100734	Oracle Solaris preinstall (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7100735	Oracle VM preinstall (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7100790	One 8 GB DDR3-1600 DIMM	Other Server X-Options	$182.00	14%	$156.52	20%	$145.60
7100792	32 GB DDR3-1066 DIMM	Sun Fire X4170 M2 Server	$1,418.00	14%	$1,219.48	20%	$1,134.40
7100794	One 16 GB DDR3-1600 DIMM	Other Server X-Options	$362.00	14%	$311.32	20%	$289.60
7100879	StorageTek SL8500 modular library system: base module with 1,448 physical slots and 1,450 activated slots	Sun StorageTek SL8500 Modular Library System	$202,395.00	24%	$153,820.20	34%	$133,580.70
7100880	StorageTek SL8500 modular library system: activation permit for 100 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$4,000.00	24%	$3,040.00	34%	$2,640.00
7100881	StorageTek SL8500 modular library system: activation permit for 250 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$9,500.00	24%	$7,220.00	34%	$6,270.00
7100882	StorageTek SL8500 modular library system: activation permit for 500 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$17,500.00	24%	$13,300.00	34%	$11,550.00
7100883	StorageTek SL8500 modular library system: activation permit for 1,000 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$30,000.00	24%	$22,800.00	34%	$19,800.00
7100885	Rail kit for base frame	System	$4,536.00	24%	$3,447.36	34%	$2,993.76
7100886	Rail kit for 1 expansion frame	System	$7,903.00	24%	$6,006.28	34%	$5,215.98
7100888	Rail kit for 2 expansion frames	System	$10,103.00	24%	$7,678.28	34%	$6,667.98
7100889	Rail kit for 3 expansion frames	System	$16,074.00	24%	$12,216.24	34%	$10,608.84
7100891	Rail kit for 4 expansion frames	System	$18,995.00	24%	$14,436.20	34%	$12,536.70
7100892	Rail kit for 5 expansion frames	System	$21,612.00	24%	$16,425.12	34%	$14,263.92
7100894	Assembly for N+1 power	System	$1,147.00	24%	$871.72	34%	$757.02

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7100898	StorageTek SL8500 modular library system: cartridge expansion frame with 1,728 physical slots and no activated cartridge slots. Separately priced activation permit required	Sun StorageTek SL8500 Modular Library System	$20,778.00	24%	$15,791.28	34%	$13,713.48
7100900	Cartridge CAP magazine with 13 physical slots (for onsite assembly)	Sun StorageTek SL8500 Modular Library System	$132.00	24%	$100.32	34%	$87.12
7100908	Redundant cartridge access port	System	$6,427.00	24%	$4,884.52	34%	$4,241.82
7100917	Performance redundant electronics	System	$8,825.00	24%	$6,707.00	34%	$5,824.50
7100919	Pass-thru port mechanisms	System	$32,419.00	24%	$24,638.44	34%	$21,396.54
7100924	Hub for intra-library communications	System	$2,414.00	24%	$1,834.64	34%	$1,593.24
7100926	Pass-thru port frame	System	$8,100.00	24%	$6,916.00	34%	$6,006.00
7100928	Redundant handbots	System	$39,575.00	24%	$30,077.00	34%	$26,119.50
7100929	Single-phase power	System	$3,981.00	24%	$3,025.56	34%	$2,627.46
7100930	Delta power	System	$3,843.00	24%	$2,920.68	34%	$2,536.38
7100931	DC, 1,200 W PSU	System	$751.00	24%	$570.76	34%	$495.66
7100932	StorageTek SL8500 modular library system: activation permit for redundant TCP/IP host interface	Sun StorageTek SL8500 Modular Library Features	$15,000.00	24%	$11,400.00	34%	$9,900.00
7100936	StorageTek SL8500 Partitioning - Integrated Software Option - per Tape Library Metric	Sun StorageTek SL8500 Modular Library Features	$10,000.00	24%	$7,600.00	34%	$6,600.00
7100938	Wye power	System	$3,856.00	24%	$2,930.56	34%	$2,544.96
7100942	6 rack unit rack	System	$3,426.00	24%	$2,603.76	34%	$2,261.16
7100945	StorageTek SL8500 modular library system: activation permit for 100 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$4,800.00	24%	$3,648.00	34%	$3,168.00
7100946	StorageTek SL8500 modular library system: activation permit for 250 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$11,400.00	24%	$8,664.00	34%	$7,524.00
7100947	StorageTek SL8500 modular library system: activation permit for 500 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$21,000.00	24%	$15,960.00	34%	$13,860.00
7100948	StorageTek SL8500 modular library system: activation permit for 1,000 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$36,000.00	24%	$27,360.00	34%	$23,760.00
7100962	Brocade 300 Switch: activation permit for 8 FC ports. Includes eight 8 Gb SFP short wave optic modules	Brocade Hardware	$4,500.00	24%	$3,420.00	34%	$2,970.00
7100968	StorageTek LTO tape drive: 1 HP LTO5 6 Gb SAS for StorageTek SL500	LTO5 Tape Drives	$14,000.00	24%	$10,640.00	34%	$9,240.00
7101234	One 512 GB SATA SSD 2.5-inch version 2 read-flash accelerator with martin bracket. Minimum 2010.Q3.3 or later appliance software required.	Sun Unified Storage System Options	$4,478.00	24%	$3,403.28	34%	$2,955.48
7101263	Spare: AST2100 chassis management module	Spare parts	$1,128.00	29%	$800.88	29%	$800.88
7101366	StorageTek SL8500 modular library system: performance kit	Sun StorageTek SL8500 Modular Library System	$10,590.00	24%	$8,048.40	34%	$6,989.40
7101409	StorageTek SL500 modular library system: activation permit for second port on dual fibre card, for after original system installation	Sun StorageTek SL500 Modular Library System	$1,000.00	24%	$760.00	34%	$660.00
7101546	StorageTek LTO tape drive: 1 HP LTO5 half height 6 Gb SAS with rackmount	Entry Level LTO 5 Tape Drives	$6,500.00	24%	$4,940.00	34%	$4,290.00
7101568	Netra SPARC T4-2 Server: 4RU base AC with 2 SPARC T4 8-Core processor 2.85 GHz	Netra SPARC T4-2 Server	$36,884.00	15%	$31,351.40	18%	$30,244.88

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7101657	Spare: one 8 GB DDR3-1600 registered DIMM	Spare parts	$480.00	29%	$340.80	29%	$340.80
7101658	Spare: one 16 GB DDR3-1600 registered DIMM	Spare parts	$1,536.00	29%	$1,090.56	29%	$1,090.56
7101750	StorageTek SL150 modular tape library: base unit with 30 slots and 1 LTO5 half-height 8 Gb FC tape drive	SL150 Tape Library	$6,075.00	24%	$4,617.00	34%	$4,009.50
7101751	Spare: Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, UTP	Spare parts	$1,050.00	29%	$745.50	29%	$745.50
7101752	Spare: Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, MMF	Spare parts	$2,022.00	29%	$1,435.62	29%	$1,435.62
7101753	Spare: Sun Quad Port GbE PCIe 2.0 ExpressModule, UTP	Spare parts	$1,254.00	29%	$890.34	29%	$890.34
7101754	Spare: Sun Quad Port GbE PCIe 2.0 ExpressModule, MMF	Spare parts	$3,030.00	29%	$2,151.30	29%	$2,151.30
7101755	Spare: Sun Dual Port 10 GbE PCIe 2.0 Low Profile Adapter Base-T	Spare parts	$1,926.00	29%	$1,367.46	29%	$1,367.46
7101756	Spare: Sun Dual Port 10 GbE PCIe 2.0 ExpressModule, Base-T	Spare parts	$2,250.00	29%	$1,597.50	29%	$1,597.50
7101758	Heatsink (for factory installation)	Other Server Configured Options	$20.00	6%	$18.80	6%	$18.80
7101760	StorageTek SL150 modular tape library: base unit with 30 slots and 1 LTO5 half-height 6 Gb SAS tape drive	SL150 Tape Library	$5,833.00	24%	$4,433.08	34%	$3,849.78
7101761	StorageTek LTO tape drive: 1 HP LTO5 half-height 6 Gb SAS for StorageTek SL150 (for factory installation)	LTO5 Tape Drives (SL150)	$2,470.00	24%	$1,877.20	34%	$1,630.20
7101762	StorageTek LTO tape drive: 1 HP LTO5 half-height 8 Gb FC for StorageTek SL150 (for factory installation)	LTO5 Tape Drives (SL150)	$2,713.00	24%	$2,061.88	34%	$1,790.58
7101763	StorageTek SL150 modular tape library: expansion module with 30 slots (for factory installation)	SL150 Tape Library Options	$793.00	24%	$602.68	34%	$523.38
7101769	StorageTek SL150 modular tape library: power supply (for factory installation)	SL150 Tape Library Options	$223.00	24%	$169.48	34%	$147.18
7101770	StorageTek SL150 modular tape library: expansion module with 30 slots	SL150 Tape Library Options	$968.00	24%	$735.68	34%	$638.88
7101771	StorageTek SL150 modular tape library: power supply	SL150 Tape Library Options	$267.00	24%	$202.92	34%	$176.22
7101772	StorageTek LTO tape drive: 1 HP LTO5 half-height 6 Gb SAS for StorageTek SL150	LTO5 Tape Drives (SL150)	$2,964.00	24%	$2,252.64	34%	$1,956.24
7101773	StorageTek LTO tape drive: 1 HP LTO5 half-height 8 Gb FC for StorageTek SL150	LTO5 Tape Drives (SL150)	$3,255.00	24%	$2,473.80	34%	$2,148.30
7101774	StorageTek SL150 modular library: pair of magazines: 1 left and 1 right	SL150 Tape Library Options	$198.00	24%	$150.48	34%	$130.68
7101883	Brocade SW200R Switch: activation permit for 4 FC ports	Brocade software	$2,100.00	24%	$1,596.00	34%	$1,386.00
7101905	Spare: service processor for Netra SPARC T4-1 server	Spare parts	$900.00	29%	$639.00	29%	$639.00
7101908	FC cable assembly: 6 meters, optical, duplex, multi-mode, 50/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$54.00	15%	$45.90	18%	$44.28
7101914	Ethernet cable assembly: 5 meters, CAT 5E, green	Pillar Axiom SAN Storage System Options	$13.00	15%	$11.05	18%	$10.66
7101915	Ethernet cable assembly: 2 meters, CAT 5E UTP patch, red	Pillar Axiom SAN Storage System Options	$7.00	15%	$5.95	18%	$5.74
7101918	Ethernet cable assembly: 5 meters, SFP+ 10GbE direct attach passive copper cable	Pillar Axiom SAN Storage System Options	$206.00	15%	$175.10	18%	$168.92
7101919	FC cable assembly: 3 meters, optical, duplex, multi-mode, 50/125 core, LC-LC	Pillar Axiom SAN Storage System Options	$48.00	15%	$40.80	18%	$39.36
7101920	FC cable assembly: 6 meters, optical, duplex, multi-mode, 50/125 core, LC-LC	Pillar Axiom SAN Storage System Options	$55.00	15%	$46.75	18%	$45.10
7101921	FC cable assembly: 10 meters, optical, duplex, multi-mode, 50/125 core, LC-LC	Pillar Axiom SAN Storage System Options	$64.00	15%	$54.40	18%	$52.48
7101922	FC cable assembly: 3 meters, optical, duplex, multi-mode, 50/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$46.00	15%	$39.10	18%	$37.72

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7101923	Pillar Axiom SSD Brick with thirteen 50 GB SSDs (for factory installation)	Pillar Axiom SAN Storage System Options	$34,282.00	15%	$29,139.70	18%	$28,111.24
7101924	Pillar Axiom SSD Brick with thirteen 200 GB SSDs (for factory installation)	Pillar Axiom SAN Storage System Options	$127,346.00	15%	$108,244.10	18%	$104,423.72
7101925	Power cord: 3 meters, 18 AWG, 3 conductor, SJT wire, NEMA 5-15 plug, black, 110 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$9.00	15%	$7.65	18%	$7.38
7101926	Pillar Axiom Fibre Channel Brick with twelve 300 GB 15000 rpm 3.5-inch FC HDDs (for factory installation)	Pillar Axiom SAN Storage System Options	$17,909.00	15%	$15,222.65	18%	$14,685.38
7101927	Pillar Axiom Fibre Channel Brick with twelve 600 GB 15000 rpm 3.5-inch FC HDDs (for factory installation)	Pillar Axiom SAN Storage System Options	$23,346.00	15%	$19,844.10	18%	$19,143.72
7101929	Pillar Axiom SATA Brick with thirteen 2 TB 7200 rpm 3.5-inch SATA HDDs (for factory installation)	Pillar Axiom SAN Storage System Options	$21,863.00	15%	$18,583.55	18%	$17,927.66
7101930	Rackmounted slammer installation cable kit for 1 SOC422 slammer with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$1,102.00	15%	$936.70	18%	$903.64
7101931	Rackmounted slammer installation cable kit for 2 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$2,930.00	15%	$2,490.50	18%	$2,402.60
7101932	Rackmounted slammer installation cable kit for 3 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$5,114.00	15%	$4,346.90	18%	$4,193.48
7101934	Pillar Axiom Brick rackmounted installation optical cable kit (for factory installation)	Pillar Axiom SAN Storage System Options	$754.00	15%	$640.90	18%	$618.28
7101935	Installation cable kit with 1 SOC422 slammer with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$1,102.00	15%	$936.70	18%	$903.64
7101936	FC cable assembly: 10 meters, optical, duplex, multi-mode, 50/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$65.00	15%	$55.25	18%	$53.30
7101937	FC cable assembly: 3 meters, optical, duplex, single-mode, 8.3 /125 core, LC-LC	Pillar Axiom SAN Storage System Options	$60.00	15%	$51.00	18%	$49.20
7101938	FC cable assembly: 3 meters, optical, duplex, multi-mode, 8.3/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$50.00	15%	$42.50	18%	$41.00
7101939	Installation cable kit with 2 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$2,930.00	15%	$2,490.50	18%	$2,402.60
7101940	Installation cable kit with 3 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$5,114.00	15%	$4,346.90	18%	$4,193.48
7101941	Installation cable kit with 4 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$7,434.00	15%	$6,318.90	18%	$6,095.88
7101942	Pillar Axiom Brick installation optical cable kit (for factory installation)	Pillar Axiom SAN Storage System Options	$754.00	15%	$640.90	18%	$618.28
7101945	Rackmounted slammer installation cable kit for 4 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$7,434.00	15%	$6,318.90	18%	$6,095.88
7101948	Pillar Axiom Replication Engine 4 Gb FC PCIe HBA: 4 port (for factory installation)	Pillar Axiom SAN Storage System Options	$6,600.00	15%	$5,610.00	18%	$5,412.00
7101960	Power cord: ASM, 3 meters, 18 AWG, 3 conductor, SJT wire, C14 plug, black, 110/240 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$12.00	15%	$10.20	18%	$9.84
7101969	FC cable assembly: 2 meters, SFP to HSSDC2 passive	Pillar Axiom SAN Storage System Options	$125.00	15%	$106.25	18%	$102.50
7101972	FC cable assembly: 0.5 meter, SFP to SFP passive	Pillar Axiom SAN Storage System Options	$86.00	15%	$73.10	18%	$70.52
7101973	Pillar Axiom Pilot with 4 GB memory, rackmounted (for factory installation)	Pillar Axiom SAN Storage System Options	$8,164.00	15%	$6,939.40	18%	$6,694.48

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7101974	Pillar Axiom Pilot with 4 GB memory (for factory installation)	Pillar Axiom SAN 600 Storage System	$8,164.00	15%	$6,939.40	18%	$6,694.48
7101975	FC cable assembly: 1 meter, SFP to SFP passive	Pillar Axiom SAN Storage System Options	$96.00	15%	$81.60	18%	$78.72
7101976	Pillar Axiom Replication Engine with 32 GB memory (for factory installation)	Pillar Axiom SAN Storage System Options	$19,302.00	15%	$16,406.70	18%	$15,827.64
7101980	FC cable assembly: 2 meters, SFP to SFP passive	Pillar Axiom SAN Storage System Options	$114.00	15%	$96.90	18%	$93.48
7101987	Power cord: 15 feet, NEMA L5-30P plug, 30 A, 120 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$209.00	15%	$177.65	18%	$171.38
7101990	Power cord: 15 feet, NEMA L6-30P plug, 30 A, 220 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$209.00	15%	$177.65	18%	$171.38
7101991	Slammer optical cable kit	Pillar Axiom SAN Storage System Options	$905.00	15%	$769.25	18%	$742.10
7101995	Power cord: 15 feet, IEC309 2P+E plug, 16 A (for factory installation)	Pillar Axiom SAN Storage System Options	$67.00	15%	$56.95	18%	$54.94
7101998	Power cord: 15 feet, IEC309 2P+E plug, 32 A (for factory installation)	Pillar Axiom SAN Storage System Options	$311.00	15%	$264.35	18%	$255.02
7101999	PDU assembly: 3-phase, domestic, NEMA L21-30P plug, 30 A (for factory installation)	Pillar Axiom SAN Storage System Options	$5,028.00	15%	$4,273.80	18%	$4,122.96
7102003	Pillar Axiom SSD Brick with thirteen 50 GB SSDs	Pillar Axiom SAN Storage System Options	$41,138.00	15%	$34,967.30	18%	$33,733.18
7102005	Pillar Axiom SSD Brick with thirteen 200 GB SSDs	Pillar Axiom SAN Storage System Options	$152,815.00	15%	$129,892.75	18%	$125,308.30
7102006	PDU with mounting brackets, 30 A (for factory installation)	Pillar Axiom SAN Storage System Options	$1,055.00	15%	$896.75	18%	$865.10
7102007	Pillar Axiom Fibre Channel Brick with twelve 300 GB 15000 rpm 3.5-inch FC HDDs	Pillar Axiom SAN Storage System Options	$21,491.00	15%	$18,267.35	18%	$17,622.62
7102020	Brick copper cable kit	Pillar Axiom SAN Storage System Options	$1,908.00	15%	$1,621.80	18%	$1,564.56
7102021	Pillar Axiom Secure WORMfs - Integrated Software Option - per Management Controller Metric	Pillar Axiom SAN Storage System Features	$25,000.00	15%	$21,250.00	18%	$20,500.00
7102022	Pillar Axiom Storage Domains - Integrated Software Optio - per Management Controller Metric	Pillar Axiom SAN Storage System Features	$25,000.00	15%	$21,250.00	18%	$20,500.00
7102023	42U cabinet with rails (for factory installation)	Pillar Axiom SAN Storage System Options	$9,709.00	15%	$8,252.65	18%	$7,961.38
7102024	Pillar Axiom Copy Services Bundle - Integrated Software Option - per Management Controller Metric	Pillar Axiom SAN Storage System Features	$30,000.00	15%	$25,500.00	18%	$24,600.00
7102025	Rack baying kit (for factory installation)	Pillar Axiom SAN Storage System Options	$61.00	15%	$51.85	18%	$50.02
7102026	Pillar Axiom MaxRep Replication for NAS - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage System Features	$1,000.00	15%	$850.00	18%	$820.00
7102027	Pillar Axiom Fibre Channel Brick with twelve 600 GB 15000 rpm 3.5-inch FC HDDs	Pillar Axiom SAN Storage System Options	$28,015.00	15%	$23,812.75	18%	$22,972.30
7102029	Pillar Axiom SATA Brick with thirteen 2TB 7200 rpm 3.5-inch SATA HDDs	Pillar Axiom SAN Storage System Options	$26,236.00	15%	$22,300.60	18%	$21,513.52
7102030	Pillar Axiom 600 2 Gb FC PCIx HBA with NDMP tape backup	Pillar Axiom SAN Storage System Options	$558.00	15%	$474.30	18%	$457.56
7102031	Rack stabilizer kit (for factory installation)	Pillar Axiom SAN Storage System Options	$79.00	15%	$67.15	18%	$64.78
7102032	Pillar Axiom 600 1 Gb iSCSI PCIx TOE HBA: 2 port	Pillar Axiom SAN Storage System Options	$3,409.00	15%	$2,897.65	18%	$2,795.38
7102033	Add-on slammer optical cable kit for 1 slammer series 2/3 to 1 slammer series 2/3	Pillar Axiom SAN Storage System Options	$2,470.00	15%	$2,099.50	18%	$2,025.40
7102034	Add-on slammer optical cable kit for 1 slammer series 2/3 to 2 slammer series 2/3	Pillar Axiom SAN Storage System Options	$2,775.00	15%	$2,358.75	18%	$2,275.50
7102035	Add-on slammer optical cable kit for 2 slammer series 2/3 to 1 slammer series 2/3	Pillar Axiom SAN Storage System Options	$4,943.00	15%	$4,201.55	18%	$4,053.26
7102142	Pillar Axiom Pilot with 2 GB memory (for factory installation)	Pillar Axiom SAN 600 Storage System	$6,874.00	15%	$5,842.90	18%	$5,636.68

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7102143	Pillar Axiom Pilot with 2 GB memory, rackmounted pilot (for factory installation)	Pillar Axiom SAN 600 Storage System	$6,874.00	15%	$5,842.90	18%	$5,636.68
7102154	Pillar Axiom MaxRep Asynchronous Replication - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$1,200.00	15%	$1,020.00	18%	$984.00
7102155	Pillar Axiom MaxRep Asynchronous Replication with Application Protection - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$2,550.00	15%	$2,167.50	18%	$2,091.00
7102156	Pillar Axiom MaxRep Synchronous Replication - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$1,440.00	15%	$1,224.00	18%	$1,180.80
7102157	Pillar Axiom MaxRep Synchronous Replication with Application Protection - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$3,000.00	15%	$2,550.00	18%	$2,460.00
7102254	Pillar Axiom Brick installation copper cable kit	Pillar Axiom SAN Storage System Options	$958.00	15%	$814.30	18%	$785.56
7102257	Add-on slammer copper cable kit for 1 slammer with SOC422 to 2 slammer with 7197	Pillar Axiom SAN Storage System Options	$1,957.00	15%	$1,663.45	18%	$1,604.74
7102259	Add-on slammer copper cable kit for 2 slammer with SOC422 to 1 slammer with 7197	Pillar Axiom SAN Storage System Options	$3,681.00	15%	$3,128.85	18%	$3,018.42
7102260	Add-on slammer copper cable kit for 1 slammer with SOC422 to 1 slammer with SOC422	Pillar Axiom SAN Storage System Options	$1,202.00	15%	$1,021.70	18%	$985.64
7102261	Add-on slammer copper cable kit for 1 slammer with SOC422 to 2 slammer with SOC422	Pillar Axiom SAN Storage System Options	$1,318.00	15%	$1,120.30	18%	$1,080.76
7102262	Add-on slammer copper cable kit for 2 slammer with SOC422 to 2 slammer with SOC422	Pillar Axiom SAN Storage System Options	$2,458.00	15%	$2,089.30	18%	$2,015.56
7102263	Ehternet cable assembly: 0.5 meter, CAT 5E UTP patch, blue	Pillar Axiom SAN Storage System Options	$6.00	15%	$5.10	18%	$4.92
7102266	Power cord: ASM, 3 meters, 18 AWG, 3 conductor, SJT wire, C14 plug, black, 110/240 VAC rated	Pillar Axiom SAN Storage System Options	$14.00	15%	$11.90	18%	$11.48
7102274	PDU assembly: 3-phase, domestic, NEMA L21-30P plug, 30 A	Pillar Axiom SAN Storage System Options	$6,034.00	15%	$5,128.90	18%	$4,947.88
7102277	PDU with mounting brackets: North America, NEMA L6-30P plug, 30 A	Pillar Axiom SAN Storage System Options	$1,266.00	15%	$1,076.10	18%	$1,038.12
7102278	42U cabinet with rails	Pillar Axiom SAN Storage System Options	$7,939.00	15%	$6,748.15	18%	$6,509.98
7102279	Rack baying kit	Pillar Axiom SAN Storage System Options	$73.00	15%	$62.05	18%	$59.86
7102280	Rack stabilizer kit	Pillar Axiom SAN Storage System Options	$95.00	15%	$80.75	18%	$77.90
7102282	Power cord: Australia, 15 feet, 56P320 plug, IEC320 C19 connector, 16 A, 250 VAC rated	Pillar Axiom SAN Storage System Options	$405.00	15%	$344.25	18%	$332.10
7102284	Power cord: Australia, 9 feet, 56P322 plug, hard wire, 24 A (for factory installation)	Pillar Axiom SAN Storage System Options	$465.00	15%	$395.25	18%	$381.30
7102285	Power cord: Australia, 15 feet, 56P320 plug, IEC320 C19 connector, 16 A, 250 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$336.00	15%	$285.60	18%	$275.52
7102286	Power cord: Australia, 15 feet, 56P315S plug, IEC320 C19 connector, 15 A, 250 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$215.00	15%	$182.75	18%	$176.30
7102287	Upgrade slammer copper cable kit for 2 slammers with SOC422 (for factory installation)	Pillar Axiom SAN Storage System Options	$1,305.00	15%	$1,109.25	18%	$1,070.10
7102288	Upgrade add-on slammer copper cable kit for 1 slammer with SOC422 (for factory installation)	Pillar Axiom SAN Storage System Options	$499.00	15%	$424.15	18%	$409.18
7102337	Oracle ZFS Storage Appliance Replication - Integrated Software Option - per Management Controller Metric	Sun ZFS Storage System Features	$15,000.00	24%	$11,400.00	34%	$9,900.00
7102338	Oracle ZFS Storage Appliance Cloning - Integrated Software Option - per Management Controller Metric	Sun ZFS Storage System Features	$7,500.00	24%	$5,700.00	34%	$4,950.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102460	Netra SPARC T4-2 Server: 4RU base DC with 2 SPARC T4 8-Core processor 2.85 GHz	Netra SPARC T4-2 Server	$41,136.00	15%	$34,965.60	18%	$33,731.52
7102498	Netra SPARC T4-1 server : 2RU AC base chassis with 1 SPARC T4 8-Core Processor 2.85 GHz	Netra SPARC T4-1 Server	$19,840.00	15%	$16,864.00	18%	$16,268.80
7102499	Netra SPARC T4-1 server : 2RU DC base chassis with 1 SPARC T4 8-Core Processor 2.85 GHz	Netra SPARC T4-1 Server	$21,984.00	15%	$18,686.40	18%	$18,026.88
7102610	Spare: 8 GB SFP short wave	Spare parts	$642.00	29%	$455.82	29%	$455.82
7102672	Spare: SSD sleeve	Spare parts	$84.00	29%	$59.64	29%	$59.64
7102673	Spare: SSD hub	Spare parts	$84.00	29%	$59.64	29%	$59.64
7102674	Spare: rack set, end, 1EF	Spare parts	$234.00	29%	$166.14	29%	$166.14
7102675	Spare: rack set, end, 5EF	Spare parts	$426.00	29%	$302.46	29%	$302.46
7102676	Spare: cable assembly, 48 V	Spare parts	$324.00	29%	$230.04	29%	$230.04
7102677	Spare: end stop, upper left	Spare parts	$108.00	29%	$76.68	29%	$76.68
7102678	Spare: end stop, upper right	Spare parts	$108.00	29%	$76.68	29%	$76.68
7102679	Spare: end stop floor, left	Spare parts	$114.00	29%	$80.94	29%	$80.94
7102680	Spare: end stop floor, right	Spare parts	$108.00	29%	$76.68	29%	$76.68
7102681	Spare: cable assembly	Spare parts	$132.00	29%	$93.72	29%	$93.72
7102682	Spare: cable assembly, jumper	Spare parts	$54.00	29%	$38.34	29%	$38.34
7102740	Four 2.5-inch drive slots and 1 DVD-RW disk cage	Other Server Configured Options	$506.00	6%	$477.52	6%	$477.52
7102741	Eight 2.5-inch drive slots, 1 DVD-RW disk cage, and rear slot disk filler panel	Other Server Configured Options	$722.00	6%	$678.68	6%	$678.68
7102742	Twenty-four 2.5-inch drive slots disk cage and two 2.5-inch drive rear slots disk cage	Other Server Configured Options	$1,214.00	6%	$1,141.16	6%	$1,141.16
7102743	Twelve 3.5-inch drive slots disk cage and two 2.5-inch drive rear slots disk cage	Other Server Configured Options	$1,108.00	6%	$1,041.52	6%	$1,041.52
7102744	Eight 2.5-inch drive slots disk cage	Other Server Configured Options	$538.00	6%	$505.72	6%	$505.72
7102745	Heat sink (for factory installation)	Other Server Configured Options	$28.00	6%	$26.32	6%	$26.32
7102748	PCIe filler panel (for factory installation)	Other Server Configured Options	$2.00	6%	$1.88	6%	$1.88
7102752	Spare: power distribution board	Spare parts	$1,674.00	29%	$1,188.54	29%	$1,188.54
7102753	Spare: air filter assembly	Spare parts	$648.00	29%	$460.08	29%	$460.08
7102754	Spare: system fan assembly	Spare parts	$638.00	29%	$451.56	29%	$451.56
7102755	Spare: rear fan assembly	Spare parts	$600.00	29%	$426.00	29%	$426.00
7102756	Spare: 1 motherboard and tray assembly for Netra SPARC T4-2 server	Spare parts	$35,238.00	29%	$25,018.98	29%	$25,018.98
7102757	Spare: LED board assembly for Netra SPARC T4-2 server	Spare parts	$330.00	29%	$234.30	29%	$234.30
7102762	Spare: 1000 W 12 V PSU	Spare parts	$930.00	29%	$660.30	29%	$660.30
7102763	Spare: 2U CPU heat sink	Spare parts	$226.00	29%	$161.88	29%	$161.88
7102764	Spare: left indicator	Spare parts	$216.00	29%	$153.36	29%	$153.36
7102765	Spare: right indicator	Spare parts	$390.00	29%	$276.90	29%	$276.90
7102766	Spare: fan module	Spare parts	$275.00	29%	$195.96	29%	$195.96
7102767	Spare: motherboard assembly	Spare parts	$10,314.00	29%	$7,322.94	29%	$7,322.94
7102769	Spare: rear disk backplane	Spare parts	$426.00	29%	$302.46	29%	$302.46
7102770	Spare: 2U SAS disk expander	Spare parts	$3,192.00	29%	$2,266.32	29%	$2,266.32
7102772	Spare: 24-disk backplane with bracket	Spare parts	$1,800.00	29%	$1,278.00	29%	$1,278.00
7102773	Spare: four 2.5-inch disk backplane	Spare parts	$498.00	29%	$353.58	29%	$353.58
7102774	Spare: interlock cable, 125 millimeters	Spare parts	$84.00	29%	$59.64	29%	$59.64
7102775	Spare: 8-disk 2U cable kit	Spare parts	$426.00	29%	$302.46	29%	$302.46

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102776	Spare: 12-disk 2U cable kit	Spare parts	$480.00	29%	$340.80	29%	$340.80
7102777	Spare: four 3.5-inch disk backplane	Spare parts	$498.00	29%	$353.58	29%	$353.58
7102779	Spare: 6-disk backplane board	Spare parts	$780.00	29%	$553.80	29%	$553.80
7102780	Spare: 8-disk backplane board	Spare parts	$780.00	29%	$553.80	29%	$553.80
7102781	Spare: single fan module	Spare parts	$210.00	29%	$149.10	29%	$149.10
7102782	Spare: motherboard assembly tray	Spare parts	$7,920.00	29%	$5,623.20	29%	$5,623.20
7102783	Spare: USB front cable	Spare parts	$378.00	29%	$268.38	29%	$268.38
7102784	Spare: LED alarm indicator with cable	Spare parts	$390.00	29%	$276.90	29%	$276.90
7102785	Spare: power distribution board	Spare parts	$684.00	29%	$485.64	29%	$485.64
7102786	Spare: PCIe riser board	Spare parts	$384.00	29%	$272.64	29%	$272.64
7102787	Spare: 1 Intel(R) Xeon(R) E5-2658 8-core 2.1 GHz processor	Spare parts	$5,442.00	29%	$3,863.82	29%	$3,863.82
7102789	Spare: heat sink	Spare parts	$192.00	29%	$136.32	29%	$136.32
7102792	Spare: cable kit	Spare parts	$198.00	29%	$140.58	29%	$140.58
7102793	Spare: RAID SAS cable kit	Spare parts	$174.00	29%	$123.54	29%	$123.54
7102795	Spare: 600 W PSU, 12 V	Spare parts	$708.00	29%	$502.68	29%	$502.68
7102797	One 8 GB DDR3-1600 registered DIMM	Netra Server X3-2	$182.00	15%	$154.70	18%	$149.24
7102800	One 16 GB DDR3-1600 registered DIMM	Netra Server X3-2	$362.00	15%	$307.70	18%	$296.84
7102802	SAS cable kit	Netra Server X3-2	$44.00	15%	$37.40	18%	$36.08
7102805	Spare: 1U heat sink CPU	Spare parts	$204.00	29%	$144.84	29%	$144.84
7102807	Spare: motherboard assembly	Spare parts	$5,658.00	29%	$4,017.18	29%	$4,017.18
7102808	Spare: fan module	Spare parts	$150.00	29%	$106.50	29%	$106.50
7102810	Spare: 1U single riser card	Spare parts	$204.00	29%	$144.84	29%	$144.84
7102812	Spare: double stacked riser card	Spare parts	$258.00	29%	$183.18	29%	$183.18
7102814	Spare: 3.5-inch indicator	Spare parts	$306.00	29%	$217.26	29%	$217.26
7102816	Spare: 2.5-inch indicator	Spare parts	$246.00	29%	$174.66	29%	$174.66
7102818	Spare: cable kit	Spare parts	$642.00	29%	$455.82	29%	$455.82
7102869	High bandwidth QSFP optical cable: 10 meters, MPO to MPO	Network Cables	$948.00	14%	$815.28	20%	$758.40
7102870	High bandwidth QSFP optical cable: 20 meters, MPO to MPO	Network Cables	$1,233.00	14%	$1,060.38	20%	$986.40
7102871	High bandwidth QSFP optical cable: 50 meters, MPO to MPO	Network Cables	$1,953.00	14%	$1,679.58	20%	$1,562.40
7102883	Spare: base chassis for StorageTek SL150	Spare parts	$1,440.00	29%	$1,022.40	29%	$1,022.40
7102886	Spare: expansion chassis for StorageTek SL150	Spare parts	$1,128.00	29%	$800.88	29%	$800.88
7102887	Spare: robot assembly	Spare parts	$4,638.00	29%	$3,292.98	29%	$3,292.98
7102888	Spare: POWER SUPPLY	Spare parts	$564.00	29%	$400.44	29%	$400.44
7102891	Spare: set of left and right magazine	Spare parts	$474.00	29%	$336.54	29%	$336.54
7102892	Spare: operator panel	Spare parts	$1,056.00	29%	$749.76	29%	$749.76
7102893	Spare: library expansion controller printed circuit assembly	Spare parts	$306.00	29%	$217.26	29%	$217.26
7102894	Spare: library control module printed circuit assembl	Spare parts	$138.00	29%	$97.98	29%	$97.98
7102895	Spare: StorageTek LTO tape drive: 1 LTO5 6 Gb SAS for SL150	Spare parts	$6,018.00	29%	$4,272.78	29%	$4,272.78
7102896	Spare: StorageTek LTO tape drive: 1 LTO5 8 Gb FC for SL150	Spare parts	$6,594.00	29%	$4,681.74	29%	$4,681.74

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102898	Pillar Axiom NAS Slammer with eight 1 Gb/sec copper por and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,194.00	15%	$29,064.90	18%	$28,039.08
7102899	Pillar Axiom NAS Slammer with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$35,214.00	15%	$29,931.90	18%	$28,875.48
7102900	Pillar Axiom NAS Slammer with four 10 Gb/sec copper ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$39,188.00	15%	$33,309.80	18%	$32,134.16
7102901	Pillar Axiom NAS Slammer with four 10 Gb/sec optical por and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,284.00	15%	$35,941.40	18%	$34,672.88
7102902	Pillar Axiom iSCSI Slammer with four 1 Gb/sec copper po and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$40,378.00	15%	$34,321.30	18%	$33,109.96
7102903	Pillar Axiom Fibre Channel SAN Slammer with four 4 Gb/s FC ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,705.00	15%	$29,499.25	18%	$28,458.10
7102904	Pillar Axiom Fibre Channel SAN Slammer with four 8 Gb/s FC ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,039.00	15%	$35,733.15	18%	$34,471.98
7102905	Pillar Axiom NAS Slammer with eight 1 Gb/sec copper por and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,194.00	15%	$29,064.90	18%	$28,039.08
7102906	Pillar Axiom NAS Slammer with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$35,214.00	15%	$29,931.90	18%	$28,875.48
7102907	Pillar Axiom NAS Slammer with four 10 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$39,188.00	15%	$33,309.80	18%	$32,134.16
7102908	Pillar Axiom NAS Slammer with four 10 Gb/sec optical por and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,284.00	15%	$35,941.40	18%	$34,672.88
7102909	Pillar Axiom iSCSI Slammer with four 1 Gb/sec copper po and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$40,387.00	15%	$34,328.95	18%	$33,117.34
7102910	Pillar Axiom Fibre Channel SAN Slammer with four 4 Gb/s FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,705.00	15%	$29,499.25	18%	$28,458.10
7102911	Pillar Axiom Fibre Channel SAN Slammer with four 8 Gb/s FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,038.00	15%	$35,732.30	18%	$34,471.16
7102912	Pillar Axiom NAS Slammer with eight 1 Gb/sec copper por and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$41,033.00	15%	$34,878.05	18%	$33,647.06
7102913	Pillar Axiom NAS Slammer with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$42,257.00	15%	$35,918.45	18%	$34,650.74
7102914	Pillar Axiom NAS Slammer with four 10 Gb/sec copper ports and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$47,025.00	15%	$39,971.25	18%	$38,560.50
7102915	Pillar Axiom NAS Slammer with four 10 Gb/sec optical por and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$50,740.00	15%	$43,129.00	18%	$41,606.80
7102916	Pillar Axiom iSCSI Slammer with four 1 Gb/sec copper po and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$48,465.00	15%	$41,195.25	18%	$39,741.30

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7102917	Pillar Axiom Fibre Channel Slammer with four 4 Gb FC por and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$41,655.00	15%	$35,406.75	18%	$34,157.10
7102918	Pillar Axiom Fibre Channel Slammer with four 8 Gb/sec FC ports and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$50,466.00	15%	$42,896.10	18%	$41,382.12
7102919	Pillar Axiom NAS Slammer upgrade with eight 1 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$34,194.00	15%	$29,064.90	18%	$28,039.08
7102920	Pillar Axiom NAS Slammer upgrade with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$35,214.00	15%	$29,931.90	18%	$28,875.48
7102921	Pillar Axiom NAS Slammer upgrade with four 10 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$39,188.00	15%	$33,309.80	18%	$32,134.16
7102922	Pillar Axiom NAS Slammer upgrade with four 10 Gb/sec optical ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$42,284.00	15%	$35,941.40	18%	$34,672.88
7102923	Pillar Axiom iSCSI Slammer upgrade with four 1 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$40,387.00	15%	$34,328.95	18%	$33,117.34
7102924	Pillar Axiom Fibre Channel SAN Slammer upgrade with four 4 Gb/sec FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$34,705.00	15%	$29,499.25	18%	$28,458.10
7102925	Pillar Axiom Fibre Channel Slammer upgrade with four 8 Gb/sec FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$42,038.00	15%	$35,732.30	18%	$34,471.16
7102926	Pillar Axiom Replication Engine add-on with 32 GB memory (for factory installation)	Pillar Axiom SAN Storage System Options	$23,162.00	15%	$19,687.70	18%	$18,992.84
7102927	Pillar Axiom MaxRep Asynchronous Replication add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$1,200.00	15%	$1,020.00	18%	$984.00
7102928	Pillar Axiom MaxRep Asynchronous Replication with Application Protection add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$2,550.00	15%	$2,167.50	18%	$2,091.00
7102929	Pillar Axiom MaxRep Synchronous Replication add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$1,440.00	15%	$1,224.00	18%	$1,180.80
7102930	Pillar Axiom MaxRep Synchronous Replication with Application Protection add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$3,000.00	15%	$2,550.00	18%	$2,460.00
7102975	Netra Server X3-2: 2 RU DC base chassis with motherboard and 6 HDDs and DVD	Netra Server X3-2	$5,194.00	15%	$4,414.90	18%	$4,259.08
7102976	Netra Server X3-2: 2 RU AC base chassis with motherboard and 6 HDDs and DVD	Netra Server X3-2	$5,048.00	15%	$4,290.80	18%	$4,139.36
7102978	Netra Server X3-2: 2 RU DC base chassis with motherboard and 8 HDDs	Netra Server X3-2	$5,108.00	15%	$4,341.80	18%	$4,188.56
7102979	Netra Server X3-2: 2 RU AC base chassis with motherboard and 8 HDDs	Netra Server X3-2	$4,930.00	15%	$4,190.50	18%	$4,042.60
7102980	1 Intel(R) Xeon(R) E5-2658 8-core 2.1 GHz processor (for factory installation)	Netra Server X3-2	$1,780.00	15%	$1,513.00	18%	$1,459.60
7102981	Heat sink (for factory installation)	Netra Server X3-2	$26.00	15%	$22.10	18%	$21.32
7102982	One 8 GB DDR3-1600 registered DIMM (for factory installation)	Netra Server X3-2	$152.00	15%	$129.20	18%	$124.64
7102983	Oracle System Assistant (for factory installation)	Netra Server X3-2	$0.00	15%	$0.00	18%	$0.00

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7102984	One 16 GB DDR3-1600 registered DIMM (for factory installation)	Netra Server X3-2	$302.00	15%	$256.70	18%	$247.64
7102986	SAS cable kit (for factory installation)	Netra Server X3-2	$34.00	15%	$28.90	18%	$27.88
7102989	Spare: cooling tray tool	Spare parts	$2,124.00	29%	$1,508.04	29%	$1,508.04
7103040	Spare: 6-disk air filter	Spare parts	$258.00	29%	$183.18	29%	$183.18
7103041	Spare: 8-disk air filter	Spare parts	$252.00	29%	$178.92	29%	$178.92
7103042	Spares: 2 wago DC connectors	Spare parts	$396.00	29%	$281.16	29%	$281.16
7103058	Spare: cable, 50 meters, MPO high bandwidth QSFP	Spare parts	$2,934.00	29%	$2,083.14	29%	$2,083.14
7103059	Spare: cable, 20 meters, MPO high bandwidth QSFP	Spare parts	$1,854.00	29%	$1,316.34	29%	$1,316.34
7103060	Spare: cable, 10 meters, MPO high bandwidth QSFP	Spare parts	$1,428.00	29%	$1,013.88	29%	$1,013.88
7103063	Spare: 32 GB DIMM	Spare parts	$7,584.00	29%	$5,384.64	29%	$5,384.64
7103064	Spare: 24 disk 2U cable kit	Spare parts	$462.00	29%	$328.02	29%	$328.02
7103065	Spare: 4 GB USB flash memory	Spare parts	$186.00	29%	$132.06	29%	$132.06
7103071	Netra Blade X3-2B: base blade assembly (for factory installation)	Netra Blade X3-2B	$2,100.00	15%	$1,785.00	18%	$1,722.00
7103087	Oracle System Assistant (for factory installation)	Netra Blade X3-2B	$0.00	15%	$0.00	18%	$0.00
7103118	Spare: optical cable, 1 meter, duplex, multi-mode, 50/125 core, LC-LC	Spare parts	$90.00	29%	$63.90	29%	$63.90
7103119	Spare: optical cable, 3 meters, duplex, multi-mode, 50/125 core, LC-LC	Spare parts	$102.00	29%	$72.42	29%	$72.42
7103120	Spare: cable, 2 meters, CAT 5E UTP patch, red	Spare parts	$30.00	29%	$21.30	29%	$21.30
7103122	Spare: cable, 1 meter, passive, SFP to SFP	Spare parts	$174.00	29%	$123.54	29%	$123.54
7103123	Spare: cable, 0.5 meter, passive, SFP to SFP,	Spare parts	$162.00	29%	$115.02	29%	$115.02
7103124	Spare: cable, 2 meters, passive, SFP to HSSDC2	Spare parts	$216.00	29%	$153.36	29%	$153.36
7103131	Spare: cable assembly with USB	Spare parts	$30.00	29%	$21.30	29%	$21.30
7103132	Spare: 8 Gb FC PCIe HBA with optical interface: 2 port	Spare parts	$7,062.00	29%	$5,014.02	29%	$5,014.02
7103314	Spare: tape drive clutch tool	Spare parts	$426.00	29%	$302.46	29%	$302.46
7103315	spare: tape drive leader bundle	Spare parts	$360.00	29%	$255.60	29%	$255.60
7103316	spare: tape drive retaining strip	Spare parts	$42.00	29%	$29.82	29%	$29.82
7103317	spare: tape drive splicing block	Spare parts	$294.00	29%	$208.74	29%	$208.74
7103318	spare: tape drive splicing tabs	Spare parts	$66.00	29%	$46.86	29%	$46.86
7103365	StorageTek Virtual Library Extension: capacity upgrade with 330 TB effective capacity	StorageTek Virtual Library Extension	$146,656.00	15%	$124,657.60	18%	$120,257.92
7103428	StorageTek Virtual Storage Manager 5: activation permit for 1 TB effective capacity	StorageTek Virtual Storage Manager Features	$18,000.00	24%	$13,680.00	34%	$11,880.00
7103494	Spare: 4-Core Motherboard	Spare parts	$20,976.00	29%	$14,892.96	29%	$14,892.96
7103495	Netra SPARC T4-1 server: 2 RU AC base chassis with 1 SPARC T4 4-core processor 2.85 GHz	Netra SPARC T4-1 (4 core) Server	$12,395.00	15%	$10,535.75	18%	$10,163.90
7103496	Netra SPARC T4-1 server: 2 RU DC base chassis with 1 SPARC T4 4-core processor 2.85 GHz	Netra SPARC T4-1 (4 core) Server	$13,735.00	15%	$11,674.75	18%	$11,262.70
7103527	Spare: cable kit for RAID expansion module	Spare parts	$156.00	29%	$110.76	29%	$110.76
7103529	Spare: one 8 GB DDR3-1600 DIMM	Spare parts	$480.00	29%	$340.80	29%	$340.80
7103530	Spare: one 16 GB DDR3-1600 DIMM	Spare parts	$1,536.00	29%	$1,090.56	29%	$1,090.56
7103568	Spare: high efficiency power supply assembly	Spare parts	$1,200.00	29%	$852.00	29%	$852.00
7103792	Spare: Sun Netra X6270 M3 server module	Spare parts	$6,882.00	29%	$4,886.22	29%	$4,886.22
7103942	Spare: C4 Quad Core, eShanghai Motherboard, w/Flyover, Slammer, w/loader, HSF	Spare parts	$24,000.00	29%	$17,040.00	29%	$17,040.00
7103958	Spare: cable,powor,15ft,c19 to nema,125v,20a	Spare parts	$102.00	29%	$72.42	29%	$72.42

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7103959	Spare: cable,power,15ft,c19 to nema,250v,20a	Spare parts	$96.00	29%	$68.16	29%	$68.16
7103960	Spare: cable,power,15ft,c19 to nema,120v,20a	Spare parts	$54.00	29%	$38.34	29%	$38.34
7103961	Spare: cable,optical,duplex,multimode,50/125 core,sc-lc,3-meter	Spare parts	$132.00	29%	$93.72	29%	$93.72
7103962	Spare: cable,optical,duplex,multimode,62.5/125 core,lc-lc,3-meter	Spare parts	$180.00	29%	$127.80	29%	$127.80
7103963	Spare: cable,optical,duplex,multimode,62.5/125 core,sc-lc,3-meter	Spare parts	$132.00	29%	$93.72	29%	$93.72
7103964	Spare: cable,cat-5e network,5m,green	Spare parts	$30.00	29%	$21.30	29%	$21.30
7103965	Spare: cable,optical,duplex,singlemode,8.3/125 core,sc-lc,3-meter	Spare parts	$150.00	29%	$106.50	29%	$106.50
7103966	Spare: cable,sfp to sfp passive,2m long	Spare parts	$192.00	29%	$136.32	29%	$136.32
7103967	Spare: cable,sfp+ 10gbe direct attach passive copper,5m	Spare parts	$372.00	29%	$264.12	29%	$264.12
7103973	Spare: asm,3-phase pdu,30a,nema,l21-30p plug,domestic	Spare parts	$10,056.00	29%	$7,139.76	29%	$7,139.76
7103974	Spare: hba,fibre channel to pci-x	Spare parts	$930.00	29%	$660.30	29%	$660.30
7103975	Spare: cable,optical,duplex,singlemode,8.3 /125 core,lc-lc,meter	Spare parts	$198.00	29%	$140.58	29%	$140.58
7103996	StorageTek Tape Analytics for StorageTek SL8500 modular library system - Integrated Software Option - per Tape Library Metric	Tape Library Features	$32,000.00	24%	$24,320.00	34%	$21,120.00
7103997	StorageTek Tape Analytics for StorageTek SL3000 modular library system - Integrated Software Option - per Tape Library Metric	Tape Library Features	$16,000.00	24%	$12,160.00	34%	$10,560.00
7104018	Spare: brush assembly	Spare parts	$3,600.00	29%	$2,556.00	29%	$2,556.00
7104075	Spare: StorageTek LTO tape drive: 1 IBM LTO5 8 GB FC for StorageTek SL8500, StorageTek SL3000, and StorageTek SL500	Spare parts	$32,256.00	29%	$22,901.76	29%	$22,901.76
7104076	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL8500 and IBM AS400	Entry Level LTO 5 Tape Drives	$28,250.00	24%	$21,470.00	34%	$18,645.00
7104105	Spare: service processor for Netra SPARC T4-2 server	Spare parts	$720.00	29%	$511.20	29%	$511.20
7104106	Spare: two 32 GB DDR3-1066 low voltage registered DIMMs	Spare parts	$13,200.00	29%	$9,372.00	29%	$9,372.00
7104117	Spare: tape drive rackmount fan assembly	Spare parts	$636.00	29%	$451.56	29%	$451.56
7104118	Spare: tape drive fan assembly for StorageTek SL8500	Spare parts	$576.00	29%	$408.96	29%	$408.96
7104119	Spare: tape drive fan assembly for StorageTek SL3000	Spare parts	$516.00	29%	$366.36	29%	$366.36
7104120	Spare: library operator panel for StorageTek SL500	Spare parts	$3,192.00	29%	$2,266.32	29%	$2,266.32
7104198	One 16 GB DDR3-1066 registered DIMM (for factory installation)	SPARC T4 Server Configured Options	$690.00	15%	$586.50	18%	$565.80
7104199	One 16 GB DDR3-1066 registered DIMM	SPARC T4 Server X-Options	$828.00	15%	$703.80	18%	$678.96
7104200	One 32 GB DDR3-1066 registered DIMM (for factory installation)	SPARC T4 Server Configured Options	$2,000.00	15%	$1,700.00	18%	$1,640.00
7104201	One 32 GB DDR3-1066 registered DIMM	SPARC T4 Server X-Options	$2,400.00	15%	$2,040.00	18%	$1,968.00
7104412	Spare: cable assembly, European Union, 15 feet, 16 A	Spare parts	$30.00	29%	$21.30	29%	$21.30
7104413	Spare: cable assembly, European Union, 15 feet, 16 A	Spare parts	$138.00	29%	$97.98	29%	$97.98
7104414	Spare: one 600 GB 15000 rpm 3.5-inch FC HDD with bracket	Spare parts	$2,088.00	29%	$1,482.48	29%	$1,482.48
7104415	Spare: one 300 GB 15000 rpm 3.5-inch FC HDD with bracket	Spare parts	$2,550.00	29%	$1,810.50	29%	$1,810.50
7104444	Spare: one 16GB DDR3-1066 DIMM	Spare parts	$888.00	29%	$630.48	29%	$630.48
7104445	Spare: one 32GB DDR3-1066 DIMM	Spare parts	$4,932.00	29%	$3,501.72	29%	$3,501.72

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7104568	Spare: blank cable labels	Spare parts	$324.00	29%	$230.04	29%	$230.04
7104613	Spare: cable kit	Spare parts	$270.00	29%	$191.70	29%	$191.70
7104615	Spare: Intel(R) Xeon(R) E5-2630L 6-core 2.0 GHz processor	Spare parts	$4,278.00	29%	$3,037.38	29%	$3,037.38
7104900	Single processor I/O cover kit (for factory installation)	Other Server Configured Options	$10.00	6%	$9.40	6%	$9.40
7104901	Single processor I/O cover kit (for factory installation)	Other Server Configured Options	$40.00	6%	$37.60	6%	$37.60
7104916	Spare: cooling fan tray	Spare parts	$840.00	29%	$596.40	29%	$596.40
7104917	Spare: 300 W AC PSU	Spare parts	$3,600.00	29%	$2,556.00	29%	$2,556.00
7104918	Spare: Cisco Catalyst 4948E Ethernet Switch	Spare parts	$93,564.00	29%	$66,430.44	29%	$66,430.44
7104930	One 16 GB DDR3-1066 registered DIMMs (for factory installation)	SPARC T4 Server Configured Options	$690.00	15%	$586.50	18%	$565.80
7104931	One 16 GB DDR3-1066 registered DIMMs	SPARC T4 Server X-Options	$828.00	15%	$703.80	18%	$678.96
7104966	Spare: operator panel for StorageTek SL150 modular tape library for OEM	Spare parts	$1,068.00	29%	$758.28	29%	$758.28
7105054	Spare: one 16 GB DDR3-1066 DIMM	Spare parts	$786.00	29%	$558.06	29%	$558.06
#160-3993-N	Spare: 1 lithium system board battery, 3 V	Spare parts	$96.00	29%	$68.16	29%	$68.16
#350-1312-N	Spare: fan module for Sun Datacenter Infiniband switches	Spare parts	$912.00	29%	$647.52	29%	$647.52
#371-4198	Spare: 10 kVA single phase PDU with L6-30P plugs	Spare parts	$3,822.00	29%	$2,713.62	29%	$2,713.62
#371-4200	Spare: 10 kVA single phase PDU with IEC 60309 plugs	Spare parts	$3,534.00	29%	$2,509.14	29%	$2,509.14
#371-4779	Spare: 32-port keyboard, video and mouse switch	Spare parts	$16,866.00	29%	$11,974.86	29%	$11,974.86
#371-4780	Spare: KMM drawer with US keyboard	Spare parts	$4,584.00	29%	$3,254.64	29%	$3,254.64
#419843204	Spare: printed wiring assembly HBT, HBT2	Spare parts	$3,192.00	29%	$2,266.32	29%	$2,266.32
#501-7439-N	Spare: single 10 GbE XAUI adaptor	Spare parts	$804.00	29%	$570.84	29%	$570.84
#501-7843	Spare: 2-slot rear HDD backplane	Spare parts	$180.00	29%	$127.80	29%	$127.80
333U-10-10-C14	Power cord: Jumper, 1.0 meter, straight IEC60320-2-2 Sheet E (C14) plug, right angle IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
333V-02-10-C14	Power cord: Jumper, straight plug-connector, 0.2 meter, IEC60320-2-2 Sheet E (C14) plug, IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
333V-10-10-C14	Power cord: Jumper, straight plug-connector, 1.0 meter, IEC60320-2-2 Sheet E (C14) plug, IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
333V-29-10-NPLG	Power cord: Jumper, 2.9 meters, IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
9840D-EKEY-A-N	Encryption for StorageTek T9840D tape drives: activation permit for 1 tape drive	Tape Encryption	$5,000.00	24%	$3,800.00	34%	$3,300.00
ACSLS-0001	StorageTek Automated Cartridge System Library Software (ACSLS) - Server Perpetual	StorageTek Automated Cartridge System Library Software	$15,000.00	15%	$12,750.00	18%	$12,300.00
ACSLS-0001-T02	StorageTek Automated Cartridge System Library Software (ACSLS) - server 2 Year	StorageTek Automated Cartridge System Library Software	$5,250.00	15%	$4,462.50	18%	$4,305.00
ACSLS-0001-T03	StorageTek Automated Cartridge System Library Software (ACSLS) - Server 3 Year	StorageTek Automated Cartridge System Library Software	$7,500.00	15%	$6,375.00	18%	$6,150.00
ACSLS-0001-T04	StorageTek Automated Cartridge System Library Software (ACSLS) - Server 4 Year	StorageTek Automated Cartridge System Library Software	$9,000.00	15%	$7,650.00	18%	$7,380.00
ACSLS-0001-T05	StorageTek Automated Cartridge System Library Software (ACSLS) - Server 5 Year	StorageTek Automated Cartridge System Library Software	$10,500.00	15%	$8,925.00	18%	$8,610.00
ACSLS-HA-0001	Sun Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent – Server Perpetual	StorageTek Automated Cartridge System Library Software	$15,000.00	15%	$12,750.00	18%	$12,300.00

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ACSLS-HA-0001-T02	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent - Server 2 year	StorageTek Automated Cartridge System Library Software	$5,250.00	15%	$4,462.50	18%	$4,305.00
ACSLS-HA-0001-T03	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent - Server 3 Year	StorageTek Automated Cartridge System Library Software	$7,500.00	15%	$6,375.00	18%	$6,150.00
ACSLS-HA-0001-T04	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent - Server 4 year	StorageTek Automated Cartridge System Library Software	$9,000.00	15%	$7,650.00	18%	$7,380.00
ACSLS-HA-0001-T05	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent -Server 5 Year	StorageTek Automated Cartridge System Library Software	$10,500.00	15%	$8,925.00	18%	$8,610.00
CABLE10148031-Z-N	Ultra SCSI cable: LVD/SE	Tape Options	$80.00	24%	$60.80	34%	$52.80
CABLE10187000-Z-N	SCSI cable: 3 meters, 68MD-68MD	Tape Options	$100.00	24%	$76.00	34%	$66.00
CABLE10187003-Z-N	SCSI cable: 6 meters, 68MD-68VHDCI	Tape Options	$176.00	24%	$133.76	34%	$116.16
CABLE10187008-Z-N	SCSI cable: universal, 3 meters, 68MD-68MD	Tape Options	$109.00	24%	$82.84	34%	$71.94
CABLE10187009-Z-N	SCSI cable: universal, 5 meters, 68MD-68MD	Tape Options	$137.00	24%	$104.12	34%	$90.42
CABLE10187010-Z-N	SCSI cable: universal, 10 meters, 68MD-68MD	Tape Options	$230.00	24%	$174.80	34%	$151.80
CABLE10187011-Z-N	SCSI cable: universal, 3 meters, 68MD-68VHDCI	Tape Options	$166.00	24%	$126.16	34%	$109.56
CABLE10187012-Z-N	SCSI cable: universal, 5 meters, 68MD-68VHDCI	Tape Options	$188.00	24%	$142.88	34%	$124.08
CABLE10187013-Z-N	SCSI cable: universal, 10 meters, 68MD-68VHDCI	Tape Options	$231.00	24%	$175.56	34%	$152.46
CABLE10187014-Z-N	SCSI cable: universal, 2 meters, 68MD-68VHDCI	Tape Options	$168.00	24%	$127.68	34%	$110.88
CABLE10187015-Z-N	SCSI cable: LVD, 3 meters, 68MD-VHDCI	Tape Options	$156.00	24%	$118.56	34%	$102.96
CABLE10187016-Z-N	SCSI cable: LVD, 5 meters, 68MD-VHDCI	Tape Options	$171.00	24%	$129.96	34%	$112.86
CABLE10187017-Z-N	SCSI cable: LVD, 10 meters, 68MD-VHDCI	Tape Options	$198.00	24%	$150.48	34%	$130.68
CABLE10187033-Z-A	StorageTek cable assembly: 8 feet, 24 awg, shld, cat5E (for factory installation)	Tape Options	$22.00	24%	$16.72	34%	$14.52
CABLE10187033-Z-N	Cable assembly: 8 feet, 24 awg, shld, cat 5E	Tape Options	$22.00	24%	$16.72	34%	$14.52
CABLE10187034-Z-A	StorageTek cable assembly: 35 feet, 24 awg, shld, cat5E (for factory installation)	Tape Options	$32.00	24%	$24.32	34%	$21.12
CABLE10187034-Z-N	Cable assembly: 35 feet, 24 awg, shld, cat 5E	Tape Options	$32.00	24%	$24.32	34%	$21.12
CABLE10187035-Z-A	StorageTek cable assembly: 50 inch, 24 awg, shld, cat5E (for factory installation)	Tape Options	$29.00	24%	$22.04	34%	$19.14
CABLE10187035-Z-N	Cable assembly: 50 inches, 24 awg, shld, cat 5E	Tape Options	$29.00	24%	$22.04	34%	$19.14
CABLE10187037-Z-A	StorageTek cable assembly: 55 feet, 24 awg, shld, cat5E (for factory installation)	Tape Options	$43.00	24%	$32.68	34%	$28.38
CABLE10187037-Z-N	Cable assembly: 55 feet, 24 awg, shld, cat 5E	Tape Options	$43.00	24%	$32.68	34%	$28.38
CABLE10800285-Z-N	ESCON-ESCON cable: plenum, 13 meters, 62.5/125	Tape Options	$112.00	24%	$85.12	34%	$73.92
CABLE10800288-Z-N	ESCON-ESCON cable: plenum, 107 meters, 62.5/125	Tape Options	$473.00	24%	$359.48	34%	$312.18
CABLE10800292-Z-N	ESCON-ESCON cable: riser, 107 meters, 62.5/125	Tape Options	$430.00	24%	$326.80	34%	$283.80
CABLE10800294-Z-N	FC cable: plenum, 10 meters, duplex, SC-SC, 50/125	Tape Options	$64.00	24%	$48.64	34%	$42.24
CABLE10800295-Z-N	FC cable: plenum, 50 meters, duplex, SC-SC, 50/125	Tape Options	$141.00	24%	$107.16	34%	$93.06
CABLE10800298-Z-N	FC cable: riser, 50 meters, duplex, SC-SC, 50/125	Tape Options	$129.00	24%	$98.04	34%	$85.14
CABLE10800302-Z-A	StorateTek FC cable: 3 meters, duplex, single mode, riser, LC-LC connectors (for factory installation)	Tape Options	$62.00	24%	$47.12	34%	$40.92
CABLE10800304-Z-N	FC cable: riser, 100 meters, duplex, LC-SC, 9/125	Tape Options	$204.00	24%	$155.04	34%	$134.64
CABLE10800305-Z-N	FC cable: plenum, 100 meters, duplex, LC-LC, 9/125	Tape Options	$232.00	24%	$176.32	34%	$153.12

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CABLE10800306-Z-A	StorageTek FC cable: 100 meters, 9/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$207.00	24%	$157.32	34%	$136.62
CABLE10800306-Z-N	FC cable: riser, 100 meters, duplex, LC-LC, 9/125	Tape Options	$207.00	24%	$157.32	34%	$136.62
CABLE10800307-Z-A	StorageTek FC cable: OM2, 1 meter, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$59.00	24%	$44.84	34%	$38.94
CABLE10800307-Z-N	StorageTek FC cable: OM2, 1 meter, 50/125, duplex, riser, LC-LC connectors	Tape Options	$59.00	24%	$44.84	34%	$38.94
CABLE10800308-Z-A	StorageTek FC cable: OM2, 2 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800308-Z-N	StorageTek FC cable: OM2, 2 meters, 50/125, duplex, riser, LC-LC connectors	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800310-Z-A	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$76.00	24%	$57.76	34%	$50.16
CABLE10800310-Z-N	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, riser, LC-LC connectors	Tape Options	$76.00	24%	$57.76	34%	$50.16
CABLE10800313-Z-A	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, plenum, LC-LC connectors (for factory installation)	Tape Options	$79.00	24%	$60.04	34%	$52.14
CABLE10800313-Z-N	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, plenum, LC-LC connectors	Tape Options	$79.00	24%	$60.04	34%	$52.14
CABLE10800316-Z-N	FC cable: riser, 0.5 meter, duplex, LC-LC, 50/125	Tape Options	$57.00	24%	$43.32	34%	$37.62
CABLE10800317-Z-N	FC cable: riser, 10 meters, duplex, LC-SC, 50/125	Tape Options	$73.00	24%	$55.48	34%	$48.18
CABLE10800320-Z-N	FC cable: plenum, 10 meters, duplex, LC-SC, 50/125	Tape Options	$76.00	24%	$57.76	34%	$50.16
CABLE10800321-Z-N	FC cable: plenum, 50 meters, duplex, LC-SC, 50/125	Tape Options	$164.00	24%	$124.64	34%	$108.24
CABLE10800325-Z-N	ESCON-MT-RJ cable: riser, 31 meters, 62.5/125	Tape Options	$143.00	24%	$108.68	34%	$94.38
CABLE10800326-Z-N	ESCON-MT-RJ cable: riser, 61 meters, 62.5/125	Tape Options	$188.00	24%	$142.88	34%	$124.08
CABLE10800327-Z-N	ESCON-MT-RJ cable: plenum, 13 meters, 62.5/125	Tape Options	$86.00	24%	$65.36	34%	$56.76
CABLE10800330-Z-A	StorageTek FC cable: 10 meters, 9/125, duplex, plenum, LC-LC connectors (for factory installation)	Tape Options	$74.00	24%	$56.24	34%	$48.84
CABLE10800330-Z-N	FC cable: plenum 10 meters, duplex, LC-LC, 9/125	Tape Options	$74.00	24%	$56.24	34%	$48.84
CABLE10800331-Z-A	StorageTek FC cable: 10 meters, 9/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$72.00	24%	$54.72	34%	$47.52
CABLE10800332-Z-A	StorageTek FC cable: 50 meters, 9/125, duplex, plenum, LC-LC connectors (for factory installation)	Tape Options	$144.00	24%	$109.44	34%	$95.04
CABLE10800332-Z-N	FC cable: plenum, 50 meters, duplex, LC-LC, 9/125	Tape Options	$144.00	24%	$109.44	34%	$95.04
CABLE10800333-Z-A	StorageTek FC cable: 50 meters, 9/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$132.00	24%	$100.32	34%	$87.12
CABLE10800333-Z-N	FC cable: riser, 50 meters, duplex, LC-LC, 9/125	Tape Options	$132.00	24%	$100.32	34%	$87.12
CABLE10800334-Z-N	FC cable: plenum, 10 meters, duplex, LC-SC, 9/125	Tape Options	$72.00	24%	$54.72	34%	$47.52
CABLE10800340-Z-A	StorageTek FC cable: 3 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800340-Z-N	FC cable: riser, 3 meters, duplex, LC-LC, 50/125	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800341-Z-A	StorageTek FC cable: 5 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$66.00	24%	$50.16	34%	$43.56
CABLE10800341-Z-N	FC cable: riser, 5 meters, duplex, LC-LC, 50/125	Tape Options	$66.00	24%	$50.16	34%	$43.56
CABLE10800345-Z-N	FC cable: riser, 2 meters, duplex, LC-SC, 50/125	Tape Options	$55.00	24%	$41.80	34%	$36.30
CABLE10800346-Z-N	FC cable: riser, 5 meters, duplex, LC-SC, 50/125	Tape Options	$64.00	24%	$48.64	34%	$42.24
CLUSTEREDVTSS1M-N	StorageTek Virtual Storage Manager System: activation permit to cluster VSM systems together in a disaster recovery environment	Sun StorageTek Virtual Storage Manager System (VSM 4)	$50,000.00	24%	$38,000.00	34%	$33,000.00

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DS2-4URK-19U	Sun disk shelf: universal rail kit for 19-inch depth racks (for factory installation)	Sun Unified Storage System Options	$230.00	24%	$174.80	34%	$151.80
ELS-0001	StorageTek Enterprise Library Software - Server Perpetual	StorageTek Enterprise Library Software	$30,000.00	24%	$22,800.00	34%	$19,800.00
ELS-0001-T02	StorageTek Enterprise Library Software - Server 2 year	StorageTek Enterprise Library Software	$10,500.00	24%	$7,980.00	34%	$6,930.00
ELS-0001-T03	StorageTek Enterprise Library Software - Server 3 year	StorageTek Enterprise Library Software	$15,000.00	24%	$11,400.00	34%	$9,900.00
ELS-0001-T04	StorageTek Enterprise Library Software - Server 4 year	StorageTek Enterprise Library Software	$18,000.00	24%	$13,680.00	34%	$11,880.00
ELS-0001-T05	StorageTek Enterprise Library Software - Server 5 year	StorageTek Enterprise Library Software	$21,000.00	24%	$15,960.00	34%	$13,860.00
L88662	StorageTek Storage Archive Manager - Processor 2 Year	Storage Archive Manager	$10,500.00	22%	$8,190.00	50%	$5,250.00
L88663	StorageTek Storage Archive Manager - Processor 3 Year	Storage Archive Manager	$15,000.00	22%	$11,700.00	50%	$7,500.00
L88664	StorageTek Storage Archive Manager - Processor 4 Year	Storage Archive Manager	$18,000.00	22%	$14,040.00	50%	$9,000.00
L88665	StorageTek Storage Archive Manager - Processor 5 Year	Storage Archive Manager	$21,000.00	22%	$16,380.00	50%	$10,500.00
L88855	StorageTek Availability Suite - Terabyte Perpetual	StorageTek Availability Suite Software	$10,000.00	15%	$8,500.00	18%	$8,200.00
L88857	StorageTek Availability Suite - Terabyte 2 Year	StorageTek Availability Suite Software	$3,500.00	15%	$2,975.00	18%	$2,870.00
L88858	StorageTek Availability Suite - Terabyte 3 Year	StorageTek Availability Suite Software	$5,000.00	15%	$4,250.00	18%	$4,100.00
L88859	StorageTek Availability Suite - Terabyte 4 Year	StorageTek Availability Suite Software	$6,000.00	15%	$5,100.00	18%	$4,920.00
L88860	StorageTek Availability Suite - Terabyte 5 Year	StorageTek Availability Suite Software	$7,000.00	15%	$5,950.00	18%	$5,740.00
L93798	StorageTek Tape Analytics - Server Perpetual	StorageTek Tape Analytics Software	$1,000.00	15%	$850.00	34%	$660.00
L93800	StorageTek Tape Analytics - Server 2 Year	StorageTek Tape Analytics Software	$350.00	15%	$297.50	34%	$231.00
L93801	StorageTek Tape Analytics - Server 3 Year	StorageTek Tape Analytics Software	$500.00	15%	$425.00	34%	$330.00
L93802	StorageTek Tape Analytics - Server 4 Year	StorageTek Tape Analytics Software	$600.00	15%	$510.00	34%	$396.00
L93803	StorageTek Tape Analytics - Server 5 Year	StorageTek Tape Analytics Software	$700.00	15%	$595.00	34%	$462.00
LCM-0001	Library Content Manager - CPU, Perpetual	StorageTek Library Content Manager Software	$30,000.00	15%	$25,500.00	18%	$24,600.00
LTO4HH-HPSA1URK2-N	StorageTek LTO tape drive: 1 HP LTO4 half height 3 Gb SAS for rackmount	LTO4 Tape Drives	$4,100.00	24%	$3,116.00	34%	$2,706.00
LTO4HH-HPSA-1URK-N	StorageTek LTO tape drive: 1 HP LTO4 half height 3 Gb SAS with rackmount (for factory installation)	LTO4 Tape Drives	$4,500.00	24%	$3,420.00	34%	$2,970.00
LTO4HH-HPSC-1UR2-N	StorageTek LTO tape drive: 1 HP LTO4 half height SCSI fo rackmount	LTO4 Tape Drives	$4,100.00	24%	$3,116.00	34%	$2,706.00
LTO4HH-HPSC-1URK-N	StorageTek LTO tape drive: 1 HP LTO4 half height SCSI with rackmount (for factory installation)	LTO4 Tape Drives	$4,500.00	24%	$3,420.00	34%	$2,970.00
LTO5HH-HPSA-1URK2Z	StorageTek LTO tape drive: 1 bare HP LTO5 half-height SAS tape drive for second bay in 1 U rackmount	Entry Level LTO 5 Tape Drives	$5,500.00	24%	$4,180.00	34%	$3,630.00
LTO5HH-HPSA-DT-Z	StorageTek LTO tape drive: 1 bare HP LTO5 half-height SAS tape drive in desktop enclosure configuration	Entry Level LTO 5 Tape Drives	$5,750.00	24%	$4,370.00	34%	$3,795.00
LTO5-HP8FC-SL3000Z	StorageTek LTO tape drive: 1 HP LTO5 8 Gb FC tape drive for StorageTek SL3000 modular library system	LTO5 Tape Drives	$15,840.00	24%	$12,038.40	34%	$10,454.40
LTO5-HP8FC-SL500Z	StorageTek LTO tape drive: 1 HP LTO5 8 Gb FC tape drive for StorageTek SL500 modular library system	LTO5 Tape Drives	$14,936.00	24%	$11,351.36	34%	$9,857.76
LTO5-HP8FC-SL85Z	StorageTek LTO tape drive: 1 HP LTO5 8 Gb FC tape drive for StorageTek SL8500 modular library system	LTO5 Tape Drives	$19,060.00	24%	$14,485.60	34%	$12,579.60
LTO5-IB8FC-SL3000Z	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL3000	LTO5 Tape Drives	$15,840.00	24%	$12,038.40	34%	$10,454.40
LTO5-IB8FC-SL500Z	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL500	LTO5 Tape Drives	$17,000.00	24%	$12,920.00	34%	$11,220.00
LTO5-IB8FC-SL85Z	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL8500	LTO5 Tape Drives	$19,060.00	24%	$14,485.60	34%	$12,579.60
LTO-ENCRYPT-ACTIVE	Encryption for StorageTek LTO tape drives: activation permit for 1 tape drive	LTO Tape Drive Features	$1,000.00	24%	$760.00	34%	$660.00

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MCLTO4-CASE-HOR-N	StorageTek LTO4 tape media: horizontal label, jewel case, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-CASEUNLBL-N	StorageTek LTO4 tape media: no label, jewel case, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-CASE-VERT-N	StorageTek LTO4 tape media: vertical label, jewel case, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-LBPK-HOR-N	StorageTek LTO4 tape media: horizontal label, library pack, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-LBPKUNLBL-N	StorageTek LTO4 tape media: no label, library pack, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-LBPK-VERT-N	StorageTek LTO4 tape media: vertical label, library pack, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-WORM-HOR-N	StorageTek LTO4 tape media: WORM, horizontal label, jewel case, pack of 20	Tape Media	$867.00	24%	$658.92	29%	$615.57
MCLTO4-WORM-UNL-N	StorageTek LTO4 tape media: WORM, no label, jewel case pack of 20	Tape Media	$867.00	24%	$658.92	29%	$615.57
MCLTO4-WORM-VERT-N	StorageTek LTO4 tape media: WORM, vertical label, jewel case, pack of 20	Tape Media	$867.00	24%	$658.92	29%	$615.57
MCLTO5-CASE-HOR	StorageTek LTO media: horizontal label, jewel case, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-CASE-UNLBL	StorageTek LTO media: no label, jewel case, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-CASE-VERT	StorageTek LTO media: vertical label, jewel case, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-LBPK-HOR	StorageTek LTO media: horizontal label, library pack, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-LBPK-UNLBL	StorageTek LTO media: no label, library pack, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-LBPK-VERT	StorageTek LTO media: vertical label, library pack, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-WORM-HOR	StorageTek LTO5 tape media: WORM, horizontal label, jewel case, packof 20	Tape Media	$791.00	24%	$601.16	29%	$561.61
MCLTO5-WORM-UNL	StorageTek LTO5 tape media: WORM , no label, jewel case pack of 20	Tape Media	$791.00	24%	$601.16	29%	$561.61
MCLTO5-WORM-VERT	StorageTek LTO5 tape media: WORM, vertical label, jewel case, pack of 20	Tape Media	$791.00	24%	$601.16	29%	$561.61
MCLTOCL-5PK-LBL-N	StorageTek LTO universal cleaning cartridge: labeled, pack of 5	Tape Media	$328.00	24%	$249.28	29%	$232.88
MCLTOCL-5PKUNLBL-N	StorageTek LTO universal cleaning cartridge: no label, pack of 5	Tape Media	$327.00	24%	$248.52	29%	$232.17
MCT10K2CL-5PK-LBL	StorageTek T10000 cleaning cartridges: universal, labeled, pack of 5	Tape Media	$822.00	24%	$624.72	29%	$583.62
MCT10K2CL-5PK-ULBL	StorageTek T10000 cleaning cartridges: universal, no label, pack of 5	Tape Media	$812.00	24%	$617.12	29%	$576.52
MCT10K2S-UNLBL	StorageTek T10000 T2 tape cartridge: sport, no label, not initialized, pack of 20	Tape Media	$3,699.00	24%	$2,811.24	29%	$2,626.29
MCT10K2-UNLBL	StorageTek T10000 T2 tape cartridge: no label, not initialized, pack of 20	Tape Media	$5,440.00	24%	$4,134.40	29%	$3,862.40
MCT10K2V-SP-UNLBL	StorageTek T10000 T2 tape cartridge: volsafe sport, no label, not initialized, pack of 20	Tape Media	$3,869.00	24%	$2,940.44	29%	$2,746.99
MCT10K2V-UNLBL	StorageTek T10000 T2 tape cartridge: volsafe, no label, not initialized, pack of 20	Tape Media	$5,610.00	24%	$4,263.60	29%	$3,983.10
MCT10K-UNLBL-N	StorageTek T10000 tape cartridge: data, no label, not initialized, pack of 20	Tape Media	$2,860.00	24%	$2,173.60	29%	$2,030.60

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MCT10S-UNLBL-N	StorageTek T10000 tape cartridge: sport, no label, not initialized, pack of 20	Tape Media	$2,100.00	24%	$1,596.00	29%	$1,491.00
MCT10V-SP-UNLBL-N	StorageTek T10000 tape cartridge: volsafe sport, no label, not initialized, pack of 20	Tape Media	$2,500.00	24%	$1,900.00	29%	$1,775.00
MCT10V-UNLBL-N	StorageTek T10000 tape cartridge: volsafe, no label, not initialized, pack of 20	Tape Media	$3,500.00	24%	$2,660.00	29%	$2,485.00
NUTIS-111-2011	StorageTek Storage Archive Manager - Processor Perpetual	Storage Archive Manager	$30,000.00	22%	$23,400.00	50%	$15,000.00
PWRCORD10083243-A	Power cord: Japan, 2.5 meters, METI plug, IEC60320-1-C13 connector, 15 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083243-N	Power cord: Japan, 2.5 meters, METI plug, IEC60320-1-C13 connector, 15 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083244-A	Power cord: Australia, 2.5 meters, SA3112 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083244-N	Power cord: Australia, 2.5 meters, SA3112 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083245-A	Power cord: Italy, 2.5 meters, CEI23 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083245-N	Power cord: Italy, 2.5 meters, CEI23 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083246-A	Power cord: Switzerland, 2.5 meters, SEV1011 plug, 10 A, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083246-N	Power cord: Switzerland, 2.5 meters, SEV1011 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083247-A	Power cord: United Kingdom, 2.5 meters, BS1363A plug, 10 A, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$30.00	24%	$22.80	34%	$19.80
PWRCORD10083247-N	Power cord: United Kingdom, 2.5 meters, BS1363A plug, IEC60320-1-C13 connector, 10 A	Tape Options	$30.00	24%	$22.80	34%	$19.80
PWRCORD10083248-A	Power cord: Denmark, 2.5 meters, DEMKO107 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$90.00	24%	$68.40	34%	$59.40
PWRCORD10083248-N	Power cord: Denmark, 2.5 meters, DEMKO107 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$90.00	24%	$68.40	34%	$59.40
PWRCORD10083636-A	Power cord: South Africa, 2.5 meters, BS546 plug, IEC60320-1-C13 connector, 16 A (for factory installation)	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD10083636-N	Power cord: South Africa, 2.5 meters, BS546 plug, IEC60320-1-C13 connector, 16 A	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD10187018-A	Power cord: Europe, 2.5 meters, CEE 7/VII plug, IEC60320-C13 connector, 10 A (for factory installation)	Tape Options	$20.00	24%	$15.20	34%	$13.20
PWRCORD10187018-N	Power cord: Europe, 2.5 meters, CEE 7/VII plug, IEC60320-C13 connector, 10 A	Tape Options	$20.00	24%	$15.20	34%	$13.20
PWRCORD10187019-A	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$15.00	24%	$11.40	34%	$9.90
PWRCORD10187019-N	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 10 A	Tape Options	$15.00	24%	$11.40	34%	$9.90
PWRCORD10187020-A	Power cord: North America and Asia, 3.0 meters, NEMA 6-15P plug, IEC60320-1-C13 connector, 13 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187020-N	Power cord: North America and Asia, 3 meters, NEMA 6-15P plug, IEC60320-1-C13 connector, 13 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187021-N	Power cord: North America, 2.5 meters, C19 connector, 13 A	Tape Options	$35.00	24%	$26.60	34%	$23.10

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PWRCORD10187023-N	Power cord: North America, 2.5 meters, C19 connector, 15 A	Tape Options	$185.00	24%	$140.60	34%	$122.10
PWRCORD10187024-A	Power cord: North America and Asia, 2.5 meters, NEMA L6-15P plug, IEC60320-1-C13 connector, 13 A (for factory installation)	Tape Options	$155.00	24%	$117.80	34%	$102.30
PWRCORD10187025-N	Power cord: North America, 3 meters, C19 connector, 13 A	Tape Options	$115.00	24%	$87.40	34%	$75.90
PWRCORD10187026-N	5	Tape Options	$150.00	24%	$114.00	34%	$99.00
PWRCORD10187028-N	Power cord: Japan, 2.5 meters, C19 connector, 15 A	Tape Options	$190.00	24%	$144.40	34%	$125.40
PWRCORD10187029-N	Power cord: Australia, 2.5 meters, C19 connector, 10 A	Tape Options	$145.00	24%	$110.20	34%	$95.70
PWRCORD10187030-N	Power cord: Italy, 2.5 meters, C19 connector, 10 A	Tape Options	$105.00	24%	$79.80	34%	$69.30
PWRCORD10187031-N	Power cord: United Kingdom, 2.5 meters, C19 connector, 10 A	Tape Options	$70.00	24%	$53.20	34%	$46.20
PWRCORD10187032-N	Power cord: South Africa, 2.5 meters, C19 connector, 16 A	Tape Options	$130.00	24%	$98.80	34%	$85.80
PWRCORD10187045-A	Power cord: Jumper, 2.5 meters, C14 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$10.00	24%	$7.60	34%	$6.60
PWRCORD10187045-N	Power cord: Jumper, 2.5 meters, C14 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$10.00	24%	$7.60	34%	$6.60
PWRCORD10187047-N	Sun StorageTek CORD,3,PWR,F,IEC320,HAR,NOPLG, RoHS-5	Tape Options	$110.00	24%	$83.60	34%	$72.60
PWRCORD10187048-A	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187048-N	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187055-N	Sun StorageTek CORD,18,3,SVT,1M,M/SHFRT, RoHS-5	Tape Options	$20.00	24%	$15.20	34%	$13.20
PWRCORD10187057-A	Power cord: Jumper, 3.0 meters, C14 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187057-N	Power cord: Jumper, 3 meters, C14 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187061-A	Power cord: North America and Asia, 3.0 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187061-N	Power cord: North America and Asia, 3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187064-N	Sun StorageTek CordSet,SJT,IEC320,18AWG,8IN, RoHS-5	Tape Options	$25.00	24%	$19.00	34%	$16.50
PWRCORD10187065-N	5	Tape Options	$130.00	24%	$98.80	34%	$85.80
PWRCORD10187067-N	Cord,SVT,C13 M&F,1M	Tape Options	$0.00	24%	$0.00	34%	$0.00
PWRCORD10187086-A	Power cord: Taiwan, 2.5 meters, CNS10917 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD10187086-N	Power cord: Taiwan, 2.5 meters, CNS10917 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD419728301-N	Power cord: North America, 10 feet	Tape Options	$635.00	24%	$482.60	34%	$419.10
SG-XSWBRO10GE-24P	Brocade DCX Backbone: 24-port 10 GbE FCoE blade	Brocade Hardware	$92,999.00	24%	$70,679.24	34%	$61,379.34
SGXSWBRO1GECPSFP-N	Brocade 7800 Extension Switch: 1 GbE copper SFP	Brocade Hardware	$495.00	24%	$376.20	34%	$326.70
SGXSWBRO300-8P8G-N	Brocade 300 Switch with eight 8 Gb activated ports and E_port license	Brocade Hardware	$6,159.00	24%	$4,680.84	34%	$4,064.94
SGXSWBRO300-8PNE-N	Brocade 300 Switch with eight 4 Gb activated ports	Brocade Hardware	$4,395.00	24%	$3,340.20	34%	$2,900.70
SG-XSWBRO3X50-RK-N	Brocade rack rail kit	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00

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SGXSWBRO4100-UPG-N	Brocade 5000 Switch: activation permit for 4 FC ports	Brocade Hardware	$7,800.00	24%	$5,928.00	34%	$5,148.00
SGXSWBRO48KFCI-Z-N	Brocade 48000 Director: activation permit for FCIP WAN connectivity	Brocade software	$30,000.00	24%	$22,800.00	34%	$19,800.00
SG-XSWBRO49-16UP-N	Brocade 5300 Switch: activation permit for CUP	Brocade Hardware	$16,995.00	24%	$12,916.20	34%	$11,216.70
SG-XSWBRO49-CUP-N	Brocade 5300 Switch: activation permit for CUP	Brocade software	$14,995.00	24%	$11,396.20	34%	$9,896.70
SG-XSWBRO49-EXF-N	Brocade 5300 Switch: activation permit for extended fabric	Brocade software	$5,995.00	24%	$4,556.20	34%	$3,956.70
SGXSWBRO5100ANLK-N	Brocade 5100 Switch: activation permit for adaptive networking	Brocade software	$7,595.00	24%	$5,772.20	34%	$5,012.70
SGXSWBRO5100EBLK-N	Brocade 5100 Switch: activation permit for trunking, advanced performance monitoring, fabric watch, extended fabrics and adaptive networking	Brocade software	$18,595.00	24%	$14,132.20	34%	$12,272.70
SGXSWBRO5100IRLK-N	Brocade 5100 Switch: activation permit for integrated routing	Brocade software	$23,595.00	24%	$17,932.20	34%	$15,572.70
SGXSWBRO5100PD8L-N	Brocade 5100 Switch: activation permit for 8 additional ports. Includes eight 8 Gb SFP long wave optic modules	Brocade Hardware	$28,995.00	24%	$22,036.20	34%	$19,136.70
SGXSWBRO5100POD8-N	Brocade 5100 Switch: activation permit for 8 additional ports. Includes eight 8 Gb SFP short wave optic modules	Brocade Hardware	$7,764.00	24%	$5,900.64	34%	$5,124.24
SGXSWBRO5300ANLK-N	Brocade 5300 Switch: activation permit for adaptive networking. Includes 80 activated shortwave 8 Gb/sec SFPs	Brocade software	$11,595.00	24%	$8,812.20	34%	$7,652.70
SGXSWBRO5300EBLK-N	Brocade 5300 Switch: activation permit for trunking, advanced performance monitoring, fabric watch, extended fabrics and adaptive networking	Brocade software	$29,595.00	24%	$22,492.20	34%	$19,532.70
SGXSWBRO5300IRLK-N	Brocade 5300 Switch: activation permit for integrated routing	Brocade software	$35,595.00	24%	$27,052.20	34%	$23,492.70
SGXSWBRO5300PD8L-N	Brocade 5300 Switch: activation permit for 16 additional ports. Includes eight 8 Gb SFP long wave optic modules	Brocade Hardware	$52,995.00	24%	$40,276.20	34%	$34,976.70
SGXSWBRO5300POD8-N	Brocade 5300 Switch: activation permit for 16 additional ports. Includes eight 8 Gb SFP short wave optic modules	Brocade Hardware	$23,995.00	24%	$18,236.20	34%	$15,836.70
SGXSWBRO7800016UP-N	Brocade 7800 Extension Switch: activation permit for 16 additional ports	Brocade Hardware	$61,995.00	24%	$47,116.20	34%	$40,916.70
SGXSWBRO7800-22P-N	Brocade 7800 Extension Switch with four 8 Gb FC activated ports and two 1 GbE activated ports	Brocade Hardware	$18,995.00	24%	$14,436.20	34%	$12,536.70
SG-XSWBRO7800-AE-N	Brocade 7800 Extension Switch: activation permit for adva	Brocade software	$10,795.00	24%	$8,204.20	34%	$7,124.70
SGXSWBRO7800-CUP-N	CUP	Brocade software	$5,975.00	24%	$4,541.00	34%	$3,943.50
SG-XSWBRO7800-EB-N	Brocade 7800 Extension Switch: activation permit for trunking, advanced performance monitoring, fabric watch, extended fabrics and adaptive networking	Brocade software	$15,995.00	24%	$12,156.20	34%	$10,556.70
SG-XSWBRO7800-IR-N	Brocade 7800 Extension Switch: activation permit for integrated routing	Brocade software	$14,100.00	24%	$10,716.00	34%	$9,306.00
SGXSWBRO8GB-16NS-N	Brocade DCX Backbone: 16-port 8 Gb blade	Brocade Hardware	$38,995.00	24%	$29,636.20	34%	$25,736.70
SGXSWBRO8GB-32NS-N	Brocade DCX Backbone: 32-port 8 Gb blade	Brocade Hardware	$61,695.00	24%	$46,888.20	34%	$40,718.70
SGXSWBRO8GB-48NS-N	Brocade DCX Backbone: 48-port 8 Gb blade	Brocade Hardware	$83,495.00	24%	$63,456.20	34%	$55,106.70
SGXSWBRO8GBM16W8-N	Brocade DCX Backbone: 16-port 8 Gb blade with sixteen short wave 8 Gb SFPs	Brocade Hardware	$40,300.00	24%	$30,628.00	34%	$26,598.00
SGXSWBRO8GBM32W8-N	Brocade DCX Backbone: 32-port 8 Gb blade with 16 short wave 8 Gb SFPs	Brocade Hardware	$63,500.00	24%	$48,260.00	34%	$41,910.00
SGXSWBRO8GBM48W8-N	Brocade DCX Backbone: 48-port 8 Gb blade with 16 short wave 8 Gb SFPs	Brocade Hardware	$88,500.00	24%	$67,260.00	34%	$58,410.00
SGXSWBRODCX4-CUP-N	Brocade DCX-4S Backbone: activation permit for CUP	Brocade software	$23,195.00	24%	$17,628.20	34%	$15,308.70

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SGXSWBRODCX4IRLK-N	Brocade DCX-4S Backbone: activation permit for integrated routing	Brocade software	$45,995.00	24%	$34,956.20	34%	$30,356.70
SG-XSWBRODCX-CUP-N	Brocade DCX Backbone: activation permit for CUP	Brocade software	$26,000.00	24%	$19,760.00	34%	$17,160.00
SGXSWBRODCX-IRLK-N	Brocade DCX Backbone: activation permit for integrated routing	Brocade software	$51,995.00	24%	$39,516.20	34%	$34,316.70
SGXSWBROFX82422P-N	Brocade DCX Backbone: 22-port blade with 12 FC ports activated and ten 1 GbE ports activated	Brocade Hardware	$105,995.00	24%	$80,556.20	34%	$69,956.70
SGXSWBROFX824-AE-N	Brocade FX8-24 Extension Blade: activation permit for advanced extension	Brocade software	$14,995.00	24%	$11,396.20	34%	$9,896.70
SGXSWBROFX824EUP-N	Brocade FX8-24 Extension Blade: activation permit for two 10 GbE ports	Brocade software	$38,995.00	24%	$29,636.20	34%	$25,736.70
SGXSWBROPWR-AUST-N	Power cord: Australia, 1.8 meter, AS3112 plug, IEC60320-C19 connector	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SG-XSWBROPWR-EU-N	Power cord: Europe, 1.8 meter, CEE7-7 plug, IEC60320-C19 connector	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROPWRNA110-N	Power cord: North America, 1.8 meter, NEMA 5-20 plug, IEC60320-C19 connector, 110 A	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROPWRNA250-N	Power cord: North America, 1.8 meter, NEMA L6-20P plug, IEC60320-C19 connector, 250 A	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROPWROTHER-N	Power cord: countries other than North America, Europe and Australia, 1.8 meter, EC60309 plug, IEC60320-C19 connector	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROSFP10ES1-N	Brocade 10 GbE SFP+ short range optic module	Brocade Hardware	$1,295.00	24%	$984.20	34%	$854.70
SGXSWBROSFP10ES8-N	Brocade 10 GbE SFP+ short range optic module, pack of 8	Brocade Hardware	$6,795.00	24%	$5,164.20	34%	$4,484.70
SGXSWBROSFP10GEL-N	Brocade 10 GbE SFP+ long range optic module	Brocade Hardware	$3,495.00	24%	$2,656.20	34%	$2,306.70
SG-XSWBROSFP1GE-N	Brocade 1 GbE copper optic module for FCIP	Brocade Hardware	$450.00	24%	$342.00	34%	$297.00
SG-XSWBROSFP-1M1PK	Brocade 10 GbE SFP+ direct attached copper optic module: 1 meter	Brocade Hardware	$249.00	24%	$189.24	34%	$164.34
SG-XSWBROSFP-3M1PK	Brocade 10 GbE SFP+ direct attached copper optic module: 3 meters	Brocade Hardware	$279.00	24%	$212.04	34%	$184.14
SGXSWBROSFP4ELWL-N	Brocade 4 Gb SFP optic module: 30 kilometers	Brocade Hardware	$3,995.00	24%	$3,036.20	34%	$2,636.70
SGXSWBROSFP4GLWS-N	Brocade 4 Gb SFP long wave optic module: 4 kilometers	Brocade Hardware	$745.00	24%	$566.20	34%	$491.70
SGXSWBROSFP4GSWS-N	Brocade 4 Gb SFP short wave optic module	Brocade Hardware	$125.00	24%	$95.00	34%	$82.50
SGXSWBROSFP4LLWS-N	Brocade 4 Gb SFP long wave optic module: 10 kilometers	Brocade Hardware	$1,200.00	24%	$912.00	34%	$792.00
SG-XSWBROSFP-5M1PK	Brocade 10 GbE SFP+ direct attached copper optic module: 5 meters	Brocade Hardware	$339.00	24%	$257.64	34%	$223.74
SGXSWBROSFP8ELWL-N	Brocade 8 Gb SFP extra long wave optic module: 25 kilometers	Brocade Hardware	$9,195.00	24%	$6,988.20	34%	$6,068.70
SGXSWBROSFP8GLWS-N	Brocade 8 Gb SFP long wave optic module: 10 kilometers	Brocade Hardware	$3,095.00	24%	$2,352.20	34%	$2,042.70
SGXSWBROSFP8GSWS-N	Brocade 8Gb SFP short wave optic module	Brocade Hardware	$399.00	24%	$303.24	34%	$263.34
SL3000-1CAP-Z	Cartridge access port	System	$5,155.00	24%	$3,917.80	34%	$3,402.30
SL3000-1CEM-Z	Cartridge expansion module with 438-620 physical slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$4,000.00	24%	$3,040.00	34%	$2,640.00
SL3000-1DCPWR-Z	DC, 1200 W PSU	System	$876.00	24%	$665.76	34%	$578.16
SL3000-25SLOT	StorageTek SL3000 modular library system: activation permit for 25 cartridge slots	Sun StorageTek SL3000 Modular Library System	$2,500.00	24%	$1,900.00	34%	$1,650.00
SL3000-2TCPIP	StorageTek SL3000 modular library system: activation permit for redundant TCP/IP host interface	Sun StorageTek SL3000 Modular Library System	$5,155.00	24%	$3,917.80	34%	$3,402.30

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
SL3000-BASE-Z	StorageTek SL3000 modular library system: base module with 1 drive array with 8 slots, no activated cartridge slots and 205 - 421 physical slots for EU countries. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$52,217.00	24%	$39,684.92	34%	$34,463.22
SL3000-CAPMAG-Z	Cartridge magazine with 13 physical slots (for onsite assembly)	Sun StorageTek SL3000 Modular Library System	$500.00	24%	$380.00	34%	$330.00
SL3000-DRVARRAY-Z	One drive array with 8 slots	System	$2,273.00	24%	$1,727.48	34%	$1,500.18
SL3000-DUALBOT-Z	Dual robot with key	System	$36,082.00	24%	$27,422.32	34%	$23,814.12
SL3000-EMDCPWR-Z	DC, 200 W PSU	System	$875.00	24%	$665.76	34%	$578.16
SL3000-IPWCD30220	Power cord: International, 4 meters, 330 P6W plug, L6-30R connector, 30 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
SL3000K-1000SLOT	StorageTek SL3000 modular library system: activation permit for 1,000 cartridge slots	Sun StorageTek SL3000 Modular Library System	$68,763.00	24%	$52,259.88	34%	$45,383.58
SL3000K-100-SLOT	StorageTek SL3000 modular library system: activation permit for 100 cartridge slots	Sun StorageTek SL3000 Modular Library System	$8,763.00	24%	$6,659.88	34%	$5,783.58
SL3000K-200-SLOT	StorageTek SL3000 modular library system: activation permit for 200 cartridge slots	Sun StorageTek SL3000 Modular Library System	$15,773.00	24%	$11,987.48	34%	$10,410.18
SL3000K-2FCPORT	StorageTek SL3000 modular library system: activation permit for dual FC port	Sun StorageTek SL3000 Modular Library System	$3,500.00	24%	$2,660.00	34%	$2,310.00
SL3000K-500-SLOT	StorageTek SL3000 modular library system: activation permit for 500 cartridge slots	Sun StorageTek SL3000 Modular Library System	$36,082.00	24%	$27,422.32	34%	$23,814.12
SL3000K-700-SLOT	StorageTek SL3000 modular library system: activation permit for 700 cartridge slots	Sun StorageTek SL3000 Modular Library System	$44,250.00	24%	$33,630.00	34%	$29,205.00
SL3000K-DEM200-Z	StorageTek SL3000 modular library system: drive expansion module with 1 drive array with 8 slots, 200 activated cartridge slots, and 230-498 physical slots. Separately priced activation permit required for deactivated components	Sun StorageTek SL3000 Modular Library System	$21,340.00	24%	$16,218.40	34%	$14,084.40
SL3000K-PART	StorageTek SL3000 Partitioning - Integrated Software Option - per Tape Library Metric	Sun StorageTek SL3000 Modular Library System	$8,247.00	24%	$6,267.72	34%	$5,443.02
SL3000-LEFTAEM-Z	Left access expansion module	System	$25,000.00	24%	$19,000.00	34%	$16,500.00
SL3000-OPPANL-Z	Operator panel	System	$3,093.00	24%	$2,350.68	34%	$2,041.38
SL3000-PDU110-Z	AC, 20 A, 100-120 V PDU	System	$1,082.00	24%	$822.32	34%	$714.12
SL3000-PDU240-Z	AC, 30 A, 200-240 V PDU	System	$1,082.00	24%	$822.32	34%	$714.12
SL3000-PWCD20110	Power cord: United States and Japan, 3.6 meters, L5-20Pplug, L5-20R connector, 20 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
SL3000-PWCD30220	Power cord: United Sates, 3.6 meters, L6-30P plug, L6-30R connector, 30 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
SL3000-REDELCT-Z	StorageTek SL3000 modular library system: redundant electronics (for onsite assembly)	Sun StorageTek SL3000 Modular Library System	$27,000.00	24%	$20,520.00	34%	$17,820.00
SL3000-RIGHTAEM-Z	Right access expansion module	System	$25,000.00	24%	$19,000.00	34%	$16,500.00
SL3000-WARRAY-Z	2 cartridge magazines with 23 physical cartridge slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$1,031.00	24%	$783.56	34%	$680.46
T10C-4FC-SW-30Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC for StorageTek SL3000	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
T10C-4FC-SW-85Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC for StorageTek SL8500	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
T10C-4FC-SW-RK1Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC rackmount	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
T10C-4FI-LW-30Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON for StorageTek SL3000	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00

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T10C-4FI-LW-85Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON for StorageTek SL8500	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00
T10C-4FI-LW-RK1Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON rackmount	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00
T10C-FC/FI-CKITZ	StorageTek T10000C or StorageTek T10000D tape drive: FC to FICON conversion kit	Enterprise Tape Drive Conversion Options	$7,000.00	24%	$5,320.00	34%	$4,620.00
T10K-EKEY-A-N	Encryption for StorageTek T10000 tape drives: activation permit for 1 tape drive	Tape Encryption	$5,000.00	24%	$3,800.00	34%	$3,300.00
VLE50HZ-POWER-Z	1-phase high voltage 50 Hz 10 kVA PDU (for factory installation)	StorageTek Virtual Library Extension	$10,384.00	15%	$8,826.40	18%	$8,514.88
VLE60HZ-POWER-Z	1-phase low voltage 60 Hz 10 kVA PDU (for factory installation)	StorageTek Virtual Library Extension	$11,216.00	15%	$9,533.60	18%	$9,197.12
VSM4-2.5TBCAP1-M-N	StorageTek Virtual Storage Manager System 4: activation permit for 1.25 TB – 2.5 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$125,000.00	24%	$95,000.00	34%	$82,500.00
VSM4-5.0TB-CAP1M-N	StorageTek Virtual Storage Manager System 4: activation permit for 2.5 TB – 5 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$250,000.00	24%	$190,000.00	34%	$165,000.00
VSM4-7.4TB-CAP1M-N	StorageTek Virtual Storage Manager System 4: activation permit for 5 TB – 7.4 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$240,000.00	24%	$182,400.00	34%	$158,400.00
VSM4-ESC32CH-CBM-N	StorageTek Virtual Storage Manager System 4: LOP channel interface conversion bill	Sun StorageTek Virtual Storage Manager System (VSM 4)	$192,500.00	24%	$146,300.00	34%	$127,050.00
VSM5E1.25TBCAPAD-N	StorageTek Virtual Storage Manager System 5e: activation permit for 0.8 TB – 1.25 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 5)	$164,050.00	24%	$124,678.00	34%	$108,273.00
VSME1.25TB-CAP1M-N	StorageTek Virtual Storage Manager System 4e: activation permit for .8 TB – 1.25 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$164,050.00	24%	$124,678.00	34%	$108,273.00
VSM-IMP-EXPMGMTM-N	Storage Advanced Management Policies software	Sun StorageTek Virtual Storage Manager System (VSM 5)	$25,000.00	24%	$19,000.00	34%	$16,500.00
X2821A-Z-N	Sun Datacenter Switch IB-36 is a 1RU 36 port managed QDR InfiniBand Switch. The switch utilizes standard QSFP connectors. Comes with redundant power supplies.	Infiniband Switches	$14,980.00	28%	$10,785.60	34%	$9,886.80
X984/T10K-2GB-LW-N	Single 2 GB long wave SFP for single port to dual port upgrades and short wave to long wave conversions	Tape Options	$2,000.00	24%	$1,520.00	34%	$1,320.00
X984/T10K-2GB-SW-N	Single 2 GB short wave SFP for single port to dual port upgrades and long wave to short wave conversions	Tape Options	$2,000.00	24%	$1,520.00	34%	$1,320.00
XL5-SL500-DPCK	StorageTek LTO5 FC dual port conversion kit for installation of a second data port in StorageTek LTO5 drive tray assembly	LTO Conversion Options	$500.00	24%	$380.00	34%	$330.00
XL5-SL85-SL30-DPCK	StorageTek LTO5 FC dual port conversion kit for installation of a second data port in StorageTek LTO5 drive tray assembly	LTO Conversion Options	$500.00	24%	$380.00	34%	$330.00
XSL24-48-SAS-CBL-N	StorageTek SL24 tape autoloader and StorageTek SL48 tape library: external mini SAS to mini SAS fan-out cable, 2 meters	Sun StorageTek SL24 Tape Autoloader	$250.00	24%	$190.00	34%	$165.00
XSL3000-1000SLOT-F	StorageTek SL3000 modular library system: activation permit for 1,000 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$68,763.00	24%	$52,259.88	34%	$45,383.58
XSL3000-100-SLOT-F	StorageTek SL3000 modular library system: activation permit for 100 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$8,763.00	24%	$6,659.88	34%	$5,783.58
XSL3000-200-SLOT-F	StorageTek SL3000 modular library system: activation permit for 200 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$15,773.00	24%	$11,987.48	34%	$10,410.18

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XSL3000-25-SLOT-F	StorageTek SL3000 modular library system: activation permit for 25 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$2,500.00	24%	$1,900.00	34%	$1,650.00
XSL3000-2FCPORT-F	StorageTek SL3000 modular library system: activation permit for dual FC port, for after original system installation	Sun StorageTek SL3000 Modular Library System	$3,500.00	24%	$2,660.00	34%	$2,310.00
XSL3000-2TCPIP-F	StorageTek SL3000 modular library system: activation permit for redundant TCP/IP host interface, for after original system installation	Sun StorageTek SL3000 Modular Library System	$5,155.00	24%	$3,917.80	34%	$3,402.30
XSL3000-500-SLOT-F	StorageTek SL3000 modular library system: activation permit for 500 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$36,082.00	24%	$27,422.32	34%	$23,814.12
XSL3000-AEM-LFT-N	StorageTek SL3000 modular library system: left access expansion module	Sun StorageTek SL3000 Modular Library System	$25,000.00	24%	$19,000.00	34%	$16,500.00
XSL3000-AEM-RT-Z-N	StorageTek SL3000 modular library system: right access expansion module	Sun StorageTek SL3000 Modular Library System	$25,000.00	24%	$19,000.00	34%	$16,500.00
XSL3000-CAP-MAG-N	CAP magazine with 13 physical slots	System	$500.00	24%	$380.00	34%	$330.00
XSL3000-CAP-Z-N	26 cartridge access port slots	System	$5,155.00	24%	$3,917.80	34%	$3,402.30
XSL3000-CEM-Z-N	StorageTek SL3000 modular library system: cartridge expansion module with 438-620 physical slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$9,278.00	24%	$7,051.28	34%	$6,123.48
XSL3000-DCPWR-Z-N	StorageTek SL3000 X-Option, DC Power Supply (PS), Used	System	$876.00	24%	$665.76	34%	$578.16
XSL3000-DEM200-F	StorageTek SL3000 modular library system: drive expansion module with 1 drive array with 8 slots, 200 activated cartridge slots, and 230-498 physical slots upgrade. Separately priced activation permit required for deactivated components	Sun StorageTek SL3000 Modular Library System	$21,340.00	24%	$16,218.40	34%	$14,084.40
XSL3000-DRVARY-Z-N	Sun StorageTek SL3000 X-Option, Drive Array (DA), Adds 8 additional drive slots, 2 DAs can be added to BM, 3 DAs can be added to DEM, Cannot add DAs to CEMs, Power options determine max drive support, RoHS-5	Sun StorageTek SL3000 Modular Library System	$2,273.00	24%	$1,727.48	34%	$1,500.18
XSL3000-EM-DCPWR-N	Sun StorageTek SL3000 X-Option, 200 Watt DC Power Supply (PS), Used for Electronics Module, Used in 110V and 240V libraries, Only needed if N+1 and 2N are required See manuals, RoHS-5	Sun StorageTek SL3000 Modular Library System	$876.00	24%	$665.76	34%	$578.16
XSL3000-IPC30220-N	Power cord: International, 4 meters, 330 P6W wall end plug L6-30R library end plug, 220 VAC, 30 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
XSL3000K-2FCCARD	StorageTek SL3000 modular library system: dual FC control card	Sun StorageTek SL3000 Modular Library System	$2,900.00	24%	$2,204.00	34%	$1,914.00
XSL3000K-DUALBOT-N	StorageTek SL3000 X-Option, DualBot feature, Second robot, Requires 240 VAC 30 Amp AC PDU, Requires 2 PEMs or 2 AEMs, 2 CEM/PEM conversion labels included. MUST REQUEST HARDWARE ACTIVATION KEY. ROHS-5.	Sun StorageTek SL3000 Modular Library System	$36,082.00	24%	$27,422.32	34%	$23,814.12
XSL3000-OP-PANL-N	Sun StorageTek SL3000 X-Option, Operations Panel (OP), Color Touch Screen, 9.63 W x 7.25 H, One OP can be added to BM, Cannot add OP to DEM/CEM/PEM/AEM, RoHS-5	Sun StorageTek SL3000 Modular Library System	$3,093.00	24%	$2,350.68	34%	$2,041.38
XSL3000-PART-F	StorageTek SL3000 Partitioning - Integrated Software Option - per Tape Library Metric, for after original system installation	Sun StorageTek SL3000 Modular Library System	$8,247.00	24%	$6,267.72	34%	$5,443.02

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XSL3000-PC20110-N	Sun StorageTek SL3000 X-Option, US/Japan 12 ft./3.6 m. Power Cord, 110 VAC 20 Amp 10 AWG, L5-20P Wall End Plug, L5-20R Library End Plug, RoHS-5	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
XSL3000-PC30220-N	Sun StorageTek SL3000 X-Option, US 12 ft Power Cord, 220 VAC 30 Amp 10 AWG, L6-30P Wall End Plug, L6-30R Library End Plug, RoHS-5	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
XSL3000-PDU-110-N	Sun StorageTek SL3000 X-Option, AC Power Distribution Unit (PDU), 100-127 VAC 20 Amp, See manuals for drive/power requirements, Second PDU required for 2N power, Used in Base Module and DEM, RoHS-5	Sun StorageTek SL3000 Modular Library System	$1,082.00	24%	$822.32	34%	$714.12
XSL3000-PDU-240-N	Sun StorageTek SL3000 X-Option, AC Power Distribution Unit (PDU), 200-240 VAC 30 Amp, See manuals for drive/power requirements, Second PDU required for 2N, Used in Base Module and DEM, RoHS-5	Sun StorageTek SL3000 Modular Library System	$1,082.00	24%	$822.32	34%	$714.12
XSL3000-REDELCT-Z	Redundant electronics	System	$27,000.00	24%	$20,520.00	34%	$17,820.00
XSL3000-W-ARRAY-N	StorageTek SL3000 modular library system: window cartridge arrays for base module and DEM only, increases physical capacity 23 slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$1,031.00	24%	$783.56	34%	$680.46
XSL48-PWR-Z-N	StorageTek SL48 tape library: redundant power supply	Sun StorageTek SL48 Tape Library	$400.00	24%	$304.00	34%	$264.00
XSL500KBASE30-50-F	StorageTek SL500 modular library system: activation permit for remaining LTO base unit cartridge slots, for after original system installation	Sun StorageTek SL500 Modular Library System	$2,500.00	24%	$1,900.00	34%	$1,650.00
XSL500K-DEMSLOTS-F	StorageTek SL500 modular library system: LTO drive expansion module: activation permit for 1/3 of module slots	Sun StorageTek SL500 Modular Library System	$7,000.00	24%	$5,320.00	34%	$4,620.00
X-SL500K-PARTNG-F	StorageTek SL500: Partitioning- hardware activation permit required	Sun StorageTek SL500 Modular Library System	$3,000.00	24%	$2,280.00	34%	$1,980.00
XSL8500-0EF-RAIL-N	Rails for 0 expansion frame	System	$5,444.00	24%	$4,137.44	34%	$3,593.04
XSL8500-1EF-RAIL-N	Rails for 1 expansion frame	System	$9,483.00	24%	$7,207.08	34%	$6,258.78
XSL8500-1PH-Z-N	Single-phase power	System	$4,777.00	24%	$3,630.52	34%	$3,152.82
XSL8500-2EF-RAIL-N	Rails for 2 expansion frames	System	$12,124.00	24%	$9,214.24	34%	$8,001.84
XSL8500-3EF-RAIL-N	Rails for 3 expansion frames	System	$19,289.00	24%	$14,659.64	34%	$12,730.74
XSL8500-4BOT-Z-N	4 HandBots	System	$47,490.00	24%	$36,092.40	34%	$31,343.40
XSL8500-4EF-RAIL-N	Rails for 4 expansion frames	System	$22,794.00	24%	$17,323.44	34%	$15,044.04
XSL8500-5EF-RAIL-N	Rails for 5 expansion frames	System	$25,934.00	24%	$19,709.84	34%	$17,116.44
XSL8500-DELTAZ-N	Delta power	System	$4,611.00	24%	$3,504.36	34%	$3,043.26
XSL8500-DR-PWR-Z-N	DC, 1,200 W PSU	System	$902.00	24%	$685.52	34%	$595.32
XSL8500-DTCPIP-N	StorageTek SL8500 modular library system: activation permit for redundant TCP/IP host interface, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$18,000.00	24%	$13,680.00	34%	$11,880.00
XSL8500-ETHRNT-Z	Internal ethernet switch	System	$2,044.00	24%	$1,553.44	34%	$1,349.04
XSL8500-EXP-FRZ-N	Expansion frame. Separately priced activation permit required	Sun StorageTek SL8500 Modular Library System	$24,934.00	24%	$18,949.84	34%	$16,456.44
XSL8500-MAG13-Z-N	13 slot magazine for CAP	System	$158.00	24%	$120.08	34%	$104.28
XSL8500-MTCPIP-N	StorageTek SL8500 modular library system: activation permit for multiple TCPIP interface connections to HSC or ACSLS host in a pass-thru port complex, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$18,000.00	24%	$13,680.00	34%	$11,880.00
X-SL8500P-BLANK-N	Pass-thru port frame	System	$10,920.00	24%	$8,299.20	34%	$7,207.20

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XSL8500P-MECH-Z-N	Pass-thru port mechanisms for upgrade	System	$38,903.00	24%	$29,566.28	34%	$25,675.98
XSL8500-RACK-Z-N	6 rack unit rack	System	$4,112.00	24%	$3,125.12	34%	$2,713.92
XSL8500-SVDR-Z-N	Service safety door	System	$6,131.00	24%	$4,659.56	34%	$4,046.46
XSL8500-TSOP-Z-N	Touchscreen op panel	System	$7,298.00	24%	$5,546.48	34%	$4,816.68
XSL8500-UPG-CAP-N	StorageTek SL8500 modular library system: redundant CAP	Sun StorageTek SL8500 Modular Library System	$7,713.00	24%	$5,861.88	34%	$5,090.58
XSL8500-UPG-PART-N	StorageTek SL8500 Partitioning for after original system installation - Integrated Software Option - per Tape Library Metric	Sun StorageTek SL8500 Modular Library Features	$12,000.00	24%	$9,120.00	34%	$7,920.00
XSL8500-WYE-Z-N	Wye power	System	$4,627.00	24%	$3,516.52	34%	$3,053.82
XSL8501P-HUB-Z-N	Hub for intra-library communications	System	$2,896.00	24%	$2,200.96	34%	$1,911.36
XT10C-4-LW-RK1-2Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON second rackmount	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00
XT10C-4-SW-RK1-2Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC second rackmount	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
XT10K-4GB-LW-Z-N	StorageTek T10000A, StorageTek T10000B or StorageTek T10000C tape drive: 4 Gb FC or FICON, long wave upgrade from single port to dual port and conversion from short to long wave	Sun StorageTek T10000B Tape Drive (Open)	$2,000.00	24%	$1,520.00	34%	$1,320.00
XT10K-4GB-SW-Z-N	StorageTek T10000A, StorageTek T10000B or StorageTek T10000C tape drive: 4 Gb FC or FICON, short wave upgrade from single port to dual port and conversion from long to short wave	Sun StorageTek T10000B Tape Drive (Open)	$2,000.00	24%	$1,520.00	34%	$1,320.00
XTA7320-CUK	Cluster upgrade kit to convert 2 Sun ZFS Storage 7320 to 1 cluster configuration with 2 cluster cards and 3 RJ45 cables	Sun ZFS Storage 7320 System	$660.00	24%	$501.60	34%	$435.60
XTA7420-CUK	Cluster upgrade kit to convert from 2 Sun ZFS Storage 7420 to 1 cluster configuration with 2 cluster cards and 3 RJ45 cables	Sun ZFS Storage 7420 System	$660.00	24%	$501.60	34%	$435.60
7105149	Oracle Fabric Interconnect F1-15: base with 20 InfiniBand ports and 15 I/O module slots for non-EU countries	Fabric Interconnect F1-15	$36,970.00	15%	$31,424.50	18%	$30,315.40
7105150	Oracle Fabric Interconnect F1-4: base with 20 InfiniBand ports and 4 I/O module slots for non-EU countries	Fabric Interconnect F1-4	$34,440.00	15%	$29,274.00	18%	$28,240.80
7105381	Sun Storage 10 GbE PCIe FCoE converged network adapter: Qlogic, low profile, dual port and SR optics	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
7105382	Sun Storage 10GbE PCIe FCoE converged network adapter: Qlogic, low profile, dual port and Twinax	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
7105387	Sun Storage 6 Gb SAS PCIe HBA: 8 port	Host Bus Adapters	$356.00	14%	$306.16	20%	$284.80
7105388	Sun Storage 6 Gb SAS ExpressModule HBA: 8 port	Host Bus Adapters	$562.00	14%	$483.32	20%	$449.60
7105391	Sun StorageTek 8 Gb FC PCIe HBA: Emulex, single port, standard and low profile brackets	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
7105393	StorageTek Dual 8 Gb Fibre Channel Dual GbE ExpressModule HBA: Emulex	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20
7105394	Sun Storage 6 Gb SAS PCIe HBA: low profile	Host Bus Adapters	$699.00	14%	$601.14	20%	$559.20
7105146	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for non-EU countries (for factory installation)	I/O Modules	$9,373.00	15%	$7,967.05	18%	$7,685.86
7105130	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for non-EU countries (for factory installation)	I/O Modules	$10,344.00	15%	$8,792.40	18%	$8,482.08
7105131	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for non-EU countries (for factory installation)	I/O Modules	$12,621.00	15%	$10,727.85	18%	$10,349.22

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7105132	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for non-EU countries (for factory installation)	I/O Modules	$11,947.00	15%	$10,154.95	18%	$9,796.54
7105133	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for non-EU countries	I/O Modules	$11,248.00	15%	$9,560.80	18%	$9,223.36
7105134	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for non-EU countries	I/O Modules	$12,412.00	15%	$10,550.20	18%	$10,177.84
7105135	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for non-EU countries	I/O Modules	$15,145.00	15%	$12,873.25	18%	$12,418.90
7105136	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for non-EU countries	Network Cables	$14,337.00	14%	$12,329.82	20%	$11,469.60
7105148	Twinax passive copper cable: 2 meters	Network Cables	$143.00	14%	$122.98	20%	$114.40
7105175	QSFP to CX-4 InfiniBand copper cable: 2 meters	Network Cables	$154.00	14%	$132.44	20%	$123.20
7105173	QSFP to CX-4 InfiniBand copper cable: 3 meters	Network Cables	$190.00	14%	$163.40	20%	$152.00
7105171	QSFP to CX-4 InfiniBand copper cable: 5 meters	Network Cables	$283.00	14%	$243.38	20%	$226.40
7105345	Power cord: Australia, 2.5 meters, C19 connector, 15 A (for factory installation)	Network Cables	$48.00	14%	$41.28	20%	$38.40
7105346	Power cord: Japan, 2.5 meters, C19 connector, 15 A, 125 VAC (for factory installation)	Network Cables	$39.00	14%	$33.54	20%	$31.20
7105347	Power cord: Japan, 2.5 meters, C19 connector, 15 A, 250 VAC (for factory installation)	Network Cables	$37.00	14%	$31.82	20%	$29.60
7105348	Power cord: North America and Asia, 2.5 meters, C19 connector, 15 A, 250 VAC (for factory installation)	Network Cables	$29.00	14%	$24.94	20%	$23.20
7105349	Power cord: North America and Asia, 2.5 meters, NEMA 6-15P plug, C19 connector, 15 A, 250 V (for factory installation)	Network Cables	$32.00	14%	$27.52	20%	$25.60
7105350	Power cord: global jumper, straight plug-connector, 1.8 meter, C14 plug, C19 connector, 15 A (for factory installation)	Network Cables	$27.00	14%	$23.22	20%	$21.60
7105351	Power cord: global jumper, straight plug-connector, 2.4 meters, C20 plug, C19 connector, 20 A (for factory installation)	Network Cables	$48.00	14%	$41.28	20%	$38.40
7105352	Power cord: UK, 2.5 meters, C19 connector, 13 A, 250 VAC (for factory installation)	Network Cables	$46.00	14%	$39.56	20%	$36.80
7105353	Power cord: Europe, 2.5 meters, C19 connector, 15 A, 250 VAC (for factory installation)	Network Cables	$39.00	14%	$33.54	20%	$31.20
7105354	Power cord: India, 2.5 meters, C19 connector, 16 A, 250 VAC (for factory installation)	Network Cables	$50.00	14%	$43.00	20%	$40.00
L96163	Oracle SDN - Physical Server Perpetual	Oracle SDN	$1,300.00	20%	$1,040.00	25%	$975.00
L96165	Oracle SDN - Physical Server 2 Year	Oracle SDN	$455.00	20%	$364.00	25%	$341.25
L96166	Oracle SDN - Physical Server 3 Year	Oracle SDN	$650.00	20%	$520.00	25%	$487.50
L96167	Oracle SDN - Physical Server 4 Year	Oracle SDN	$780.00	20%	$624.00	25%	$585.00
L96168	Oracle SDN - Physical Server 5 Year	Oracle SDN	$910.00	20%	$728.00	25%	$682.50
7105432	SPARC T4-1 server: base with 1 SPARC T4 8-core 2.85 GHz processor (for factory installation)	SPARC T4-1 Server	$19,148.00	15%	$16,275.80	18%	$15,701.36
7105248	Spare: POWER SUPPLY	Spare parts	$1,092.00	29%	$775.32	29%	$775.32
7105250	Spare: fan tray	Spare parts	$390.00	29%	$276.90	29%	$276.90
7105251	Spare: management I/O module	Spare parts	$1,146.00	29%	$813.66	29%	$813.66
7105252	Spare: bezel	Spare parts	$450.00	29%	$319.50	29%	$319.50
7105253	Spare: POWER SUPPLY	Spare parts	$1,074.00	29%	$762.54	29%	$762.54
7105254	Spare: fan tray	Spare parts	$438.00	29%	$310.98	29%	$310.98

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7105257	Spare: QDR fabric board	Spare parts	$26,034.00	29%	$18,484.14	29%	$18,484.14
7105260	Spare: QDR InfiniBand managed switch with reverse airflow and 2 PSUs	Spare parts	$29,928.00	29%	$21,248.88	29%	$21,248.88
7105271	Spare: Twinax passive copper cable: 2 meters (for factory installation)	Spare parts	$216.00	29%	$153.36	29%	$153.36
7105272	Spare: Twinax passive copper cable: 7 meters (for factory installation)	Spare parts	$372.00	29%	$264.12	29%	$264.12
7105286	Spare: QSFP to CX-4 QDR InfiniBand copper cable: 2 meters, 26 AWG	Spare parts	$234.00	29%	$166.14	29%	$166.14
7104064	Spare: SFP short wave 8 GB FC transceiver	Spare parts	$468.00	29%	$332.28	29%	$332.28
7104066	Spare: SFP long wave 8 GB FC transceiver	Spare parts	$1,590.00	29%	$1,128.90	29%	$1,128.90
7100268	Spare: printed wire assembly PCIe card	Spare parts	$10,734.00	29%	$7,621.14	29%	$7,621.14
7103427	StorageTek Virtual Storage Manager System 6: 10 TB effective capacity increment. HW activation permit	StorageTek Virtual Storage Manager Features	$5,000.00	24%	$3,800.00	34%	$3,300.00
7103389	StorageTek Virtual Storage Manager System 6: upgrade, effective capacity 10 – 300 TB Separately priced hardware activation permit required.	StorageTek Virtual Storage Manager System (VSM 6)	$217,104.00	24%	$164,999.04	34%	$143,288.64
7100296	StorageTek Virtual Storage Manager System 6: long wave FICON interface (for factory installation)	StorageTek Virtual Storage Manager System (VSM 6)	$21,020.00	24%	$15,975.20	34%	$13,873.20
7100290	StorageTek Virtual Storage Manager System 6: long wave FICON interface	StorageTek Virtual Storage Manager System (VSM 6)	$25,224.00	24%	$19,170.24	34%	$16,647.84
7100292	StorageTek Virtual Storage Manager System 6: short wave FICON interface	StorageTek Virtual Storage Manager System (VSM 6)	$7,272.00	24%	$5,526.72	34%	$4,799.52
7105379	Sun Blade 6000 chassis with midplane, accessory kit with dongle and RJ45-DB9 adapter, 9 server module filler panels, 20 Express Module filler panels, and 2 Network Express Module filler panels (standard configuration)	Sun Blade 6000 Chassis	$8,645.00	15%	$7,348.25	18%	$7,088.90
7105397	Sun Blade 6000 GbE 10-port Pass-Thru NEM	Sun Blade Server Options	$495.00	15%	$420.75	18%	$405.90
7103539	Brocade DCX 8510-8 Backbone: chassis	Brocade Hardware	$143,511.00	24%	$109,068.36	34%	$94,717.26
7103540	Brocade DCX 8510-4 Backbone: chassis	Brocade Hardware	$80,421.00	24%	$61,119.96	34%	$53,077.86
7103542	Brocade DCX 8510 Backbone: 48-port 16 Gb blade	Brocade Hardware	$86,487.00	24%	$65,730.12	34%	$57,081.42
7103543	Brocade 16 Gb SFP+ short wave optic module	Brocade Hardware	$780.00	24%	$592.80	34%	$514.80
7103544	Brocade 16 Gb SFP+ long wave optic module: 10 kilometers distance	Brocade Hardware	$3,390.00	24%	$2,576.40	34%	$2,237.40
7103545	Brocade 10 Gb SFP+ short wave optic module	Brocade Hardware	$663.00	24%	$503.88	34%	$437.58
7103547	Brocade 10 Gb SFP+ long wave optic module	Brocade Hardware	$2,094.00	24%	$1,591.44	34%	$1,382.04
7103548	Brocade DCX 8510 Backbone: activation permit for inter-chassis link with sixteen 64 Gb QSFPs	Brocade Hardware	$2,037.00	24%	$1,548.12	34%	$1,344.42
7103549	Brocade DCX Backbone: upgrade kit for 16 Gb upgrade	Brocade Hardware	$80,856.00	24%	$61,450.56	34%	$53,364.96
7103553	Brocade 6510 Fibre Channel Switch with twenty-four 16 Gb activated ports	Brocade Hardware	$26,046.00	24%	$19,794.96	34%	$17,190.36
7103554	Brocade 6510 Fibre Channel Switch: activation permit for twelve 16 Gb SFPs	Brocade Hardware	$16,563.00	24%	$12,587.88	34%	$10,931.58
7103555	Brocade 6510 Fibre Channel Switch: activation permit for twelve 8 Gb SFPs	Brocade Hardware	$12,741.00	24%	$9,683.16	34%	$8,409.06
7103556	Brocade 6510 Fibre Channel Switch: activation permit for 10 Gb FC extension	Brocade Hardware	$22,293.00	24%	$16,942.68	34%	$14,713.38
7103769	Brocade DCX-4S Backbone: upgrade kit for 16 Gb upgrade	Brocade Hardware	$57,606.00	24%	$43,780.56	34%	$38,019.96
7103770	Rack rail kit	Brocade Hardware	$282.00	24%	$214.32	34%	$186.12

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L96171	Brocade Network Advisor: Enterprise Bundle - Server Perpetual	Brocade SAN Software	$52,145.00	24%	$39,630.20	34%	$34,415.70
L96174	Brocade Network Advisor: Performance Plus - Server Perpetual	Brocade SAN Software	$20,860.00	24%	$15,853.60	34%	$13,767.60
L96177	Brocade Network Advisor: Upgrade from Performance Plus to Enterprise Bundle - Server Perpetual	Brocade SAN Software	$34,415.00	24%	$26,155.40	34%	$22,713.90
7105053	Two 16 GB DDR3-1066 DIMMs (for factory installation)	Other Server Configured Options	$444.00	6%	$417.36	6%	$417.36
7105342	Oracle Fabric Interconnect F1-15: base with 20 InfiniBand ports and 15 I/O module slots for EU countries	Fabric Interconnect F1-15	$35,970.00	15%	$31,424.50	18%	$30,315.40
7105341	Oracle Fabric Interconnect F1-4: base with 20 InfiniBand ports and 4 I/O module slots for EU countries	Fabric Interconnect F1-4	$34,440.00	15%	$29,274.00	18%	$28,240.80
7105344	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for EU countries (for factory installation)	I/O Modules	$9,373.00	15%	$7,967.05	18%	$7,685.86
7105362	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for EU countries (for factory installation)	I/O Modules	$10,344.00	15%	$8,792.40	18%	$8,482.08
7105363	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for EU countries (for factory installation)	I/O Modules	$12,621.00	15%	$10,727.85	18%	$10,349.22
7105364	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for EU countries (for factory installation)	I/O Modules	$11,947.00	15%	$10,154.95	18%	$9,796.54
7105365	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for EU countries	I/O Modules	$11,248.00	15%	$9,560.80	18%	$9,223.36
7105366	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for EU countries	I/O Modules	$12,412.00	15%	$10,550.20	18%	$10,177.84
7105367	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for EU countries	I/O Modules	$15,145.00	15%	$12,873.25	18%	$12,418.90
7105368	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for EU countries	I/O Modules	$14,337.00	15%	$12,186.45	18%	$11,756.34
7104435	StorageTek LTO tape drive: 1 IBM LTO6 8 Gb FC for StorageTek SL8500	LTO6 Tape Drives: High-End Libraries	$22,430.00	24%	$17,046.80	34%	$14,803.80
7104436	StorageTek LTO tape drive: 1 IBM LTO6 8 Gb FC for StorageTek SL3000	LTO6 Tape Drives: Midrange Libraries	$18,648.00	24%	$14,172.48	34%	$12,307.68
7105236	One 8 GB DDR3-1066 registered DIMMs (for factory installation)	Netra SPARC Server Options	$280.00	15%	$238.00	18%	$229.60
7105237	One 8 GB DDR3-1066 registered DIMMs	Netra SPARC Server Options	$336.00	15%	$285.60	18%	$275.52
7105181	High bandwidth QSFP optical cable: 5 meters, MPO to MPO (for factory installation)	Network Cables	$840.00	14%	$722.40	20%	$672.00
7105193	High bandwidth QSFP optical cable: 100 meters, MPO to MPO (for factory installation)	Network Cables	$2,860.00	14%	$2,459.60	20%	$2,288.00
7105199	High bandwidth QSFP optical cable: 5 meters, MPO to MPO	Network Cables	$840.00	14%	$722.40	20%	$672.00
7105206	High bandwidth QSFP optical cable: 100 meters, MPO to MPO	Network Cables	$2,860.00	14%	$2,459.60	20%	$2,288.00
7105137	Twinax passive copper cable: 1 meter (for factory installation)	Network Cables	$183.00	14%	$157.38	20%	$146.40
7105139	Twinax passive copper cable: 2 meters (for factory installation)	Network Cables	$143.00	14%	$122.98	20%	$114.40
7105140	Twinax passive copper cable: 3 meters (for factory installation)	Network Cables	$152.00	14%	$130.72	20%	$121.60
7105141	Twinax passive copper cable: 5 meters (for factory installation)	Network Cables	$244.00	14%	$209.84	20%	$195.20
7105169	QSFP to QSFP passive copper cable: 1 meter (for factory installation)	Network Cables	$139.00	14%	$119.54	20%	$111.20

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7105172	QSFP to QSFP passive copper cable: 2 meters (for factory installation)	Network Cables	$184.00	14%	$158.24	20%	$147.20
7105174	QSFP to QSFP passive copper cable: 3 meters (for factory installation)	Network Cables	$180.00	14%	$154.80	20%	$144.00
7105177	QSFP to QSFP passive copper cable: 5 meters (for factory installation)	Network Cables	$252.00	14%	$216.72	20%	$201.60
7105182	High bandwidth QSFP optical cable: 10 meters, MPO to MPO (for factory installation)	Network Cables	$723.00	14%	$621.78	20%	$578.40
7105186	High bandwidth QSFP optical cable: 20 meters, MPO to MPO (for factory installation)	Network Cables	$1,057.00	14%	$909.02	20%	$845.60
7105191	High bandwidth QSFP optical cable: 50 meters, MPO to MPO (for factory installation)	Network Cables	$1,838.00	14%	$1,580.68	20%	$1,470.40
7104926	Two 16 GB DDR3-1066 DIMMs	Other Server X-Options	$533.00	14%	$458.38	20%	$426.40
7105243	PDU with mounting brackets: EMEA and APAC, IEC309 32A plug, 30 A	Pillar Axiom SAN Storage System Options	$1,505.00	15%	$1,279.25	18%	$1,234.10
7105244	PDU with mounting brackets: Australia, 56P332 plug, 30 A	Pillar Axiom SAN Storage System Options	$3,024.00	15%	$2,570.40	18%	$2,479.68
7104196	One 8 GB DDR3-1066 registered DIMM (for factory installation)	SPARC T4 Server Configured Options	$280.00	15%	$238.00	18%	$229.60
7104197	One 8 GB DDR3-1066 registered DIMM	SPARC T4 Server X-Options	$336.00	15%	$285.60	18%	$275.52
7104443	Spare: one 8 GB DDR3-1066 DIMM	Spare parts	$360.00	29%	$255.60	29%	$255.60
7105308	Spare: 2000 W AC PSU	Spare parts	$1,674.00	29%	$1,188.54	29%	$1,188.54
7103017	Spare: Brocade 16 Gb SFP+ short wave optic module	Spare parts	$1,560.00	29%	$1,107.60	29%	$1,107.60
7103018	Spare: Brocade 16 Gb SFP+ long wave optic module: 10 kilometers distance	Spare parts	$6,780.00	29%	$4,813.80	29%	$4,813.80
7103019	Spare: Brocade 10 Gb FC SFP+ long wave optic module: 10 kilometers distance	Spare parts	$4,188.00	29%	$2,973.48	29%	$2,973.48
7103020	Spare: Brocade 10 Gb FC SFP+ short wave optic module	Spare parts	$1,326.00	29%	$941.46	29%	$941.46
7103021	Spare: Brocade 64 Gb QSFP short wave optic module	Spare parts	$4,074.00	29%	$2,892.54	29%	$2,892.54
7103030	Spare: worldwide name (WWN) cover for Brocade DCX 8510-4 Backbone	Spare parts	$2,412.00	29%	$1,712.52	29%	$1,712.52
7103033	Spare: worldwide name (WWN) cover for Brocade DCX 8510-8 Backbone	Spare parts	$2,412.00	29%	$1,712.52	29%	$1,712.52
7103034	Spare: fixed rack mount kit for Brocade 6510 Fibre Channel Switch	Spare parts	$564.00	29%	$400.44	29%	$400.44
7103023	Spare: chassis for Brocade 6510 Fibre Channel Switch	Spare parts	$47,790.00	29%	$33,930.90	29%	$33,930.90
7103025	Spare: 48-port 16 Gb blade for Brocade DCX 8510 Backbone	Spare parts	$172,974.00	29%	$122,811.54	29%	$122,811.54
7103028	Spare: chassis for Brocade DCX 8510-4 Backbone	Spare parts	$95,664.00	29%	$67,921.44	29%	$67,921.44
7103029	Spare: core blade for Brocade DCX 8510-4 Backbone	Spare parts	$57,606.00	29%	$40,900.26	29%	$40,900.26
7103031	Spare: chassis for Brocade DCX 8510-8 Backbone	Spare parts	$115,692.00	29%	$82,141.32	29%	$82,141.32
7103032	Spare: core blade for Brocade DCX 8510-8 Backbone	Spare parts	$80,856.00	29%	$57,407.76	29%	$57,407.76
7104570	Spare: StorageTek LTO tape drive: 1 IBM LTO6 8 Gb FC for StorageTek SL8500 and StorageTek SL3000	Spare parts	$11,082.00	29%	$7,868.22	29%	$7,868.22
7105029	Spare: two 16 GB DDR3-1066 registered DIMMs	Spare parts	$1,380.00	29%	$979.80	29%	$979.80
7105028	Spare: 1U-2U slim rail cable management arm	Spare parts	$168.00	29%	$119.28	29%	$119.28
7101833	Spare: motherboard for Netra SPARC T4-1 server	Spare parts	$17,736.00	29%	$12,592.56	29%	$12,592.56
#300-2259	Spare: 5740 W AC PSU	Spare parts	$4,230.00	29%	$3,003.30	29%	$3,003.30
7105792	3-phase low voltage 15 kVA PDU for EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
7105793	1-phase low voltage 15 kVA PDU for EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
7105794	1-phase high voltage 10 kVA PDU for EU countries	Sun Racks	$900.00	15%	$765.00	18%	$738.00

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7104449	StorageTek LTO tape drive: 1 HP LTO6 half-height 8 Gb FC for StorageTek SL150	LTO6 Tape Drives: Entry Level	$4,272.00	24%	$3,246.72	34%	$2,819.52
7104473	StorageTek LTO tape drive: 1 HP LTO6 half-height 8 Gb FC for StorageTek SL150 (for factory installation)	LTO6 Tape Drives: Entry Level	$3,560.00	24%	$2,705.60	34%	$2,349.60
7104450	StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb SAS for StorageTek SL150	LTO6 Tape Drives: Entry Level	$3,777.00	24%	$2,870.52	34%	$2,492.82
7104474	StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb SAS for StorageTek SL150 (for factory installation)	LTO6 Tape Drives: Entry Level	$3,148.00	24%	$2,392.48	34%	$2,077.68
7104451	StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL8500	LTO6 Tape Drives: High-End Libraries	$22,430.00	24%	$17,046.80	34%	$14,803.80
7104452	StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL3000	LTO6 Tape Drives: Midrange Libraries	$18,648.00	24%	$14,172.48	34%	$12,307.68
7104453	StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL500	LTO6 Tape Drives: Midrange Libraries	$14,936.00	24%	$11,351.36	34%	$9,857.76
7105726	Oracle Linux preinstall (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7104476	StorageTek SL150 modular library system: base with 30 activated cartridge slots, 1 HP LTO6 half-height 6 Gb SAS tape drive, and rackmounting kit	SL150 Tape Library	$6,795.00	24%	$5,164.20	34%	$4,484.70
7104475	StorageTek SL150 modular tape library: base unit with 30 slots and 1 HP LTO6 half-height 8 Gb FC tape drive	SL150 Tape Library	$7,190.00	24%	$5,464.40	34%	$4,745.40
#418614701	Spare: hardware FRU kit	Spare parts	$204.00	29%	$144.84	29%	$144.84
7103872	Spare: 580 W AC power cooling module	Spare parts	$1,812.00	29%	$1,286.52	29%	$1,286.52
7103873	Spare: I/O module	Spare parts	$2,844.00	29%	$2,019.24	29%	$2,019.24
7103874	Spare: 2U chassis with midplane	Spare parts	$3,534.00	29%	$2,508.14	29%	$2,508.14
7103875	Spare: 4U chassis with midplane	Spare parts	$4,770.00	29%	$3,386.70	29%	$3,386.70
7103877	Spare: one 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Spare parts	$690.00	29%	$489.90	29%	$489.90
7103878	Spare: one 900 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Spare parts	$1,722.00	29%	$1,222.62	29%	$1,222.62
7105032	Spare: one 50 GB SLC SATA SSD with bracket for hot spare position	Spare parts	$4,896.00	29%	$3,476.16	29%	$3,476.16
7105033	Spare: one 50 GB SLC SATA SSD with bracket	Spare parts	$4,716.00	29%	$3,348.36	29%	$3,348.36
7105034	Spare: one 200 GB SLC SATA SSD with bracket for hot spare position	Spare parts	$13,494.00	29%	$9,580.74	29%	$9,580.74
7105035	Spare: one 200 GB SLC SATA SSD with bracket	Spare parts	$13,278.00	29%	$9,427.38	29%	$9,427.38
7106158	Spare: 1U-2U remote battery upgrade kit	Spare parts	$492.00	29%	$349.32	29%	$349.32
#541-3765	Spare: Sun Network 10 GbE Switch 72p	Spare parts	$56,928.00	29%	$40,418.88	29%	$40,418.88
7105062	Spare: Velcro(TM) tape, 25 yard roll	Spare parts	$282.00	29%	$200.22	29%	$200.22
7105638	Spare: SFP+ 10GbE Twinax cable: 2 meters	Spare parts	$312.00	29%	$221.52	29%	$221.52
7105640	Spare: QDR InfiniBand QSFP optical cable: 5 meters	Spare parts	$900.00	29%	$639.00	29%	$639.00
7105644	Spare: high bandwidth QSFP optical cable: 100 meters, MPO to MPO	Spare parts	$4,806.00	29%	$3,412.26	29%	$3,412.26
7105645	Spare: power cord, Australia, 2.5 meters, C19 connector, 15 A	Spare parts	$72.00	29%	$51.12	29%	$51.12
7105646	Spare: power cord, Japan, 2.5 meters, C19 connector, 15 A, 125 VAC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7105647	Spare: power cord, Japan, 2.5 meters, C19 connector, 15 A, 250 VAC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7105648	Spare: power cord, North America and Asia, 2.5 meters, NEMA 5-15P plug, C19 connector, 15 A, 125 VAC	Spare parts	$48.00	29%	$34.08	29%	$34.08

Form No. DTMB-3522 (Rev. 4/2012)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CONTRACT NO. 071B4300149
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
Oracle America, Inc. 500 Oracle Parkway Redwood Shores, CA 94065	Joe Mudroch	joe.mudroch@oracle.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	314-477-4418	(2) 94-2805249 (000)

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR (CCI):	DTMB	Reid Sisson	517-241-1638	SissonR@michigan.gov
BUYER:	DTMB	Whitnie Zuker	517-284-7030	zukerw@michigan.gov

CONTRACT SUMMARY:

Oracle Software and Technical Support Services

INITIAL TERM	EFFECTIVE DATE	INITIAL EXPIRATION DATE	AVAILABLE OPTIONS
5 years	August 29, 2014	August 28, 2019	Three (3), one-year
PAYMENT TERMS	**F.O.B**	**SHIPPED**	**SHIPPED FROM**
Net 30	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☒ YES ☐ NO
MINIMUM DELIVERY REQUIREMENTS:			
N/A			
MISCELLANEOUS INFORMATION:			
N/A			
ESTIMATED CONTRACT VALUE AT TIME OF EXECUTION:	**$65,000,000.00**		

THIS IS NOT AN ORDER: This Contract is awarded on the basis of our inquiry bearing the solicitation #0071141114B0000937. Orders for delivery will be issued directly by the Department of Technology, Management & Budget through the issuance of a Purchase Order Form.

$65,000,000.00 has been initially allocated for Oracle Licensed Software and Oracle Software Updates and Technical Support. Additional funding for hardware, additional software, consulting services, advanced customer support services, training, cloud services, and/or any other services or products made available for purchase by Oracle (to the extent the Contract Agreement is amended to permit the sale and purchase of such products and/or services), etc. may be allocated at later date per State Ad Board Approval on August 26, 2014.

Form No. DTMB-3522 (Rev. 4/2012)

Notice of Contract #: 071B4300149

FOR THE CONTRACTOR:	FOR THE STATE:
Oracle America, Inc.	Sharon W Maynard
Firm Name	Signature
Deborah Vaughn	Sharon Walenga-Maynard, Sourcing Director
Authorized Agent Signature	Name/Title
Deborah Vaughn, Contracts Manager	DTMB Procurement
Authorized Agent (Print or Type)	Enter Name of Agency
8/29/14	8/29/14
Date	Date

Article 1

1.000 Contract Identification

1.001 CONTRACT REQUEST

The purpose of the attached Software License and Service Agreement (this "Contract" or "SLSA") is to provide the State of Michigan, Department of Technology, Management and Budget (DTMB) with a contract vehicle for the procurement of Oracle Software and Technical Support Services.

This Contract is authorized to be available and used by all government branches of the State of Michigan, by all Michigan Local Units of Government, and by any other Authorized Contract Users (as such term is defined in the SLSA).

This Contract is for a period of five (5) years beginning August 29, 2014 through August 28, 2019. Pursuant to Section 8.1 of the SLSA, the Contract may be renewed for up to three (3) additional one-year periods.

1.100 Scope of Contract

1.101 SCOPE OF CONTRACT

Subject to the terms and conditions of the SLSA, Contractor will make available for purchase the following products and services to the extent Contractor is making such products and services available to its other customers:

A. All Oracle Technology software products, including but not limited to:
   a. Oracle Database, including Enterprise Edition Options, and Database Enterprise Management Packs
   b. Siebel CRM
   c. Oracle Fusion Middleware Products
   d. Oracle Peoplesoft
   e. Oracle Hyperion and Business Intelligence
   f. Oracle Primavera
   g. Oracle E-Business Suite Applications, limited to Financial and Discrete Manufacturing

B. Oracle Software Update and Technical Support for all purchased software products.

C. The parties agree that the Contract may be amended to permit the sale and purchase of, including but not limited to, hardware, additional software, consulting services, advanced customer services, training, cloud services, and/or any other services or products made available for purchase by Contractor.

1.102 OUT OF SCOPE - RESERVED

1.103 ENVIRONMENT - RESERVED

1.104 WORK AND DELIVERABLES - RESERVED

1.200 Roles and Responsibilities

1.201 CONTRACTOR STAFF, ROLES, AND RESPONSIBILITIES

Points of Contact

The following is Contractor's Points of Contact (POC) for DTMB/MiDEAL authorized personnel to facilitate inquiries and communications relating to the Contract:

Deborah Vaughn
Contracts
Phone 703-364-0925

or

Oracle - main number
Redwood Shores, California
650-506-7000

or

Oracle – Public Sector business unit
Reston, Virginia
703-478-9000 or via email at State-local-agreements_us@oracle.com

1.202 STATE STAFF, ROLES, AND RESPONSIBILITIES

The State shall provide a Contract Compliance Inspector (CCI) whose duties shall include, but not be limited to, supporting the management of the Contract.

1.203 OTHER ROLES AND RESPONSIBILITIES - RESERVED

1.300 Planning and Reporting - Reserved

1.301 PROJECT PLAN - RESERVED

1.302 REPORTS

Quarterly Reporting
Contractor will report, within one month and ten (10) days following the end of each quarter to DTMB, all purchases made by the SOM and MiDEAL partners from this Contract. At a minimum, the report shall include:

- PO Number
- PO Date
- Customer Name (State Agency/Municipality)
- Bill to contact name & address, and ship to customer name
- Manufacturer item number (if available)
- Manufacturer/Subcontractor name
- Product/Services Engagement Description
- Invoiced amounts by category (Cost of Software, Hardware, Support, Training, Deliverable, Hours, etc. Total Invoice)
- Invoice # and Invoice Date
- State the extended invoice price for each product or service
- Quantity (if available)
- Shipping Cost, required for Expedited Delivery only
- Total invoice amount

Reporting formats must be submitted to the State's CCI for approval within ten (10) business days after the execution of the Contract. Once both parties have agreed to the format of the report, it shall become the standard to follow for the duration of the contract.

1.400 Project and Operations Management - RESERVED

1.500 Acceptance Criteria for Services - RESERVED

1.600 Compensation and Payment

1.601 COMPENSATION AND PAYMENT

Contractor will provide pricing and discount terms for Programs and Technical Support services, per the terms and conditions of the attached SLSA.

To the extent Contractor is willing to provide an additional discount with respect to a product or service, such discount will be set forth in the applicable sales' quotation.

Contractor will submit an Administrative Fee, per the terms and conditions of the attached SLSA.

Invoicing
Contractor will submit itemized invoices to

DTMB – Financial Services
Accounts Payable
P.O. Box 30026
Lansing, MI 48909
or
DTMB-Accounts-Payable@michigan.gov

Invoices will provide and itemize, as applicable:

- Contract number;
- Purchase Order number
- Contractor name, address, phone number, and Federal Tax Identification Number;
- Description of any commodities, including quantity ordered (as per Contractor invoicing standards);
- Price for each item;
- Net invoice price for each item;
- Other applicable service charges, if any;
- Total invoice price; and
- Payment terms

1.602 HOLDBACK - RESERVED

SOFTWARE LICENSE AND SERVICE AGREEMENT

This Software License and Services Agreement (the "Agreement") is between Oracle America, Inc. with its principal place of business at 500 Oracle Parkway, Redwood City, CA 94055 ("Oracle") and the State of Michigan ("State", "Customer" or "you"). The terms of this Agreement shall apply to each Program license granted and to all Services provided by Oracle pursuant to this Agreement. When completed and executed by both parties, an Order Form shall evidence the Program licenses granted and the services to be provided.

All public entities located within the State of Michigan, including, but not limited to, departments, institutions, institutions of higher education, agencies, legislative, executive or judicial bodies, offices, authorities, posts, committees, institutions, boards, or political subdivisions created by law to exercise sovereign power or to perform governmental duties of the State, cities, counties, towns and political subdivisions (each such entity, an "Authorized Contract User") may also order Programs and Services from Oracle in accordance with the terms and conditions of this Agreement. By placing an order under this Agreement, each Authorized Contract User agrees to be bound by the terms and conditions of the applicable ordering document and this Agreement and, for the purposes of such order, "Customer", "you" and "your" as used in this Agreement shall be deemed to refer to such Authorized Contract User, unless indicated otherwise herein. Each Authorized Contract User shall be responsible for its breach(es) of such terms and conditions. "Parties" shall mean Customer and Oracle, and each of us may be referred to individually as a "party."

Notwithstanding the foregoing, each Authorized Contract User must provide a valid sales tax exemption certificate prior to placing an order pursuant to this Agreement.

This Agreement covers the sale or purchase of Programs and Technical Support services only, and may not be utilized for the sale or purchase of hardware, cloud services, consulting services, advanced customer support services, or any other services, whether Program-related services or otherwise (other than Technical Support services). For the avoidance of doubt, on-site services shall NOT be ordered through this Agreement.

I. DEFINITIONS

1.1 **"Commencement date"** shall mean the date of shipment of tangible media, or if no delivery of tangible media is necessary, the effective date set forth on the relevant Order Form.

1.2 **"Limited Production Program"** shall be a Program which does not appear on the Price List or which is designated as Limited Production by Oracle.

1.3 **"Order Form", "Ordering Document", "ordering document"** or **"order"** shall mean the document by which Customer orders Program licenses and Services, and which is agreed to by the parties. The Order Form shall reference the Effective Date of this Agreement.

1.4 **"Programs"** shall mean (a) the computer software owned or distributed by Oracle for which Customer is granted a license pursuant to this Agreement; (b) the user and installation guides and manuals for use of the software, which may be delivered with the Programs and accessed at http://oracle.com/contracts ("Documentation"); and (c) Updates. Programs shall be used in the United States.

1.5 **"Price List"** shall mean Oracle's applicable standard commercial fee schedule that is in effect when a Program license or any other product or service is ordered by Customer.

1.6 **"Separate Terms"** refers to separate license terms that are specified in the Program Documentation, readmes or notice files and that apply to Separately Licensed Third Party Technology.

1.7 **"Separately Licensed Third Party Technology"** refers to third party technology that is licensed under Separate Terms and not under the terms of this Agreement.

1.8 **"Services"** refers to Technical Support services which you have ordered.

1.9 **"Supported Program License"** shall mean a Program license for which Customer has ordered Technical Support for the relevant time period.

1.10 **"Technical Support"** shall mean Program support provided under Oracle's policies in effect on the date Technical Support is ordered.

1.11 **"Update"** shall mean any Program update acquired through Technical Support.

1.12 **"User"** unless otherwise specified on the Order Form, shall mean an individual authorized by Customer to use specified Programs, regardless of whether the individual is actively using the Programs at any given time.

II. PROGRAM LICENSE

2.1 Rights Granted

A. Oracle grants to Customer a nonexclusive, non-assignable (except as otherwise specified herein), royalty free, perpetual (unless otherwise specified in the Order Form), license to use the Programs Customer obtains under this Agreement pursuant to an Order Form, as follows:

i. to use the Programs solely for Customer's own internal business operations and subject to the terms of this Agreement, including the definitions and rules set forth in the order and the Documentation.

ii. to use the Documentation provided with the Programs in support of customer's authorized use of the Programs; and

iii. to make a sufficient number of copies of the Programs for your licensed use and one copy of each Program media. All titles, trademarks, and copyright and restricted rights notices shall be reproduced in such copies. All copies of the Programs are subject to the terms of this Agreement.

Customer shall not copy or use the Programs (including the Documentation) except as otherwise specified in this Agreement or an Order Form. Customer shall have the right to allow Customer's third party agents ("Agents") to use the Programs for Customer's internal business operations so long as Customer is responsible for Agents' use of the Programs in accordance with the terms of this Agreement. For Programs that are specifically designed to allow your customers (which may include State agencies) and suppliers to interact with you in the furtherance of your internal business operations, such use is allowed under this Agreement.

Upon payment for the Services, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under the Agreement ("deliverables").

B. Customer agrees not to cause or permit the reverse engineering (unless required by law for interoperability), disassembly or decompilation of the Programs (the foregoing prohibition includes but is not limited to review of data structures or similar materials produced by Programs).

C. Oracle or its licensors shall retain all title, copyright and other intellectual proprietary rights in the Programs and anything delivered under the Agreement. Customer does not acquire any rights, express or implied, in the Programs, other than those specified in this Agreement.

D. You may not:

a. remove or modify any Program markings or any notice of Oracle's or its licensors' proprietary rights;

b. make the Programs or materials resulting from the Services available in any manner to any third party for use in the third party's business operations (unless such access is expressly

permitted for the specific Program license or materials from the Services you have acquired); or

c. subject to the non-disclosure provisions contained in Section 7.1 of this Agreement, disclose results of any Program benchmark tests without Oracle's prior written consent.

E. To use a Program specified on an Order Form, Customer may need to use third party technology embedded in or delivered with the ordered Programs. Oracle may provide certain notices to you in the Documentation, readmes or notice files in connection with such third party technology. Third party technology will be licensed to you either under the terms of the Agreement or, if specified in the Documentation, readmes or notice files, under Separate Terms. Your rights to use Separately Licensed Third Party Technology under Separate Terms are not restricted in any way by the Agreement. However, for clarity, notwithstanding the existence of a notice, third party technology that is not Separately Licensed Third Party Technology shall be deemed part of the Programs and is licensed to you under the terms of the Agreement.

If you are permitted under an Order Form to distribute the Programs, You must include with the distribution all such notices and any associated source code for Separately Licensed Third Party Technology as specified, in the form and to the extent such source code is provided by Oracle, and you must distribute Separately Licensed Third Party Technology under Separate Terms (in the form and to the extent Separate Terms are provided by Oracle). Notwithstanding the foregoing, your rights to the Programs are solely limited to the rights granted in your order.

F. You may order trial Programs, or Oracle may include additional Programs with your order which you may use for trial, non-production purposes only. You may not use the trial Programs to provide or attend third party training on the content and/or functionality of the Programs. You have 30 days from the Commencement Date to evaluate these Programs. To use any of these Programs after the 30 day trial period, you must obtain a license for such Programs from Oracle or an authorized reseller. If you decide not to obtain a license for any Program after the 30-day trial period, you will cease using and promptly delete any such Programs from your computer systems. Programs licensed for trial purposes are provided "as is" and Oracle does not provide Technical Support or offer any warranties for these Programs.

If, when you install the Programs licensed by you under an ordering document, a Program that is not licensed by you is inadvertently loaded and left on a computer, then you will not be charged license fees for such unlicensed Program provided that you have not used (loading alone does not constitute use) the unlicensed Program and that you promptly remove such unlicensed Program when it is discovered.

2.2 Transfer and Assignment

A. You may not assign, give or transfer the Programs and/or any Services or an interest in them to another individual or entity, without the prior written consent of Oracle. Notwithstanding the foregoing, upon advance written notice to Oracle, you may transfer your rights to the Programs and/or any Services acquired under this Agreement to another State of Michigan Executive Agency or the Michigan Economic Development Corp. due to a consolidation or transfer of your statutory duties by Executive Order of the Governor of Michigan; provided that such assignee entity agrees in writing to the terms and conditions of the Agreement and the applicable Ordering Document. You may not grant a security interest in or finance the acquisition of any Programs or Services acquired under this Agreement.

B. The foregoing shall not be construed to limit the rights you may otherwise have with respect to third party technology or Separately Licensed Third Party Technology licensed under open source or similar license terms.

C. The prohibition on the assignment or transfer of the Programs or any interest in them under this Section 2.2 of this Agreement shall apply to all Programs licensed under this Agreement, except to the extent that such prohibition is rendered unenforceable under applicable law.

2.3 Verification

Upon 45 days written notice ("Audit Notice"), Oracle may, at its expense, audit Customer's use of the Programs. Any such audit shall be conducted during regular business hours and shall not unreasonably interfere with Customer's business activities. Customer agrees to cooperate with Oracle's audit and provide reasonable assistance and access to information. If an audit reveals that Customer has underpaid fees to Oracle, Customer shall either (i) pay within 30 days of written notification any fees applicable to your use of the Programs in excess of your license rights or (ii) promptly cease usage of the applicable Programs and promptly delete all copies of the Program from your hardware, network, etc., and promptly pay Oracle applicable fees as for the unlicensed usage in accordance with the price list and discounts set forth in this Agreement. If you do not pay, Oracle can end (a) Technical Support, (b) Program licenses ordered under the Agreement and related agreements and/or (c) the Agreement. You agree that Oracle shall not be responsible for any of your costs incurred in cooperating with the audit. Notwithstanding the foregoing, upon your written request received by Oracle within 5 days of receipt by you of the Audit Notice, Oracle will provide for your review an audit plan that Oracle anticipates utilizing, provided that such review may not exceed a 5 day period. You may, within such 5 day period, provide Oracle with any concerns or questions about the audit plan. Oracle will work cooperatively with you to agree on a final audit plan.

Audits shall be conducted no more than once annually.

2.4 Delivery and Installation

You are responsible for installation of the Programs unless the Programs have been pre-installed by Oracle on the hardware you are purchasing under the order or unless you purchase installation services from Oracle for those Programs.

Oracle has made available to you for electronic download at the electronic delivery web site located at the following Internet URL: http://edelivery.oracle.com the Programs listed in the Programs and Program Support Service Offerings section of the applicable order. Through the Internet URL, you can access and electronically download to your location the latest production release as of the effective date of the applicable order of the software and related Program Documentation for each Program listed. Provided that you have continuously maintained technical support for the listed Programs, you may continue to download the Programs and related Program Documentation. Please be advised that not all Programs are available on all hardware/operating system combinations. For the most recent Program availability please check the electronic delivery web site specified above. You acknowledge that Oracle is under no further delivery obligation with respect to Programs under the applicable order, electronic download or otherwise unless otherwise stated in your Order Form.

If ordered, Oracle will deliver the tangible media to the delivery address specified on the applicable order. You agree to pay applicable media and shipping charges. The applicable shipping terms for the delivery of tangible media are: FCA Shipping Point, Prepaid, and Add.

III. TECHNICAL SERVICES

3.1 Technical Support Services

Technical Support services ordered by Customer will be provided under Oracle's Technical Support policies in effect and attached hereto as Appendix B on the date Technical Support services are provided, subject to the payment by Customer of the applicable fees. You agree to cooperate with Oracle and provide the access, resources, materials, personnel, information and consents that Oracle may require in order to perform the technical support services. The Technical Support policies are incorporated in the Agreement as Appendix B and Appendix B shall be amended annually to include Oracle's then current Technical Support Policies. The Technical Support policies are subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of technical support services provided for supported Programs during the period for which fees for technical support have been paid. You should review the policies prior to entering into the order for the applicable technical support services.

Technical Support is effective upon the Commencement Date unless otherwise stated in your Order Form.

Software Update License & Support (or any successor technical support offering to Software Update License & Support, "SULS") acquired with your order may be renewed annually and, if you renew SULS for the same number of licenses for the same Programs, for the first and second renewal years the fee

for SULS will not increase by more than 3% over the prior year's fees. If your order is fulfilled by an authorized reseller, the fee for SULS for the first renewal year will be the price quoted to you by your authorized reseller; the fee for SULS for the second renewal year will not increase by more than 3% over the prior year's fees.

If you decide to purchase technical support for any Program license within a license set, you are required to purchase technical support at the same level for all licenses within that license set. You may desupport a subset of licenses in a license set only if you agree to terminate that subset of licenses. The technical support fees for the remaining licenses will be priced in accordance with the technical support policies in effect at the time of termination. Oracle's license set definition is available in the current technical support policies. If you decide not to purchase technical support, you may not update any unsupported Program licenses with new versions of the Program.

IV. TERM AND TERMINATON

4.1 Term

If not otherwise specified on the Order Form, each Program license granted under this Agreement shall remain in effect perpetually unless the licenses or this Agreement is terminated as provided for in this Agreement.

4.2 Termination by Customer

Customer may terminate any Program license at any time; however, termination shall not relieve Customer's obligations specified in Section 4.4.

4.3 Termination by Oracle or Customer

If either of us breaches a material term of the Agreement and fails to correct the breach within 30 days of written specification of the breach, then the breaching party is in default and the non-breaching party may terminate the Agreement. If Oracle terminates the Agreement as specified in the preceding sentence, you must pay within 30 days all amounts which have accrued prior to such termination, as well as all sums remaining unpaid for Programs ordered and/or Services received under the Agreement. Except for nonpayment of fees, the non-breaching party may agree in its sole discretion to extend the 30-day period for so long as the breaching party continues reasonable efforts to cure the breach. You agree that if you are in default under the Agreement, you may not use those Programs or Services that are related or subject to such breach.

You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. If you end this Agreement as specified in the preceding sentence, you agree you must pay within 30 days all amounts which have accrued prior to the end of this Agreement, as well as all sums remaining unpaid for Programs ordered and/or Services received under this Agreement. For the sake of clarity, Authorized Contract Users may not modify or terminate this Agreement.
If you have used an Oracle Financing Division contract to pay for the fees due under an order and you are in default under that contract, you may not use the Programs and/or Services that are subject to such contract.

4.4 Customer's Obligation

Customer's payment obligation is payable only and solely from funds appropriated for the purpose of this Agreement. All funds for payments after the end of the current fiscal year are subject to the availability of a legislative appropriation for the purpose of this agreement. Payments during subsequent fiscal periods are dependent upon the same action. Customer agrees to give Oracle written notice of such nonappropriation within thirty (30) days after it receives notice of such non-appropriation; provided, however that such non-appropriation of funds shall not relieve Customer's obligation to pay fees that have accrued, for which Customer has received products and/or service(s) under this Agreement; provided, further, that: (1) with each executed order, you must have provided both of the following: (a) a signed ordering document referencing the Agreement, and (b) a purchase order; and (2) your signature on an ordering document referencing the Agreement and issuance of a purchase order by you shall signify to Oracle that all funds for the order, which funds are or will become, pursuant to such order, due and payable in the then current fiscal year, have been fully appropriated and are available and no longer subject to any appropriations contingency.

4.5 Effect of Termination

Termination of this Agreement or any license shall not limit either party from pursuing other remedies available to it, including injunctive relief, nor shall such termination relieve Customer's obligation to pay all fees that have accrued or are otherwise owed by Customer under any Order Form or other similar ordering document under this Agreement, for which Customer has received licenses(s) and/or services(s) under this Agreement. The parties' rights and obligations under Sections 2.1B, 2.1C, 2.1E, and 2.3A, and Articles IV, V, VI and VII, and other provisions which by their nature are intended to survive, shall survive termination of this Agreement.

4.6 Handling of Programs upon Termination

If a license granted under an Ordering Document expires or otherwise terminates, Customer shall (a) cease using the applicable Programs, and (b) certify to Oracle within one month after expiration or termination that customer has destroyed or had returned to Oracle the Programs and all copies. This requirement applies to copies in all forms, partial and completed, in all types of media and computer memory, and whether or not modified or merged into other materials.

V. INDEMNITY, WARRANTIES, REMEDIES

5.1 Infringement Indemnity

Oracle will, at its sole cost and expense, defend and indemnify Customer against a claim (and for the damages, liabilities, costs and expenses awarded by the court to the third party claiming infringement or the settlement agreed to by Oracle)that any information, design, specification, instruction, software, data, hardware or material (collectively, "Material") furnished to you by Oracle and used by you infringes a third party's intellectual property rights, provided that: (a) Customer notifies Oracle in writing within 30 days of the claim (or sooner if required by law); provided however that your failure to notify Oracle within 30 days or sooner if required by law, shall only relieve Oracle of its obligation to indemnify you under this paragraph if Oracle's defense of such claim is materially prejudiced by such failure; (b)

Oracle has sole control of the defense and all related settlement negotiations, subject to approval and consent of the Michigan Attorney General; and (c) Customer provides Oracle with the assistance, information and authority (subject to approval and consent of the Michigan Attorney General) necessary to perform Oracle's obligations under this Section. Reasonable out-of-pocket expenses incurred by Customer in providing such assistance will be reimbursed by Oracle.

Oracle shall have no liability for any claim of infringement based on use of a superseded or altered release of Programs in the infringement which would have been avoided by the use of a current unaltered release of the Programs which Oracle provides to Customer, or if you alter the Material or use it outside the scope of use identified in the user documentation, or if you continue to use the applicable Material after the end of the license to use that Material. Oracle will not indemnify the Recipient to the extent that an infringement claim is based upon any information, design, specification, instruction, software, data, or material not furnished by you. Oracle will not indemnify you for any portion of an infringement claim that is based upon the combination of any Material with any products or services not provided by Oracle. Solely with respect to Separately Licensed Third Party Technology that is part of or is required to use a Program and that is used: (a) in unmodified form; (b) as part of or as required to use a Program; and (c) in accordance with the license grant for the relevant Program and all other terms and conditions of this Agreement, Oracle will indemnify you for infringement claims for Separately Licensed Third Party Technology to the same extent as Oracle is required to provide infringement indemnification for the Program under the terms of this Agreement. Oracle will not indemnify you for infringement caused by your actions against any third party if the Program(s) as delivered to you and used in accordance with the terms of this Agreement would not otherwise infringe any third party intellectual property rights. Oracle will not indemnify you for any intellectual property infringement claim(s) known to you at the time license rights are obtained.

In the event the Material is held or believed by Oracle to infringe, Oracle shall have the option, at its expense, to (a) modify the Material to be non-infringing; (b) obtain for customer a license to continue using the Material; or (c) terminate the license for the infringing Material and refund the license fees paid for the Material and any unused prepaid technical support fees. If such return materially affects Oracle's ability to meet its obligation under the relevant order, then Oracle may, at its option and upon 30 days prior written notice, terminate the order.

In the event that the Material is Separately Licensed Third Party Technology and the associated Separate Terms do not allow termination of the license, in lieu of ending the license for the Material, Oracle may end the license for, and require return of, the Program associated with that Separately Licensed Third Party Technology and shall refund any Program license fees you may have paid to Oracle for the Program.

This Section 5.1 states Oracle's entire liability and customer's exclusive remedy for infringement claims or damages.

5.2 Indemnification For Bodily Injury and Personal Property Damage

Oracle shall defend and indemnify Customer, its agents and employees from and against all claims, damages, losses and expenses arising out of or resulting from the performance of services by Oracle while on Customer's premises under this Agreement, provided that any such claim, damage, loss or expenses (1) is attributable to bodily injury, sickness, disease or death or to injury to or destruction of tangible personal property (excluding the services itself, software, data, files and documentations) and (2) is caused in whole or in part by the negligent act or omission to act by Oracle and its subcontractors; provided however, that (a) Customer notifies Oracle within thirty (30) days of the Customer's receipt of a claim (or sooner if required by law); provided however that the Customer's failure to notify Oracle within 30 days or soon if required by law, shall only relive Oracle of its obligations to indemnify you under this paragraph if oracle's defense of such claims is materially prejudiced by such failure; (b) Oracle has sole control of the defense and all related settlement negotiations, subject to approval and consent of the Michigan Attorney General; and (c) Customer gives Oracle the information, authority (subject to approval and consent of the Michigan Attorney General) and reasonable assistance necessary to perform the above; reasonable out-of-pocket expenses incurred by Customer in providing such assistance will be reimbursed by Oracle.

In any and all claims against Customer or any of its agents or employees by any employee or Oracle, any subcontractor, anyone directly or indirectly employed by any of them or anyone of them, may be liable, the indemnification obligation under this Agreement shall not be limited in any way by the amount or type of damages, compensation or benefits payable by or for Oracle or any subcontractor under Workmen's Compensation acts, disability benefits acts or other employee benefit acts.

The obligations of Oracle under this Agreement shall not extend to the liability of the Customer, its agents or employees arising out of (1) the preparation or approval of maps, drawings, opinions, reports, surveys, Change Orders, designs or specifications, or (2) the giving of or the failure to give directions or instructions by the Customer, its agents or employees provided such giving or failure to give is the primary cause of the injury or failure.

Oracle shall have no liability for any claim of bodily injury and/or tangible personal property damage arising from use of software or hardware. **This Section states the parties' entire liability and exclusive remedy for bodily injury and property damage.**

5.3 Warranties and Disclaimers

A. Program Warranty

Oracle warrants (1) for a period of one year from the Commencement Date that each Program licensed to Customer will operate in all material respects as described in the applicable Program Documentation and (2) as of the effective date of the ordering document under which such Program is licensed, unless otherwise disclosed to you in such ordering document or applicable Documentation, Oracle has not designed such Program to contain any Disabling Devices. For the purpose of this Section, a "Disabling Device" shall mean code intentionally embedded in a

program by Oracle for the sole purpose of completely halting all use of the Program on conditions set by Oracle.

B. Media Warranty

Oracle warrants the tapes, diskettes or other media to be free of defects in materials and workmanship under normal use for 90 days from the Commencement Date.

C. Services Warranty

Oracle warrants that Technical Support services will be performed in a professional manner consistent with industry standards. You must notify Oracle of any Technical Support service deficiencies within 90 days from performance of the deficient service.

D. Virus Warranty

During the warranty period specified above in this Section for the applicable Program or service, Oracle warrants that the programs and software deliverables resulting from the services shall be designed by Oracle so that they do not purposely contain any virus or other contaminants that may be used to access, alter, delete, threaten, infect, assault, vandalize, defraud, disrupt, damages, disable, inhibit, or shut down your computer systems, databases or software in a manner other than in accordance with the terms of this Agreement ("Virus"). In the event that upon delivery any Program or software deliverables resulting from the services contains a Virus, then upon your written notice, as Oracle's sole liability and your exclusive remedy, (a) Oracle will provide you with another copy of the Program or software deliverables resulting from the services free of the Virus, and (b) if Oracle is unable to provide the Program or software deliverables resulting from the services free of the Virus within 30 days of receiving notice of the Virus, you may end your license for the Program or software deliverables resulting from the services that contains the Virus and recover of the fees paid for such license or service and any unused, prepaid technical support fees you have paid for the Program license.

E. Disclaimers

TO THE EXTENT NOT PROHIBITED BY LAW, THE WARRANTIES ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, OR CONDITIONS INCLUDING THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

ORACLE DOES NOT WARRANT THAT THE PROGRAMS WILL MEET CUSTOMER'S REQUIREMENTS, THAT THE PROGRAMS WILL OPERATE IN THE COMBINATIONS WHICH CLIENT MAY SELECT FOR USE, THAT THE OPERATIONS OF THE PROGRAMS WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT ALL PROGRAM ERRORS WILL BE CORRECTED. LIMITED PRODUCTION PROGRAMS, PRE-PRODUCTION RELEASES OF PROGRAMS, AND COMPUTER-BASED TRAINING PRODUCTS ARE DISTRIBUTED "AS IS."

5.4 Exclusive Remedies

For any breach of the warranties contained in Section 5.3 Customer's exclusive remedy, and Oracle's entire liability shall be:

A. **For Programs**

The correction of Program errors that cause breach of the warranty, or if Oracle is unable to substantially correct the errors of the applicable Program in a commercially reasonable manner, Customer shall be entitled to recover the fees paid to Oracle for the Program license and any unused prepaid technical support fees you have paid for the Program licenses.

B. **For Media**

The replacement of defective media returned within 90 days of the Commencement Date

C. **For Services**

The re-performance of the deficient Services, or if Oracle is unable to substantially correct the deficiency in a commercially reasonable manner, Customer shall be entitled to end the deficient Service and recover the fees paid to Oracle for the deficient services.

VI PAYMENT PROVISION

6.1 Invoicing and Payment

All fees payable to Oracle are due and payable 30 days from the invoice date. Technical Support fees shall be invoiced annually in arrears. The period of performance for Technical Support services is effective upon the Commencement Date. Program fees are invoiced as of the Commencement Date. All other applicable fees shall be payable 30 days from the invoice date, and shall be deemed overdue if they remain unpaid thereafter. Customer agrees to applicable media and shipping charges. Customer shall issue a purchase order, or alternative document acceptable to Oracle, on or before the Effective Date of the applicable Order Form. You understand that You may receive multiple invoices for the products and services you ordered.

In entering into payment obligations under an order, you agree and acknowledge that you have not relied on the future availability of any hardware, program or updates. However, (a) if you order technical support, the preceding sentence does not relieve Oracle of its obligation to provide such technical support under this Agreement, if and when available, in accordance with Oracle's then current technical support policies, and (b) the preceding sentence does not change the rights granted to you under an order and this Agreement.

VII. GENERAL TERMS

7.1 Nondisclosure

By virtue of this Agreement, the parties may have access to information that is confidential to one another ("Confidential Information"). Confidential information shall be limited to the Programs and all information clearly identified as confidential at the time of disclosure. We each agree to disclose only information that is required for the performance of obligations under this Agreement.

A party's Confidential Information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party:(b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on disclosure; or (d) is independently developed by the other party. Except as otherwise provided for in this section, Customer shall not disclose the results of any benchmark tests of the Programs to any third party without Oracle's prior written approval.

Subject to applicable law, the parties agree to hold each other's Confidential Information in confidence during the term of this Agreement and for a period of three years after date of the disclosing party's disclosure of the Confidential Information to the receiving party. We may disclose Confidential Information only to those employees or agents or subcontractors who are required to protect it against unauthorized disclosure in a manner no less protective than under this Agreement. Nothing shall prevent either party from disclosing the terms or pricing under this Agreement or orders submitted under this Agreement in any legal proceeding arising from or in connection with this Agreement or disclosing the Confidential Information to a governmental entity as required by law.

Notwithstanding the foregoing, the parties acknowledge that you are subject to the Michigan Freedom of Information Act, 1976 Public Act No. 442, as amended, MCL 15.231, et seq. ("FOIA"). In the event you receive a valid request for Oracle's Confidential Information pursuant to applicable law, you will provide Oracle with reasonable notice of such request and give Oracle an opportunity to object to or limit any such disclosure, subject to your obligations to otherwise comply with FOIA.

7.2 Governing Law

This Agreement, and all matters arising out of or relating to this Agreement, shall be governed by the laws of the State of Michigan, and shall be deemed to be executed in Ingham County, Michigan.

7.3 Jurisdiction

Any legal action or proceeding relating to this Agreement shall be instituted in a state or federal court in Ingham County, Michigan, Oracle and Customer agree to submit to the jurisdiction of, and agree that venue is proper in, these courts in any such legal action or proceeding.

7.4 Limitation of Liability

IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, DATA OR DATA USE, INCURRED BY EITHER PARTY OR ANY THIRD PARTY, WHETHER IN AN ACTION IN CONTRACT OR TORT, EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT WITH RESPECT TO THE EXCLUSIVE INFRINGEMENT INDEMNIFICATION ABOVE, ORACLE'S LIABILITY FOR DAMAGES HEREUNDER, WHETHER IN AN ACTION IN CONTRACT OR TORT OR OTHERWISE, SHALL IN NO EVENT EXCEED THE AMOUNT OF FEES PAID BY CUSTOMER UNDER THIS AGREEMENT, AND IF SUCH DAMAGES RESULT FROM CUSTOMER'S USE OF THE PROGRAM OR SERVICES, SUCH LIABILITY SHALL BE LIMITED TO FEES PAID FOR THE RELEVANT PROGRAM OR SERVICES GIVING RISE TO THE LIABILITY.

Oracle's obligation to indemnify for claim(s) of bodily injury and tangible personal property damage under Section 5.2 (Indemnification For Bodily Injury and Property Damage) shall apply without regard to whether the damages under such claim(s) exceed the limit on liability set forth in the second sentence of the first paragraph of this section.

The provisions of this Agreement allocate the risks between Oracle and customer. Oracle's pricing reflects this allocation of risk and the limitation of liability specified herein.

7.5 Severability

In the event any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of this Agreement will remain in full force, and such provision shall be replaced with a provision consistent with the purpose and intent of this Agreement.

7.6 Waiver

The waiver by either party of any default or breach of this Agreement shall not constitute a waiver of any other or subsequent default or breach.

7.7 Export Administration

Customer agrees to comply fully with all relevant export laws and regulations of the United states ("Export Laws") to assure that neither the Programs nor any direct product thereof are (1) exported, directly or indirectly, in violation of Export Law; or (2) are intended to be used for any purposes prohibited by the Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation.

7.8 Relationship between the Parties

Oracle is an independent contractor; nothing in this Agreement shall be construed to create a partnership, joint venture or agency relationship between the parties.

7.9 Order of Precedence

You agree that this Agreement and the information which is incorporated into this Agreement by written reference (including reference to information contained in a URL specifically identified in this

Agreement (which, for the avoidance of doubt, includes information contained in any URLs linked to the original URL or subsequent URLs) or referenced policy specifically identified in this Agreement), together with the applicable order, are the complete agreement for the products and/or services ordered by you and supersede all prior or contemporaneous agreements or representations, written or oral, regarding such products and/or services.

For the avoidance of doubt, the only URLs (which includes any URLs linked to the original URL or subsequent URLs) applicable to this Agreement are those URLs which pertain to the subject matter of the provisions or definitions of this Agreement in which the original URL was found or referenced.

Notwithstanding the foregoing, if any information contained in a URL or policy includes a disclaimer stating that such information may not be incorporated into any contract and does not constitute a contract or a commitment to any specific terms, then that information will not be deemed to be incorporated into this Agreement.

The Oracle Processor Core Factor Table is attached hereto as Appendix C and shall be amended annually to include Oracle's then current Oracle Processor Core Factor Table.

It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal or any other similar non-Oracle document and no terms included in any such purchase order, portal or other non-Oracle document shall apply to the products and/or services ordered. In the event of any inconsistencies between the terms of an order and this Agreement, this Agreement shall take precedence, unless otherwise specified in the ordering document. Notwithstanding the foregoing, the parties agree that to the extent an ordering document sets forth transaction-specific terms that were expressly negotiated by the parties to the ordering document, such transaction-specific terms in the ordering document shall control. This Agreement and orders may not be modified and the rights and restrictions may not be altered or waived except in a writing signed by authorized representatives of you and of Oracle. Any notice required under this Agreement shall be provided to the other party in writing.

VIII. Miscellaneous

8.1 Term of the Agreement

Orders may be placed under this Agreement for 5 years from the Effective Date of this Agreement. After the initial term of this Agreement, by mutual written amendment to this Agreement, the parties may extend the term of this Agreement for not more than three additional one-year terms. All Programs and Technical Support services as ordered under this Agreement shall be under Oracle's standard fees and policies in effect at the time of such order. The current pricing and discount terms are attached hereto as Appendix A and shall be updated annually.

8.2 Liability Insurance

For the purpose of this Section, "State" includes its departments, divisions, agencies, offices, commissions, officers, employees, and agents; and "Contractor" shall mean Oracle.

(a) The Contractor must provide proof that it has obtained the minimum levels of insurance coverage indicated or required by law, whichever is greater. The insurance must protect the State from claims that may arise out of, or result from, or are alleged to arise out of, or result from, the Contractor's performance or the performance of a subcontractor performing services under this Agreement, including any person directly or indirectly employed by the Contractor or such subcontractor, or any person for whose acts the Contractor or such subcontractor may be liable.

(b) The Contractor waives all rights against the State for the recovery of damages that are covered by the insurance policies the Contractor is required to maintain under this Section. The Contractor's failure to obtain and maintain the required insurance will not limit this waiver.

(c) All insurance coverage provided relative to this Contract is primary and non-contributing to any comparable liability insurance (including self-insurance) carried by the State.

(d) The State, in its sole discretion, may approve the use of a fully-funded self-insurance program in place of any specified insurance identified in this Section.

(e) Unless the State approves otherwise, any insurer must have an A.M. Best rating of "A" or better and a financial size of VII or better, or if those ratings are not available, a comparable rating from an insurance rating agency approved by the State. All policies of insurance must be issued by companies that have been approved to do business in the State.

(f) Where specific coverage limits are listed in this Section, they represent the minimum acceptable limits. If the Contractor's policy contains higher limits, the State is entitled to coverage to the extent of the higher limits.

(g) The Contractor must maintain all required insurance coverage throughout the term of this Contract and any extensions. However, in the case of claims-made Commercial General Liability policies, the Contractor must secure tail coverage for at least three (3) years following the termination of this Contract.

(h) The Contractor must provide, within five (5) business days, written notice to the Director of the Department of Technology, Management and Budget, Procurement and Strategic Service Provider Partnership Office ("DTMB-Procurement") if any policy required under this section is cancelled. The notice must include the applicable Contract or Purchase Order number.

(i) The minimum limits of coverage specified are not intended, and may not be construed, to limit any liability or indemnity of the Contractor to any indemnified party or other persons.

(j) The Contractor is responsible for the payment of all deductibles.

(k) If the Contractor fails to pay any premium for a required insurance policy, or if any insurer cancels or significantly reduces any required insurance without the State's approval, the State may, after giving the Contractor at least 30 days' notice, pay the premium or procure similar insurance coverage

from another company or companies. The State may deduct any part of the cost from any payment due the Contractor, or require the Contractor to pay that cost upon demand.

(l) In the event the State approves the representation of the State by the insurer's attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Michigan Attorney General.

(m) The Contractor is required to pay for and provide the type and amount of insurance checked ☑ below:

☑ **(i) Commercial General Liability**

Minimal Limits:

$2,000,000 General Aggregate Limit other than Products/Completed Operations;

$2,000,000 Products/Completed Operations Aggregate Limit;

$1,000,000 Personal & Advertising Injury Limit; and

$1,000,000 Each Occurrence Limit.

Additional Requirements:

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the Commercial General Liability certificate. The Contractor also agrees to provide evidence that the insurance policy contains a waiver of subrogation by the insurance company.

The Products/Completed Operations sublimit requirement may be satisfied by evidence of the manufacturer's Commercial General Liability Insurance. The manufacturer must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the Commercial General Liablity certificate and must provide evidence that the policy contains a waiver of subrogation by the insurance company.

☑ **(iii) Motor Vehicle**

Minimal Limits:

If a motor vehicle is used in relation to the Contractor's performance, the Contractor must have vehicle liability insurance on the motor vehicle for bodily injury and property damage as required by law.

☑ **(v) Workers' Compensation**

Minimal Limits:

The Contractor must provide Workers' Compensation coverage according to applicable laws governing work activities in the state of the Contractor's domicile. If the applicable coverage is provided by a self-insurer, the Contractor must provide proof of an approved self-insured authority by the jurisdiction of domicile.

For employees working outside of the state of the Contractor's domicile, the Contractor must provide certificates of insurance proving mandated coverage levels for the jurisdictions where the employees' activities occur.

Additional Requirements:

The Contractor must provide the applicable certificates of insurance and a list of states where the coverage is applicable. Contractor must provide proof that the Workers' Compensation insurance policies contain a waiver of subrogation by the insurance company, except where such a provision is prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

☑ **(vi) Employers Liability**

Minimal Limits:

$100,000 Each Incident;

$100,000 Each Employee by Disease

$500,000 Aggregate Disease

Additional Requirements:

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the certificate.

☑ **(viii) Professional Liability (Errors and Omissions)**

Minimal Limits:

$3,000,000 Each Occurrence

$3,000,000 Annual Aggregate

☑ **(ix) Cyber Liability**

Minimal Limits:

$1,000,000 Each Occurrence

$1,000,000 Annual Aggregate

Additional Requirements:

Insurance should cover (a)unauthorized acquisition, access, use, physical taking, identity theft, mysterious disappearance, release, distribution or disclosures of personal and corporate information; (b) Transmitting or receiving malicious code via the insured's computer system; (c) Denial of service attacks or the inability to access websites or computer systems.

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the certificate.

8.3 Segmentation

The purchase of any products and related services are all separate offers and separate from any other order for any products and related services or other services you may receive or have received from Oracle. You understand that you may purchase any products and related services or other services independently of any other products or services. Your obligation to pay for (a) any products and related services is not contingent on performance of any other services or delivery of any other products or (b) other services is not contingent on delivery of any products or performance of any additional/other service.

8.4 Force Majeure

Neither of us shall be responsible for failure or delay of performance if caused by: an act of war, hostility, or sabotage; act of God; pandemic, electrical, internet, or telecommunication outage that is not caused by the obligated party; government restrictions (including the denial or cancellation of any export, import or other license); other event outside the reasonable control of the obligated party. We both will use reasonable efforts to mitigate the effect of a force majeure event. If such event continues for more than 30 days, either of us may cancel unperformed services and affected orders upon written notice. This section does not excuse either party's obligation to take reasonable steps to follow its normal disaster recovery procedures or your obligation to pay for products and services ordered or delivered.

8.5 Notice

If the parties have a dispute or if you wish to provide a notice under the Indemnification section of the Agreement, or if you become subject to insolvency or other similar legal proceedings, you will promptly send written notice to: Oracle America, Inc., 500 Oracle Parkway, Redwood City, California, United States, 94065, Attention: General Counsel, Legal Department and Oracle shall promptly send written notice to: State of Michigan Procurement, Attention: Reid Sisson, PO Box 30026, 530 West Allegan, Lansing Michigan 48909.

8.6 Other

A. Products and services deliverables are not designed for or specifically intended for use in nuclear facilities or other hazardous applications. You agree that it is your responsibility to ensure safe use of products and service deliverables in such applications.

B. The Uniform Computer Information Transactions Act does not apply to the Agreement or orders placed under it.

C. You understand that Oracle's business partners, including any third party firms retained by you to provide consulting services, are independent of Oracle and are not Oracle's agents. Oracle is not liable for nor bound by any acts of any such business partner unless (i) the business partner is providing services as an Oracle subcontractor in furtherance of an order placed under the Agreement and (ii) only to the same extent as Oracle would be responsible for the performance of Oracle resources under that order.

8.7 Successor Products

If Oracle makes successor products available for the Oracle Programs ("new software") that includes substantially similar functionality and features as a Program for which you have purchased a Program license ("old software"), Oracle will provide you with a migration path from the old software to the new software and the right to use the new software under this Agreement and the applicable ordering document at no charge, provided that (i) you are current on technical support for the old software; (ii) this right shall only apply to new software that is available in production release status on the operating system identified by you at the time of the request; and (iii) Oracle is currently making available, at no charge, such migration path from the old software to the new software to its other supported customers.

If Oracle does not provide to all of its supported customers a migration path from the old software to the new software at no additional charge, then Oracle will provide you with the right to use under this Agreement and the applicable ordering document at no additional charge only the functionality and features contained in the new software that is substantially similar to the functionality and features contained in the old software, provided that you shall not have the right to use, nor shall you use, any additional functionality or features in such new software.

Technical support is provided in accordance with Oracle's Technical Support Policies.

8.8 Legal Effect

Oracle accepts this Agreement by signing two copies of this Agreement and returning them to DTMB-Procurement. The Agreement shall be effective on the Effective Date, which shall be the date set forth on the signature page hereto, on which date both parties shall have signed the Agreement to show acceptance of its terms. This Agreement may be executed in any number of counterparts and by different parties in separate counterparts, each of which when so executed shall be deemed to be an original and all of which taken together shall constitute one and the same agreement. Signature pages may be detached from multiple separate counterparts and attached to a single counterpart. Delivery of an executed signature page of this Agreement by facsimile transmission or other electronic transmission shall be as effective as delivery of a manually executed counterpart hereof.

8.9 Attachments, Appendices **and Exhibits**
All Attachments, Appendices and Exhibits affixed to this Agreement are incorporated in their entirety and form part of this Agreement.

8.10 Ordering

An Authorized Contract User must execute an Oracle ordering document and issue an approved written Purchase Order, Blanket Purchase Order, Direct Voucher or Procurement Card Order to order any products or services under this Agreement. All orders are subject to the terms and conditions of this Agreement.

8.11 Contract Administration

A. ISSUING OFFICE
DTMB-Procurement is the sole point of contact in the State with regard to all procurement and contractual matters relating to this Agreement. The DTMB-Procurement Contract Administrator for this Contract is:

Whitnie Zuker
Buyer
Procurement
Department of Technology, Management and Budget
Mason Bldg, 2nd Floor
PO Box 30026
Lansing, MI 48909
zukerw@michigan.gov
517-335-5306

or such other DTMB-Procurement Administrator as shall be notified by DTMB-Procurement to Oracle in writing.

B CONTRACT COMPLIANCE INSPECTOR
The Director of DTMB-Procurement directs the person named below, or his or her designee, to monitor and coordinate the activities for this Agreement on a day-to-day basis during its term. **Monitoring Contract activities does not imply the authority to change, modify, clarify, amend, or otherwise alter the prices, terms, conditions and specifications of this Agreement. DTMB-Procurement is the only State office authorized to change, modify, amend, alter or clarify the prices, specifications, terms and conditions of this Agreement (upon written consent of Oracle).** The Contract Compliance Inspector for this Agreement is:

Reid Sisson
Program Manager
Michigan Dept. of Technology Management & Budget
Strategic Service Provider Partnerships
517-241-1638
SissonR@michigan.gov

8.12 Administrative Fee and Reporting

Oracle must remit an administrative fee on all software sales transacted under this Agreement, and remit the fee within 30 days after the end of each quarter. The State's fiscal year begins October 1 of each year. The administrative fee equals one percent (1%) of the total quarterly software sales reported. The administrative fee will apply to new license purchases only, and shall not apply to Services including, but not limited to, first year technical support and renewal of technical support. Oracle must pay the administrative fee by check payable to the State of Michigan. Oracle must identify the check as an "Administrative Fee" and include the following information with the payment: the applicable Contract Number, the total quarterly software sales by volume and dollar amount, and the quarter covered.

The administrative fee payments shall be made by check payable to the State of Michigan and mailed to:

The Department of Technology, Management and Budget
Financial Services – Cashier Unit
Lewis Cass Building
320 South Walnut St.
P.O. Box 30681
Lansing, MI 48909

8.13 Media Releases

News releases (including promotional literature and commercial advertisements) pertaining to this Agreement shall not be made without prior written State approval, except as otherwise required by law.

8.14 Electronic Payment Requirement

Electronic transfer of funds is required for payments on State Contracts. Contractors are required to register with the State electronically at http://www.cpexpress.state.mi.us. As stated in Public Act 431 of 1984, all contracts that the State enters into for the purchase of goods and services shall provide that payment shall be made by electronic fund transfer (EFT).

8.15 Taxes

A. EMPLOYMENT TAXES

Contractor shall collect and pay all applicable federal, state, and local employment taxes, including the taxes.

B. SALES AND USE TAXES

Contractor shall register and remit sales and use taxes on taxable sales of tangible personal property or services delivered into the State.

8.16 Compliance with Laws

Oracle shall comply with all laws to the extent that such laws, by their terms, are expressly applicable to Oracle's delivery of programs or services under this Agreement and impose obligations directly upon Oracle in its role as an information technology services provider with respect to the programs delivered

or services performed under this Agreement. Notwithstanding the foregoing sentence, to the extent you may provide Oracle access to health, payment card or other sensitive personal information that requires the application of specific regulatory, legal or industry data security obligations, you and Oracle agree to specify such security obligations in the applicable order for services. Your data may be maintained in one of several Oracle data centers globally and/or accessed by Oracle's global personnel as required to perform services under this Agreement. You remain responsible for providing any notices and obtaining any consents necessary for Oracle to access and process your data as specified in the applicable order for services.

8.17 Inspection and Records

For a period of seven (7) years from the effective date of an ordering document under this Agreement, you shall have the right to audit records relating to invoices and payments for the Programs licensed thereunder and any services provided to you thereunder, upon reasonable written notice to Oracle, no more than one time per year, at your cost, and provided that such audit does not unreasonably interfere with Oracle's normal business operations. You shall have the right to contract a third-party audit firm to conduct such an audit, provided that such third-party audit firm agrees to Oracle's standard nondisclosure terms.

8.18 Dispute Resolution

In the event of any dispute or disagreement (including, without limitation, any dispute or disagreement involving alleged errors in the amount of underpaid fees due Oracle as a result of an audit conducted pursuant to Section 2.3) between the parties arising out of or relating to this Agreement (the "dispute"), the parties will endeavor to resolve the dispute in accordance with this section. Either party may invoke this section by providing the other party written notice of its decision to do so, including a description of the issues subject to the dispute. Each party will appoint a Vice President (or equal level) to discuss the dispute and no formal proceedings for the judicial resolution of such dispute, except for the seeking of equitable relief, may begin until Vice President concludes, after a good faith effort to resolve the dispute, that resolution through continued discussion is unlikely. The parties shall refrain from exercising any termination right and shall continue to perform their respective obligations under this Agreement and any related ordering document while the parties endeavor to resolve the dispute under this section, provided that, any party alleged to be in breach promptly makes good faith efforts to cure the breach and pursues the cure in good faith.

8.19 Federal and State Requirements

A. NONDISCRIMINATION

In the performance of this Agreement, Oracle agrees not to discriminate against any employee or applicant for employment, with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, and marital status, physical or mental disability. Oracle further agrees that every subcontract entered into for the performance of this Agreement or any purchase order resulting from this Agreement will contain a provision requiring non-discrimination in employment, as specified here, binding upon such subcontractor. This covenant is required under the

Elliot Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, et seq., and the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, et seq., and any breach of this provision may be regarded as a material breach of this Agreement.

B. UNFAIR LABOR PRACTICES

Under 1980 PA 278, MCL 423.321, et seq. (the "Labor Act"), the State shall not award a contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled under section 2 of the Labor Act. This information is compiled by the United States National Labor Relations Board. Oracle shall not enter into a contract with a subcontractor, manufacturer, or supplier, in each case, which subcontractor, manufacturer, or supplier is providing products or Services under this Agreement, if such subcontractor's, manufacturer's, or supplier's name appears in this register. Under section 4 of 1980 PA 278, MCL 423.324, the State may void any contract if, after award of the contract, the name of contractor as an employer or the name of the subcontractor, manufacturer or supplier of the contractor appears in the register.

C. WORKPLACE SAFETY AND DISCRIMINATORY HARASSMENT

In performing Services for the State, Oracle shall comply with the Department of Civil Services Rule 2-20 regarding Workplace Safety and Rule 1-8.3 regarding Discriminatory Harassment. In addition, Oracle shall comply with Civil Service regulations and any applicable agency rules provided to Oracle at least 30 days prior to the expected start date for any such Services. For Civil Service Rules, see http://www.mi.gov/mdcs/0,1607,7-147-6877---,00.html.

[Remainder of Page Intentionally Left Blank]

The Effective Date of this Agreement shall be August 28, 2014 (the "Effective Date")

Executed by the State of Michigan, Department of Technology, Management and Budget (DTMB):

Authorized Signature: Sharon Walenga Maynard

Name: Sharon Walenga-Maynard

Title: Sourcing Director

Signature Date: 8/28/14

Executed by Oracle America, Inc.:

Authorized Signature: Deborah Vaughn

Name: Deborah Vaughn

Title: Contracts Manager

Signature Date: 4/27/14

APPENDIX A
PRICING AND DISCOUNT SCHEDULE

Appendix A
Pricing and Discount Schedule

A. Pricing and Discounting Terms for New Program Licenses and First-Year Technical Support

The following pricing and discounting terms for new Program licenses and first-year technical support services are hereby incorporated into the Agreement:

1. Price Lists[1]. For a period of one (1) year from the effective date of this Agreement, the "Price Lists" in the Agreement shall be defined as the following Price Lists (attached as **Attachment 1** to this Appendix A):

   a. Oracle Technology Global Price List, dated August 7, 2013
   b. Oracle Business Intelligence Applications Global Price List, dated June 1, 2014
   c. Oracle E-Business Suite Applications Global Price List, dated August 8,
   d. Oracle Siebel CRM Pricing, dated April 14, 2014
   e. PeopleSoft Component Global Price List, dated August 7, 2014
   f. JD Edwards Component Global Price List, dated August 7, 2014
   g. Oracle Primavera Global Price List, dated July 30, 2014[2]
   h. Oracle Engineered Systems Price List, dated July 17, 2014[3]
   i. Oracle CRM On Demand Pricing, dated July 25, 2014[4]

2. Pricing and Discounting Terms.

   a. For a period of one (1) year from the effective date of this Master Agreement, You may acquire licenses for the Programs listed on the Price Lists, provided such Programs are available in production release when ordered, and provided You have continuously maintained technical support for your existing licenses, by paying Oracle the fees specified for such licenses on the Price Lists less the discount set forth below in section 3 of this Appendix A. You may also acquire first-year Software Update License & Support ("SULS") for such Programs by paying Oracle the fees specified for such services on the Price Lists, less the discount set forth below.

3. Discounts.

   a. **Non-Exa Software.** For a period of one (1) year from the effective date of this Agreement, a discount of 44.45% shall apply to the fees listed on the Price Lists for program licenses and first-year SULS acquired pursuant to the terms of this Agreement.
   b. **Exa Software.** For a period of one (1) year from the effective date of this Agreement, a discount of 19.20% shall apply to the fees listed on the Oracle Engineered Systems Price List for program licenses and first-year SULS acquired pursuant to the terms of this Agreement.
   c. If, and when, the Price Lists are updated or replaced in the Agreement, this discount shall no longer apply, and discounting terms shall be re-negotiated

---

[1] Any discounts provided in Section A.3 of this Exhibit shall not apply toward any third-party products (including but not limited to the following products: Micro Focus International Ltd.,), CRM On Demand, any products priced in advance of availability, or any products with controlled availability.

[2] Discount schedule in agreement does not apply to the Cloud/SaaS offerings in the Primavera Global Price List.

[3] The attached Oracle Engineered Systems Price List, dated July 17, 2014 is a current Oracle Engineered Systems Price List. Any discounts provided for Software products shall be applied against the then-current Oracle Engineered Systems Price List

[4] Discounts do not apply to CRM On Demand Pricing.

4. Exclusions: For the avoidance of any doubt, the discounts provided in Section A.1.3 above shall not apply to the following:

   a. any third-party products, including but not limited to Micro Focus International Ltd., Business Objects, Ascential, and JWALK products;
   b. any grandfathered Primavera products or any Primavera products with controlled availability;
   c. any CRM OnDemand products; and
   d. any products priced in advance of availability or with controlled availability

5. Any updates or changes to the pricing and discounting terms provided in this Appendix A (Pricing) shall be made by written amendment to this Agreement.

Attachment 1 to Appendix A:
Price Lists[1]

a. Oracle Technology Global Price List, dated August 7, 2013
b. Oracle Business Intelligence Applications Global Price List, dated June 1, 2014
c. Oracle E-Business Suite Applications Global Price List, dated August 8, 2014
d. Oracle Siebel CRM Pricing, dated April 14, 2014
e. PeopleSoft Component Global Price List, dated August 7, 2014
f. JD Edwards Component Global Price List, dated August 7, 2014
g. Oracle Primavera Global Price List, dated July 30, 2014[2]
h. Oracle Engineered Systems Price List, dated July 17, 2014[3]
i. Oracle CRM On Demand Pricing, dated July 25, 2014[4]

[1] Any discounts provided in Section A.3 of this Exhibit shall not apply toward any third-party products (including but not limited to the following products: Micro Focus International Ltd.,), CRM On Demand, any products priced in advance of availability, or any products with controlled availability

[2] Discount schedule in agreement does not apply to the Cloud/SaaS offerings in the Primavera Global Price List.

[3] The attached Oracle Engineered Systems Price List, dated July 17, 2014 is a current Oracle Engineered Systems Price List. Any discounts provided for Software products shall be applied against the then-current Oracle Engineered Systems Price List.

[4] Discounts do not apply to CRM On Demand Pricing.

Oracle Technology Global Price List

August 7, 2014

Software Investment Guide

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Section I

Prices in USA (Dollar)

Oracle Database

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Database Products				
Oracle Database				
Standard Edition One	180	39.60	5,800	1,276.00
Standard Edition	350	77.00	17,500	3,850.00
Enterprise Edition	950	209.00	47,500	10,450.00
Personal Edition	460	101.20	-	-
Mobile Server	-	-	23,000	5,060.00
NoSQL Database Enterprise Edition	200	44	10,000	2,200.00
Enterprise Edition Options:				
Multitenant	350	77.00	17,500	3,850.00
Real Application Clusters	460	101.20	23,000	5,060.00
Real Application Clusters One Node	200	44.00	10,000	2,200.00
Active Data Guard	230	50.60	11,500	2,530.00
Partitioning	230	50.60	11,500	2,530.00
Real Application Testing	230	50.60	11,500	2,530.00
Advanced Compression	230	50.60	11,500	2,530.00
Advanced Security	300	66.00	15,000	3,300.00
Label Security	230	50.60	11,500	2,530.00
Database Vault	230	50.60	11,500	2,530.00
OLAP	460	101.20	23,000	5,060.00
Advanced Analytics	460	101.20	23,000	5,060.00
Spatial and Graph	350	77.00	17,500	3,850.00
TimesTen Application-Tier Database Cache	460	101.20	23,000	5,060.00
Database In-Memory	460	101.20	23,000	5,060.00
Retail Data Model	800	176.00	40,000	8,800.00
Communications Data Model	1,500	330.00	50,000	11,000.00
Airlines Data Model	800	176.00	40,000	8,800.00
Utilities Data Model	800	176.00	40,000	8,800.00
Database Enterprise Management				
Diagnostics Pack	150	33.00	7,500	1,650.00
Tuning Pack	100	22.00	5,000	1,100.00
Database Lifecycle Management Pack	240	52.80	12,000	2,640.00
Data Masking and Subsetting Pack	230	50.60	11,500	2,530.00
Cloud Management Pack for Oracle Database	100	22.00	5,000	1,100.00

	License Price	Software Update License & Support	Licensing Metric	Minimum
Secure Backup	3,500	770.00	Per Tape Drive	-

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
TimesTen				
TimesTen In-Memory Database	460	101.20	23,000	5,060.00
Berkeley Database				
Berkeley DB - High Availability	-	-	9,800	2,156.00

	Per Wireless Handset	Software Update License & Support	Processor License	Software Update License & Support
Berkeley DB - Transactional Data Store	6	1.32	5,800	1,276.00
Berkeley DB - Concurrent Data Store	6	1.32	1,800	396.00
Berkeley DB - Data Store	6	1.32	900	198.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Berkeley DB - Transactional Data Store	-	-	5,800	1,276.00
Berkeley DB - Concurrent Data Store	-	-	1,800	396.00
Berkeley DB - Data Store	-	-	900	198.00
Berkeley DB Java Edition - High Availability	-	-	9,800	2,156.00
Berkeley DB Java Edition - Transactional Data Store	-	-	5,800	1,276.00
Berkeley DB Java Edition - Concurrent Data Store	-	-	1,800	396.00
Berkeley DB XML - High Availability	-	-	13,800	3,036.00
Berkeley DB XML - Transactional Data Store	-	-	8,100	1,782.00
Berkeley DB XML - Concurrent Data Store	-	-	2,600	572.00
Berkeley DB XML - Data Store	-	-	1,800	396.00
Other Products				
Audit Vault and Database Firewall	-	-	6,000	1,320.00
Cloud File System	100	22.00	5,000	1,100.00
Big Data Connectors	-	-	2,000	440.00

	License Price	Software Update License & Support	Licensing Metric
Key Vault	50,000	11,000.00	Per Server

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Section I

	Named User Plus	Software Update License & Support	Computer License	Software Update License & Support
Integration Products				
Database Gateway for Sybase	-	-	17,500	3,850.00
Database Gateway for SQL Server	-	-	17,500	3,850.00
Database Gateway for Informix	-	-	17,500	3,850.00
Database Gateway for Teradata	-	-	109,500	24,090.00
Database Gateway for DRDA	-	-	46,000	10,120.00
Database Gateway for APPC	-	-	46,000	10,120.00
Database Gateway for WebSphere MQ	-	-	46,000	10,120.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Rdb Products				
Rdb Server Products				
Rdb Enterprise Edition	950	209.00	47,500	10,450.00
CODASYL DBMS	950	209.00	-	-
Rdb Server Options:				
TRACE	120	26.40	5,800	1,276.00
Rdb Development, Query and Reporting Tools				
Programmer for Rdb	1,200	264.00	-	-
CDD/ Repository	5,800	1,276.00	-	-
CDD/R Runtime	-	-	5,800	1,276.00

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Section II

Oracle Fusion Middleware

Prices in USA (Dollar)

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Java Platform Products				
Java SE Advanced Desktop	40	8.80	-	-
Java SE Advanced	100	22.00	5,000	1,100.00
Java SE Suite	300	66.00	15,000	3,300.00
Application Server Products				
TopLink and Application Development Framework	120	26.40	5,800	1,276.00
WebLogic Server Standard Edition	200	44.00	10,000	2,200.00
WebLogic Server Enterprise Edition	500	110.00	25,000	5,500.00
WebLogic Suite	900	198.00	45,000	9,900.00
Web Tier	100	22.00	5,000	1,100.00
Internet Application Server Standard Edition	230	50.60	11,500	2,530.00
Internet Application Server Enterprise Edition	700	154.00	35,000	7,700.00
GlassFish Server	100	22.00	5,000	1,100.00
Coherence Standard Edition	100	22.00	4,600	1,012.00
Coherence Enterprise Edition	230	50.60	11,500	2,530.00
Coherence Grid Edition	500	110.00	25,000	5,500.00
API Gateway	1,100	242.00	55,000	12,100.00
BPEL Process Manager	1,200	264.00	60,000	13,200.00
WebLogic Integration	1,400	308.00	70,000	15,400.00
Service Registry	920	202.40	46,000	10,120.00
Enterprise Repository	2,900	638.00	145,000	31,900.00
SOA Suite for Non Oracle Middleware	1,500	330.00	75,000	16,500.00
Business Process Management Standard Edition	800	176.00	-	-
Unified Business Process Management Suite for Non Oracle Middleware	1,150	253.00	57,500	12,650.00
Event Processing	1,000	220.00	50,000	11,000.00
Forms and Reports	460	101.20	23,000	5,060.00
Managed File Transfer	600	132.00	30,000	6,600.00

	License Price	Software Update License & Support	Licensing Metric
Mobile Suite Technology			
Mobile Suite	45,000	9,900.00	Processor
Mobile Suite Client Runtime	100	22.00	Named User Plus
	50,000	11,000.00	Application Developed
Mobile Application Framework	110	24.20	Named User Plus
	55,000	12,100.00	Application Developed

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Data Integration Technology				
Data Service Integrator	1,440	316.80	72,000	15,840.00
Data Integrator Enterprise Edition	900	198.00	30,000	6,600.00
Enterprise Data Quality Profiling for Data Integration	-	-	100,000	22,000.00
Enterprise Data Quality Audit and Dashboard for Data Integration	-	-	50,000	11,000.00
Enterprise Data Quality Real-Time Processing for Data Integration	-	-	100,000	22,000.00
Enterprise Data Quality Batch Processing for Data Integration			100,000	22,000.00
Enterprise Data Quality Address Verification Server for Data Integration			63,360	13,926.00
Data Integration Suite	-	-	70,000	15,400.00
GoldenGate	350	77.00	17,500	3,850.00
GoldenGate for Non Oracle Database	350	77.00	17,500	3,850.00
GoldenGate for Mainframe	2,000	440.00	100,000	22,000.00
GoldenGate Veridata	600	132.00	30,000	6,600.00
GoldenGate for Teradata Replication Services	350	77.00	17,500	3,850.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
WebLogic Suite Options:				
BPEL Process Manager Option	460	101.20	23,000	5,060.00
Service Bus	460	101.20	23,000	5,060.00
SOA Suite for Oracle Middleware	1,200	264.00	57,500	12,650.00
Unified Business Process Management Suite	1,150	253.00	57,500	12,650.00
WebLogic Coherence Grid Edition Option	200	44.00	10,000	2,200.00
Application Server Enterprise Management				
WebLogic Server Management Pack Enterprise Edition	240	52.80	12,000	2,640.00
SOA Management Pack Enterprise Edition	500	110.00	25,000	5,500.00
Management Pack for Oracle Coherence	70	15.40	3,500	770.00
Management Pack for Oracle GoldenGate	70	15.40	3,500	770.00
Cloud Management Pack for Oracle Fusion Middleware	100	22.00	5,000	1,100.00
Management Pack for Oracle Data Integrator	205	45.10	6,900	1,518.00
Fusion Middleware Adapters:				
Application Adapters	350	77.00	17,500	3,850.00
Oracle E-Business Suite Adapter	350	77.00	17,500	3,850.00
Cloud Adapters	350	77.00	17,500	3,850.00
Integration Adapter for SAP R/3	350	77.00	17,500	3,850.00
Integration Adapter for JD Edwards World	350	77.00	17,500	3,850.00
Mainframe and TP-Monitor Adapters	-	-	34,500	7,590.00
Changed Data Capture Adapters	-	-	60,000	13,200.00
Application Adapters for Data Integration	60	19.80	3,000	660.00
GoldenGate Application Adapters	-	-	20,000	4,400.00
Application Adapters for Warehouse Builder	-	-	2,300	506.00
B2B for RosettaNet	690	151.80	34,500	7,590.00
B2B for EDI	690	151.80	34,500	7,590.00
Healthcare Adapter	690	151.80	34,500	7,590.00
B2B for ebXML	230	50.60	11,500	2,530.00

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	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Tuxedo and Adapters				
Tuxedo	1,800	396.00	50,000	13,200.00
Tuxedo Jolt	-	-	9,000	1,980.00
Service Architecture Leveraging Tuxedo (SALT)	-	-	12,000	2,640.00
Tuxedo System and Applications Monitor Plus (TSAM Plus)	-	-	14,000	3,080.00
Tuxedo Mainframe Adapter for SNA	-	-	22,000	4,840.00
Tuxedo Mainframe Adapter for TCP	-	-	22,000	4,840.00
Tuxedo JCA Adapter	-	-	22,000	4,840.00
Tuxedo Application Runtime for CICS and Batch	-	-	22,000	4,840.00
Tuxedo Application Runtime for Batch	-	-	9,000	1,980.00
Tuxedo Application Runtime for IMS	-	-	19,500	4,290.00
Tuxedo Application Rehosting Workbench	42,500	9,350.00	-	-
Tuxedo Message Queue	-	-	18,000	3,960.00
MessageQ	-	-	6,000	1,320.00
Application Integration Architecture				
Application Integration Architecture Foundation Pack	920	202.40	46,000	10,120.00
Business Intelligence Technology Products				
Business Intelligence				
Standard Edition One	1,200	264.00	-	-
Suite Enterprise Edition Plus	2,000	440.00	221,250	48,675.00
Suite Enterprise Edition Plus Upgrade Only	230	50.60	34,500	7,590.00
Server Enterprise Edition	350	77.00	51,800	11,396.00
Business Intelligence Publisher	460	101.20	46,000	10,120.00
Business Intelligence Foundation Suite	3,675	808.50	300,000	66,000.00
Disconnected Analytics	580	127.60	-	-
Server Administrator	5,800	1,276.00	-	-
Scorecard and Strategy Management	995	218.90	89,550	19,701.00
Business Intelligence Mobile	360	79.20	-	-
Business Intelligence Server Enterprise Edition Options:				
Interactive Dashboard	580	127.60	86,500	19,030.00
Delivers	350	77.00	51,800	11,396.00
Answers	580	127.60	86,500	19,030.00
Office Plug-In	230	50.60	34,500	7,590.00
Reporting and Publishing	460	101.20	70,000	15,400.00
Business Intelligence Suite Enterprise Edition Plus Options:				
Business Intelligence Management Pack	230	50.60	11,500	2,530.00
Business Intelligence Data Integration Technology				
Data Integrator for Oracle Business Intelligence	690	151.80	23,000	5,060.00
Informatica PowerCenter and PowerConnect Adapters	690	151.80	25,300	5,566.00

	License Price	Software Update License & Support	Licensing Metric
Real-Time Decision (RTD) Technology			
Real-Time Decision Server	92,000	20,240.00	Processor

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Hyperion Business Intelligence Technology				
Essbase Plus	2,900	638.00	138,000	30,360.00
Hyperion Interactive Reporting	800	176.00	69,000	15,180.00
Hyperion SQR Production Reporting	460	101.20	23,000	5,060.00
Hyperion Financial Reporting	520	114.40	40,500	8,910.00
Hyperion Web Analysis	520	114.40	40,500	8,910.00
Endeca Business Intelligence				
Endeca Information Discovery Studio	2,000	440.00	180,000	39,600.00
Endeca Information Discovery Integrator	690	151.80	23,000	5,060.00
Endeca Server	-	-	50,000	11,000.00
Endeca Text Enrichment	-	-	15,000	3,300.00
Endeca Text Enrichment with Sentiment Analytics	-	-	45,000	9,900.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
WebCenter Products				
WebCenter Suite Plus	4,000	880.00	200,000	44,000.00
WebCenter Portal	2,500	550.00	125,000	27,500.00
WebCenter Content	3,450	759.00	172,500	37,950.00
WebCenter Sites	2,000	440.00	100,000	22,000.00
WebCenter Sites Satellite Server	500	110.00	25,000	5,500.00
WebCenter Universal Content Management	2,300	506.00	115,000	25,300.00
WebCenter Imaging	1,840	404.80	92,000	20,240.00
WebCenter Forms Recognition	2,000	440	100,000	22,000.00
WebCenter Enterprise Capture	1,200	264.00	60,000	13,200.00
WebCenter Capture	-	-	7,000	1,540.00
WebCenter Distributed Capture	1,200	264.00	-	-
WebCenter Real-Time Collaboration	100	22.00	20,000	4,400.00
WebCenter Sites Options:				
WebCenter Sites Mobile Option	400	88.00	20,000	4,400.00

	License Price	Software Update License & Support	Licensing Metric
WebCenter Sites Mobility Server	30,000	6,600.00	Server

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
WebCenter Adapters:				
WebCenter Applications Adapter	-	-	20,000	4,400.00
WebCenter Adapter for EMC Documentum	-	-	11,500	2,530.00
WebCenter Adapter for IBM FileNet	-	-	11,500	2,530.00
WebCenter Adapter for IBM Lotus Domino	-	-	11,500	2,530.00
WebCenter Adapter for Microsoft SharePoint	-	-	11,500	2,530.00
WebCenter Adapter for Symantec Enterprise Vault	-	-	11,500	2,530.00
WebCenter Adapter Framework	-	-	11,500	2,530.00
WebCenter Management				
Management Pack for WebCenter	240	52.80	12,000	2,640.00

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Prices in USA (Dollar)

Section II

	License Price	Software Update License & Support	Licensing Metric	Minimum
Identity Management Products				
Enterprise Identity Services Suite	4,400	968.00	Named User Plus	-
	220,000	48,400.00	Processor	1
Identity Governance Suite	3,600	792.00	Named User Plus	
	180,000	39,600.00	Processor	1
Entitlements Server	35,000	7,700.00	Processor	1
	700	154.00	Named User Plus	
Entitlements Server Security Module	35,000	7,700.00	Processor	1
	700	154.00	Named User Plus	
Directory Services Plus	12	2.64	Employee User	2000
	4.00	0.8800	Non Employee User - External	5000
	50,000	11,000.00	Processor	
Access Manager	25	5.5	Employee User	2,000
	6	1.32	Non Employee User - External	5,000
Identity Federation	35,000	7,700.00	Processor	1
Identity Manager	70	15.40	Employee User	2,000
	6	1.32	Non Employee User - External	5,000
Identity Manager Connector	46,000	10,120.00	Connector	1
Mobile Security Suite	85	18.70	Employee User	2,000
	8	1.76	Non Employee User - External	5,000
Secure Mobile Mail Manager	50	11.00	Named User Plus	10
Enterprise Single Sign-On Suite Plus	85	18.70	Named User Plus	-
Access Management Suite Plus	180,000	39,600.00	Processor	1
	3,600	792.00	Named User Plus	
Identity and Access Management Suite Plus	110	24.20	Employee User	-
	15	3.30	Non Employee User - External	-
Identity Management Enterprise Management Management Pack Plus for Identity Management	8.00	1.76	Employee User	-
	2.00	0.44	Non Employee User - External	-
	25,000	5,500	Processor	
Tools				
Discoverer Desktop Edition	1,200	264.00	Named User Plus	-
Programmer	1,200	264.00	Named User Plus	-
Internet Developer Suite	5,800	1,276.00	Named User Plus	-

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Section III

Prices in USA (Dollar)

Applications and Systems Management

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Database Enterprise Management				
Diagnostics Pack	150	33.00	7,500	1,650.00
Tuning Pack	100	22.00	5,000	1,100.00
Database Lifecycle Management Pack	240	52.80	12,000	2,640.00
Data Masking and Subsetting Pack	230	50.60	11,500	2,530.00
Cloud Management Pack for Oracle Database	100	22.00	5,000	1,100.00
Application Server Enterprise Management				
WebLogic Server Management Pack Enterprise Edition	240	52.80	12,000	2,640.00
SOA Management Pack Enterprise Edition	500	110.00	25,000	5,500.00
Management Pack for Oracle Coherence	70	15.40	3,500	770.00
Management Pack for Oracle GoldenGate	70	15.40	3,500	770.00
Cloud Management Pack for Oracle Fusion Middleware	100	22.00	5,000	1,100.00
Management Pack for Oracle Data Integrator	205	45.10	6,900	1,518.00
Business Intelligence Management				
Business Intelligence Management Pack	230	50.60	11,500	2,530.00
WebCenter Management				
Management Pack for WebCenter	240	52.80	12,000	2,640.00

	License Price	Software Update License & Support	Licensing Metric	Minimum
Identity Management Enterprise Management				
Management Pack Plus for Identity Management	8.00	1.76	Employee User	-
	2.00	0.44	Non Employee User - External	-
	25,000	5,500	Processor	

	License Price	Software Update License & Support	Licensing Metric	Minimum
Other Infrastructure Management				
Configuration Management Pack for Applications	5,000	1,100.00	Per Processor	-
	100	22.00	Per Named User Plus	-
System Monitoring Plug-in for Non Oracle Databases	1,800	396.00	Per Processor	-
	35	7.70	Per Named User Plus	-
System Monitoring Plug-in for Non Oracle Middleware	1,800	396.00	Per Processor	-
	35	7.70	Per Named User Plus	-
Management Pack for Non-Oracle Middleware	9,500	2,090.00	Per Processor	-
	190	41.80	Per Named User Plus	-
Data Masking and Subsetting Pack for Non-Oracle Databases	11,500	2,530.00	Per Processor	-
	230	50.60	Per Named User Plus	-
Service Management				
Real User Experience Insight	8,000	1,760.00	Per Processor	10
	160	35.20	Per Named User Plus	500

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Application Testing				
Load Testing Developer Edition	8,000	1,760.00	-	-
Load Testing Controller	-	-	7,000	1,540.00
Load Testing	100	22.00	-	-
Load Testing Accelerator for Web Services	25	5.50	-	-
Application Replay Pack	100	22.00	5,000	1,100.00
Load Testing Accelerator for Oracle Database	25	5.50	-	-
Functional Testing	8,000	1,760.00	-	-
Functional Testing Accelerator for Web Services	2,000	440.00	-	-
Test Manager	2,000	440.00	-	-
Cloud Management Pack for Testing	100	22.00	5,000	1,100.00

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Section III

Prices in USA (Dollar)

	Collaboration			
	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Collaboration				
Beehive Enterprise Collaboration Server	275	60.50	55,000	12,100.00

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Section IV

Prices in USA (Dollar)

Oracle Application Specific Technology Products

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support	Employee (for HCM)	Software Update License & Support
Application Server Products						
WebLogic Suite for Oracle Applications	180	39.60	18,000	3,960.00	54	11.88
Coherence Enterprise Edition for Oracle Applications	46	10.12	4,600	1,012.00	14	3.08
WebLogic Suite Options for Oracle Applications:						
BPEL Process Manager Option for Oracle Applications	92	20.24	9,200	2,024.00	27	5.94
SOA Suite for Oracle Middleware for Oracle Applications	240	52.80	23,000	5,060.00	72	15.84
Unified Business Process Management Suite for Oracle Applications	230	50.60	23,000	5,060.00	69	15.18
Application Management						
Application Management Pack for Oracle Fusion Applications	50	11.00	5,000	1,100.00	15	3.30
WebCenter Products						
WebCenter Portal for Oracle Applications	350	77.00	50,000	11,000.00	105	23.10
WebCenter Imaging for Oracle Applications	368	80.96	36,800	8,096.00	110	24.20
Identity Management Product						
Identity and Access Management Suite Plus for Oracle Applications	9	1.98	80,000	17,600.00	9	1.98
Business Intelligence Technology Products						
Business Intelligence Publisher for Oracle Applications	60	13.20	18,400	4,048.00	18	3.96
Business Intelligence Foundation Suite for Oracle Applications	500	110.00	180,000	39,600.00	150	33.00
Business Intelligence Suite Enterprise Edition Plus for Oracle Applications	267	58.74	85,000	18,700.00	80	17.60
Data Integration Technology Product						
Data Integrator Enterprise Edition for Oracle Applications	180	39.60	12,000	2,640.00	27	5.94
GoldenGate for Oracle Applications	140	30.80	7,000	1,540.00	-	-
Endeca Business Intelligence						
Endeca Discovery Foundation for Oracle Applications	750	165.00	18,750	4,125.00		
Database Product						
Oracle Database Enterprise Edition Option:						
TimesTen Application-Tier Database Cache for Oracle Applications	184	40.48	9,200	2,024.00		
Berkeley Database						
Berkeley DB – High Availability for Oracle Applications	-	-	3,920	862.40	-	-
Berkeley DB – Transactional Data Store for Oracle Applications	-	-	2,320	510.40	-	-
Berkeley DB Java Edition – High Availability for Oracle Applications	-	-	3,920	862.40	-	-
Berkeley DB Java Edition – Transactional Data Store for Oracle	-	-	2,320	510.40	-	-

Application Specific Technology Products Licensing Rules and General Notes

Programs that contain "for Oracle Applications" in the program name are limited use programs. These limited use programs may only be used with "eligible" Oracle application programs that contain the following prefixes in the program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance and Oracle Primavera. For these prefixes designated above with a "*" not all programs with that prefix are eligible for use with the "for Oracle Applications" limited use programs. For a list of excluded programs please review the Applications Licensing Table, which may be accessed at http://www.oracle.com/us/corporate/pricing/application-licensing-table-070571.pdf.

Notwithstanding anything above, Business Intelligence Suite Enterprise Edition Plus for Oracle Applications may only be used with "eligible" Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name and provided that the Oracle Fusion Human Capital Management programs are the only programs configured to run against the database instance.
Endeca Discovery Foundation for Oracle Applications is eligible for use with products that contain "Extensions for Oracle Endeca" in the product name.

Business Intelligence Foundation Suite for Oracle Applications is eligible for use with the following Oracle Business Intelligence Applications provided Oracle Fusion Applications is the only data source: Sales Analytics, Fusion Edition; Marketing Analytics, Fusion Edition; Partner Analytics, Fusion Edition; Supply Chain and Order Management Analytics, Fusion Edition; Financial Analytics, Fusion Edition; Procurement & Spend Analytics, Fusion Edition; Project Analytics; and Human Resources Analytics, Fusion Edition.

Business Intelligence Foundation Suite for Oracle Applications is also eligible for use with: Oracle Product Information Management Analytics, Fusion Edition; Oracle Customer Data Management Analytics, Fusion Edition; and Oracle Product Lifecycle Analytics.

WebLogic Suite for Oracle Applications is eligible for use with Oracle Agile Applications (available on the Oracle E-Business Suite Applications Global Price Lists).

Any use of limited use programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list. Support for all term licenses is 22% of net perpetual fee.

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Definitions

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edward's EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integration, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, and In-Memory Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored, or audited must be counted for the purpose of determining the number of licenses required.

Application Developed: is defined as a software program developed by you that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. Applications Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

Application Read-Only User: is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses.

Annual Transaction Volume: is defined as the U.S. dollar denominated total value of all purchase orders transacted and all auctions conducted through the Oracle Exchange Platform by you and others during the applicable year of the Oracle Exchange Platform license regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12-month period. You may not exceed the licensed number of CRF pages during any 12-month period unless you acquire additional CRF pages licenses from us.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product with which the software product is required to interface.

Cost of Goods Sold: is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Customer: is defined as the Customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

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Definitions (continued)

Electronic Order Line: is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Employee for HCM: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs. Employees for HCM may only use the licensed programs with Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name.

Employee User: is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Entry: is defined as a unique item (e.g., object, person, entity or item of information) stored within the programs. Replicated entries stored within the program on multiple servers are counted as a single entry.

Expense Report: is defined as the total number of expense reports processed by the iExpenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

FTE Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Invoice Line: is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from us.

IVR Port: is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. Customers must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

Module: is defined as each production database running the programs.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Partner Organization: is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Physical Server: is defined as each physical server on which the programs are installed.

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. "-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application.. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For all application programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at _http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

1000 Records: is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator program.

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Rule Set: is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

Server: is defined as the computer on which the programs are installed. A Server license allows you to use the licensed program on a single specified computer.

Service Order Line: is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from us.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter . The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Tape Drive: Tape drives are defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For Cloud based backups, Oracle counts each parallel stream of Recovery Manager (RMAN) channel as equivalent to a tape drive.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

Transaction: is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

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Definitions (continued)

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Employee: is defined as an active employee of yours. (note: The value of these applications is determined by the size of the active employee population and not the number of actual users. Therefore, all of your active employees must be included in your order when licensing these applications). UPK Employees may view and interact with simulations and documentation but may not create or modify simulations or documentation.

UPK User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Users may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Wireless Handset: is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

Workstation: is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

$M Freight Under Management: is defined as one million U.S. dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

$M in Revenue: is defined as one million United States dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$M in Managed Assets: is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:
http://edelivery.oracle.com

GENERAL LICENSING RULES

TERM DESIGNATION

If your Program License does not specify a term, the Program license is perpetual and shall continue unless terminated as otherwise provided in the Agreement.

5 Year Term: A Program license specifying a 5 Year Term shall commence on the Effective Date of the order and shall continue for a period of 5 years. At the end of the 5 Year Term the Program license shall terminate automatically.

4 Year Term: A Program license specifying a 4 Year Term shall commence on the Effective Date of the order and shall continue for a period of 4 years. At the end of the 4 Year Term the Program license shall terminate automatically.

3 Year Term: A Program license specifying a 3 Year Term shall commence on the Effective Date of the order and shall continue for a period of 3 years. At the end of the 3 Year Term the Program license shall terminate automatically.

2 Year Term: A Program license specifying a 2 Year Term shall commence on the Effective Date of the order and shall continue for a period of 2 years. At the end of the 2 Year Term the Program license shall terminate automatically.

1 Year Term: A Program license specifying a 1 Year Term shall commence on the Effective Date of the order and shall continue for a period of 1 year. At the end of the 1 Year Term the Program license shall terminate automatically.

ORACLE-BEA GRANDFATHERED GLOBAL PRICE LIST

Oracle PartnerNetwork members with a valid distribution agreement may distribute the programs specified on the Oracle-BEA Grandfathered Global Price List to existing end users for add-on capacity only, subject to the terms of such valid distribution agreement and any restrictions set forth in the Oracle-BEA Grandfathered Price List.

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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Oracle Business Intelligence Applications Global Price List

Software Investment Guide

June 1, 2014

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All Business Intelligence Technology products are listed only on the Oracle Technology Global Price List, including prerequisites.
Application-Specific Full-Use (ASFU) pricing and licensing is not available for Business Intelligence Application Products, unless specifically provided for in a valid Oracle distribution agreement effective prior to August 2, 2007.

Enterprise Performance Management Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Enterprise Performance Management Suites and Associated Options				
Hyperion Financial Close Suite	14,995	3,298.90	Application User	50
Option: Hyperion Disclosure Management for Oracle Hyperion Financial Close Suite	2,000	440.00	Application User	50
Option: Data Relationship Management for Oracle Hyperion Financial Close Suite	5,000	1,100.00	Application User	50
Data Relationship Steward	5,800	1,276.00	Application User	
Hyperion Enterprise Financial Planning Suite	9,995	2,198.90	Application User	50
Option: Crystal Ball Enterprise Performance Management for Oracle Hyperion Enterprise Financial Planning Suite	1,500	330.00	Application User	50
Option: Data Relationship Management for Oracle Hyperion Enterprise Financial Planning Suite	5,000	1,100.00	Application User	50
Data Relationship Steward	5,800	1,276.00	Application User	
Enterprise Performance Management Standalone Products				
Hyperion Financial Management Plus	5,200	1,144.00	Application User	25
Hyperion Financial Close Management	5,000	1,100.00	Application User	50
Hyperion Disclosure Management	10,000	2,200.00	Application User	15
Financial Management Analytics	1,000	220.00	Application User	25
Quantitative Management and Reporting for Solvency II	8,000	1,760.00	Application User	50
Hyperion Tax Provision	9,900	2,178.00	Application User	25
Hyperion Planning Plus	3,500	770.00	Application User	25
Hyperion Public Sector Planning and Budgeting	2,000	440.00	Application User	25
Hyperion Project Financial Planning	2,000	440.00	Application User	25
Hyperion Strategic Finance	24,500	5,390.00	Application User	5
Hyperion Strategic Finance for Banking	8,100	1,782.00	Application User	10
Hyperion Enterprise	2,900	638.00	Application User	25
Hyperion Financial Data Quality Management, Enterprise Edition	2,900	638.00	Application User	25
Option: Hyperion Financial Data Quality Management, Enterprise Edition Adapter for Financial Management	600	132.00	Application User	25
Option: Hyperion Financial Data Quality Management, Enterprise Edition Adapter Suite	600	132.00	Application User	25
Option: Hyperion Financial Data Quality Management, Enterprise Edition ERP Source Adapter for SAP	600	132.00	Application User	25
Data Relationship Management	16	3.52	Record	20,000
Option: Data Relationship Management Read Only Access	4	0.88	Record	20,000
Data Relationship Steward	5,800	1,276.00	Application User	
Data Relationship Governance	5,000	1,100.00	Application User	50

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Prices in USA (Dollar)

	License Price	Software Update License & Support	Licensing Metric	Minimum
User Productivity Kit				
User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
User Productivity Kit Standard	90	19.80	Application User	50
User Productivity Kit Standard	45	9.90	Employee	500
User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
User Productivity Kit Professional	100	22.00	Application User	50
User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Enterprise Performance Management Applications				
User Productivity Kit for Hyperion Financial Management Plus				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit for Hyperion Planning Plus				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable

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Oracle Business Intelligence Applications, Fusion Edition (Siebel Analytics-based products)

Please check the Oracle Business Intelligence Applications Price List Supplement for prerequisite product information.
All Business Intelligence Technology products are listed only on the Oracle Technology Global Price List, including prerequisites.
The products in the vertical content sections are intended for use only with Siebel CRM applications.
Application-Specific Full-Use (ASFU) pricing and licensing is not available for Business Intelligence Application Products, unless specifically provided for in a valid Oracle distribution agreement effective prior to August 2, 2007.

	License Price	Software Update License & Support	Licensing Metric	Minimum
BI Applications, Fusion Edition - CRM Analytics				
Sales Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Service Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Contact Center Telephony Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Marketing Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Price Analytics	5,800	1,276.00	Application User	20
Partner Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Loyalty Analytics	20,000	4,400.00	100K Member Records	5
BI Applications, Fusion Edition - ERP Analytics				
Supply Chain and Order Management Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Financial Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Procurement & Spend Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Spend Classification	40,000	8,800.00	Application User	5
Project Analytics	5,800	1,276.00	Application User	20
Human Resources Analytics, Fusion Edition	5,800	1,276.00	Application User	100
Manufacturing Analytics	5,800	1,276.00	Application User	20
Enterprise Asset Management Analytics	5,800	1,276.00	Application User	20
Student Information Analytics	5,800	1,276.00	Application User	20
BI Applications, Fusion Edition - Telecom Analytics				
Telecom Sales Analytics Fusion Edition	5,800	1,276.00	Application User	25
Telecom Service Analytics Fusion Edition	5,800	1,276.00	Application User	25
Telecom Marketing Analytics Fusion Edition	5,800	1,276.00	Application User	25
BI Applications, Fusion Edition - Financial Services Analytics				
Finance Sales Analytics Fusion Edition	5,800	1,276.00	Application User	25
Finance Service Analytics Fusion Edition	5,800	1,276.00	Application User	25
Finance Marketing Analytics Fusion Edition	5,800	1,276.00	Application User	25
Finance Retail Analytics Fusion Edition	5,800	1,276.00	Application User	25
Finance Institutional Analytics Fusion Edition	5,800	1,276.00	Application User	25
Financial Services Enterprise Financial Performance Analytics	5,800	1,276.00	Application User	50
Financial Services Asset Liability Management Analytics	11,500	2,530.00	Application User	25
BI Applications, Fusion Edition - Insurance Analytics				
Insurance Sales Analytics Fusion Edition	5,800	1,276.00	Application User	25
Insurance Service Analytics Fusion Edition	5,800	1,276.00	Application User	25
Insurance Marketing Analytics Fusion Edition	5,800	1,276.00	Application User	25
Insurance Partner Manager Analytics Fusion Edition	5,800	1,276.00	Application User	25
BI Applications, Fusion Edition - Life Sciences Analytics				
Pharma Sales Analytics Fusion Edition	5,800	1,276.00	Application User	25
Pharma Marketing Analytics Fusion Edition	5,800	1,276.00	Application User	25
BI Applications, Fusion Edition - Consumer Goods Analytics				
Consumer Goods Trade Funds Analytics, Fusion Edition	5,800	1,276.00	Application User	25
BI Applications, Fusion Edition - Public Sector Analytics				
Case Management Analytics Fusion Edition	5,800	1,276.00	Application User	25

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	License Price	Software Update License & Support	Licensing Metric	Minimum	
Real-Time Decision (RTD) Applications					
Oracle Real-Time Decisions Base Application	57,500	12,650.00	Processor		
Oracle Real-Time Decisions for Siebel Intelligent Offer Generation	1,800	396.00	Application User	25	
Oracle Real-Time Decisions for Siebel E-Commerce	57,500	12,650.00	Processor		

Oracle Business Intelligence Applications - Standalone

The product below is a standalone Business Intelligence Application and does not work in conjunction with the Oracle Business Intelligence Application Product Family. Please check the Oracle Business Intelligence Applications Price List Supplement for prerequisite product information.
All Business Intelligence Technology products are listed only on the Oracle Technology Global Price List, including prerequisites.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Standalone BI Applications				
Incentive Compensation Analytics for Oracle Data Integrator	250	55.00	Compensated Individual	10

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DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

Employee: is defined as all of your full-time, part-time, temporary employees and all of your agents, contractors and consultants. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, all of the company's full-time, part-time, temporary employees and agents, contractors and consultants that are providing the outsourcing services for you must be counted for the purposes of determining the number of Employees.

Member Record: is defined as each unique customer loyalty program Member Record managed by the program. 100k Member Records shall mean one hundred thousand Member Records.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

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Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.
The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application.. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For all application programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at _http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the program documentation.

$B in Total Assets: is defined as one billion US dollars (insert equivalent amount of local currency in these parens using the corporate treasury exchange rate found on esource. Check http://esource.oraclecorp.com License>Pricing>Price List>Exchange Rates) of your latest published or internally available "Total Asset Value" defined per GAAP policies as disclosed in your annual report and/or regulatory filings.

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ORACLE®

Oracle E-Business Suite Applications Global Price List
Software Investment Guide
August 8, 2014

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Governance, Risk and Compliance (GRC)				
Advanced Controls for E-Business Suite	2,620	576.40	Monitored User	100
Enterprise Governance, Risk, and Compliance Manager	4,995	1,098.90	Application User	50
Option: Financial Governance	1,595	350.90	Application User	50
Fusion Governance, Risk, and Compliance Intelligence	4,595	1,010.90	Application User	10
Application Access Controls Governor	895	196.90	Monitored User	100
Option: Application Access Controls for E-Business Suite	200	44.00	Monitored User	100
Configuration Controls Governor	315	69.30	Monitored User	100
Option: Configuration Controls for E-Business Suite	255	56.10	Monitored User	100
Enterprise Transaction Controls Governor	805	177.10	Monitored User	100
Option: Procure to Pay Transaction Controls	165	36.30	Monitored User	100
Option: Order to Cash Transaction Controls	110	24.20	Monitored User	100
Option: Connector to E-Business Suite	110	24.20	Monitored User	100
Preventive Controls Governor	575	126.50	Monitored User	100
Marketing and Sales				
Marketing	5,795	1,274.90	Application User	10
TeleSales	6,895	1,516.90	Application User	10
Option: Advanced Pricing	2,295	504.90	Application User	10
Field Sales	4,595	1,010.90	Application User	10
Sales for Handhelds	485	106.70	Application User	10
Quoting	1,395	306.90	Application User	10
Option: Advanced Pricing	2,295	504.90	Application User	10
Partner Management	1,145	251.90	Partner Organization	100
Proposals	455	100.10	Application User	25
Incentive Compensation	750	165.00	Compensated Individual	10
Channel Revenue Management				
Accounts Receivable Deductions Settlement	8,000	1,760.00	Application User	20
Option: Channel Rebates and Point of Sale Management	6,000	1,320.00	Application User	20
Option: Advanced Pricing	2,295	504.90	Application User	20
Option: Supplier Ship and Debit	3,000	660.00	Application User	20
Option: Price Protection	3,000	660.00	Application User	20
Order Management				
Order Management	4,595	1,010.90	Application User	5
	0.2300	0.0506	Electronic Order Line	100,000
Option: Advanced Pricing	2,295	504.90	Application User	10
	0.1200	0.0264	Electronic Order Line	100,000
Option: Release Management	4,595	1,010.90	Application User	10
	0.2300	0.0506	Electronic Order Line	100,000
Sales Contracts	6,895	1,516.90	Application User	5
Configurator	3,495	768.90	Application User	20
Configurator	172,500	37,950.00	Processor	
iStore	115,000	25,300.00	Processor	2
Supply Chain Event Management	60,000	13,200.00	Processor	
Logistics				
Inventory Management	4,595	1,010.90	Application User	5
Option: Mobile Supply Chain Applications	1,725	379.50	Application User	10
Warehouse Management	9,595	2,110.90	Application User	20
Transportation Management	16,100	3,542.00	$M Freight Under Mgt	25
Option: Transportation Operational Planning	5,900	1,298.00	$M Freight Under Mgt	25
Option: Logistics Inventory Visibility	3,100	682.00	$M Freight Under Mgt	25
Option: Forwarding and Brokerage Operations	6,200	1,364.00	$M Freight Under Mgt	25
Option: Freight Payment, Billing and Claims	7,300	1,606.00	$M Freight Under Mgt	25
Option: Transportation Sourcing	3,100	682.00	$M Freight Under Mgt	25
Option: Transportation Cooperative Routing	4,600	1,012.00	$M Freight Under Mgt	25
Option: Fusion Transportation Intelligence	4,600	1,012.00	$M Freight Under Mgt	25
Option: Fleet Management	8,000	1,760.00	$M Freight Under Mgt	25
Landed Cost Management	350	77.00	$M Cost of Goods Sold	50
Option: Advanced Pricing	100	22.00	$M Cost of Goods Sold	50
Global Trade Management	600	132.00	$M in Revenue	200
Option: Trade Compliance	300	66.00	$M in Revenue	200
Option: Customs Management	300	66.00	$M in Revenue	200
Option: Global Trade Intelligence	300	66.00	$M in Revenue	200
Yard Management	800	800.00	$M in Revenue	200
Pedigree and Serialization Manager	1,000	220.00	$M Revenue Under Mgt	50
In-Memory Logistics Command Center	22,000	4,840.00	$M Freight Under Mgt	100

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Supply Chain Planning				
Advanced Supply Chain Planning	1,800	396.00	$M Cost of Goods Sold	60
Option: Constraint Based Optimization	435	95.70	$M Cost of Goods Sold	60
Rapid Planning	1,800	396.00	$M Cost of Goods Sold	75
Inventory Optimization	870	191.40	$M Cost of Goods Sold	60
Global Order Promising	350	77.00	$M Cost of Goods Sold	60
Collaborative Planning	580	127.60	$M Cost of Goods Sold	60
Advanced Planning Command Center	1,200	264.00	$M Cost of Goods Sold	150
Service Parts Planning	2,000	440.00	$M Cost of Goods Sold	150
Strategic Network Optimization	1,400	308.00	$M Cost of Goods Sold	150
Production Scheduling	1,210	266.20	$M Cost of Goods Sold	150
Option: Repetitive Manufacturing Optimization	390	85.80	$M Cost of Goods Sold	150
Demantra Demand Management	1,800	396.00	$M Cost of Goods Sold	150
Option: Demantra Advanced Forecasting and Demand Modeling	870	191.40	$M Cost of Goods Sold	150
Option: Demantra Real-time Sales and Operations Planning	1,200	264.00	$M Cost of Goods Sold	150
Demantra Predictive Trade Planning	1,800	396.00	$M Cost of Goods Sold	150
Option: Demantra Deduction and Settlement Management	870	191.40	$M Cost of Goods Sold	150
Option: Demantra Trade Promotion Optimization	870	191.40	$M Cost of Goods Sold	150
Demand Signal Repository	2,900	638.00	$M Revenue Under Mgt	500
In-Memory Consumption-Driven Planning	1,800	396.00	$M Revenue Under Mgt	500
In-Memory Performance-Driven Planning	1,200	264.00	$M Cost of Goods Sold	300
Procurement				
Purchasing	4,595	1,010.90	Application User	5
Option: Sourcing	9,195	2,022.90	Application User	5
Option: Sourcing Optimization	1,150	253.00	Application User	5
Option: iSupplier Portal	9,195	2,022.90	Application User	5
Option: Procurement Contracts	6,895	1,516.90	Application User	5
Option: Services Procurement	4,595	1,010.90	Application User	5
Option: Advanced Pricing	2,295	504.90	Application User	5
iProcurement	115	25.30	Application User	100
Supplier Lifecycle Management	25	5.50	Record	10,000
Manufacturing				
Discrete Manufacturing	4,595	1,010.90	Application User	10
Option: Manufacturing Execution System for Discrete Manufacturing	1,725	379.50	Application User	10
Option: Mobile Supply Chain Applications	1,725	379.50	Application User	10
Option: Flow Manufacturing	3,495	768.90	Application User	10
Option: Flow Sequencing	575	126.50	Application User	10
Option: Outsourced Manufacturing for Discrete Industries	850	187.00	$M Cost of Goods Sold	50
Process Manufacturing	4,595	1,010.90	Application User	10
Option: Manufacturing Execution System for Process Manufacturing	1,725	379.50	Application User	10
Option: Mobile Supply Chain Applications	1,725	379.50	Application User	10
Manufacturing Operations Center	1,725	379.50	$M Cost of Goods Sold	50
In-Memory Cost Management for Discrete Industries	25,000	5,500.00	Application User	25
In-Memory Cost Management for Process Industries	25,000	5,500.00	Application User	25
Asset Lifecycle Management				
Enterprise Asset Management	4,595	1,010.90	Application User	10
Option: Self-Service Work Requests	575	126.50	Application User	10
Asset Tracking	6,895	1,516.90	Application User	50
Property Manager	4,595	1,010.90	Application User	5
Service				
TeleService	4,595	1,010.90	Application User	10
Service Contracts	6,895	1,516.90	Application User	10
Option: Advanced Pricing	2,295	504.90	Application User	10
Field Service	3,495	768.90	Field Technician	20
Option: Spares Management	1,145	251.90	Field Technician	50
Option: Advanced Scheduler	1,725	379.50	Field Technician	50
Option: Mobile Field Service	1,145	251.90	Field Technician	50
Depot Repair	4,595	1,010.90	Application User	10
iSupport	57,500	12,650.00	Processor	2
Projects				
Project Costing	4,595	1,010.90	Application User	5
Option: Project Billing	3,495	768.90	Application User	5
Project Resource Management	225	49.50	Person	50
Project Collaboration	345	75.90	Application User	50
Project Management	2,895	636.90	Application User	25
Project Portfolio Analysis	6,895	1,516.90	Application User	10
Project Contracts	6,895	1,516.90	Application User	10
Project Procurement	1,000	220.00	Application User	25

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Product Lifecycle Management				
Agile Product Lifecycle Management	6,545	1,439.90	Application User	20
Agile Product Collaboration	3,995	878.90	Application User	20
Agile Product Governance and Compliance	4,995	1,098.90	Application User	20
Agile Product Cost Management	2,995	658.90	Application User	20
Agile Product Quality Management	5,995	1,318.90	Application User	20
Agile Product Portfolio Management	450	99.00	Application User	20
AutoVue 2D Professional for Agile	3,495	768.90	Application User	20
AutoVue Electro-Mechanical Professional for Agile	50,000	11,000.00	Customer	1
Agile Food and Drug Administration Validation Pack	6,995	1,538.90	Application User	10
Agile Engineering Data Management	4,995	1,098.90	Application User	10
Option: Agile Product Workbench	75,000	16,500.00	Processor	2
Option: Agile Distributed File Management	5,800	1,276.00	Application User	50
Product Lifecycle Analytics	3,995	878.90	Application User	20
Agile Customer Needs Management	7,995	1,758.90	Application User	20
Agile Material and Equipment Management for Pharmaceuticals	5,995	1,318.90	Application User	20
Agile Recipe Management for Pharmaceuticals				
Agile Product Lifecycle Management Integration Products	75,000	16,500.00	Processor	2
Agile Engineering Collaboration	4,995	1,098.90	Application User	10
Agile MCAD Connector	6,995	1,538.90	Application User	10
Agile ECAD Connector	75,000	16,500.00	Processor	2
Agile CAD Library Connector	100,000	22,000.00	Processor	2
Agile ERP Adapter				
Agile Product Lifecycle Management for Process	7,995	1,758.90	Application User	20
Agile Product Data Management for Process	6,995	1,538.90	Application User	20
Option: Agile Formulation and Compliance for Process	1,995	438.90	Application User	20
Option: Agile Product Supplier Collaboration for Process	2,995	658.90	Application User	20
Option: Agile Product Quality Management for Process	4,995	1,098.90	Application User	20
Agile New Product Development and Introduction for Process				
Enterprise Visualization	115	25.30	Application User	1
AutoVue Office	450	99.00	Application User	1
AutoVue 2D Professional	1,725	379.50	Application User	1
AutoVue 3D Professional Advanced	1,725	379.50	Application User	1
AutoVue EDA Professional	3,495	768.90	Application User	1
AutoVue Electro-Mechanical Professional	29,000	6,380.00	Computer	1
AutoVue VueLink Integration	25,000	5,500.00	Computer	1
AutoVue Mobile	25,000	5,500.00	Computer	1
AutoVue Office Document Print Service	50,000	11,000.00	Computer	1
AutoVue 2D Document Print Service	75,000	16,500.00	Computer	1
AutoVue 3D Document Print Service				
Financial	4,595	1,010.90	Application User	5
Financials	1,995	438.90	Application User	5
Option: Environmental Accounting and Reporting	1,395	306.90	Application User	10
Advanced Collections	6	1.32	Expense Report	1,000
Internet Expenses	58	12.76	1K Invoice Line	20
iReceivables	28,795	6,334.90	Application User	4
Treasury	175	38.50	Employee	1,000
Financials Accounting Hub				
Human Resources	185	40.70	Employee	100
Human Resources	40	8.80	Employee	100
Self-Service Human Resources	85	18.70	Employee	500
Advanced Benefits	70	15.40	Employee	100
Compensation Workbench	75	16.50	Employee	500
iRecruitment	225	49.50	Employee	500
Payroll	105	23.10	Employee	100
Performance Management	110	24.20	Employee	100
Time and Labor	225	49.50	Employee	1,000
Workforce Scheduling	70	15.40	Employee	100
Succession Planning				
Learning Management	105	23.10	Trainee	100
Learning Management	52	11.44	Trainee	100
iLearning				
E-Business Suite Extensions for Oracle Endeca	1,000	220.00	Application User	25
E-Business Suite Applications Extensions for Oracle Endeca (Licensed per product for Channel Revenue Management, Cost Management, Depot Repair, Discrete Manufacturing, Enterprise Asset Management, Field Service, Installed Base, Inventory Management, Order Management, Payables, Process Manufacturing, Project Management, Quality, Receivables, Service Contracts, TeleService or Warehouse Management.)				
E-Business Suite Self-Service Applications Extensions for Oracle Endeca	50	11.00	Application User	100
iProcurement Extensions for Oracle Endeca	25	5.50	Trainee	100
Learning Management Extensions for Oracle Endeca	25	5.50	Employee	100
Human Resources Extensions for Oracle Endeca	25	5.50	Employee	500
iRecruitment Extensions for Oracle Endeca				

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Master Data Management				
Master Data Management - Customer Hub for B2B				
Customer Hub B2B	9	1.98	Record	50,000
Customer Hub Add-On B2B for Siebel CRM and Oracle E-Business Suite	4.50	0.9900	Record	50,000
Customer Hub & Customer Hub Add-on Options *(Customer Hub options are available only with Siebel Universal Customer Master (UCM))*				
Option: Activity Hub B2B	3.20	0.7000	Record	50,000
Option: Field Service Hub B2B	3.20	0.7000	Record	50,000
Option: Marketing Hub B2B	3.20	0.7000	Record	50,000
Option: Sales Hub B2B	3.20	0.7000	Record	50,000
Option: Service Hub B2B	3.20	0.7000	Record	50,000
Master Data Management - Customer Hub for B2C				
Customer Hub B2C	0.4600	0.1000	Record	1,000,000
Customer Hub Add-On B2C for Siebel CRM and Oracle E-Business Suite	0.2300	0.0500	Record	1,000,000
Customer Hub & Customer Hub Add-on Options *(Customer Hub options are available only with Siebel Universal Customer Master (UCM))*				
Option: Activity Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Field Service Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Marketing Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Privacy Management Policy Hub B2C	0.3200	0.0700	Record	1,000,000
Option: Sales Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Service Hub B2C	0.1600	0.0400	Record	1,000,000
Master Data Management - Site Hub				
Site Hub	200	44.00	Record	1,000
Site Hub Add-On for Oracle E-Business Suite	100	22.00	Record	1,000
Master Data Management - Supplier Hub				
Supplier Hub	33	7.26	Record	10,000
Supplier Hub Add-On for Oracle E-Business Suite	17	3.63	Record	10,000
Master Data Management - Vertical Customer Hub				
Automotive Captive Finance Customer Hub	1.60	0.3500	Record	1,000,000
Case Hub	0.3700	0.0800	Record	1,000,000
Higher Education Constituent Hub	1.30	0.2900	Record	300,000
Life Sciences Customer Hub	2.90	0.6400	Record	1,000,000
Master Data Management - Product Information Management				
Product Hub	14	3.08	Record	20,000
Product Hub Add-on	7	1.54	Record	20,000
Master Data Management - Vertical Product Hub				
Product Hub for Retail	6	1.32	Record	200,000
Product Hub for Retail Add-on	3.00	0.6600	Record	200,000
Product Hub for Communications	150	33.00	Record	5,000
Product Hub for Communications Add-on	75	16.50	Record	5,000
Master Data Management - Administrative & Development				
Customer Hub Data Steward	5,795	1,274.90	Application User	10
Higher Education Constituent Hub Data Steward	5,795	1,274.90	Application User	10
Product Hub Data Steward	5,795	1,274.90	Application User	20
Site Hub Data Steward	5,795	1,274.90	Application User	1
Supplier Hub Data Steward	5,795	1,274.90	Application User	10
Master Data Management - Data Quality				
Enterprise Data Quality Standardization and Match	275,000	60,500.00	Processor	4
Enterprise Data Quality Product Data Extension	150,000	33,000.00	Processor	4
Enterprise Data Quality Address Verification Server	63,300	13,926.00	Processor	4
Enterprise Data Quality Profile and Audit	150,000	33,000.00	Processor	4
Watchlist Screening	200,000	44,000.00	Processor	4
Data Quality Matching Server	125,000	27,500.00	Processor	4
Data Quality Address Validation Server	63,300	13,926.00	Processor	4
Data Quality Profiling Server	150,000	33,000.00	Processor	4
Data Quality Parsing and Standardization Server	150,000	33,000.00	Processor	4

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Application Management				
Application Management Suite for Oracle E-Business Suite Applications	400	88.00	Named User Plus	200
	20,000	4,400.00	Processor	4
Application Testing				
Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	not applicable
Functional Testing Suite Advanced Pack for Oracle E-Business Suite	6,000	1,320.00	Named User Plus	not applicable
Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50
Application Integration Architecture				
Application Integration Architecture Foundation Pack	46,000	10,120.00	Processor	1
	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Communications	46,000	10,120.00	Processor	1
	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Insurance	46,000	10,120.00	Processor	1
	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Utilities	46,000	10,120.00	Processor	1
	920	202.40	Named User Plus	1
Agile Product Lifecycle Management Integration Pack for Oracle E-Business Suite: Design to Release	70,000	15,400.00	Processor	1
Agile Product Lifecycle Management Integration Pack for SAP: Design to Release	50,000	11,000.00	Processor	1
Communications Billing and Revenue Management Integration Pack for Oracle E-Business Suite: Revenue Accounting	35,000	7,700.00	Processor	1
Demantra Sales and Operations Planning Integration to Hyperion Planning	35,000	7,700.00	Processor	1
Design to Release Integration Pack for Agile Product Lifecycle Management and JD Edwards EnterpriseOne	70,000	15,400.00	Processor	1
Driver Management Integration Pack for Oracle Transportation Management and Oracle E-Business Suite	70,000	15,400.00	Processor	1
Enterprise Taxation Management Integration for Oracle E-Business Suite Financials General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
Financial Management Integration Pack for Oracle Transportation Management and Oracle E-Business Suite	70,000	15,400.00	Processor	1
Financial Operations Control Integration Pack for Oracle Retail Merchandise Operations Management and E-Business Suite Financials	70,000	15,400.00	Processor	1
Lead to Order Integration Pack for Oracle CRM On Demand and Oracle E-Business Suite	35,000	7,700.00	Processor	1
Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business Suite and Siebel CRM	105,000	23,100.00	Processor	1
Customer Master Data Management Integration Base Pack	15,000	3,300.00	Processor	1
Customer Master Data Management Integration Option	10,000	2,200.00	Processor	1
Product Master Data Management Integration Base Pack	15,000	3,300.00	Processor	1
Product Master Data Management Integration Option	10,000	2,200.00	Processor	1
Siebel Call Center Integration Pack for Oracle Adverse Event Reporting System	35,000	7,700.00	Processor	1
Siebel CRM Integration to Oracle Incentive Compensation	35,000	7,700.00	Processor	1
Siebel CRM Integration Pack for Oracle Order Management	105,000	23,100.00	Processor	1
Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
Interaction Center Technology				
Advanced Inbound Telephony	1,145	251.90	Workstation	50
Advanced Outbound Telephony	1,145	251.90	Workstation	50
Scripting	695	152.90	Workstation	50
Email Center	2,295	504.90	Workstation	50
Other				
Applications Read-Only User (Licensed per product for Financials, Purchasing, Project Costing, Service Contracts, Project Contracts, Sales Contracts, Discrete Manufacturing, or Process Manufacturing)	1,725	379.50	Application Read-Only User	1
Exchange Marketplace	5,800	1,276.00	$M Annual Transaction Volume	300

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	License Price	Software Update License & Support	Metric	Minimum
User Productivity Kit				
User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
User Productivity Kit Standard	90	19.80	Application User	50
User Productivity Kit Standard	45	9.90	Employee	500
User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
User Productivity Kit Professional	100	22.00	Application User	50
User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Marketing and Sales				
Oracle E-Business Suite UPK for Oracle Incentive Compensation				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Channel Revenue Management				
Oracle E-Business Suite UPK for Oracle Price Protection				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Order Management				
Oracle E-Business Suite UPK for Order Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Shipping Execution				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Logistics				
Oracle E-Business Suite UPK for Inventory				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Warehouse Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Supply Chain Planning				
Oracle E-Business Suite UPK for Oracle Advanced Supply Chain Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Rapid Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Inventory Optimization				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Global Order Promising				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Collaborative Planning				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Service Parts Planning				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Strategic Network Optimization				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Demantra UPK for Demantra Demand Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Demantra UPK Fundamentals for Demantra Demand Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Demantra UPK for Demantra Real-Time Sales and Operations Planning				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Demantra UPK for Demantra Predictive Trade Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Demantra UPK for Demantra Deduction and Settlement Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Procurement				
Oracle E-Business Suite UPK Purchasing				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Sourcing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK iSupplier Portal				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK iProcurement				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
User Productivity Kit Content Materials for Manufacturing				
Oracle E-Business Suite UPK for Work in Process				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Discrete Manufacturing Bills of Material				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Discrete Manufacturing, Engineering				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Discrete Manufacturing Quality				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Manufacturing Execution System for Discrete Manufacturing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Flow Manufacturing, Electronic Kanban				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Process Manufacturing: Product Development				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Process Manufacturing Process Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Process Manufacturing: Process Execution				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Process Manufacturing, Process Quality				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Process Manufacturing: System Administration				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Manufacturing Execution System for Process Execution				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Process Manufacturing Regulatory Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Manufacturing Operations Center				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Asset Lifecycle Management				
Oracle E-Business Suite UPK for Oracle Enterprise Asset Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit Content Materials for Service				
Oracle E-Business Suite UPK for Oracle Service Contracts				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Field Service				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Depot Repair				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle iSupport				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Projects				
Oracle E-Business Suite UPK for Project Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Billing				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Resource Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Foundation				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
User Productivity Content Materials for Product Lifecycle Management				
Agile UPK for Agile Administrator				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Collaboration				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Governance and Compliance				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Cost Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Quality Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Portfolio Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK Fundamentals for Product Lifecycle Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Customer Needs Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Material and Equipment Management for Pharmaceuticals				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Recipe Management for Pharmaceuticals				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Financials				
Oracle E-Business Suite UPK Payables				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Receivables				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK General Ledger				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle E-Business Suite UPK Financials Centralized Solution Set				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Assets				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Advanced Collections				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Internet Expenses				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle U.S. Federal Financials				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Human Resources				
Oracle E-Business Suite UPK Human Resources				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Self-Service Human Resources				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Compensation Workbench				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for iRecruitment				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Payroll				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Performance Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Time and Labor				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Learning Management				
Oracle E-Business Suite UPK for Learning Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Master Data Management				
Oracle E-Business Suite UPK for Oracle Site Hub				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Product Hub				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
User Productivity Kit Content Materials for Public Sector/University				
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Purchasing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Sourcing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle iSupplier Portal				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Procurement Contracts				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle iProcurement				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Financial Services				
Oracle E-Business Suite UPK for Oracle Lease and Finance Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for High Tech				
Oracle E-Business Suite UPK for Shop Floor Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Aerospace, Defense and Transportation				
Oracle E-Business Suite UPK for Oracle Complex Maintenance, Repair, and Overhaul				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Other User Productivity Kit Content Materials				
Oracle E-Business Suite UPK Fundamentals for Oracle E-Business Suite				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Install Base				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for E-Business Suite Tools and Technologies				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Vertical Applications				
Communications/Utilities				
CRL Financial Management	287,500	63,250.00	Module	1
	0.2900	0.0638	Per Subscriber Thereafter	1
Telco Provisioning	287,500	63,250.00	Module	1
	1.75	0.3850	Per Subscriber Thereafter	1
Number Portability	287,500	63,250.00	Module	1
	12	2.64	Ported Number/Year	1
Telecommunications Billing Integrator	6	1.32	Employee	50,000
Public Sector/University				
Grants	4,595	1,010.90	Application User	5
Loans	4,595	1,010.90	Application User	10
Contract Lifecycle Management for Public Sector	19,995	4,398.90	Application User	10
Financial Services				
Financial Services Funds Transfer Pricing	12,500	2,750.00	$B in Total Assets	30
Financial Services Asset Liability Management	12,500	2,750.00	$B in Total Assets	30
Financial Services Analytical Applications Infrastructure	5,000	1,100.00	$B in Total Assets	30
Financial Services Profitability Management	12,500	2,750.00	$B in Total Assets	30
Financial Services Pricing Management, Transfer Pricing Component	12,500	2,750.00	$B in Total Assets	30
Financial Services Provisioning	0.2300	0.0506	Service Order Line	50,000
Lease and Finance Management	2,300	506.00	$M Managed Assets	500
High Tech				
Shop Floor Management	2,300	506.00	$M Cost of Goods Sold	30
Supply Chain Trading Connector for RosettaNet	57,500	12,650.00	PIP	2
Aerospace, Defense and Transportation				
Complex Maintenance, Repair & Overhaul	17,300	3,806.00	Application User	10

	Subscription	Licensing Metric	Frequency	Minimum
Oracle Education Subscription				
iLearning Subscription*	55	Hosted Named User	Yearly	$5,000.00

* At the minimum, the customer must license a number of Named Users and Months that are equal to 5,000 USA (Dollar).

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list.

The list support price for term licenses is 22% of the list perpetual license fee, as listed in the price list. The term license percentages are not applied to the list support price.

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DEFINITIONS

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integrations, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: TimesTen Application-Tier Database Cache, and TimesTen Application-Tier Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.1

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.2

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.3

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.4

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.5

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.6

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. Applications Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

Application Read-Only User: is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses, regardless of whether the individual is actively using the programs at any given time.

Collaboration Program User: is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. For the purposes of counting and licensing the number of Real-Time Collaboration users, a Collaboration Program User within your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to your company and attending a web conference are not required to be licensed.

Annual Transaction Volume: is defined as the U.S. dollar denominated total value of all purchase orders transacted and all auctions conducted through the Oracle Exchange Platform by you and others during the applicable year of the Oracle Exchange Platform license regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12-month period. You may not exceed the licensed number of CRF pages during any 12-month period unless you acquire additional CRF pages licenses from us.

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DEFINITIONS (Continued)

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product with which the software product is required to interface.

Warehouse Builder Connector: is defined as a software product that connects an Oracle database where the Oracle Warehouse Builder code is deployed, to an external product (e.g., SAP). A unique connector is required for each distinct external product for which the Oracle database is required to interface.

Cost of Goods Sold: is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Customer: is defined as the customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

Electronic Order Line: is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the Oracle Programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Employee User: is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Entry: is defined as a unique item (e.g., object, person, entity or item of information) stored within the programs. Replicated entries stored within the program on multiple servers are counted as a single entry.

Expense Report: is defined as the total number of expense reports processed by the iExpenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

FTE Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Invoice Line: is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from us.

Module: is defined as each production database running the programs.

Monitored User: is defined as an individual who is monitored by an Analytics program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time.

Individual users who are licensed for an Analytics program by either Named User Plus or Application User may not be licensed by Monitored User.

For the purpose of the Usage Accelerator Analytics program, every user of your licensed CRM Sales application program must be licensed.

For the purpose of the Human Resources Compensation Analytics program, all of your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Advanced Controls for E-Business Suite, Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, and Preventive Controls Governor, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Advanced Controls for PeopleSoft Enterprise, Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / programs) users (individuals) that the program monitors.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not li, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Partner Organization: is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application.. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For purposes of the Site Hub application, a record will be defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub application. A site database record is a unique site (e.g., an asset, a building, part of a building, such as a store or a franchise within the store, an ATM, etc.) which is stored as a site in the Oracle Site Hub product.

For the purpose of Oracle Supplier Lifecycle Management and Oracle Supplier Hub applications, a record is a unique business entity or company record, which is stored as Supplier in AP_SUPPLIERS table of the Oracle Supplier Lifecycle Management and Oracle Supplier Hub products.

For all programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at _http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

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DEFINITIONS (Continued)

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Service Order Line: is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from us.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider, or (d) a live connected utility meter . The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Tape Drive: Tape drives are defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

Trainee: is defined as an employee, contractor, student or other person who is being recorded by the program.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the program documentation.

Workstation: is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

$B in Total Assets: is defined as one billion US dollars (insert equivalent amount of local currency in these parens using the corporate treasury exchange rate found on eSource. Check http://esource.oraclecorp.com License > Pricing > Price List > Exchange Rates) of your latest published or internally available "Total Asset Value" defined per GAAP policies as disclosed in your annual report and/or regulatory filings.

$M Freight Under Management: is defined as one million U.S. dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

$M in Revenue: is defined as one million United States dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$M in Managed Assets: is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

$M Revenue Under Management: is defined as one million U.S. dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:
http://edelivery.oracle.com

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

North American Payroll Tax Updates

North American Payroll Tax Updates is available for programs in the Sustaining Support phase of Oracle's product support lifecycle. Customers who acquire North American Payroll Tax Updates will receive a tax year of tax updates for Oracle payroll applications. North American Payroll Tax Updates is available for $50,000 per annum. This service does not attract the eBusiness Discount, and will not be pro-rated to partial years.

In order to acquire North American Payroll Tax Updates, programs must be currently supported with Software Update License & Support.

North American Payroll Tax Updates is not available in all countries or for all programs. Please contact your Support Sales Representative for service availability.

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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Oracle Software Investment Guide

Siebel CRM Pricing

April 14, 2014

Prices in USA (Dollar)

Siebel Pricing and Quoting Notes

- For each Employee user, Siebel modules must be licensed at the same level or less then the Siebel base application. For Example, if the customer licensed 100 Siebel CRM Base, then Siebel Contracts must have a quantity of 100 or less--not more then 100. This rule applies only to modules using the Application User metric.
- Customers using the Siebel SEA repository DO NOT have the industry options available to them. Only the Siebel CRM Base and Siebel CRM options are available in the SEA repository. Customers wishing to use Siebel industry functionality must have implemented the Siebel SIA repository--which they may do without triggering a licensing migration or any additional purchase.
- Technology products: There are NO technology products included with Siebel licenses. Any required technology, Oracle or otherwise, must be licensed separately.

Siebel CRM Applications

Siebel CRM Applications Pricing
Siebel Base Applications

Every Siebel customer must license, at a minimum, one Siebel CRM Base Application. Typically, each employee user of Siebel applications requires a base. Start by selecting the Siebel CRM Base for each Siebel user. All users requiring a base must license the Siebel CRM Base. Then, if the customer requires industry specific functionality, select the industry base option(s) that most appropriately meet customer needs--in addition to the CRM Base. Note that if the customer requires an industry solution, all users must have an industry base option and the Siebel CRM Base (exceptions require HQAPP approval).

For Existing Customers running Siebel v8.0 or earlier

Customers using the Siebel SEA repository DO NOT have the industry options available to them. Only the Siebel CRM Base and Siebel CRM options are available in the SEA repository. Customers wishing to use Siebel industry functionality must have implemented the Siebel SIA repository--which they may do without triggering a licensing migration or any additional purchase.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Base Applications				
Siebel CRM Base	3,750	825.00	Application User	
Siebel Communications, Media and Energy CRM Base Option	400	88.00	Application User	
Siebel Financial Services CRM Base Option	400	88.00	Application User	
Siebel Life Sciences CRM Base Option	400	88.00	Application User	
Siebel Manufacturing CRM Base Option	400	88.00	Application User	
Siebel Distribution CRM Base Option	400	88.00	Application User	
Siebel Public Sector CRM Base Option	400	88.00	Application User	
Siebel CRM Tools and Servers				
Siebel Tools	20,000	4,400.00	Application User	
Siebel Test Automation Interfaces	5,800	1,276.00	Application User	
Siebel Web UI Dynamic Developer Kit	5,800	1,276.00	Application User	
Siebel Server Extensions for UNIX	1,150	253.00	Computer	
Application Testing				
Oracle Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	
Oracle Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50

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Prices in USA (Dollar)

Siebel CRM Applications Pricing
Siebel CRM - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM General				
Siebel Advanced Market Development Funds	500	110.00	Application User	
Siebel Anywhere	200	44.00	Application User	
Siebel Server Sync - Microsoft Exchange Server	120	26.40	Application User	
Siebel Content Publishing	120	26.40	Application User	
Siebel Contracts	700	154.00	Application User	
Siebel CRM Desktop	300	66.00	Application User	
Siebel CTI	200	44.00	Application User	
Siebel Customer Content	350	77.00	Application User	
Siebel Data Quality	120	26.40	Application User	
Siebel Employee Self-Service	120	26.40	Application User	
Siebel Events Manager	350	77.00	Application User	
Siebel Forecasting	300	66.00	Application User	
Siebel Handheld	575	126.50	Application User	
Siebel HelpDesk Online	60	13.20	Application User	
Siebel Lead Management	230	50.60	Application User	
Siebel Mobile	575	126.50	Application User	
Siebel Mobile Sales Assistant Data Access	575	126.50	Application User	
Siebel Mobile Connector	300	66.00	Application User	
Siebel Partner Manager	500	110.00	Application User	
Siebel Remote Client	300	66.00	Application User	
Siebel Signature Capture Tool	60	13.20	Application User	
Siebel Smart Answer Connector	200	44.00	Application User	
Siebel SmartScript	300	66.00	Application User	
Siebel Territory Management	575	126.50	Application User	
Siebel Time and Expense Reporting	120	26.40	Application User	
Siebel Wireless	575	126.50	Application User	
Siebel Connector for Satmetrix Exchange	60	13.20	Application User	
Siebel CRM Customer Order Management				
Siebel Advisor	1,600	352.00	Application User	
Siebel Configurator Administration Server	115,000	25,300.00	Computer	
Siebel Configurator Runtime	2,200	484.00	Application User	
Siebel Customer Order Management Administration Server	230,000	50,600.00	Customer	
Siebel Customer Order Management Administrator	5,800	1,276.00	Application User	
Siebel Dynamic Catalog	1,000	220.00	Application User	
Siebel Dynamic Pricer	1,400	308.00	Application User	
Siebel Quote and Order Capture	1,150	253.00	Application User	
Siebel Quotes	460	101.20	Application User	
Siebel CRM Sales				
Oracle Business Approvals Connector for Sales Managers	350	77.00	Application User	25
Siebel Enterprise Selling Process (ESP)	200	44.00	Application User	
Siebel Portfolio Management Process (PMP)	200	44.00	Application User	
Siebel Proposals and Presentations	400	88.00	Application User	
Siebel Target Account Selling (TAS)	200	44.00	Application User	
Siebel CRM Service				
Siebel Asset Management	350	77.00	Application User	
Siebel Change Management	230	50.60	Application User	
Siebel Email Response	800	176.00	Application User	
Siebel Field Service	575	126.50	Application User	
Siebel HelpDesk Option	500	110.00	Application User	
Siebel Quality Management	300	66.00	Application User	
Siebel Smart Answer for Service	1,050	231.00	Application User	

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Siebel CRM Pricing

Prices In USA (Dollar)

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Field Service				
Siebel Barcode	120	26.40	Application User	
Siebel Logistics Manager	300	66.00	Application User	
Siebel Preventive Maintenance	200	44.00	Application User	
Siebel Repair	200	44.00	Application User	
Siebel Scheduling	400	88.00	Application User	
Oracle Real-Time Scheduler	2,650	583.00	Field Resource	40
Siebel CRM Marketing Automation				
Siebel Campaign Management	2,530	556.60	Application User	
Siebel Email/Web Offer Designer	175	38.50	Application User	
Siebel Email Marketing Server	115,000	25,300.00	Computer	
Siebel Marketing Resource Manager	230	50.60	Application User	
Siebel CRM Marketing Server				
Siebel Marketing Server - up to 500,000 records	172,500	37,950.00	Computer	
Siebel Marketing Server - up to 1,000,000 records	230,000	50,600.00	Computer	
Siebel Marketing Server - up to 3,000,000 records	316,500	69,630.00	Computer	
Siebel Marketing Server - up to 5,000,000 records	402,500	88,550.00	Computer	
Siebel Marketing Server - up to 10,000,000 records	490,000	107,800.00	Computer	
Siebel Marketing Server - unlimited records	575,000	126,500.00	Computer	
Siebel CRM Loyalty				
Siebel CRM Loyalty applications are only available to customers using the Siebel SIA repository. Customers using the SEA repository must first move to the SIA repository.				
Siebel Loyalty Engine Standard Edition	46,000	10,120.00	100K Member Records	5
Siebel Loyalty Engine Multi-Partner Edition	105,000	23,100.00	100K Member Records	5
Siebel Loyalty In-Store Engine	115	25.30	Retail Register	500
Siebel Loyalty Manager	1,150	253.00	Application User	
Siebel Loyalty Member Services Representative	575	126.50	Application User	
Siebel CRM Warranty				
Siebel Warranty Claims	1,500	330.00	Application User	10
Siebel Warranty Validation Server	100,000	22,000.00	Computer	2
Siebel Warranty Processing	3,000	660.00	1,000 Claims	
Siebel Warranty Management Administrator	25,000	5,500.00	Application User	2

Siebel CRM Applications Pricing

Siebel CRM - Employee Applications Not Requiring a Base

Note that while these modules do not require a base application for the individual user, the customer must license some number of base applications.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Not Requiring a Base - General				
Siebel Content Publishing	120	26.40	Application User	
Siebel Customer Content	350	77.00	Application User	
Siebel Handheld Stand Alone	1,150	253.00	Application User	
Siebel HelpDesk	1,150	253.00	Application User	
Siebel CRM Not Requiring Base - Marketing and Loyalty				
Siebel Loyalty Service Agent Console	2,700	594.00	Application User	
Siebel Segment Manager Stand Alone	2,900	638.00	Application User	
Siebel CRM Not Requiring Base - Customer Order Management				
Siebel Configurator Administration Server	115,000	25,300.00	Computer	
Siebel Customer Order Management Administration Server	230,000	50,600.00	Customer	
Siebel Order Validation Engine	0.2300	0.0500	Electronic Order Line	
Siebel CRM Not Requiring Base - HelpDesk				
Siebel Asset Management	350	77.00	Application User	
Siebel Change Management	230	50.60	Application User	
Siebel HelpDesk Online	60	13.20	Application User	

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Siebel CRM Applications Pricing

Siebel CRM - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Self-Service				
Siebel E-Commerce	345,000	75,900.00	Processor	2
Siebel E-Support	172,500	37,950.00	Processor	2
Siebel Configurator Runtime for E-Commerce	115,000	25,300.00	Processor	2
Siebel Dynamic Pricer for E-Commerce	57,500	12,650.00	Processor	2
Siebel CRM Customer Portal				
Siebel eCustomer	172,500	37,950.00	Processor	
Siebel eSales	115,000	25,300.00	Processor	
Siebel eService	57,500	12,650.00	Processor	
Siebel Web Marketing	34,500	7,590.00	Processor	
Siebel Loyalty Customer Portal	11,500	2,530.00	Processor	
Siebel CRM Customer Portal Modules				
Siebel Advisor for Customers	46,000	10,120.00	Processor	
Siebel Configurator Runtime for Customers	57,500	12,650.00	Processor	
Siebel Content Publishing for Customers	5,800	1,276.00	Processor	
Siebel Dynamic Pricer for Customers	46,000	10,120.00	Processor	
Siebel Events	30,000	6,600.00	Processor	
Siebel Self-Service Wireless for Customers	17,300	3,806.00	Processor	
Siebel SmartScript for Customers	11,500	2,530.00	Processor	
Siebel CRM Customer Modules not Requiring a Customer Portal				
Siebel Advisor Stand Alone	57,500	12,650.00	Processor	

Siebel CRM Applications Pricing

Siebel CRM - Partner Applications

For each Partner user, Siebel partner options must be licensed at the same level or less then the Siebel Partner Portal. For Example, if the customer licensed 100 Siebel Partner Portal then Siebel Partner Commerce must have a quantity of 100 or less. This rule applies only to options using the Registered User metric.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Partner Portal				
Siebel Partner Portal	500	110.00	Registered User	
Siebel Loyalty Partner Portal	230	50.60	Registered User	
Siebel CRM Partner Portal Modules				
Siebel Advanced Market Development Funds for Partners	350	77.00	Registered User	
Siebel Advisor for Partners	150	33.00	Registered User	
Siebel Anywhere for Partners	200	44.00	Registered User	
Siebel Basic Pricer for Partners	120	26.40	Registered User	
Siebel Campaign Management for Partners	700	154.00	Registered User	
Siebel Campaigns for Partners	120	26.40	Registered User	
Siebel Configurator Runtime for Partners	575	126.50	Registered User	
Siebel Content Publishing for Partners	60	13.20	Registered User	
Siebel Customer Order Management Administrator for Partners	1,150	253.00	Registered User	
Siebel Dynamic Pricer for Partners	350	77.00	Registered User	
Siebel Field Service for Partners	350	77.00	Registered User	
Siebel Forecasting for Partners	120	26.40	Registered User	
Siebel Logistics Manager for Partners	120	26.40	Registered User	
Siebel Marketing Resource Manager for Partners	120	26.40	Registered User	
Siebel Partner Commerce	400	88.00	Registered User	
Siebel PRM Wireless	175	38.50	Registered User	
Siebel Proposals and Presentations for Partners	175	38.50	Registered User	
Siebel Remote Client for Partners	120	26.40	Registered User	
Siebel SmartScript for Partners	120	26.40	Registered User	
Siebel Warranty for Partners	300	66.00	Registered User	
Siebel CRM Partner Modules Not Requiring Partner Portal				
Siebel PRM Wireless Stand Alone	400	88.00	Registered User	

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Siebel CRM Applications Pricing
Siebel CRM Web Channel

Siebel CRM Web Channel is intended for customers that have an existing Siebel implementation and have a functionality hole or two they need to fill that cannot easily be filled any other way. Siebel CRM Web Channel should never be used where standard Siebel licensing is available.

Siebel CRM Web Channel requires, at a minimum, the customer license one User of Siebel Tools and 100 user of Siebel CRM Base or equivalent.

A licensed user of a Siebel CRM Base does not require additional Web Channel licensing as the Web Channel deployment option is included in their license. Siebel CRM Web Channel pricing is available for Siebel CRM objects as well as Siebel Industry objects and all quote the same set of products.

Siebel CRM Web Channel pricing is designed for Siebel customers who desire to extend the usefulness of their Siebel deployment by providing additional users access to Siebel Business Objects with defined methods, events, and data and reuse Siebel Business Objects and project Siebel Data through an independent User Interface via:

- Built-in scripting of Siebel objects using Siebel VB, Siebel eScript, and Browser Script
- Component Object Model (COM) using the Siebel Web Client Automation Server, Siebel COM Data Control, Siebel COM Data Server, and Siebel Mobile/Dedicated Web Client Automation Server
- CORBA using Siebel CORBA Object Manager
- Java or J2EE using Siebel Java Data Bean, JMS or JCA
- HTTP-based Integration Objects
- Transport technologies such as: MQ Series, MSMQ, BizTalk, OLE DB

Siebel CRM Web Channel user capabilities include:

- Full access to the data model corresponding to the business objects licensed
- Reduced access to specialized application behavior, especially within specialized applet classes
- Ability to customize and extend application behavior via Siebel business services and scripting

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Web Channel				
Siebel CRM Web Channel for Employees- up to 15 Objects	700	154.00	Application User	
Siebel CRM Web Channel for Customers- up to 15 Objects	69,000	15,180.00	Processor	

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Siebel Communications, Media and Energy Applications Pricing
Siebel Communications, Media and Energy - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Communications, Media and Energy General				
Siebel CME Contracts	700	154.00	Application User	
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Premises	175	38.50	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Work Orders	175	38.50	Application User	
Siebel Communications, Media and Energy Customer Order Management				
Siebel Bulk Order Capture	750	165.00	Application User	
Siebel Bulk Orders Administration Server	115,000	25,300.00	Customer	
Siebel CME Quote and Order Capture	1,500	330.00	Application User	
Siebel Multisite Ordering	595	130.90	100 Sites	300
Siebel Promotion Groups	750	165.00	Application User	
Siebel Communications, Media and Energy Sales				
Siebel Call Reports	120	26.40	Application User	
Siebel Design Opportunity Management	300	66.00	Application User	
Siebel Field Service Assets	175	38.50	Application User	
Siebel Pricing Authorization Management	200	44.00	Application User	
Siebel Pricing Claims Server - Up to 20 Users	115,000	25,300.00	Computer	
Siebel Communications, Media and Energy Service				
Siebel Billing Management	175	38.50	Application User	
Siebel Credit Management	175	38.50	Application User	
Siebel Fraud Management	120	26.40	Application User	
Siebel Price Comparison	2,500	550.00	Application User	

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Siebel Communications, Media and Energy Applications Pricing
Siebel Communications, Media and Energy - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Communications, Media and Energy Self-Service				
Siebel Communications E-Commerce	415,000	91,300.00	Processor	2
Siebel Communications E-Support	210,000	46,200.00	Processor	2
Siebel Communications, Media and Energy Customer Portal				
Siebel CME eCustomer	175,000	38,500.00	Processor	
Siebel CME eSales	115,000	25,300.00	Processor	
Siebel CME eService	57,500	12,650.00	Processor	
Siebel CME Web Marketing	34,500	7,590.00	Processor	
Siebel Communications, Media and Energy Customer Portal Modules				
Siebel Price Comparison for Customers	57,500	12,650.00	Processor	
Siebel CME Quote and Order Capture for Customers	40,000	8,800.00	Processor	

Siebel Communications, Media and Energy Applications Pricing
Siebel Communications, Media and Energy - Partner Applications

For each Partner user, Siebel partner options must be licensed at the same level or less then the Siebel CME Partner Portal. For Example, if the customer licensed 100 Siebel CME Partner Portal then Siebel CME Partner Commerce must have a quantity of 100 or less. This rule applies only to options using the Registered User metric.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Communications, Media and Energy Partner Portal				
Siebel CME Partner Portal	525	115.50	Registered User	
Siebel Communications, Media and Energy Partner Portal Modules				
Siebel CME Partner Commerce	400	88.00	Registered User	
Siebel Bulk Order Capture for Partners	175	38.50	Registered User	
Siebel Credit Management for Partners	60	13.20	Registered User	
Siebel Design Opportunity Management for Partners	120	26.40	Registered User	
Siebel Fraud Management for Partners	60	13.20	Registered User	
Siebel Pricing Authorization Management for Partners	175	38.50	Registered User	
Siebel Promotion Groups for Partners	175	38.50	Registered User	
Siebel CME Quote and Order Capture for Partners	400	88.00	Registered User	

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Siebel Financial Services Applications Pricing
Siebel Financial Services Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Financial Services General				
Siebel Customer Relationship Console - HTML	850	187.00	Application User	
Siebel Finance Events Manager	400	88.00	Application User	
Siebel Financial Accounts	200	44.00	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Financial Services Proposals and Presentations	400	88.00	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Financial Services Customer Order Management				
Siebel Financial Services Customer Order Management for Banking	1,500	330.00	Application User	
Siebel Financial Services Quote and Order Capture	1,150	253.00	Application User	
Siebel Financial Services Quotes	460	101.20	Application User	
Siebel Financial Services Sales				
Siebel Call Reports	120	26.40	Application User	
Siebel Needs Analysis/Applications - Non credit	200	44.00	Application User	
Siebel Financial Services Finance Line of Business				
Siebel Collections	575	126.50	Application User	
Siebel Commercial Banking Loan Approval	300	66.00	Application User	
Siebel Corporate and Commercial Banking	200	44.00	Application User	
Siebel Credit Origination	260	57.20	Application User	
Siebel Institutional Sales and Research	300	66.00	Application User	
Siebel Investment Banking	200	44.00	Application User	
Siebel Investment Management	300	66.00	Application User	
Siebel Retirement/Pension Management	300	66.00	Application User	
Siebel Small Business Banking	200	44.00	Application User	
Siebel Wealth Management	300	66.00	Application User	
Siebel Financial Services Healthcare				
Siebel Group Coverage	300	66.00	Application User	
Siebel Healthcare Providers and Facilities	200	44.00	Application User	
Siebel Individual Coverage	180	39.60	Application User	
Siebel Financial Services Insurance				
Siebel Group Pensions	300	66.00	Application User	
Siebel Group Policies	300	66.00	Application User	
Siebel Individual Life and Annuities	175	38.50	Application User	
Siebel Personal Lines Claims	230	50.60	Application User	
Siebel Personal Lines Policies	300	66.00	Application User	
Siebel Financial Services Insurance Service				
Siebel Insurance Field Service	575	126.50	Application User	

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Siebel Financial Services Applications Pricing
Siebel Financial Services - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Financial Services Customer Portal				
Siebel Financial Services eCustomer	172,500	37,950.00	Processor	
Siebel Financial Services eSales	115,000	25,300.00	Processor	
Siebel Financial Services eService	57,500	12,650.00	Processor	
Siebel Financial Services Web Marketing	34,500	7,590.00	Processor	
Siebel Enrollment Portal	70,000	15,400.00	Processor	
Siebel Financial Services Customer Portal Modules				
Siebel Finance Events	40,000	8,800.00	Processor	

Siebel Financial Services Applications Pricing
Siebel Financial Services - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Financial Services Partner Portal				
Siebel Agent Portal	500	110.00	Registered User	
Siebel Finance Partner Portal	500	110.00	Registered User	
Siebel Service Provider Portal	175	38.50	Registered User	
Siebel Financial Services Agent Portal Options				
Siebel Individual and Group Coverage for Partners	120	26.40	Registered User	
Siebel Life and Pensions for Partners	120	26.40	Registered User	
Siebel P&C Claims for Partners	120	26.40	Registered User	
Siebel P&C Policies for Partners	175	38.50	Registered User	
Siebel Financial Services Partner Portal Modules				
Siebel Financial Services Proposals and Presentations for Partners	175	38.50	Registered User	

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Siebel Life Sciences Applications Pricing

Siebel Life Sciences - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences General				
Siebel Advanced Contracts	1,450	319.00	Application User	
Siebel Business Rules	400	88.00	Application User	
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Managed Care	1,150	253.00	Application User	
Siebel Managed Care Profile	300	66.00	Application User	
Siebel Medical Education	200	44.00	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Opportunities and Contracts	300	66.00	Application User	
Siebel Pharma Campaigns	575	126.50	Application User	
Siebel Prescription Analysis	300	66.00	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Samples	300	66.00	Application User	
Siebel Life Sciences Sales				
Siebel Design Opportunity Management	300	66.00	Application User	
Siebel Pricing Authorization Management	200	44.00	Application User	
Siebel Pricing Claims Server-Up to 20 Users	115,000	25,300.00	Computer	
Siebel Life Sciences Service				
Siebel Collections	575	126.50	Application User	
Siebel Life Sciences Medical Sales				
Siebel Medical Handheld	700	154.00	Application User	
Siebel Medical Inventory Management	300	66.00	Application User	
Siebel Life Sciences Medical Service				
Siebel Medical Field Service	575	126.50	Application User	
Siebel Life Sciences Pharma Sales				
Siebel Pharma Handheld	700	154.00	Application User	
Siebel Signature Capture	120	26.40	Application User	
Siebel Life Sciences Pharma Marketing Server				
Siebel Pharma Marketing Server-First Brand	1.15	0.2500	Customer Record	
Siebel Pharma Marketing Server-Additional Brand	1.15	0.2500	Customer Record	
Siebel Pharma Marketing Server-Unlimited Brands – Unlimited records	345,000	75,900.00	Processor	

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Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Employee Applications Not Requiring a Base

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences not requiring a Base - General				
Siebel Medical Handheld Stand Alone	1,350	297.00	Application User	
Siebel Pharma Handheld Stand Alone	1,350	297.00	Application User	
Siebel Life Sciences Medical Handheld Stand Alone Modules				
Siebel Medical Inventory Management	300	66.00	Application User	
Siebel Life Sciences Pharma Handheld Stand Alone Modules				
Siebel Expense Reports for Handheld Stand Alone	115	25.30	Application User	
Siebel Medical Education for Handheld Stand Alone	115	25.30	Application User	
Siebel Samples for Handheld Stand Alone	175	38.50	Application User	
Siebel Signature Capture Stand Alone	115	25.30	Application User	

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences Customer Portal				
Siebel Pharma eService	80,000	17,600.00	Processor	
Siebel Life Sciences Pharma eService Modules				
Siebel MedEd for Customers	29,000	6,380.00	Processor	
Siebel Samples for Customers	29,000	6,380.00	Processor	
Siebel Details	175	38.50	Application User	
Siebel Details – Server capacity for an additional 10 concurrent users	27,500	6,050.00	Computer	
Siebel Details – Server capacity for an additional 50 concurrent users	55,000	12,100.00	Computer	
Siebel Details – Server capacity for an additional 100 concurrent users	90,000	19,800.00	Computer	
Siebel Details – Server capacity for an additional 200 concurrent users	126,500	27,830.00	Computer	

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences Partner Portal Modules				
Siebel Delegated Business Rules for Partners	175	38.50	Registered User	
Siebel Design Opportunity Management for Partners	120	26.40	Registered User	
Siebel Details	175	38.50	Application User	
Siebel Details – Server capacity for an additional 10 concurrent users	27,500	6,050.00	Computer	
Siebel Details – Server capacity for an additional 50 concurrent users	55,000	12,100.00	Computer	
Siebel Details – Server capacity for an additional 100 concurrent users	90,000	19,800.00	Computer	
Siebel Details – Server capacity for an additional 200 concurrent users	126,500	27,830.00	Computer	
Siebel Life Sciences Field Service for Partners	350	77.00	Registered User	
Siebel Pricing Authorization Management for Partners	175	38.50	Registered User	

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Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Manufacturing General				
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Manufacturing Automotive				
Siebel Business Rules	400	88.00	Application User	
Siebel Financial Accounts	200	44.00	Application User	
Siebel Lease End-of-Term Processing	200	44.00	Application User	
Siebel Personal Lines Claims	230	50.60	Application User	
Siebel Remarketing	575	126.50	Application User	
Siebel Title Management	120	26.40	Application User	
Siebel Vehicle Contracts	200	44.00	Application User	
Siebel Manufacturing Oil, Gas and Chemicals				
Siebel OGC Contracts	700	154.00	Application User	
Siebel OGC Quote and Order Capture	1,150	253.00	Application User	
Siebel Premises	175	38.50	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Work Orders	175	38.50	Application User	
Siebel Manufacturing Sales				
Siebel Design Opportunity Management	300	66.00	Application User	
Siebel Pricing Authorization Management	200	44.00	Application User	
Siebel Pricing Claims Server-Up to 20 User	115,000	25,300.00	Computer	
Siebel Manufacturing Automotive Sales				
Siebel Credit Origination	260	57.20	Application User	
Siebel Manufacturing Oil, Gas and Chemicals Sales				
Siebel Call Reports	120	26.40	Application User	
Siebel Manufacturing Automotive Service				
Siebel Collections	575	126.50	Application User	
Siebel Manufacturing Oil, Gas and Chemicals Service				
Siebel Billing Management	175	38.50	Application User	
Siebel Credit Management	175	38.50	Application User	
Siebel Fraud Management	120	26.40	Application User	

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Prices in USA (Dollar)

Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Manufacturing Customer Portal				
Siebel OGC eCustomer	172,500	37,950.00	Processor	
Siebel OGC eSales	115,000	25,300.00	Processor	
Siebel OGC eService	57,500	12,650.00	Processor	
Siebel OGC Web Marketing	34,500	7,590.00	Processor	
Siebel Manufacturing Oil, Gas and Chemicals Customer Portal				
Siebel OGC Quote and Order Capture for Customers	40,000	8,800.00	Processor	

Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Manufacturing Partner Portal				
Siebel Dealer Portal	500	110.00	Registered User	
Siebel OGC Partner Portal	500	110.00	Registered User	
Siebel Manufacturing Partner Portal Modules				
Siebel Design Opportunity Management for Partners	120	26.40	Registered User	
Siebel Pricing Authorization Management for Partners	175	38.50	Registered User	
	(Each user of Dealer Portal Options requires a user of Dealer Portal)			
Siebel Manufacturing Dealer Portal Modules				
Siebel Credit Origination for Partners	260	57.20	Registered User	
Siebel Dealer Advanced Marketing	500	110.00	Registered User	
Siebel Delegated Business Rules for Partners	175	38.50	Registered User	
Siebel Financial Accounts for Partners	175	38.50	Registered User	
Siebel Remarketing for Partners	575	126.50	Registered User	
Siebel Showroom for Dealers	575	126.50	Registered User	
	(Each user requires a user of OGC Partner Portal)			
Siebel Manufacturing Oil, Gas and Chemicals Partner Portal Modules				
Siebel OGC Partner Commerce	400	88.00	Registered User	
Siebel Credit Management for Partners	60	13.20	Registered User	
Siebel Fraud Management for Partners	60	13.20	Registered User	
Siebel OGC Quote and Order Capture for Partners	230	50.60	Registered User	

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Siebel Manufacturing and Distribution Applications Pricing
Siebel Distribution - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Distribution General				
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Distribution Consumer Goods General				
Siebel Advanced Contracts	1,450	319.00	Application User	
Siebel Consumer Goods Customer Order Management Administration Server	138,000	30,360.00	Customer	
Siebel Deductions	200	44.00	Application User	
Siebel Consumer Goods Dynamic Catalog	400	88.00	Application User	
Siebel Inventory and Order Management	1,150	253.00	Application User	
Siebel Consumer Goods Quote and Order Capture	870	191.40	Application User	
Siebel Sales Volume Planning	300	66.00	Application User	
Siebel Trade Promotions	350	77.00	Application User	
Demantra Predictive Trade Planning	1,800	396.00	$Million COGS	150
option: Demantra Trade Promotion Optimization	870	191.40	$Million COGS	150
Siebel Distribution Consumer Goods Sales				
Siebel Consumer Goods Sales Handheld	700	154.00	Application User	
Siebel Van Sales/Delivery	460	101.20	Application User	
Siebel Distribution Hospitality Sales				
Siebel Group Inventory and Execution	4,200	924.00	Application User	
Siebel Distribution Not Requiring a Base - General				
Siebel Consumer Goods Sales Handheld DSS	1,350	297.00	Application User	
Siebel Van Sales/Delivery	460	101.20	Application User	
Siebel Group Sales and Event Management	200	44.00	Guest Room	

Siebel Manufacturing and Distribution Applications Pricing
Siebel Distribution - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Distribution Consumer Goods Partner Portal Modules				
Siebel Deductions for Partners	175	38.50	Registered User	
Siebel Sales Volume Planning for Partners	120	26.40	Registered User	
Siebel Trade Promotions for Partners	300	66.00	Registered User	

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Siebel Public Sector Applications Pricing
Siebel Public Sector - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Public Sector General				
Siebel Network Order Entry	460	101.20	Application User	

Siebel Public Sector Applications Pricing
Siebel Public Sector Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Public Sector Self-Service				
Siebel Public Sector E-Support	175,000	38,500.00	Processor	2
Siebel Public Sector Customer Portal				
Siebel Public Sector eService	80,000	17,600.00	Processor	

Siebel Public Sector Applications Pricing
Siebel Public Sector Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Public Sector Partner Portal				
Siebel Public Sector Partner Portal	500	110.00	Registered User	

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Complementary Applications to Siebel CRM

Siebel CRM Applications Pricing
Oracle E-Billing Applications

Licensing Oracle Self-Service E-Billing does not require also licensing any Siebel applications. The customer can run Self-Service E-Billing on its own.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Oracle Self-Service E-Billing				
Oracle Self-Service E-Billing Business Edition	10,500	2,310.00	$M in Application Annual Revenue	50
Oracle Self-Service E-Billing Consumer Edition	8	1.76	Registered User	50,000

Siebel CRM Applications Pricing
Real-Time Decisions (RTD) Applications

RTD				
Oracle Real-Time Decisions Base Application	57,500	12,650.00	Processor	
Oracle Real-Time Decisions for Siebel Intelligent Offer Generation	1,800	396.00	Application User	
Oracle Real-Time Decisions for Siebel E-Commerce	57,500	12,650.00	Processor	

Siebel CRM Applications Pricing
Oracle Policy Automation Applications

NOTE: The number of licenses required for Oracle Policy Automation Connectors is determined by counting the number of processors or application users for the OPA instances being connected to. For instance, if the customer uses Processor licenses to connect Siebel to OPA, the number of processors needed are based on the OPA instance not the Siebel instance.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Policy Automation Authoring				
Oracle Policy Modeling	100,000	22,000.00	Application User	
Policy Automation Deployment				
Oracle Policy Automation	200,000	44,000.00	Processor	
Oracle Policy Automation	1,000	220.00	Application User	500
Oracle Policy Automation for Mobile Devices	1,000	220.00	Application User	500
Oracle Policy Automation for Oracle CRM On Demand	500	110.00	Application User	50
Policy Automation General				
Oracle Policy Automation Connector for Siebel	80,000	17,600.00	Processor	
Oracle Policy Automation Connector for Siebel	400	88.00	Application User	500
Oracle Policy Automation Connector for Oracle CRM On Demand	50,000	11,000.00	Connected Instance	
Oracle Policy Automation Connector for SAP Java Connector	120,000	26,400.00	Processor	
Oracle Policy Automation Connector for SAP Java Connector	600	132.00	Application User	500

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Prices in USA (Dollar)

Siebel CRM Applications Pricing
Oracle ATG and Endeca Offerings

	License Price	Software Update License & Support	Licensing Metric	Minimum
ATG Commerce				
ATG Web Commerce	1,000,000	220,000.00	500,000 Requests per Day	
WebCenter Sites for Oracle ATG Web Commerce	80,000	17,600.00	500,000 Requests per Day	
ATG Web Commerce Merchandising	50,000	11,000.00	Application User	2
ATG Web Commerce Service Center	2,500	550.00	Application User	20
ATG Web Commerce Search	160,000	35,200.00	Processor	
ATG Developer and Administrator				
ATG Web Commerce Developer and Administrator	5,000	1,100.00	Application User	
ATG Knowledge Manager				
ATG Web Knowledge Manager	10,000	2,200.00	Application User	20
ATG Web Knowledge Manager Self-Service	200,000	44,000.00	Processor	
Endeca Search				
Endeca Guided Search	300,000	66,000.00	1,000,000 Queries per Day	
Endeca Experience Manager	200,000	44,000.00	500,000 Requests per Day	
Endeca Search Add-Ons				
Endeca Relationship Discovery	45,000	9,900.00	Processor	
Endeca Text Enrichment	15,000	3,300.00	Processor	
Endeca Text Enrichment with Sentiment Analysis	45,000	9,900.00	Processor	
Endeca Developer and Administrator				
Endeca Developer	5,000	1,100.00	Application User	

Siebel CRM Applications Pricing
Oracle Knowledge Applications

Oracle Knowledge Notes

- Oracle Knowledge Standard Edition offerings are limited to 10 moderators in the community forums and access by 250 partner organizations.
- Oracle Knowledge Standard Edition offerings do not include Industry ontologies (pre-packaged dictionaries with common industry terminology) and Guided Flows (decision tree style question-answer diagnostics).
- Oracle Knowledge Enterprise Edition customers receive everything in the Standard Edition version plus unlimited forum moderators, unlimited partner organization access, as well as industry ontologies and Guided Flows.
- Oracle Knowledge for Web Self-Service (Standard and Enterprise) include all Web Self-Service interfaces owned by the client, including the www support site, extranets for partners, agents or distributors as well as intranets for knowledge sharing.
- Oracle Knowledge for Contact Center licenses are required for all knowledge authors or other users such as approvers and reviewers contributing to knowledge creation workflows.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Knowledge Enterprise Edition				
Oracle Knowledge for Contact Center Enterprise Edition	2,000	440	Application User	
Oracle Knowledge for Web Self Service Enterprise Edition	300,000	66,000	Processor	
Knowledge Standard Edition				
Oracle Knowledge for Contact Center Standard Edition	1,250	275	Application User	
Oracle Knowledge for Web Self Service Standard Edition	150,000	33,000	Processor	
Knowledge Analytics				
Oracle Knowledge Analytics	5,800	1,276	Application User	5

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Prices in USA (Dollar)

Siebel CRM Applications Pricing
Oracle ATG Click-to-Call, Live Help, and Recommendations

	Annual Fee	Support	Licensing Metric	Minimum
Click-to-Call Cloud Service				
Click-to-Call Interactions Cloud Service				
10,000 - 49,999 Interactions	600	Included	1K Interaction Credits	
50,000 - 99,999 Interactions	550	Included	1K Interaction Credits	
100,000 - 249,999 Interactions	500	Included	1K Interaction Credits	
250,000 - 499,999 Interactions	450	Included	1K Interaction Credits	
500,000 - 749,999 Interactions	400	Included	1K Interaction Credits	
750,000 - 1,449,999 Interactions	350	Included	1K Interaction Credits	
1,500,000 + Interactions	300	Included	1K Interaction Credits	
Click-to-Call Standard Telco Cloud Service	See Rate Schedule	Included	Minute	

Siebel CRM Applications Pricing
Oracle User Productivity Kit (UPK) Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
UPK				
Oracle User Productivity Kit Standard (UPK)	17,500	3,850.00	UPK Developer	
Oracle User Productivity Kit Standard (UPK)	90	19.80	Application User	50
Oracle User Productivity Kit Standard (UPK)	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500
UPK Content Materials for CRM				
Siebel UPK Fundamentals for Siebel CRM Base				
(Up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	
Siebel UPK for Oracle Customer Hubs				
(Up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	
Siebel UPK for Siebel Customer Order Management				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Loyalty				
(Up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	
Siebel UPK for Siebel Partner Manager				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Marketing				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Sales				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Service				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Territory Management				
(Up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	

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Prices in USA (Dollar)

Siebel CRM Applications Pricing
Oracle Master Data Management Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Master Data Management - Customer Hub for B2B				
Oracle Customer Hub B2B	9	1.98	Record	50,000
Oracle Customer Hub Add-on B2B for Siebel CRM and Oracle E-Business Suite	4.50	0.9900	Record	50,000
Customer Hub & Customer Hub Add-on options	*(Customer Hub options are available only with Siebel UCM)*			
option: Oracle Activity Hub B2B	3.20	0.7000	Record	50,000
option: Oracle Field Service Hub B2B	3.20	0.7000	Record	50,000
option: Oracle Marketing Hub B2B	3.20	0.7000	Record	50,000
option: Oracle Sales Hub B2B	3.20	0.7000	Record	50,000
option: Oracle Service Hub B2B	3.20	0.7000	Record	50,000
Master Data Management - Customer Hub for B2C				
Oracle Customer Hub B2C	0.4600	0.1000	Record	1,000,000
Oracle Customer Hub Add-on B2C for Siebel CRM and Oracle E-Business Suite	0.2300	0.0500	Record	1,000,000
Customer Hub & Customer Hub Add-on options	*(Customer Hub options are available only with Siebel UCM)*			
option: Oracle Activity Hub B2C	0.1600	0.0400	Record	1,000,000
option: Oracle Field Service Hub B2C	0.1600	0.0400	Record	1,000,000
option: Oracle Marketing Hub B2C	0.1600	0.0400	Record	1,000,000
option: Oracle Privacy Management Policy Hub B2C	0.3200	0.0700	Record	1,000,000
option: Oracle Sales Hub B2C	0.1600	0.0400	Record	1,000,000
option: Oracle Service Hub B2C	0.1600	0.0400	Record	1,000,000
Master Data Management - Vertical Customer Hub	*(Vertical MDM options are available only with Siebel UCM)*			
Oracle Automotive Captive Finance Customer Hub	1.60	0.3500	Record	1,000,000
Oracle Case Hub	0.3700	0.0800	Record	1,000,000
Oracle Higher Education Constituent Hub	1.30	0.2900	Record	300,000
Oracle Life Sciences Customer Hub	2.90	0.6400	Record	100,000
Master Data Management - Product Information Management (PIM)				
Oracle Product Hub	14	3.08	Record	20,000
Oracle Product Hub Add-on	7	1.54	Record	20,000
Master Data Management - Administrative & Development				
Oracle Customer Hub Data Steward	5,795	1,274.90	Application User	10
Oracle Higher Education Constituent Hub Data Steward	5,795	1,274.90	Application User	10
Oracle Product Hub Data Steward	5,795	1,274.90	Application User	20

Siebel CRM Applications Pricing
Oracle Master Data Management Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Master Data Management - Data Quality				
Oracle Enterprise Data Quality Address Verification Server	63,300	13,926.00	Processor	4
Oracle Enterprise Data Quality Standardization and Match	275,000	60,500.00	Processor	4
Oracle Enterprise Data Quality Profile and Audit	150,000	33,000.00	Processor	4
Oracle Enterprise Data Quality Product Data Extension	150,000	33,000.00	Processor	4
Oracle Watchlist Screening	200,000	44,000.00	Processor	4

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DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. For Order Management, application users are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately by Electronic Order Line.

$M in Application Annual Revenue: is defined as one million U.S. dollars excluding taxes processed through the licensed program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

Siebel Branch Teller Services program, Siebel Internet Banking Services program, Siebel Retail Finance Foundation Services program and the Siebel Financial Transactions Workbench program, you may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the program documentation, all in accordance with the program documentation, and provided that such materials or modified materials shall be used solely with your licensed use of such programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the programs, ancillary programs, program documentation, or any other materials provided by Oracle, or to permit third parties to do so.

1,000 Claims: is defined as one thousand unique claims processed through the program during a 12 month period. A unique claim is defined as one of the following: OEM Claims entry, supplier claims entry, adjudication. Claims flow through to OPA for automated processing. **You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle.**

Connected Instance: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product that the software product is required to interface.

Cost of Goods Sold: is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

$M Cost of Goods Sold: is defined as one million U.S. dollars of the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Customer: is defined as the customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

Customer Account: is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such accounts.

Customer Record: is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that you may access using the program.

Contact Record: is defined as each database record of an individual contact that is stored in the Siebel Data Model

The **Siebel Marketing Server** program is licensed on a Computer basis together with the number of unique Customer Records that you may access using the program.

The **Siebel Pharma Marketing Server** is licensed on the basis of the number of unique Customer Records that you may access using the program together with the number of Brands that you may manage using the program.

Brand: is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

The **Siebel Details** Program includes a license for 20 Concurrent Users that authorizes you to use the program on only one Physical Server for a maximum of 20 Concurrent Users at any given time.

Electronic Order Line: is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Order Line is defined as the total number of order entry line items processed by the program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless you acquire additional Order Line licenses from Oracle.

Employee: Enterprise Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the Oracle Programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, all of the company's full-time, part-time, temporary employees and agents, contractors and consultants that are providing the outsourcing services for you who have access to, use, or are tracked by the Oracle Programs must be counted for the purposes of determining the number of Enterprise Employees.

Field Resource: is defined as dispatchers using the programs, as well as engineers, technicians, representatives or other persons scheduled by the programs.

Guest Room: is defined as the number of guest rooms managed by the program.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

1K Interaction Credits: is defined as one thousand interaction credits where one interaction credit is defined as (a) one completed Click to Call session or (b) one Click to Chat session or (c) three Email Response outbound emails sent from the Live Help Agent Console.

A Click to Call session is defined as a user initiated PC-to-phone or phone-to-phone call which is connected to a destination phone number.

A Click to Chat session is defined as a user initiated chat from any channel that is removed from a chat session queue in the Live Help Agent Console via an automatic or manual queue distribution.

An Email Response is defined as an agent reply to an inbound email or an agent-originated email. Any fraction of Email Responses less than three will be rounded up to three for purposes of license quantity requirements.

If at any time the amount of 1K Interaction Credits exceeds the licensed quantity, you are required to order additional services such that the amount of 1K Interaction Credits is equal to or less than the number of licensed quantity.

$M in Managed Assets: is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

Member Record: is defined as each unique customer loyalty program Member Record managed by the program. 100k Member Records shall mean one hundred thousand Member Records.

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Named User Plus / Named User is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Oracle VM Management Pack, and Provisioning and Patch Automation Pack, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft all users of the middleware and/or database software that support the respective application program are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Siebel, Load Testing Accelerator for Oracle E-Business Suite, and Load Testing Accelerator Application Development Framework Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Database Firewall, only the processors of the database sources which are protected or monitored must be counted for the purpose of determining the number of licenses required.

Partner Organization: is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Physical Server: is defined as each physical server on which the programs are installed.

The **Siebel Pricing Claims Server-Up to 20 Application Users** is licensed on a Physical Server basis with a limitation on the number of Application Users.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Ops Center Virtualization management Pack and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the program is running for indexing content in configured content sources as long as the foregoing is the only use of the program on all the processors installed in a given server.

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Siebel CRM Pricing

Product Catalog: is defined as a single instance of your product offerings in a tabular structure which includes product details such as name, price, category, SKU number, and other data fields. Product Catalogs must be provided from you to Oracle via File Transfer Protocol (FTP) or API feed.

For the purposes of Oracle Recommendations Single-Channel On Demand and Oracle Multi-Channel On Demand, hosting is included for one Product Catalog that includes only up to 500,000 products.

For the purposes of Oracle Recommendations Additional Catalog On Demand, a Product Catalog refers to each of your additional deployed Product Catalogs that each include only up to 500,000 products.

For the purposes of Oracle Recommendations Large Catalog On Demand, a Product Catalog refers to each of your deployed Product Catalogs that each include more than 500,000 products per Product Catalog.

If at any time the amount of Product Catalogs exceeds the licensed quantity, you are required to order additional services such that the amount of Product Catalogs is equal to or less than the number of licensed quantity.

Record: For Customer Hub B2B and Hyperion Data Relationship Management for Customer Hub, record is defined as the number of unique customer database records stored in the Customer Hub B2B application (e.g. stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Customer Data Hub product.

For Customer Hub B2C, record is defined as the number of unique customer database records stored in the Customer Hub B2C application. A customer database record is a unique consumer (i.e. physical person) record which is stored as a contact for the Universal Customer Master product or as a person for the Customer Data Hub product.

For Product Hub, record is defined as the number of unique product database records stored in the Product Hub application. A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Life Sciences Customer Hub program a record is defined as the number of unique customer database records stored in the application. A Life Sciences customer database record is a unique physician (i.e. physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub product.

For the purpose of Oracle Supplier Lifecycle Management and Oracle Supplier Hub applications, a record is a unique business entity or company record, which is stored as Supplier in AP_SUPPLIERS table of the Oracle Supplier Lifecycle Management and Oracle Supplier Hub products.

For all programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

The **Siebel Master Data Application** programs (denoted by the word "Master" in the program name) are licensed on the basis of the number of Contact Records that may be stored in the Master Data Application.

The **Siebel Master Data Application** programs (denoted by the word "Master" in the program name) are subject to the following additional terms: (a) you have no right to use the user interface of such programs except through the Customer Data Steward or Product Data Steward modules, and (b) you can use only those components of the Siebel Master Data application program that have been licensed by you.

Registered User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. Registered Users shall be only your business partners and/or customers and shall not be your employees.

1,000,000 Queries Per Day: is defined as one million queries to the MDEX engine, including but not limited to: text searches; changes to facet (refinement); page up/down through results (any text box query, change in facet selection, change in results viewed), from midnight to the next midnight (e.g., a day).

500,000 Requests Per Day is defined as five hundred thousand requests from midnight to the next midnight (e.g., a day).

For the purposes of the following program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: WebCenter Sites for Oracle ATG Web Commerce, requests to the WebCenter Sites or WebCenter Sites Satellite Server programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Endeca Experience Manager, requests at the Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g. ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

Retail Register is defined as any device designed to record any part of a sales transaction.

100 Sites is defined as the number of unique Sites added to Multi-Site Quotes created over the last 12 calendar months. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of the Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. Only unique Sites are counted, i.e., a Site, as defined by its Service Account and Service Point values, added to multiple Multi-Site Quotes created in a 12-month period is only counted once.

100MB per month is defined as 100 megabytes of storage space used each month.

Telephone Number is defined as each unique telephone number for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such telephone numbers.

1K Transactions is defined as one thousand unique transactions processed through the program during a 12 month period. **You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle.**

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

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Siebel CRM Pricing

UPK Module is defined as the functional software component described in the product documentation

The users or processors of the **Siebel Web Channel** program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the programs that is defined in the Siebel Tools program.

1M Web Sessions is defined as one million web sessions where a web session is defined as a sequence of requests from a uniquely identified client that expire after 30 minutes of inactivity. The total number of Web Sessions per calendar year must be aggregated for the purposes of license quantity requirements. If at any time the amount of 1M Web Sessions exceeds the licensed quantity, you are required to order additional services such that the amount of 1M Web Sessions is equal to or less than the number of licensed quantity.

Wireless handset is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:
http://edelivery.oracle.com

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via Oracle MetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

Oracle Database Server Support Package 2,300 USA (Dollar) for 10 incidents on one server:
Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
Oracle Application Server Support Package 1,150 USA (Dollar) for 10 incidents on one server:
Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle MetaLink, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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PeopleSoft Component Global Price List

August 7, 2014

Software Investment Guide

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PeopleSoft Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Customer Relationship Management				
CRM Personal Information Management Server Sync	295	64.90	Application User	5
CTI Integration	2,295	504.90	Application User	5
Event Management	1,750	385.00	Application User	5
HelpDesk	120	26.40	Employee	All Employees
HelpDesk for Employee Self Service	30	6.60	Employee	All Employees
HelpDesk for Human Resources	120	26.40	Employee	All Employees
Integrated FieldService	4,595	1,010.90	Application User	5
Marketing	7,200	1,584.00	Application User	5
Multichannel Communications	1,950	429.00	Application User	5
Online Marketing	7,200	1,584.00	Application User	5
Order Capture	5,800	1,276.00	Application User	5
Order Capture Self Service	3,500	770.00	Application User	5
Sales	7,500	1,650.00	Application User	5
Service Center for Higher Education	15,250	3,355.00	Application User	5
Support	13,795	3,034.90	Application User	5
Support for Customer Self Service	1,450	319.00	Application User	5
Workforce Communications	70	15.40	Employee	All Employees
Workforce Communications for HelpDesk	25	5.50	Employee	All Employees
Supply Chain Management				
Catalog Management	9,100	2,002.00	Application User	5
eProcurement	80	17.60	Application User	5
eSupplier Connection	9,195	2,022.90	Application User	5
Inventory	4,595	1,010.90	Application User	5
Option: Mobile Inventory Management	1,725	379.50	Application User	5
Order Management	5,100	1,122.00	Application User	5
Purchasing	4,595	1,010.90	Application User	5
Services Procurement	2,995	658.90	Application User	5
Strategic Sourcing	9,195	2,022.90	Application User	5
Supplier Contract Management	6,895	1,516.90	Application User	5
Asset Lifecycle Management				
IT Asset Management	1,055	232.10	Application User	5
Maintenance Management	4,595	1,010.90	Application User	5
Option: Self-Service Work Requests	575	126.50	Application User	5
Real Estate Management	4,595	1,010.90	Application User	5
ESA				
Contracts	6,895	1,516.90	Application User	5
Expenses	6	1.32	Expense Report	1,000
Grants	7,125	1,567.50	Application User	5
Pay/Bill Management	5,395	1,186.90	Application User	5
Program Management	2,895	636.90	Application User	10
Project Costing	4,595	1,010.90	Application User	5
Proposal Management	1,725	379.50	Application User	5
Resource Management	3,495	768.90	Application User	5
Financials				
Cash Management	645	141.90	Application User	5
eSettlements	1,950	429.00	Application User	5
Financials	4,595	1,010.90	Application User	5
Transaction Billing Processor	1,595	350.90	Application User	5
Treasury	28,995	6,378.90	Application User	5

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Prices In USA (Dollar)

PeopleSoft Component Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Human Capital Management (HCM)				
Absence Management	52	11.44	Employee	All Employees
Benefits Administration	85	18.70	Employee	All Employees
Directory Interface	12	2.64	Employee	All Employees
eCompensation	35	7.70	Employee	All Employees
ePerformance	105	23.10	Employee	All Employees
Human Resources	185	40.70	Employee	All Employees
In-Memory Labor Rules and Monitoring	30	6.60	Employee	All Employees
Payroll	225	49.50	Employee	All Employees
Payroll Interface	70	15.40	Employee	All Employees
Pension Administration	85	18.70	Employee	All Employees
Recruiting Solutions	75	16.50	Employee	All Employees
Succession Planning	70	15.40	Employee	All Employees
Time and Labor	110	24.20	Employee	All Employees
Oracle Workforce Scheduling	225	49.50	Employee	All Employees
Enterprise Learning Management				
Enterprise Learning Management	105	23.10	Employee	All Employees
Campus Solutions				
Gradebook	12	2.64	FTE Student	All Students
Campus Self Service	42	9.24	FTE Student	All Students
Contributor Relations	1,350	297.00	Application User	5
Student Administration	185	40.70	FTE Student	All Students
Student Administration Integration Pack	6	1.32	FTE Student	All Students
Portals				
Interaction Hub	500	110.00	Application User	5
PeopleTools				
PeopleTools-Enterprise Development	1,150	253.00	Application User	5
PeopleTools-Enterprise Development Starter Kit	260	57.20	Application User	5
Governance, Risk, and Compliance				
Advanced Controls for PeopleSoft	2,100	462.00	Monitored User	100
Oracle Enterprise Governance, Risk, and Compliance Manager	4,995	1,098.90	Application User	50
Option: Oracle Financial Governance	1,595	350.90	Application User	50
Oracle Fusion Governance, Risk, and Compliance Intelligence	4,595	1,010.90	Application User	10
Application Access Controls Governor	895	196.90	Monitored User	100
Option: Application Access Controls for PeopleSoft Enterprise	200	44.00	Monitored User	100
Configuration Controls Governor	315	69.30	Monitored User	100
Option: Configuration Controls for PeopleSoft Enterprise	255	56.10	Monitored User	100
Enterprise Transaction Controls Governor	805	177.10	Monitored User	100
Option: Oracle Enterprise Transaction Controls Governor Connector to PeopleSoft Enterprise	110	24.20	Monitored User	100
Option: Procure to Pay Transaction Controls for PeopleSoft Enterprise	165	36.30	Monitored User	100
Application Management				
Application Management Suite for PeopleSoft	300	66.00	Named User Plus	200
Application Management Suite for PeopleSoft	15,000	3,300.00	Processor	4
Application Testing				
Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	not applicable
Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50

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PeopleSoft Component Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Application Integration Architecture				
Application Integration Architecture Foundation Pack	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Communications	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Communications	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Insurance	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Insurance	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Utilities	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Utilities	920	202.40	Named User Plus	1
Oracle Enterprise Taxation Management Integration to PeopleSoft Enterprise Financials for General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
Oracle Retail Merchandising Integration Pack for PeopleSoft Enterprise Financials: Financial Operations Control	70,000	15,400.00	Processor	1
Oracle Utilities Customer Care and Billing Integration to PeopleSoft Enterprise Financials for General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
UPK				
Oracle User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Standard	90	19.80	Application User	50
Oracle User Productivity Kit Standard	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for CRM				
PeopleSoft Enterprise UPK HelpDesk for Human Resources	8,800	1,936.00	UPK Module	not applicable
(up to 4K employees and up to $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)				
PeopleSoft Enterprise UPK for Online Marketing	17,500	3,850.00	UPK Module	not applicable
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)				
PeopleSoft Enterprise UPK for Support	8,800	1,936.00	UPK Module	not applicable
(up to 4K employees and up to $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)				

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PeopleSoft Component Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
User Productivity Kit Content Materials for Human Capital Management				
PeopleSoft Enterprise UPK Absence Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Benefits Administration				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft UPK for Candidate Gateway				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eBenefits				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eCompensation Manager Desktop				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK ePay				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK ePerformance				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eProfile				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eProfile Manager Desktop				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft UPK for Global Payroll Core				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Human Resources				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Payroll for North America				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Talent Acquisition Manager				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Time & Labor				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Learning Management				
PeopleSoft Enterprise UPK Enterprise Learning Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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PeopleSoft Component Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
User Productivity Kit Content Materials for Financials/ESA Software				
PeopleSoft Enterprise UPK Asset Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK for Cash Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Contracts				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft UPK for eSettlements				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Expenses				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK General Ledger				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Grants				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Payables				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Project Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Receivables				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit Content Materials for EPM Financials/ESA				
PeopleSoft Enterprise UPK Planning and Budgeting				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Supply Chain Management				
PeopleSoft Enterprise UPK Billing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft UPK for eBill Payment				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eProcurement				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Inventory				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Order Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Purchasing				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK for Strategic Sourcing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft UPK for Supplier Contract Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable

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PeopleSoft Component Global Price List

	Component License Price	Software Update License & Support	Licensing Metric	Minimum
User Productivity Kit Content Materials for Campus Solutions				
PeopleSoft Enterprise UPK for Contributor Relations				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Student Administration				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Other User Productivity Kit Content Materials				
PeopleSoft Enterprise UPK Fundamentals for Campus Solutions				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Fundamentals for Financials and Supply Chain Management Software Modules				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Fundamentals for HCM Software Modules				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Reporting Tools for Campus Solutions				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Reporting Tools for Financials/ESA and Supply Chain Management Software Modules				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Reporting Tools for HCM Software Modules				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Reporting Tools for PeopleTools				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
3rd Party Products - Not available for distribution by Oracle partner				
Microfocus - Not available for distribution by Oracle partner				
Micro Focus International Ltd. Net Express COBOL for Windows				
1 Named User	16,000	3,520.00	See Supplement	not applicable
2 Named Users	28,800	6,336.00	See Supplement	not applicable
3 Named Users	40,500	8,910.00	See Supplement	not applicable
5 Named Users	65,500	14,410.00	See Supplement	not applicable
12 Named Users	115,000	25,300.00	See Supplement	not applicable
25 Named Users	172,500	37,950.00	See Supplement	not applicable
Micro Focus International Ltd. Server Express COBOL for UNIX®				
1 Named User	16,000	3,520.00	See Supplement	not applicable
2 Named Users	28,800	6,336.00	See Supplement	not applicable
3 Named Users	40,500	8,910.00	See Supplement	not applicable
5 Named Users	65,500	14,410.00	See Supplement	not applicable
12 Named Users	115,000	25,300.00	See Supplement	not applicable
25 Named Users	172,500	37,950.00	See Supplement	not applicable
Micro Focus International Ltd. Server Express - Migration from Object COBOL				
2 Named Users	23,000	5,060.00	See Supplement	not applicable
3 Named Users	32,000	7,040.00	See Supplement	not applicable
5 Named Users	52,500	11,550.00	See Supplement	not applicable
12 Named Users	92,000	20,240.00	See Supplement	not applicable
25 Named Users	138,000	30,360.00	See Supplement	not applicable

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DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Expense Report: is defined as the total number of expense reports by Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

FTE Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Monitored User: is defined as an individual who is monitored by an Analytics program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time.

Individual users who are licensed for an Analytics program by either Named User Plus or Application User may not be licensed by Monitored User.

For the purpose of the Usage Accelerator Analytics program, every user of your licensed CRM Sales application program must be licensed.

For the purpose of the Human Resources Compensation Analytics program, all of your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Advanced Controls for eBusiness Suite, Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, and Preventive Controls Governor, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Advanced Controls for PeopleSoft Enterprise, Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications/programs) users (individuals) that the program monitors.

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DEFINITIONS continued

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integrations, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: TimesTen Application-Tier Database Cache, and TimesTen Application-Tier Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

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DEFINITIONS continued

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation.

For a complete list of products offered by Oracle Corporation, please visit the Oracle Software Delivery cloud site:
http://edelivery.oracle.com

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower of the CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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JD Edwards Component Global Price List

August 7, 2014

Software Investment Guide

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
EnterpriseOne				
Customer Relationship Management				
Advanced Pricing	2,295	504.90	Application User	5
Case Management	2,375	522.50	Application User	5
CRM Foundation	640	140.80	Application User	5
Customer Self Service	1,025	225.50	Application User	5
Fulfillment Management	4,595	1,010.90	Application User	5
In-Memory Sales Advisor	11,895	2,616.90	Application User	10
Sales Force Automation	1,200	264.00	Application User	5
Sales Order Management	4,595	1,010.90	Application User	5
One View Reporting for Sales Order Management	1,150	253.00	Application User	5
Service Management	2,375	522.50	Application User	5
One View Reporting for Service Management	1,150	253.00	Application User	5
Service Management Foundation	375	82.50	Application User	5
Manufacturing and Supply Chain Management				
Advanced Stock Valuation	2,900	638.00	Application User	5
Agreement Management	4,595	1,010.90	Application User	5
Apparel Management	3,995	878.90	Application User	5
Blend Management	4,595	1,010.90	Application User	5
Bulk Stock Inventory	2,900	638.00	Application User	5
Configurator	3,495	768.90	Application User	5
Demand Flow Manufacturing	3,495	768.90	Application User	5
Demand Scheduling Execution	4,595	1,010.90	Application User	5
Grower Management	4,595	1,010.90	Application User	5
Grower Pricing and Payments	4,595	1,010.90	Application User	5
In-Memory Planning Advisor	11,595	2,550.90	Application User	10
Inventory Management	4,595	1,010.90	Application User	5
One View Reporting for Inventory Management	1,150	253.00	Application User	5
Manufacturing Management	4,595	1,010.90	Application User	5
One View Reporting for Manufacturing Management	1,150	253.00	Application User	5
Product Variants	2,795	614.90	Application User	5
Quality Management	1,495	328.90	Application User	5
Requirements Planning	1,495	328.90	Application User	5
Transportation Management	4,595	1,010.90	Application User	5
One View Reporting for Transportation Management	1,150	253.00	Application User	5
Warehouse Management	3,450	759.00	Application User	5
One View Reporting for Warehouse Management	1,150	253.00	Application User	5
Supply Chain Planning				
Oracle Advanced Planning Command Center	1,200	264.00	$M Cost of Goods Sold	150
Oracle Advanced Supply Chain Planning	1,800	396.00	$M Cost of Goods Sold	60
Option: Oracle Constraint Based Optimization	435	95.70	$M Cost of Goods Sold	60
Oracle Collaborative Planning	580	127.60	$M Cost of Goods Sold	60
Oracle Global Order Promising	350	77.00	$M Cost of Goods Sold	60
Oracle Inventory Optimization	870	191.40	$M Cost of Goods Sold	60
Oracle Production Scheduling	1,210	266.20	$M Cost of Goods Sold	150
Option: Oracle Repetitive Manufacutring Optimization	390	85.80	$M Cost of Goods Sold	150
Oracle Rapid Planning	1,800	396.00	$M Cost of Goods Sold	75
Oracle Service Parts Planning	2,000	440.00	$M Cost of Goods Sold	150
Oracle Strategic Network Optimization	1,400	308.00	$M Cost of Goods Sold	150
Demantra Demand Management	1,800	396.00	$M Cost of Goods Sold	150
Option: Demantra Advanced Forecasting and Demand Modeling	870	191.40	$M Cost of Goods Sold	150
Option: Demantra Real-time Sales and Operations Planning	1,200	264.00	$M Cost of Goods Sold	150
Demantra Predictive Trade Planning	1,800	396.00	$M Cost of Goods Sold	150
Option: Demantra Deduction and Settlement Management	870	191.40	$M Cost of Goods Sold	150
Option: Demantra Trade Promotion Optimization	870	191.40	$M Cost of Goods Sold	150
Demand Signal Repository	2,900	638.00	$M Revenue Under Mgmt	500
In-Memory Consumption Driven Planning	1,800	396.00	$M Revenue Under Mgmt	500
In-Memory Performance Driven Planning	1,200	264.00	$M Cost of Goods Sold	300

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Supply Management				
Buyer Workspace	1,635	359.70	Application User	5
Operational Sourcing	4,595	1,010.90	Application User	5
Procurement and Subcontract Management	4,595	1,010.90	Application User	5
One View Reporting for Procurement and Subcontract Management	1,150	253.00	Application User	5
Requisition Self Service	80	17.60	Application User	5
Supplier Self Service	9,195	2,022.90	Application User	5
Asset Lifecycle Management				
Advanced Real Estate Forecasting	8,500	1,870.00	Application User	5
Capital Asset Management	4,595	1,010.90	Application User	5
One View Reporting for Capital Asset Management	1,150	253.00	Application User	5
Condition-Based Maintenance	800	176.00	Application User	5
Equipment Cost Analysis	800	176.00	Application User	5
Real Estate Management	3,700	814.00	Application User	5
One View Reporting for Real Estate Management	1,150	253.00	Application User	5
Resource Assignments	570	125.40	Application User	5
Project Management				
Advanced Contract Billing	4,595	1,010.90	Application User	5
Contract and Service Billing	3,495	768.90	Application User	5
Homebuilder Management	4,595	1,010.90	Application User	5
In-Memory Project Portfolio Advisor	11,595	2,550.90	Application User	10
Project Costing	4,595	1,010.90	Application User	5
One View Reporting for Project Costing	1,150	253.00	Application User	5
Financial Management Suite				
Expense Management	6	1.32	Expense Report	1,000
Financials	4,595	1,010.90	Application User	5
Option: Environmental Accounting and Reporting	1,995	438.90	Application User	5
One View Reporting for Financials	1,150	253.00	Application User	5
System Foundation	70	15.40	Application User	5
Health and Safety				
Health and Safety Incident Management	50	11.00	Employee	All Employees
One View Reporting for Health and Safety Incident Management	1,150	253.00	Application User	5
Human Capital Management				
Human Resources	185	40.70	Employee	All Employees
One View Reporting for Human Resources	1,150	253.00	Application User	5
Payroll	225	49.50	Employee	All Employees
One View Reporting for Payroll	1,150	253.00	Application User	5
Self-Service Human Resources	75	16.50	Employee	All Employees
Time and Labor	110	24.20	Employee	All Employees
Tools & Technology				
Adapter for MQ Series	160	35.20	Application User	5
Adapter for MSMQ	160	35.20	Application User	5
Core Tools and Infrastructure	225	49.50	Application User	5
Oracle Technology Foundation for JD Edwards EnterpriseOne	525	115.50	Application User	5
Oracle Technology Foundation for JD Edwards EnterpriseOne Upgrade	300	66.00	Application User	5
One View Reporting				
One View Reporting Foundation	1,150	253.00	Application User	5
Application Management				
Application Management Suite for JD Edwards EnterpriseOne	300	66.00	Named User Plus	200
Application Management Suite for JD Edwards EnterpriseOne	15,000	3,300.00	Processor	4
Application Testing				
Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	not applicable
Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Application Integration Architecture				
Application Integration Architecture Foundation Pack	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Communica	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Communica	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Insurance	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Insurance	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Utilities	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Utilities	920	202.40	Named User Plus	1
Oracle Demantra Sales and Operations Planning Integration to Hyperion Planning	35,000	7,700.00	Processor	1
Oracle Design to Release Integration Pack for Agile Product Lifecycle Management and JD Edwards EnterpriseOne	70,000	15,400.00	Processor	1
Oracle Utilities Customer Care and Billing Integration to JD Edwards Financials for General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
UPK				
Oracle User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Standard	90	19.80	Application User	50
Oracle User Productivity Kit Standard	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Manufacturing and Supply Chain Management				
JD Edwards EnterpriseOne UPK for Blend Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Configurator				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Grower Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Grower Pricing and Payments				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Manufacturing Management Discrete Shop Floor Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Manufacturing Management Engineer to Order				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Manufacturing Management, Process Manufacturing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Requirements Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Financial Management				
JD Edwards EnterpriseOne UPK Accounts Payable				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK Accounts Receivable				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Fixed Assets Accounting				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK General Ledger				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
User Productivity Kit Content Materials for Suppy Chain Management				
JD Edwards EnterpriseOne UPK for Advanced Pricing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK Inventory Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK Manufacturing - PDM				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Sales Order Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit Content Materials for Supplier Relationship Management				
JD Edwards EnterpriseOne UPK Procurement and Subcontract Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Asset Lifecycle Management				
JD Edwards EnterpriseOne UPK for Advanced Real Estate Forecasting				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Capital Asset Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Real Estate Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Project Management				
JD Edwards EnterpriseOne UPK for Homebuilder Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Project Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Human Capital Management				
JD Edwards EnterpriseOne UPK for Human Capital Management Fundamentals				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne User Productivity Kit for Human Resources, Benefits				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Time and Labor				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Other User Productivity Kit Content Materials				
JD Edwards EnterpriseOne UPK Fundamentals for EnterpriseOne				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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Prices In USA (Dollar)

J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
World Products				
Distribution Management	4,595	1,010.90	Application User	5
Quality Management	315	69.30	Application User	5
Manufacturing Management	4,595	1,010.90	Application User	5
Project Management	4,595	1,010.90	Application User	5
Financial Management	4,595	1,010.90	Application User	5
Multi-Site Consolidations	520	114.40	Application User	5
Foundation	865	190.30	Application User	5
Human Resources Management	125	27.50	Employee	All Employees
Payroll	225	49.50	Employee	All Employees
Purchase Card Management	500	110.00	1K Transactions	20
UPK				
Oracle User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Standard	90	19.80	Application User	50
Oracle User Productivity Kit Standard	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Distribution Management				
JD Edwards World UPK for Advanced Pricing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Inventory Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Procurement				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Project Costing				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards World UPK for Sales Order Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Manufacturing Management				
JD Edwards World UPK for Base Configurator				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Product Costing and Manufacturing Accounting				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Product Data Management and Shop Floor Control				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Requirements Planning and Production Scheduling				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
User Productivity Kit Content Materials for Financials Management				
JD Edwards World UPK for Accounts Payable				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Accounts Receivable				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for FASTR				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards World UPK for Fixed Assets				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards World UPK for General Ledger				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Foundation				
JD Edwards World UPK for Address Book				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Common Foundation				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards World UPK for EDI				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Technical Foundation				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for World Writer				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Human Capital Management				
JD Edwards World UPK for Human Resources Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Payroll				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time.

$M Cost of Goods Sold: is defined as one million U.S. dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Expense Report: is defined as the total number of expense reports processed by Expense Management during a 12 month period. You may not exceed the licensed number of expense reports during a 12 month period.

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integrations, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

1K Transactions: is defined as one thousand unique transactions processed through the program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle. For Oracle Contact Center Anywhere, a unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents). For JD Edwards World Purchase Card Management, a unique transaction is defined as a single charge processed by the program.

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DEFINITIONS continued

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: TimesTen Application-Tier Database Cache, and TimesTen Application-Tier Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

$M Revenue Under Management: is defined as one million U.S. dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation.

For a complete list of products offered by Oracle Corporation, please visit the Oracle Software Delivery cloud site:
http://edelivery.oracle.com

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower of the CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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ORACLE

Oracle Primavera Global Price List
Software Investment Guide

July 30, 2014

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Oracle Primavera Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Products				
Primavera P6 Enterprise Project Portfolio Management	2,750	605.00	Application User	
Primavera P6 Progress Reporter	295	65.00	Application User	
Primavera P6 Professional Project Management	2,500	550.00	Application User	
Primavera P6 Analytics	2,000	440.00	Application User	25
Primavera Contract Management, Business Intelligence Publisher Edition	2,000	440.00	Application User	
Primavera Earned Value Management	10,000	2,200.00	Application User	
Primavera Risk Analysis	9,500	2,090.00	Application User	
Primavera Portfolio Management	2,900	638.00	Application User	50
Primavera Capital Planning and Investment Control Budgeting	2,000	440.00	Application User	50
Primavera P6 Reporting Database	25,000	5,500.00	Processor	
Primavera Contractor	1,295	285.00	Application User	
Products: Unifier				
Primavera Unifier Project Controls	3,950	869.00	Application User	25
Primavera Facility Management	2,750	605.00	Application User	25
Primavera Real Estate Management	2,750	605.00	Application User	25
Primavera Unifier Portal User	75	17.00	Application User	100
Products: Instantis				
Instantis EnterpriseTrack	2,000	440.00	Application User	25
Instantis EnterpriseTrack Timesheets	400	88.00	Application User	25
Products: Oracle Primavera Prime				
Oracle Primavera Prime Capital Plan Management	2,750	605.00	Application User	10
Integration Products				
Primavera Gateway	20,000	4,400.00	Application User	5
Primavera P6 Enterprise Project Portfolio Management Web Services	500	110.00	Application User	10
Primavera Contract Management Web Services	500	110.00	Application User	10
User Productivity Kit				
User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
User Productivity Kit Standard	90	20.00	Application User	50
User Productivity Kit Standard	45	10.00	Employee	500
User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
User Productivity Kit Professional	100	22.00	Application User	50
User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Primavera				
Oracle User Productivity Kit for Primavera P6 Enterprise Project Portfolio Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera P6 Enterprise Project Portfolio Management, Reporting				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera P6 Progress Reporter				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera Contract Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera Portfolio Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera Unifier Project Controls				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle User Productivity Kit for Instantis EnterpriseTrack				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Oracle Primavera Prime				
Oracle User Productivity Kit for Oracle Primavera Prime Capital Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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Oracle Primavera Global Price List

Note: These are subscription-based software Software as a Service (SaaS) offerings and cannot be sold as licensed-based, perpetual ("on-premise") products and thus require the Oracle Software as a Service Agreement (OSSA) and cannot be included on any Oracle License Services Agreement (OLSA). Please work with your Contracts Specialist.

	Monthly Subscription Fee	Metric	Minimum
Products: Primavera (Cloud Service)			
Primavera P6 Enterprise Project Portfolio Management Cloud Service	125	Hosted Named User	200
Primavera P6 Progress Reporter Cloud Service	12	Hosted Named User	
Primavera P6 Enterprise Project Portfolio Management Web Services Cloud Service	20	Hosted Named User	
Primavera Cloud Service Additional 1 GB Database Storage	10	Gigabyte	
Products: Unifier (Cloud Service)			
Primavera Unifier Project Controls Cloud Service	150	Hosted Named User	25
Primavera Facility Management Cloud Service	60	Hosted Named User	25
Primavera Real Estate Management Cloud Service	80	Hosted Named User	25
Primavera Unifier Portal User Cloud Service	2	Hosted Named User	100
AutoVue 2D Professional Cloud Service	13	Hosted Named User	1
Primavera Cloud Service Additional 1 GB File Storage	10	Gigabyte	
Primavera Cloud Service Additional Nonproduction Environment - Nonproduction Environment	10% of Annual Subscription Fee	Nonproduction Environment	
Products: Instantis (Cloud Service)			
Instantis EnterpriseTrack Cloud Service	80	Hosted Named User	25
Instantis EnterpriseTrack Timesheets Cloud Service	17	Hosted Named User	25
Instantis Cloud Service Additional 1 GB File Storage	10	Gigabyte	
Instantis Cloud Service Additional Nonproduction Environment - Nonproduction Environment	10% of Annual Subscription Fee	Nonproduction Environment	

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 5 4 year 60% of list and 5 year 70% of list.

The list support price for term licenses is 22% of the list perpetual license fee, as listed in the price list. The term license percentages are not applied to the list support price.

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Definitions

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service programs, use by your external suppliers is included with your application user licenses.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Ops Center Virtualization Management Pack, Grid Engine, Oracle VM Management Pack, and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, and In-Memory Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Database Firewall, only the processors of the database sources which are protected or monitored must be counted for the purpose of determining the number of licenses required.

Gigabyte: is defined as a gigabyte of storage space.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Nonproduction environment: is defined as a single nonproduction environment provided to Customer as part of the Cloud Services. A nonproduction environment is used for testing and validating changes prior to promotion to the production environment as well as for recreating events and duplicating issues occurring in the production environment for the purposes of troubleshooting and facilitating incident resolution.

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Oracle Support Services

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Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

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Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA {Dollar} for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA {Dollar} for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to OracleMetaLink, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

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Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

Oracle On Demand

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Administrative Services

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Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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ORACLE®

Oracle Engineered Systems Price List

July 17, 2014

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Exadata

Prices in USA (Dollar)

Storage Server Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
[redacted]				

Database Machine Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
[redacted]							

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Exadata

Prices in USA (Dollar)

Database Machine Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
[redacted]							

	License Price	Software Update License & Support	Licensing Metric
Exadata Storage Server Software			
Exadata Storage Server Software	10,000	2,200.00	Disk Drive
Exadata System Installation and Software Configuration Services			
Contact your Oracle Sales Representative for pricing information			

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Exalogic

Prices in USA (Dollar)

	Exalogic Elastic Cloud Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
[redacted]								

	License Price	Software Update License & Support	Licensing Metric	
Exalogic Elastic Cloud Software				
Exalogic Elastic Cloud Software	10,000	2,200.00	Processor	
	400	88.00	Named User Plus	12
Exalogic System Installation and Software Configuration Services				
Contact your Oracle Sales Representative for pricing information				

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Exalytics

Prices in USA (Dollar)

	Exalytics In-Memory Machine Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
	License Price	Software Update License &	Licensing Metric					Notes
Exalytics Software								
TimesTen In-Memory Database for Exalytics	300	66.00	Named User Plus					9
	34,500	7,590.00	Processor					9
Exalytics In-Memory Software	370	81.40	Named User Plus					13
	30,000	6,600.00	Processor					13

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Oracle SuperCluster

Prices in USA (Dollar)

Oracle SuperCluster Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
[redacted]							

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For educational purposes only. Subject to change without notice.

Big Data Appliance

Prices in USA (Dollar)

	Big Data Appliance Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes

	License Price	Software Update License & Support	Licensing Metric	Notes
Big Data Software				
Big Data Connectors	2,000	440.00	Processor	

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Oracle Database Appliance

Prices in USA (Dollar)

Database Appliance Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
[redacted]				

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Virtual Compute Appliance

Prices in USA (Dollar)

Virtual Compute Appliance Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
[redacted]				

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Oracle ZFS Storage Appliance IaaS

Prices in USA (Dollar)

	IaaS Subscription Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes

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Footnotes

[1] Exadata Storage Server X4-2 (HP & HC) include: Hardware, Hardware Warranty, and Oracle Enterprise Linux. It does not include hardware installation or software configuration services

[2] Exadata Database Machine X4-2 Full Rack (HP & HC), Exadata Database Machine X3-8 Full Rack (HP & HC), Exadata Database Machine X4-2 Half Rack (HP & HC), Exadata Database Machine X4-2 Quarter Rack (HP & HC), as well as Exadata Database Machine Upgrades include: Hardware, Hardware Warranty, and Oracle Enterprise Linux (including Enterprise Linux installed on the database servers that are provided with the Exadata Database Machine X4-2 Full Rack, Exadata Database Machine X3-8 Full Rack, Exadata Database Machine X4-2 Half Rack, Exadata Database Machine X4-2 Quarter Rack, and the Exadata Database Machine X4-2 Upgrades). Hardware installation and software configuration services are not included.

[3] The included Hardware Warranty is a 1 year warranty with a 4 hour web/phone response during normal business hours (Mon-Fri 8am-5pm), and with a 2 Business Day on-site response/Parts Exchange

[4] Oracle SuperCluster T5-8 Full Rack (HP & HC), Oracle SuperCluster T5-8 Half Rack (HP & HC), Oracle SuperCluster M6-32, and Oracle SuperCluster T5-8 upgrades, include: Hardware, Hardware Warranty, and Oracle Solaris 11 (installed on the compute servers that are provided with the Oracle SuperCluster T5-8 Full Rack, Oracle SuperCluster T5-8 Half Rack, Oracle SuperCluster M6-32, and, Oracle SuperCluster T5-8 upgrades). Hardware installation and software configuration services are not included.

[5] Exalogic Elastic Cloud X4-2 Full Rack, Exalogic Elastic Cloud X4-2 Half Rack, Exalogic Elastic Cloud X4-2 Quarter Rack, Exalogic Elastic Cloud X4-2 Eighth Rack, and Exalogic Elastic Cloud Upgrades include: Hardware, Hardware Warranty, Oracle Enterprise Linux (including Enterprise Linux installed on the physical servers that are provided with the Exalogic Elastic Cloud X4-2 Full Rack, Exalogic Elastic Cloud X4-2 Half Rack, Exalogic Elastic Cloud X4-2 Quarter Rack, Exalogic Elastic Cloud X4-2 Eighth Rack, and Exalogic Elastic Cloud Upgrades) and Oracle Solaris. Hardware installation and software configuration services are not included.

[6] Exadata Database Machine Expansion Switch Kit includes: Hardware and Hardware Warranty. Hardware installation and software configuration services are not included.

[7] Exadata Storage Expansion (HP & HC) Full Rack, Exadata Storage Expansion (HP & HC) Half Rack, Exadata Storage Expansion (HP & HC) Quarter Rack, and Exadata Storage Expansion Upgrades includes: Hardware, Hardware Warranty, and Oracle Enterprise Linux. Hardware installation and software configuration services are not included.

[8] Memory Expansion Kit – Sixteen 32 GB DIMMs and Memory Expansion Kit – Twelve 16 GB DIMMs includes: Hardware and Hardware Warranty. Hardware installation and software configuration services are not included. Valid for use in specific Engineered System models and multiple units needed based on the Engineered Systems configuration size. Refer to the relevant Engineered System documentation for supportability and quantities needed.

[9] If licensing by Named User Plus, the minimum is 20 Named User Plus licenses per Customer. Business Intelligence Foundation Suite or Business Intelligence Suite Enterprise Edition Plus is a licensing pre-requisite for this product. All TimesTen In-Memory Database for Exalytics users must have license entitlement to either Business Intelligence Foundation Suite or Business Intelligence Suite Enterprise Edition Plus.

[10] Subscriptions for IaaS require a minimum term of 3 years.

[11] This product is eligible for Business Critical Service for Systems. Base pricing is 5% of net hardware price. Additional information regarding deliverables and obligations can be found here . Please refer here for a complete list of eligible products.

[12] If licensing by Named User Plus, the minimum is 10 Named User Plus licenses per Processor.

[13] If licensing by Named User Plus, the minimum is 20 Named User Plus licenses per Customer. The licensing prerequisites for this product are Business Intelligence Foundation Suite, or Business Intelligence Foundation Suite for Oracle Applications, or Business Intelligence Suite Enterprise Edition Plus or Business Intelligence Suite Enterprise Edition Plus for Oracle Applications and/or Essbase Plus and/or Hyperion Planning Plus.

Term licensing is available for Oracle Exadata Storage Server Software and Exalogic Elastic Cloud Software. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list. Support for all term licenses is 22% of net perpetual fee.

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Definitions

Disk Drive is defined as a spinning media device that stores data accessed by the Oracle Exadata Storage Server Software.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Ops Center Virtualization Management Pack, and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

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Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Data Masking Pack for Non-Oracle Databases, Test Data Management Pack for Non-Oracle Databases, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Accelerator Application Development Framework Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, and Data Integrator Enterprise Edition for Oracle Applications, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

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APPENDIX B
TECHNICAL SUPPORT POLICIES

ORACLE

Oracle Software Technical Support Policies

Effective Date: 18-July-2014

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1. Overview

Unless otherwise stated, these Software Technical Support Policies apply to technical support for all Oracle software product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

To receive technical support as provided by Oracle Support Services ("OSS") as described in these Oracle Software Technical Support Policies, all programs must be properly licensed.

Technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of an Oracle licensed program, running unaltered, and on a certified hardware, database and operating system configuration, as specified in your order or program documentation.

Product release and supported platforms information for all Oracle programs, other than Phase Forward and Nimbula programs, is available through Oracle's web-based customer support systems as described in the Web-Based Customer Support Systems section below. Product release and supported platforms information for Phase Forward and Nimbula programs will be provided to you in writing.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle's Global Customer Support Security Practices, as referenced below.

References to the Technical Support Policies in former Oracle, or vendors acquired by Oracle, agreements may vary (e.g. Software Support Services Terms and Conditions, Maintenance Services Policy, Standard Maintenance Program, product support policy, Support Services policies, Support Maintenance Agreement, Maintenance and Technical Support Agreement, Maintenance and Support Schedule 2.0, and Licensee Support Services Policy).

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for supported programs during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Software Technical Support Policies and the previous version of the Oracle Software Technical Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the effective date of your order unless stated otherwise in your order. If your order was placed through the Oracle Store, the effective date is the date your order was accepted by Oracle. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

License Set

A license set consists of (i) all of your licenses of a program, including any options* (e.g., Database Enterprise Edition and Enterprise Edition Options; Purchasing and Purchasing Options), Enterprise Manager* (e.g., Database Enterprise Edition and Diagnostics Pack), or self-service module* (e.g., Human Resources and Self-Service Human Resources) licensed for such programs, (ii) all of your licenses of a program that share the same source code**, (iii) for Crystal Ball programs, the same licenses of a program contained on a single order, or (iv) . for Oracle Java Embedded Binary programs, all of the distributed units of each unique Java application product licensed pursuant to the Java BLRA agreement between you and Oracle. Development and demonstration licenses available through the Oracle Partner Network or the Oracle Technology Network are not included in the definition of a license set.

*As specified on Oracle's price list.

**Programs that share the same source code are:

- Database Enterprise Edition, Database Standard Edition, Database Standard Edition One, and Personal Edition.
- Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, WebLogic Server Enterprise Edition, WebLogic Server Standard Edition, WebLogic Suite, and Web Tier.
- Oracle FLEXCUBE Core Banking programs
- Oracle FLEXCUBE Universal Banking for Retail programs
- Oracle FLEXCUBE Universal Banking for Corporate programs
- Oracle FLEXCUBE Lending & Leasing programs
- Oracle Daybreak programs
- Oracle Banking programs

If you are an Oracle partner and provide first line support to an end user (e.g., Embedded Software License ("ESL"), Application Specific Full Use ("ASFU"), or any other Oracle authorized provision of first line support), a license set consists of all of the end user's licenses of the program(s) embedded or included in the Application Package pursuant to the ESL Distribution Agreement, ASFU Distribution Agreement, or other distribution agreement between you and Oracle. If the end user also has Full Use licenses supported directly by you, then those Full Use licenses must also be supported at the same level as the ASFU or ESL licenses.

If Oracle is providing first line support for all of an end user's ASFU and Full Use licenses, then both the ASFU and Full Use licenses must be supported at the same level. However, if Oracle is providing first line support for an end user's Full Use licenses and you are providing first line support for the ASFU and/or ESL licenses, then the licenses would not be considered part of the same license set.

Matching Service Levels

When acquiring technical support, all licenses in any given license set must be supported under the same technical support service level (e.g., Software Update License & Support, Oracle Communications Network Premier Support or unsupported). If you add Extended Support, you still must maintain Software Update License & Support for the entire license set; subject to availability, you must acquire Extended Support for all licenses of a particular version release of a program if you acquire Extended Support for any license in such version release. You may not support a subset of licenses within a license set; the license set must be reduced by terminating any unsupported licenses. You will be required to document license terminations via a termination letter.

Reinstatement of Oracle Technical Support

If technical support lapses or was not originally purchased with a program license, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the relevant program; b) if you never acquired technical support for the relevant programs, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original program license order date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve month support period shall be the last annual technical support fee you paid for the relevant program; (ii) if you never acquired technical support for the relevant program, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired technical support from an Oracle-authorized distributor and are now acquiring technical support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee. If support is not reinstated for the entire license set or if support for a subset of licenses from an order is reinstated, then the "License Set", "Matching Service Levels", and "Pricing following Reduction of Licenses or Support Level" policies will apply.

Pricing following Reduction of Licenses or Support Level

Pricing for support is based upon the level of support and the volume of licenses for which support is ordered. In the event that a subset of licenses on a single order is terminated or if the level of support is reduced, support for the remaining licenses on that license order will be priced at Oracle's list price for support in effect at the time of termination or reduction minus the applicable standard discount. Such support price will not exceed the previous support fees paid for both the remaining licenses and the licenses being terminated or unsupported, and will not be reduced below the previous support fees paid for the licenses continuing to be supported. If the license order from which licenses are being terminated established a price hold for additional licenses, support for all of the licenses ordered pursuant to the price hold will be priced at Oracle's list price for support in effect at the time of reduction minus the applicable standard discount.

Custom Application Bundles

Technical support may not be discontinued for a single program module within a custom application bundle.

Unsupported Programs

Customers with unsupported programs are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported programs. CD packs or

programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported programs.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported programs and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per license set, to serve as liaisons with OSS. With each USD$250,000 in net support fees per license set, you have the option to designate an additional two (2) primary and four (4) backup technical contacts. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

Program Updates

Update means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to Desupport

It may become necessary as a part of Oracle's product lifecycle to desupport certain program releases and, therefore, Oracle reserves that right. However, program releases that are expressly identified within Oracle's Lifetime Support policy will be governed by the terms of the Lifetime Support Policy. Desupport information is subject to change.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide "First Line Support" for the supported programs directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported programs, (ii) a direct response to users with respect to problems or issues with the supported programs, (iii) a diagnosis of problems or issues of the supported programs, and (iv) a resolution of problems or issues of the supported programs.

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported programs, you may contact Oracle for "Second Line Support". You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., access to repository files, log files, or database extracts) required to provide Second Line Support; however please do not provide Oracle with access to any health, payment card, or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices section below.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported programs and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported programs so that such supported programs perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Third Party Vendor-Specific Support Terms

You must remain on a supported environment – including applications and platforms – to receive technical support. If a vendor retires support for its product, you may be required to upgrade to a current certified and supported product, application, hardware platform, framework, database, and/or operating system configuration to continue receiving technical support services from Oracle.

Technical Support for Development, Demonstration and End User Licenses

Technical support for Development and/or Demonstration licenses is provided through your membership in the Oracle PartnerNetwork. Before you may provide technical support for a program you have licensed to an end user you must, in addition to the technical support you may receive for Development and/or Demonstration licenses, acquire technical support for such program from Oracle and continuously maintain it for as long as you provide support to the end user.

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Premier Support (also referred to as, and will be documented on your order as, "Software Update License & Support" or "Oracle Communications Network Software Premier Support")
- Extended Support (if offered)
- Sustaining Support

A description of the services available under Premier Support, Extended Support and Sustaining Support is included in the Oracle Technical Support Levels section below.

When offered and except as noted below, Premier Support will be available for five years from the date a release of the Oracle program becomes generally available. If offered, support may be extended for an additional three years with Extended Support for specific releases. Except as noted below, in addition to the technical support fee, an Extended Support fee applies for each support period for which Extended Support is purchased.

Alternatively, and if offered, support may be extended with Sustaining Support, which will be available for as long as you maintain technical support for your Oracle program licenses.

For specific programs that are, or will be covered by the Lifetime Support Policy, service levels offered, and timeframes refer to the following:

- For server technology programs view "Lifetime Support Policy: Coverage for TechnologyProducts" (PDF)
- For fusion middleware programs view "Lifetime Support Policy: Coverage for Fusion Middleware" (PDF)
- For application programs view "Lifetime Support Policy: Coverage for Applications" (PDF)
- For retail application programs view "Lifetime Support Policy: Coverage for Retail Applications" (PDF)
- For Sun software and operating system products view "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF)
- For Oracle Linux program releases view "Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM" (PDF)

- For OFSS programs view "Lifetime Support Policy: Coverage for Oracle Financial Services Software" (PDF)

Exceptions - For customers with a current support contract running:

1. **PeopleTools.** The PeopleTools program, provided in conjunction with a PeopleSoft application program release, will be supported for as long as such application program release is supported. Patches and platform certifications for a PeopleTools minor release will be provided until 12 months after the next minor release is made generally available or Oracle announces that no future releases will be made; critical patch updates for a PeopleTools minor release may be provided for up to 24 months after the next minor release is made generally available.

   You must apply PeopleTools minor releases in order to continue to receive Premier or Extended Support, if offered, for a PeopleSoft application program release. You may be required to apply PeopleTools minor releases to remain current with versions of third party technologies and products as supported by the provider of the third party product.

   PeopleSoft application maintenance, which includes but is not limited to: images, patches, bundles, and maintenance packs, may require an upgrade to a newer version of PeopleTools.

   Oracle reserves the right to make changes to the third party products included in the PeopleTools program release which includes but is not limited to: (i) requiring newer versions of the third party products, (ii) changing the way in which third party products are packaged and distributed and (iii) replacing or remediating one or more third party products.

2. **Oracle Database 11*g*R2:** The Extended Support fee has been waived for the period of February 2015 – January 2016. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.

3. **Oracle Database 10*g*R2:** Except as otherwise specified in the table below, Extended Support will be made available at Oracle's then current Extended Support pricing from: August 2013 – July 2015. Extended Support for Oracle Database 10*g*R2 will be limited to Severity 1 fixes only; critical patch updates will not be made available.

   For customers running Oracle Database 10*g*R2 on:

Platform	
Fujitsu BS2000	The Extended Support fee will be waived from August 2010 – July 2014.
HP OpenVMS on Itanium	The Extended Support fee will be waived from August 2010 – July 2015. For the period of August 2015 – July 2017, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
IBM z/OS	After July 2013, Extended Support will continue to be available at Oracle's then-current Extended Support fees. Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Linux Itanium and Windows Itanium	For the period of August 2013 – December 2015, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

4. **HP-UX and Itanium-2 Processor:** The following Extended Support exceptions apply to those customers running the supported Oracle program releases on certified OS versions of the HP-UX on the Itanium-2 processor based platform:

Oracle Program Release	
Oracle Database 10*g*R2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of August 2013 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Oracle Database 11*g*R1	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of September 2015 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Oracle Database 11*g*R2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2020. For the period of February 2018 – December 2020, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
WebLogic Server 9.2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of December 2013 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Tuxedo 9.1	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of July 2014 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

5. **Oracle e-Business Suite:**

   a) **Oracle e-Business Suite Extended Support:** The Extended Support fee has been waived for the Oracle program releases and periods stated below.

Oracle Program Release	The Extended Support Fee will be waived from:
Oracle e-Business Suite 12.0	February 2012 – January 2015
Oracle e-Business Suite 12.1	January 2017 – December 2019

   b) **Oracle e-Business Suite 11.5.10 Sustaining Support:** For Sustaining Support for Oracle e-Business Suite 11.5.10, provided from December 2013 – December 2015, Oracle will continue to provide: Severity 1 fixes, critical patch updates and United States Tax Form 1099 updates for the 2013 and 2014 tax years. During this period, payroll regulatory tax updates will only be provided for the countries and tax years specified below.

Country	2013 Tax Year	2014 Tax Year
United States and Canada	January 1, 2013 – December 31, 2013	January 1, 2014 – December 31, 2014
United Kingdom	N/A	April 6, 2013 – April 5, 2014
Australia	N/A	July 1, 2013 – June 30, 2014

6. **PeopleSoft Enterprise 9.0 and PeopleSoft Enterprise 9.1:** The Extended Support fee will be waived for the entire Extended Support period.

7. **JD Edwards EnterpriseOne and JD Edwards World:**
   a. **JD Edwards EnterpriseOne 9.0, JD Edwards EnterpriseOne 9.0 Update 2 (i.e., 9.0.2) and/or JD Edwards EnterpriseOne 9.1 releases:** The Extended Support fee will be waived for the entire Extended Support Period. Please review the Lifetime Support policy for Extended Support timeframes.
   b. **JD Edwards World A9.1:** The Extended Support fee will be waived from: May 2013 – April 2015.
   c. **JD Edwards World A9.2, JD Edwards World A9.2.1, and/or JD Edwards World A9.3:** The Extended Support fee will be waived for the entire Extended Support period. Please review the Lifetime Support policy for Extended Support timeframes.

8. **Oracle Portal 11*g*R1 and Oracle Discoverer 11*g*R1 (Oracle Fusion Middleware):** The Extended Support fee will be waived from July 2014 – June 2015.

9. **Oracle Exadata Storage Server Software 11.2 (program releases 11.2.3.2.2 and above):** The Extended Support fee will be waived from October 2014 – September 2015.

10. **Oracle Insurance Policy Administration System (J2EE) 8.016.43.0 Sustaining Support:** For Sustaining Support for Oracle Insurance Policy Administration Systems (J2EE) 8.016.43.0, Oracle will continue to provide Severity 1 fixes through December 31, 2014.

4. Oracle Technical Support Levels

Software Update License & Support

Program releases in the Premier Support phase of Oracle's product support lifecycle will receive Software Update License & Support. Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise
- Current licensees of MySQL Classic Edition Annual Subscription, MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription or MySQL Standard Edition Annual Subscription ("MySQL Subscription"), may receive Software Update License & Support (SULS) for MySQL Community Edition,* except that SULS for MySQL Community Edition does not include Updates of any kind. MySQL Community Edition may not contain all of the features and functionality of the programs contained in the MySQL Subscription. (*Community Edition refers to MySQL licensed under the GPL license.)
- For Oracle VM VirtualBox Enterprise, Software Update License & Support (SULS) is limited to the platforms specified here. SULS is not available for Oracle VM VirtualBox Enterprise features noted as experimental; such features are specified in the Oracle VM VirtualBox User Manual located here
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs) consists of:

- The Software Update License & Support described above except that fixes specific to Oracle Linux are subject to Note #1 below
- 24x7 access to Oracle Unbreakable Linux Network
- Hardware Certification[2]
- Backport of fixes[1], using commercially reasonable efforts, for any Oracle Linux program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html

Notes:

1. Oracle will only provide bug fixes for certain versions of the Oracle Linux programs as provided on http://linux.oracle.com/supported.html.
2. Hardware certification will be provided for the first six (6) years from the data a release of the Oracle Linux program becomes generally available. After six (6) years, hardware certification may be provided at Oracle's sole discretion; however Oracle is under no obligation to provide such hardware certification.

Limited Software Update License & Support is available for the Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas). The limited Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Assistance with service requests during normal business hours
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/support/contact/health-sciences-license-support/index.html
- Non-technical customer service during normal business hours

Extended Support

Extended Support may be available for certain Oracle program releases after Premier Support expires. When Extended Support is offered, it is generally available for three years following the expiration of Premier Support and only for the terminal patchset release of a program. Unless otherwise stated in this section, supported program releases eligible for Extended Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Extended Support does not include:

- Certification with new third party products/versions

Extended Support for Java SE - Java SE program releases eligible for Extended Support will receive Java SE Support limited to the following:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

- Non-technical customer service during normal business hours

Extended Support for Oracle Linux - Extended Support is not available for the Oracle Linux programs.

Sustaining Support

Sustaining Support will be available after Premier Support expires. As program releases under Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited. The availability of hardware systems to run such program releases may also be limited. Unless otherwise stated in this section, program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates created during Premier Support and Extended Support (if offered and only after the Extended Support period ends)
- Tax, legal, and regulatory updates (availability may vary by country and/or program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade scripts (availability may vary by program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support does not include:

- New program updates, fixes, security alerts, and critical patch updates
- New tax, legal, and regulatory updates
- New upgrade scripts
- Certification with new third party products/versions
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Oracle Linux - Oracle Linux program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to patches, fixes, and security alerts created during the Premier Support period

Sustaining Support for the Oracle Linux programs does not include:

- Access to new patches, fixes, and security alerts
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes

Sustaining Support for Java SE - Java SE program releases eligible for Sustaining Support will receive Java SE Support limited to the following:

- Minor updates and bug and security fixes created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade tools created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days per week

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Java SE program releases does not include:

- New minor updates and bug and security fixes
- New upgrade tools
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Nimbula – Nimbula program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to existing program updates and fixes only (i.e., new program updates and fixes will not be provided)
- Assistance with service requests during normal business hours.
- Ability to log service requests via the following email: Nimbula-Support_WW@oracle.com
- Non-technical customer service during normal business hours

Sustaining Support for the Nimbula program releases does not include:

- Access to new program updates and fixes
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below

Oracle Communications Network Software Premier & Sustaining Support

Oracle Communications Network Software Premier Support is available for the following program categories (collectively "Oracle Communications Network Software"): Oracle Communications EAGLE, Oracle Communications Performance Intelligence Center, Oracle Communications Diameter Signaling Router, Oracle Communications Policy Management and Oracle Communications Subscriber Data Management. Oracle Communications Network Software Premier Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Certification with most new third-party products/versions (availability may vary by program)
- Remote installation of Oracle Communications Network Software
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution

has been offered. The Remote Restoration Time frames do not apply if program code changes are required.

- Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Software program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program Updates
- Fixes and security alerts created during the Premier Support period
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Software program releases does not include:

- New fixes and security alerts
- Remote installation of Oracle Communications Network Software
- Certification with new third party products/versions
- Response Times identified above

5. Additional Support Services Available for Purchase

Incident Server Support Package

Incident Server Support provides web-based technical support on a per server basis in packages of 10 service requests to be used within a 12 month period. Any unused service requests at the end of the support period shall expire. Incident Server Support for a program may be acquired with the initial program license purchase and, if acquired with such purchase, may be renewed for subsequent support periods for as long as Premier Support is available for your Oracle program license. If you want to obtain Software Update License & Support, it will be subject to Oracle's reinstatement policies in effect at the time Software Update License & Support is acquired. Incident Server Support is available for the following across all platforms:

- Oracle Database Incident Server Support Package: Oracle Database Enterprise Edition, Oracle Database Standard Edition, Oracle Database Standard Edition One, Partitioning, and Real Application Clusters
- Oracle Application Incident Server Support Package: Internet Application Server Enterprise Edition Internet Application Server Standard Edition, and Internet Application Server Java Edition

Incident Server Support consists of:

- 10 service requests
- Access to My Oracle Support (24x7 web-based technical support system), including the ability to log service requests online
- Access to downloadable software patches and patchsets

Service requests requiring resolution of a program bug will not be counted against your overall service request total. Your access to Incident Server Support services, including My Oracle Support, ends on the earlier of (i) expiration of the support period; or (ii) resolution of your final service request. The Incident Server Support Packages do not include updates and may not be used, purchased, or sold in conjunction with any other support offering.

If you renew Incident Server Support Package, your renewal fee for such services will be based on Oracle's Incident Server Support Package pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Incident Server Support Package is not subject to the Reinstatement of Oracle Technical Support section above.

Oracle Java Development Tools Support

Oracle Java Development Tools Support is available for the following programs: Sun NetBeans, Oracle Enterprise Pack for Eclipse, and Oracle JDeveloper (downloaded from the Oracle Technology Network after June 28, 2005). If you acquire Oracle Java Development Tools Support, you will receive support for all of the programs included above.

Oracle Java Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Java Development Tools Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Solaris Development Tools Support

Oracle Solaris Development Tools Support is available for the following programs: Oracle Solaris Studio and Oracle Solaris Studio Express. If you acquire Oracle Solaris Development Tools Support, you will receive support for all of the programs included above.

Oracle Solaris Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Solaris Development Tools Support does not include upgrades to new program releases or access to Oracle Solaris updates, fixes or patches. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Application Development Framework Essentials Support

Oracle Application Development Framework Essentials Support is available for Oracle Application Development Framework (ADF) Essentials program releases. Oracle Application Development Framework Essentials Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Application Development Framework Essentials Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Java SE Support

Java SE Support is available for Java SE program releases. Java SE Support consists of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

- Non-technical customer service during normal business hours

If you acquire Java SE Support, the services described above are in support of licenses you acquired separately. Bug fixes, security fixes and minor updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Java SE program. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

NoSQL Database Community Edition Support

NoSQL Database Community Edition Support is available for NoSQL Database Community Edition program releases. NoSQL Database Community Edition Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

NoSQL Database Community Edition Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Service Request Packages

Service Request Packages are made available to members of the Oracle Partner Network. Service Request Packages provide web-based technical support in packages of 10 or 25 service requests, do not include updates, and are not available for all programs. Please contact your OPN Interaction Center at http://partner.oracle.com for program availability.

Service Request Packages are valid for one year from the date of purchase. Any unused service request(s) will expire at the earlier of (i) the end of such year, or (ii) the end of your OPN membership term if such membership is not renewed. Access to log service requests will be restricted at the same time the final service request is resolved.

Priority Service

Priority Service is available for program releases receiving Premier, Extended, or Sustaining Support. Priority Service consists of:

- Support Delivery Management. An Oracle Technical Account Manager ("TAM") will be assigned to you for the duration of the term. The TAM will serve as your primary contact for the administration of the services and will communicate with you in a local language (except as noted below).
    - Your TAM shall provide the following support services:
        - Prepare and maintain quarterly service delivery progress reports;
        - Document the contact details for key Oracle contacts, your technical contacts for Oracle Premier Support, and management escalation team ("Customer Contacts") and Oracle's escalation procedures ("Joint Contacts and Escalation Guide");
        - Document the technical specifications of your OPE ("Environment and Configuration Guide"); and
        - Provide access to a customer-specific web portal.
    - Your TAM will also assist with the following:
        - Conduct an orientation for your Customer Contacts;
        - Conduct quarterly service reviews;
        - Maintain the Joint Contacts and Escalation Guide and the Environment and Configuration Guide.
        - Review all Oracle Support Services activity, including service request ("SR") activity in connection with individual SRs logged by you or your Customer Contacts. The review may consist of status reports, next steps, if any, and review of your SR priorities;

- Serve as your designated point of contact for Severity 1 and mutually agreed upon Severity 2 SR (collectively, "Critical SRs"). The TAM will provide assistance in managing Critical SRs as follows:
  - SR management, prioritization and escalation;
  - Communicate the status of your SRs to your Customer Contact(s) as requested;
  - Facilitate communications between Oracle and your Customer Contacts;
- Facilitate your access to Oracle-sponsored events, as made available to Priority Service customers; and
- Facilitate your access to monthly web conference sessions delivered in English featuring Oracle products.

- SR Prioritization.
  - Oracle will prioritize your SRs above SRs of the same severity level submitted by other Premier Support customers. Reasonable efforts will be made to respond to your SRs per the following guidelines ("Service Request Response Guidelines"):
    - 90% of Severity 1 SRs within one (1) hour (available 24x7);
    - 90% of Severity 2 SRs within two and one half (2.5) local business hours;
    - 90% of Severity 3 SRs within the next local business day; and
    - 90% of Severity 4 SRs within the next local business day.
  - Oracle will initiate internal escalations for Severity 1 and Severity 2 SRs according to the Service Request Response Guidelines; and
  - Oracle will prioritize the repair of product defects encountered during the resolution of service requests.

If you purchase Priority Service, you must maintain a current Software Update License & Support contract for all licenses in a license set for which Priority Service has been acquired. If you have maintained Software Update License & Support and want to purchase Priority Service for a license set, the licenses do not need to be migrated to current license metrics to do so.

If you purchase Priority Service, you acknowledge that Oracle's ability to provide services depends on your fulfillment of the following obligations:

- You will designate Customer Contacts and identify by name, phone number, e-mail address and other appropriate contact methods, for each of your Customer Contacts. Only your Customer Contacts may communicate with Oracle regarding the delivery of Priority Services
- You are responsible for applying bug fixes, critical patches and configuration recommendations provided through Oracle Support Services within a commercially reasonable period of time.
- You will assist Oracle to maintain the Joint Contacts and Escalation Guide and the Environment and Configuration Guide.

If you renew Priority Service, your renewal fee for such services will be based on the Priority Service pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Priority Service is not subject to the Reinstatement policies stated above. Priority Service is not available for all programs. Please contact your Support Sales Representative for service availability.

North American Payroll Tax Updates

North American Payroll Tax Updates is available for the following Peoplesoft HRMS Payroll for North America program releases: 8.8 Service Pack 1 and 8.9. Customers who acquire North American Payroll Tax Updates will receive one (1) calendar year of tax updates for the applicable Peoplesoft HRMS Payroll for North America program release. North American Payroll Tax Updates is only available in the following countries: United States, Canada and Puerto Rico.

In order to acquire North American Payroll Tax Updates, your licensed Peoplesoft HRMS Payroll for North American program must be currently supported with Software Update License & Support. North American Payroll Tax Updates will be delivered through My Oracle Support.

North American Payroll Tax Updates may be acquired for the applicable Peoplesoft HRMS Payroll for North America program releases as follows: (i) through December 2017 for program release 8.9 and (ii) through December 2016 for program release 8.8 Service Pack 1. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. North American Payroll Tax Updates is not subject to the Reinstatement policies stated above.

Global Payroll Legislative Tax Updates

Global Payroll Legislative Updates is available for PeopleSoft HRMS Global Payroll program release 8.9. Customers who acquire Global Payroll Legislative Updates will receive one (1) calendar year of legislative updates for PeopleSoft HRMS Global Payroll program release 8.9. Global Payroll Legislative Updates is only available in the following countries: Australia, New Zealand, Spain, France, Mexico, United Kingdom and India.

In order to acquire Global Payroll Legislative Tax Updates, your licensed PeopleSoft HRMS Global Payroll program must be currently supported with Software Update License & Support. Global Payroll Legislative Tax Updates will be delivered through My Oracle Support.

Global Payroll Legislative Tax Updates may be acquired for up to two (2) years from the availability of Sustaining Support for PeopleSoft HRMS Global Payroll program release 8.9. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Global Payroll Legislative Tax Updates are not subject to the Reinstatement policies stated above.

Financials Legislative Updates for Oracle E-Business Suite 11.5.10

Financials Legislative Updates for Oracle E-Business Suite 11.5.10 is available for Oracle E-Business Suite release 11.5.10 cumulative update 2. If you purchase these services, you will receive one (1) calendar year of financials legislative updates and Severity 1 fixes for the Oracle E-Business Suite 11.5.10 release.

In order to acquire Financials Legislative Updates for Oracle E-Business Suite 11.5.10, your licensed Oracle E-Business Suite must be currently supported with Software Update License & Support.

The Financials Legislative Updates for Oracle E-Business Suite 11.5.10 service consists of three (3) tiers that can be purchased separately. The tiers are as follows:

Tier 1 - Tier 1 consists of: Severity 1 fixes, critical patch updates and United States Tax Form 1099 updates for the applicable tax year(s). Tier 1 is currently available through December 2015 at no additional fee under Sustaining Support to customers currently supported with Software Update License & Support. Please see the Lifetime Support section above for additional information.

Tier 2 - Tier 2 consists of: Severity 1 fixes, critical patch updates, United States Tax Form 1099 updates for the applicable tax year(s), and financials legislative updates for the following countries: United States, Canada, Mexico, United Kingdom, France, Italy, Netherlands, Germany, Switzerland, South Africa, Spain, Saudi Arabia, United Arab Emirates, Bahrain, Kuwait, Australia, Japan, China, and South Korea. If you purchase Tier 2, your fee for such services will be based on the then-current Tier 2 fee.

Tier 3 - Tier 3 consists of: Severity 1 fixes, critical patch updates, United States Tax Form 1099 updates for the applicable tax year(s), and financials legislative updates for the following countries: United States, Canada, Mexico, United Kingdom, France, Italy, Netherlands, Germany, Switzerland, South Africa, Spain, Saudi Arabia, United Arab Emirates, Bahrain, Kuwait, Australia, Japan, China, South Korea, and additional countries as specified on My Oracle Support (i.e., "Financials Legislative Updates for Oracle E-Business Suite 11.5.10" [Doc ID 1597513.1]). If you purchase Tier 3, your fee for such services will be based on the then-current Tier 3 fee.

Information on financials legislative updates and applicable countries is available on My Oracle Support (i.e., "Financials Legislative Updates for Oracle E-Business Suite 11.5.10" [Doc ID 1597513.1]). Financials Legislative Updates for Oracle E-Business Suite 11.5.10 will be delivered through My Oracle Support.

The following applies to Oracle E-Business Suite 11.5.10:

- Oracle will not provide financials legislative updates for Oracle E-Business Suite 11.5.10 any sooner or with any greater scope than what is made available under a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12 or higher).
- Country-specific financials legislative updates ("localized updates") provided under Tier 2 and Tier 3 will only be made available if such localized updates are also made available in a subsequent release of Oracle E-Business Suite. In the event localized updates are provided for additional countries in a subsequent release of Oracle E-Business Suite, such localized updates for the additional countries will not be provided for Oracle E-Business Suite 11.5.10.
- Due to architectural or other changes between a subsequent release of Oracle E-Business Suite and Oracle E-Business Suite 11.5.10, Oracle may not provide all localized updates for Oracle E-Business Suite 11.5.10 that are made available in a subsequent release of Oracle E-Business Suite.

If you renew Financials Legislative Updates for Oracle E-Business Suite 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Financials Legislative Updates for Oracle E-Business Suite 11.5.10 is not subject to the Reinstatement policies stated above.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for Oracle E-Business Suite release 11.5.10 cumulative update 2. Customers who acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will receive one (1) calendar year of payroll legislative updates for the Oracle E-Business Suite 11.5.10 release.

In order to acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your licensed Oracle E-Business Suite Payroll must be currently supported with Software Update License & Support.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for the following countries and tax years:

Country	2014 Tax Year	2015 Tax Year
Australia	See note 1 below	July 1, 2014 – June 30, 2015
United Kingdom	See note 1 below	April 6, 2014 – April 5, 2015
United States	See note 1 below	January 1, 2015 – December 31, 2015
Canada	See note 1 below	Not Available
India	April 1, 2013 – March 31, 2014	April 1, 2014 – March 31, 2015
Japan	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
Mexico	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
Republic of Ireland	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
Saudi Arabia	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
Singapore	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
South Korea	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available

Notes:

1. For the specified countries and tax years noted above, payroll regulatory updates are provided under Sustaining Support to customers with a current support contract. Please see the Lifetime Support section above for additional information.
2. For the specified countries noted above, payroll regulatory updates provided by Oracle from December 1 – December 31, 2013 for the 2013 tax year are included as part of the Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 service for the 2014 tax year.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will be delivered through My Oracle Support and will require the latest available HRMS R11i RUP (See My Oracle Support Doc ID 295406.1).

If you renew Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is not subject to the Reinstatement policies stated above.

Financial and Payroll Legislative Updates for JD Edwards

Financials and Payroll Legislative Updates for JD Edwards is available for JD Edwards EnterpriseOne program releases XE, 8.0 and 8.12 and JD Edwards World program releases A7.3 and A8.1. If you purchase these services, you will receive one (1) calendar year of financials and payroll legislative updates and Severity 1 fixes for the applicable JD Edwards release.

In order to acquire Financials and Payroll Legislative Updates for JD Edwards, your licensed JD Edwards EnterpriseOne and/or JD Edwards World program must be currently supported with Software Update License & Support.

The Financials and Payroll Legislative Updates for JD Edwards service consists of three (3) tiers that can be purchased separately. The tiers are as follows:

Tier 1 - Tier 1 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s), and payroll legislative and financials legislative updates for the applicable tax year(s) for the United States and Canada. If you purchase Tier 1, your fee for such services will be based on the then-current Tier 1 fee.

Tier 2 - Tier 2 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable tax year(s) and for the countries and programs specified in the table below. If you purchase Tier 2, your fee for such services will be based on the then-current Tier 2 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll Legislative Updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials Legislative Updates	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan, China, Colombia, Australia, New Zealand and India	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan and China

Tier 3 - Tier 3 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable tax year(s) and for the countries and programs specified in the table below. If you purchase Tier 3, your fee for such services will be based on the then-current Tier 3 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll legislative updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials legislative updates	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan, China, Colombia, Chile, Peru, Ecuador, Venezuela, Czech Republic, Denmark, Finland, Hungary, Norway, Poland, Sweden, Australia, India, South Korea, Singapore and Taiwan	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan and China

Information on financials and payroll legislative updates for JD Edwards and applicable countries is available on My Oracle Support (i.e JD Edwards EnterpriseOne Globalizations (Document 752291.1) and (JD Edwards World Globalizations (Document 745085.1). Financials and Payroll Legislative Updates for JD Edwards will be delivered through My Oracle Support.

The following apply to the JD Edwards EnterpriseOne and JD Edwards World program releases for which Financials and Payroll Legislative Updates service is available:

- Oracle will not provide financial and payroll legislative updates any sooner or with any greater scope than what is made available under a subsequent release of JD Edwards EnterpriseOne (i.e., JD Edwards EnterpriseOne 9.1 or higher) or JD Edwards World (i.e., JD Edwards World A9.3 or higher).
- Country-specific financials legislative updates ("localized updates") provided under Tier 2 and Tier 3 will only be made available if such localized updates are also made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World. In the event localized updates are provided for additional countries in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World, such localized updates for the additional countries will not be provided for the JD Edwards EnterpriseOne and JD Edwards World program releases included under the Financials and Payroll Legislative Updates service.
- Due to architectural or other changes between a subsequent release of JD Edwards EnterpriseOne or JD Edwards World and the eligible program releases under the Financials and Payroll Legislative Updates for JD Edwards service, Oracle may not provide all localized updates that are made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World.

If you renew Financials and Payroll Legislative Updates for JD Edwards, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Financials and Payroll Legislative Updates for JD Edwards is not subject to the Reinstatement policies stated above.

Oracle Linux Support Services

Oracle offers Oracle Linux support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Oracle VM Support Services

Oracle offers Oracle VM support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Exadata Premier Support

For information regarding renewals of Exadata Premier Support, please refer to the Exadata Technical Support Policies available at http://www.oracle.com/us/support/policies/index.html.

6. Web-Based Customer Support Systems

My Oracle Support

Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle programs are not currently supported under My Oracle Support: Phase Forward (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas) and Nimbula.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs).

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your computer system (e.g., Oracle Web Conferencing)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Oracle Configuration Manager)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at

http://www.oracle.com/support/policies.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1

9. Severity Definitions

Service requests for supported Oracle programs may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the severity definitions specified below.

Severity 1*
Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Except as otherwise specified herein, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For response efforts associated with Oracle Communications Network Software Premier Support, please see the Oracle Communications Network Premier & Sustaining Support section above.

24 Hour Commitment to Severity 1 Service Requests for all supported Oracle programs, except as otherwise specified herein: OSS will work 24x7 until the issue is resolved or as long as useful progress can be made. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

Severity 2*
You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Severity 3*
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality

Severity 4*
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

* For Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas), the severity levels are denoted as P0, P1, P2 and P3 and correspond to the above as follows: P0= Severity 1; P1=Severity 2, P2=Severity 3 and P3=Severity 4.

10. Hyperion and Agile Specific Support Terms

For orders placed pursuant to a Hyperion master agreement or to an Agile master agreement, the following terms apply with respect to the technical support services you have ordered.

Warranties, Disclaimers, and Exclusive Remedies
Oracle warrants that technical support services will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support services warranty deficiencies within 90 days from performance of the defective technical support services.

FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY, AND ORACLE'S ENTIRE LIABILITY, SHALL BE THE REPERFORMANCE OF THE DEFICIENT TECHNICAL SUPPORT SERVICES, OR IF ORACLE CANNOT SUBSTANTIALLY CORRECT A BREACH IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE RELEVANT TECHNICAL SUPPORT SERVICES AND RECOVER THE FEES PAID TO ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES.
TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Liability
NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE. ORACLE'S MAXIMUM LIABILITY FOR ANY DAMAGES ARISING OUT OF OR RELATED TO YOUR ORDER, WHETHER IN CONTRACT OR TORT, OR OTHERWISE, SHALL BE LIMITED TO THE AMOUNT OF THE FEES YOU PAID ORACLE UNDER YOUR ORDER, AND IF SUCH DAMAGES RESULT FROM YOUR USE OF TECHNICAL SUPPORT SERVICES, SUCH LIABILITY SHALL BE LIMITED TO THE FEES YOU PAID ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES GIVING RISE TO THE LIABILITY.

For orders placed pursuant to a Hyperion master agreement, the following terms also apply with respect to the technical support services you have ordered.

Nondisclosure
By virtue of your order, the parties may have access to information that is confidential to one another ("confidential information"). We each agree to disclose only information that is required for the performance of obligations under your order. Confidential information shall be limited to the terms and pricing under your order and all information clearly identified as confidential at the time of disclosure.

A party's confidential information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party.

We each agree to hold each other's confidential information in confidence for a period of three years from the date of disclosure. Also, we each agree to disclose confidential information only to those employees or agents who are required to protect it against unauthorized disclosure. Nothing shall prevent either party from disclosing the terms or pricing under your order in any legal proceeding arising from or in connection with your order or disclosing the confidential information to a federal or state governmental entity as required by law.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

APPENDIX C
ORACLE PROCESSOR CORE FACTOR TABLE

ORACLE

Oracle Processor Core Factor Table

Effective Date: March 16, 2009

Vendor and Processor	Core Processor Licensing Factor
Sun and Fujitsu UltraSPARC T1 processor (1.0 or 1.2 GHz) **Only named servers including:** Sun Fire T1000 Server, SPARC Enterprise T1000 Server*, with 6 or 8-core 1.0 GHz UltraSPARC T1 processor Sun Fire T2000 Server, SPARC Enterprise T2000 Server*, with 4, 6, or 8-core 1.0 GHz, or 8 core 1.2 GHz UltraSPARC T1 processor	0.25
Sun Netra T2000, 1.0 or 1.2 GHz UltraSPARC T1 processor	0.25
SPARC T3 processor	0.25
Sun and Fujitsu UltraSPARC T1 1.4 GHz **Only named servers including:** Sun Fire T2000 Server and SPARC Enterprise T2000 Server*, with 8-core, 1.4 GHz UltraSPARC T1 processor	0.5
Sun T6300, 1.4 GHz UltraSPARC T1 processor	0.5
AMD Opteron Models 13XX, 23XX, 24XX, 32XX, 41XX, 42XX, 43XX, 61XX, 62XX, 63XX, 83XX, 84XX or earlier Multicore chips	0.5
Intel Xeon Series 56XX, Series 65XX, Series 75XX, Series E7-28XX, E7-28XX v2, Series E7-48XX, E7-48XX v2, Series E7-88XX, E7-88XX v2, Series E5-24XX, Series E5-26XX, E5-26XX v2, Series E5-46XX, E5-46XX v2, Series E5-16XX, Series E3-12XX or earlier Multicore chips	0.5
Intel Itanium Series 93XX or earlier Multicore chips *(For servers purchased prior to Dec 1st, 2010)*	0.5
Intel or AMD Desktop, Laptop/Notebook, or Netbook Multicore chips	0.5
Sun UltraSPARC T2+	0.5
SPARC64 VII+	0.5
SPARC64 X, SPARC64 X+	0.5
SPARC T4 processor	0.5
SPARC T5	0.5
SPARC M5	0.5
SPARC M6	0.5
Sun and Fujitsu SPARC64 VI, VII	0.75
Sun UltraSPARC IV, IV+, or earlier Multicore chips	0.75
Sun UltraSPARC T2	0.75
HP PA-RISC	0.75
IBM POWER5+ or earlier Multicore chips	0.75
All Single Core Chips	1.0
Intel Itanium Series 93XX *(For servers purchased on or after Dec 1st, 2010)*	1.0
Intel Itanium Series 95XX	1.0
IBM POWER6	1.0
IBM POWER7, IBM POWER7+	1.0
IBM POWER8	1.0
IBM System z (z10 and earlier)	1.0
All Other Multicore chips	1.0

* SPARC Enterprise T1000 and SPARC Enterprise T2000 Servers may be sold and branded by Oracle, Sun Microsystems, Fujitsu or Fujitsu Siemens.

Please see Statement of Change on the next page

Statement of Change:

On 09/01/2009, clarified that the "AMD Third Generation Opteron or earlier Multicore chips" are "AMD Opteron Models 13XX, 23XX, 24XX, 83XX, 84XX or earlier Multicore chips"

On 09/24/2009, changed the Core Processor Licensing Factor for Sun UltraSPARC T2+ from 0.75 to 0.50

On 02/16/2010, added new Intel Itanium chip 93XX to 0.5 core factor category. Also added IBM POWER7 chip to core factor 1 category

On 04/08/2010, added new Intel Xeon chips (Nehalem EX, Series 75XX and Westmere EP, Series 56XX) and new AMD Opteron chip (Series 61XX) with a core factor of 0.5

On 07/19/2010, added Intel Xeon chip (Nehalem EX, Series 65XX) and AMD Operton chip (Series 41XX) with a core factor of 0.5

On 10/05/2010, added SPARC T3 chip with a core factor of 0.25

On 12/01/2010, changed the Core Processor Licensing Factor for Intel Itanium Series 93XX from 0.5 to 1.0. Also added notes in parenthesis to the affected rows in the table above

On 12/02/2010, added SPARC64 VII+ chip with a core factor of 0.5

On 06/03/2011, added Intel Xeon Series E7-28XX, Series E7-48XX, and Series E7-88XX chips with a core factor of 0.5

On 09/06/2011, added SPARC T4 chip with a core factor of 0.5

On 12/08/2011, added AMD Opteron Chip Models: 32XX, 42XX, and 62XX with a core factor of 0.5

On 04/16/2012, added Intel Xeon Series E5-26XX, Series E5-16XX, and Series E3-12XX chips with a core factor of 0.5

On 07/19/2012, added Intel Xeon Series E5-24XX, and Series E5-46XX chips with a core factor of 0.5

On 11/7/2012, added IBM Power7+ chip with a core factor of 1.0

On 12/14/2012, added Intel Itanium chip 95XX to 1.0 core factor category

On 01/16/2013, added SPARC64 X chip with a core factor of 0.5

On 01/16/2013, added AMD Opteron Chip Models: 43XX, and 63XX with a core factor of 0.5

On 03/26/2013, added SPARC T5 and SPARC M5 Chip Models with a core factor of 0.5

On 09/25/2013, added SPARC M6 Chip Models with a core factor of 0.5

On 04/08/2014, added SPARC64 X+ chip with a core factor of 0.5

On 04/08/2014, added Intel Xeon Series E7-88XX v2, E7-48XX v2, E7-28XX v2, E5-46XX v2, and E5-26XX v2 chips with a core factor of 0.5

On 6/2/2014, added IBM Power8 chip with a core factor of 1.0

APPENDIX D
LICENSE DEFINITIONS AND RULES

For a period of one (1) year from the Effective Date of this Agreement, the Oracle License Definitions and Rules, v012014 (attached hereto) shall apply to all licenses and technical support services listed on the price lists and acquired pursuant to the pricing terms set forth in the Agreement. This Appendix D shall be amended annually to include Oracle's then current License Definitions and Rules.

ORACLE

License Definitions and Rules

Definitions and License Metrics

$M Annual Transaction Volume: is defined as one million U.S. Dollars in all purchase orders transacted and all auctions conducted through the Oracle Exchange Marketplace by you and others during the applicable year of the Oracle Exchange Marketplace license, regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Applications National Language Support (NLS) Supplement Media Packs: Please be advised that only a subset of the products included on an Applications NLS Supplement Media Pack have been translated. For existing supported customers, My Oracle Support has information on which products have been translated for the supported languages (https://support.oracle.com). For new or unsupported customers, please contact your Oracle Account Manager for this information.

$M in Application Annual Revenue: is defined as one million U.S. Dollars excluding taxes processed through the licensed program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

Application Developed: is defined as a software program developed by You that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle Fusion Sourcing, Oracle iSupplier Portal, Oracle Fusion Supplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service programs, use by your external suppliers is included with your application user licenses. For the purpose of the Oracle Financial Services Operational Risk Solution program, employees who are just contributing information to the program via the applicable user interface shall not be counted as application users.

Application Read-Only User: is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses, regardless of whether the individual is actively using the programs at any given time.

Brand: is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the program (measured explicitly in the program as Received Data Collection Instruments) during a 12 month period. You may not exceed the licensed number of CRF Pages during any 12 month period unless you acquire additional CRF Page licenses from Oracle.

Chassis: is defined as a physical enclosure containing hardware. For the purposes of the following programs: Oracle Fabric Manager and Oracle Fabric Monitor, only the chassis (a) that contain networking hardware and (b) that are managed by the program must be counted for the purpose of determining the number of licenses required.

Collaboration Program User: is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. For the purposes of counting and licensing the number of Beehive Synchronous Collaboration users, a Collaboration Program User within

your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to your company and attending a web conference are not required to be licensed.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer. For the purposes of Computer licenses for the Oracle Health Science Integration Engine program, a communication point is an interface to an input system (e.g., a clinical laboratory system in a hospital or healthcare setting) or to an output system (e.g., a healthcare data repository).

Concurrent User: is defined as each individual that may concurrently use or access the programs. Concurrent Users shall be only customers or prospective customers of yours, and shall not be business partners, or employees of yours.

Connected Instance: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product that the software product is required to interface.

$M Cost of Goods Sold: is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

CPU: is defined as a chip that contains a collection of one or more cores on which the program is running. Regardless of the number of cores, each chip counts as 1 CPU.

Custom Suite User: is defined as an individual authorized by you to use the application programs included in the applicable Custom Applications Suite which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time.

Customer: is defined as the customer entity specified on your order. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of computers on which such programs may be copied, installed and used.

Customer Account: is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such accounts.

Oracle Customer Data & Device Retention Service: is defined as a service for which the description may be found in the Technical Support Policies section (Oracle Hardware and Systems Support Policies) at www.oracle.com/contracts and which is incorporated by reference.

Customer Record: is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that you may access using the program.

Developer User / Developer/ Developer Seat: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. With respect to Developer Users only, such users may create, modify, view and interact with the programs and documentation.

Disk Drive: is defined as a spinning media device that stores data accessed by the Oracle Exadata Storage Server Software program.

Electronic Order Line: is defined as the total number of distinct order lines entered electronically into the Oracle program from any source (not manually entered by licensed users) during a 12 month period. This includes order lines originating as external

EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Employee for HCM: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs. Employees for HCM may only use the licensed programs with Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name.

Employee User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Enterprise Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Enterprise Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs. The value of these program licenses is determined by the number of Enterprise Employees. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the number of Enterprise Employees as of the effective date of your order. If at any time the number of Enterprise Employees exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Employees is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Employees. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise Employees as of such date.

Enterprise Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements. The value of these program licenses is determined by the number of Enterprise FTE Students. For these program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise FTE Students as of the effective date of your order. If at any time the number of Enterprise FTE Students exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise FTE Students is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise FTE Students. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise FTE Students as of such date.

Enterprise Trainee: is defined as an employee, contractor, student or other person who is being recorded by the program. The value of these program licenses is determined by the number of Enterprise Trainees. For these program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise Trainees as of the effective date of your order. If at any time the number of Enterprise Trainees exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Trainees is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Trainees. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise Trainees as of such date.

Enterprise $M in Cost of Goods Sold: Enterprise $M Cost of Goods Sold is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue. The value of these program licenses is determined by the amount of Enterprise $M Cost of Goods Sold. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Cost of Goods Sold as of the effective date of your order. If at any time the amount of Enterprise $M Cost of Goods Sold exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Cost of Goods Sold is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Cost of Goods Sold. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M Cost of Goods Sold as of such date.

Enterprise $M in Freight Under Management: $M Freight Under Management is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid). The value of these program licenses is determined by the amount of Enterprise $M Freight Under Management. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Freight Under Management as of the effective date of your order. If at any time the amount of Enterprise $M Freight Under Management exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Freight Under Management is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Freight Under Management. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M Freight Under Management as of such date.

Enterprise $M in Operating Budget: is defined as one million U.S. Dollars of your gross budget reflected in an audited statement from your external accounting firm. The value of these program licenses is determined by the amount of Enterprise $M in Operating Budget. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Operating Budget as of the effective date of your order. If at any time the amount of Enterprise $M in Operating Budget exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Operating Budget is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Operating Budget. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M in Operating Budget as of such date.

Enterprise $M in Revenue: Enterprise $M in Revenue is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year. The value of these program licenses is determined by the amount of Enterprise $M in Revenue. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Revenue as of the effective date of your order. If at any time the amount of Enterprise $M in Revenue exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Revenue is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Revenue. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M in Revenue as of such date.

Expense Report: is defined as the total number of expense reports processed by Internet Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Faculty User: is defined as an active teaching member of the faculty for an accredited academic institution; such user may only use the programs for academic and non-commercial use.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

$M Freight Under Management: is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight

purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Guest Room: is defined as the number of guest rooms managed by the program.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Installation Services, Start-Up Packs and Configuration/Upgrade Services: is defined as a service(s) for which the description may be found in the Advanced Customer Support Services section at www.oracle.com/contracts and which is incorporated by reference.

Invoice Line: is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from Oracle.

IVR Port: is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. You must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

Learning Credits: may be used to acquire education products and services offered in the Oracle University online catalogue posted at http://www.oracle.com/education under the terms specified therein. Learning credits may only be used to acquire products and services at the list price in effect at the time you order the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when you order the relevant product or service. The list price will be reduced by applying the discount specified to you by Oracle. Notwithstanding anything to the contrary in the previous three sentences, learning credits may also be used to pay taxes, materials and/or expenses related to your order; however, the discount specified above will not be applied to such taxes, materials and/or expenses. Learning credits are valid for a period of 12 months from the date your order is accepted by Oracle, and you must acquire products and must use any acquired services prior to the end of such period. You may only use learning credits in the country in which you acquired them, may not use them as a payment method for additional learning credits, and may not use different learning credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning credits are non-transferable and non-assignable. You may be required to execute standard Oracle ordering materials when using learning credits to order products or services.

$M in Managed Assets: is defined as one million U.S. Dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

Managed Resource: is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers, regardless of whether the individual is actively using the programs at any given time. In addition, your employees, contractors, partners and any other individual or entity managed by the programs shall be counted for the purposes of determining the number of Managed Resource licenses required.

Member Record: is defined as each unique customer loyalty program Member Record managed by the program. 100K Member Records shall mean one hundred thousand Member Records.

Module: is defined as each production database running the programs.

Monitored User: is defined as an individual who is monitored by an Analytics program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time. Individual users who are licensed for an Analytics program by either Named User Plus or Application User may not be licensed by Monitored User. For the purposes of the Usage Accelerator Analytics program, every user of your licensed CRM Sales application program must be licensed. For the purposes of the Human Resources Compensation Analytics program, all of your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, Preventive Controls Governor, and Governance, Risk, and Compliance Controls Suite, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / programs) users (individuals) that the program monitors.

MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription and MySQL Standard Edition Annual Subscription: are defined as the right to use the specified program(s) in accordance with the applicable license metric and to receive Oracle Software Update License & Support for the specified program(s) and for MySQL Community Edition for the term specified on the order. MySQL Community Edition refers to MySQL that is licensed under the GPL license. Software Update License & Support for MySQL Community Edition does not include updates of any kind. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in your ordering document. If your order was placed through the Oracle Store, then the effective date is the date your order was accepted by Oracle. Oracle Software Update License & Support services are provided under the applicable technical support policies in effect at the time the services are provided. You must obtain a subscription license for all servers where MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition are deployed. If you obtain Oracle Software Update License & Support services for any servers where MySQL Community Edition is deployed, then you must also purchase a subscription license for all of such servers for which you have obtained Oracle Software Update License & Support services. You may obtain Oracle Software Update License & Support services for the MySQL Community Edition subscription licenses at any level (e.g., at the MySQL Cluster Carrier Grade Edition level, at the MySQL Enterprise Edition level and/or at the MySQL Standard Edition level). At the end of the specified term, you may renew your subscription, if available, at the then current fees for the applicable subscription. If you choose not to renew your subscription, your right to use the program(s) will terminate and you must de-install all applications, tools, and binaries provided to you under the applicable non-Community Edition license (e.g., the license for MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition). If you do not renew a subscription, you will not receive any updates (including patches or subsequent versions) and you may also be subject to reinstatement fees if you later choose to reactivate your subscription.

Named User Plus / Named User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Data Masking Pack for Non-Oracle Databases and Test Data Management Pack for Non-Oracle Databases, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of Named User Plus licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database and Load Testing Suite for Oracle Applications, each emulated human

user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight and Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition and Data Integrator Enterprise Edition for Oracle Applications, only the users that are running or accessing the data transformation processes must be counted for determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Client Runtime and Application Development Framework Mobile, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Oracle Financing Contract: is a contract between you and Oracle (or one of Oracle's affiliates) that provides for payments over time of some or all of the sums due under your order.

Order Line: is defined as the total number of order entry line items processed by the program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless you acquire additional Order Line licenses from Oracle.

Partner Organization: is defined as an external third party business entity that provides value-added services in developing, marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Physical Server: is defined as each physical server on which the programs are installed.

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Data Masking Pack for Non-Oracle Databases and Test Data Management Pack for Non-Oracle Databases, only the processors on which the program that is being managed/monitored are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Application Management Pack for Utilities and Application Management Pack for Taxation and Policy Management, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack and Real User Experience Insight, all processors on which the middleware software that supports the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the non Oracle database from which you capture data and (b) the processors running the non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the program is running for indexing content in configured content sources as long as the foregoing is the only use of the program on all the processors installed in a given server.

1,000,000 Queries Per Day: is defined as one million queries to the MDEX engine, including but not limited to: text searches; changes to facet (refinement); page up/down through results (any text box query, change in facet selection, change in results viewed), from midnight to the next midnight (e.g., a day).

$M in Revenue: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year.

$M Revenue Under Management: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record, which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record, which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records stored in the Case Hub program. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For the purposes of the Site Hub program a record is defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub program. A site database record is a unique site (e.g., an asset, a building, part of a building (such as a store or a franchise within a store, an ATM, etc.)) stored in the Site Hub program.

For the programs listed above, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the purposes of the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

For the purposes of the Supplier Lifecycle Management and Supplier Hub programs, a record is defined as a unique business entity or company record stored as Supplier in the AP_SUPPLIERS table of the Supplier Lifecycle Management and Supplier Hub programs.

For the purposes of the Life Sciences Customer Hub program, a record is defined as the number of unique customer database records stored in such program. A customer database record is a unique physician (i.e., physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub program.

1000 Records: is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator program.

Registered User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. Registered Users shall be business partners and/or customers and shall not be your employees.

500,000 Requests Per Day: is defined as five hundred thousand requests from midnight to the next midnight (e.g., a day).

For the purposes of the following program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Endeca Experience Manager, requests at the Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g., ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: WebCenter Sites for Oracle ATG Web Commerce, requests to the WebCenter Sites or Webcenter Sites Satellite Server programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

Retail Register: is defined as any device designed to record any part of a sales transaction.

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Rule Set: is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

Server: is defined as the computer on which the programs are installed. A Server license allows you to use the licensed program on a single specified computer.

Service Order Line: is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from Oracle.

1,000 Sites: is defined as one thousand unique sites added to Multi-Site Quotes created during a 12 month period. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of a Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. A single Site (as defined by its Service Account and Service Point fields Site) that is added to multiple Multi-Site Quotes created during a 12-month period shall be only counted once.

Socket: is defined as a slot that houses a chip (or a multi-chip module) that contains a collection of one or more cores. Regardless of the number of cores, each chip (or multi-chip module) shall count as a single socket. All occupied sockets on which the program is installed and/or running must be licensed.

Oracle Solaris Premier Subscription for Non-Oracle Hardware per socket: is defined as the right to use the Oracle Solaris programs (as defined below) on hardware not manufactured by or for Sun/Oracle, and to receive Oracle Premier Support for Operating Systems services (limited to the Oracle Solaris programs), for the term specified in the ordering document. "Oracle Solaris programs" refers to the Oracle Solaris operating system and the separately licensed third party technology (as defined below). The Oracle Solaris programs may contain third party technology. Oracle may provide certain notices to you in program documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to you either under the terms of the agreement, or if specified in the program documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement. The Oracle Solaris programs may include or be distributed with certain separately licensed components that are part of Java SE ("Java SE"). Java SE and all components associated with it are licensed to you under the terms of the Oracle Binary Code License Agreement for the Java SE Platform Products, and not under the agreement. A copy of the Oracle Binary Code License Agreement for the Java SE Platform Products can be found at www.oracle.com/contracts.
This subscription is available only for a server that is certified by Oracle and listed on the Hardware Compatibility List (HCL) at http://www.sun.com/bigadmin/hcl. You must obtain a subscription license for each socket in the server. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in your ordering document. If your order was placed through the Oracle Store, then the effective date is the date your order was accepted by Oracle. Oracle Premier Support for Operating System services are provided under the applicable technical support policies in effect at the time the services are provided. At the end of the specified term, you may renew your subscription, if available, at the then current fees for this subscription.

If your order specifies **"1 – 4 socket server"** then you may only use the subscription on a server with not more than 4 sockets. If your order specifies **"5+ socket server"** then you may use the subscription for servers with any number of sockets.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter. The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Sun Ray Device: is defined as the Sun Ray computer on which the program is running.

Tape Drive: is defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For cloud based backups, Oracle counts each parallel stream or Recovery Manager (RMAN) channel as equivalent to a tape drive.

Technical Reference Manuals
Technical Reference Manuals ("TRMs") are Oracle's confidential information. You shall use the TRMs solely for your internal data processing operations for purposes of: (a) implementing applications programs, (b) interfacing other software and hardware systems to the applications programs and (c) building extensions to applications programs. You shall not disclose, use or permit the disclosure or use by others of the TRMs for any other purpose. You shall not use the TRMs to create software that performs the same or similar functions as any of Oracle products. You agree: (a) to exercise either at least the same degree of care to safeguard the confidentiality of the TRMs as you exercise to safeguard the confidentiality of your own most important confidential information or a reasonable degree of care, whichever is greater; (b) to maintain agreements with your employees and agents that protect the confidentiality and proprietary rights of the confidential information of third parties such as Oracle and instruct your employees and agents of these requirements for the TRMs; (c) restrict disclosure of the TRMs to those of your employees and agents who have a "need to know" consistent with the purposes for which such TRMs were disclosed; (d) maintain the TRMs at all times on your premises; and (e) not to remove or destroy any proprietary or confidential legends or markings placed upon the TRMs. Oracle shall retain all title, copyright and other proprietary rights in the TRMs. TRMs are provided to you "as-is" without any warranty of any kind. Upon termination, you shall cease using, and shall return or destroy, all copies of the applicable TRMs.

Telephone Number: is defined as each unique telephone number for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such telephone numbers.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

$B in Total Assets: is defined as one billion U.S. dollars of your latest published or internally available "Total Asset Value" as disclosed in your annual report and/or regulatory filings.

Trainee: is defined as an employee, contractor, student or other person who is being recorded by the program.

Transaction: is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

1K Transactions: is defined as one thousand unique transactions processed through the program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle. For Oracle Contact Center Anywhere, a unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents). For JD Edwards World Purchase Card Management, a unique transaction is defined as a single charge processed by the program.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation

Wireless handset: is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

Workstation: is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

Term Designation
If your program license does not specify a term, the program license is perpetual and shall continue unless terminated as otherwise provided in the agreement.

1, 2, 3, 4, 5 Year Terms: A program license specifying a 1, 2, 3, 4 or 5 Year Term shall commence on the effective date of the order and shall continue for the specified period. At the end of the specified period the program license shall terminate.

1 Year Subscription: A program license specifying a 1 Year Subscription shall commence on the effective date of the order and shall continue for a period of 1 year. At the end of the 1 year the program license shall terminate.

Licensing Rules for Oracle Technology Programs and Oracle Business Intelligence Applications

Failover: Subject to the conditions that follow below, your license for the programs listed on the US Oracle Technology Price List, which may be accessed at http://www.oracle.com/corporate/pricing/pricelists.html, includes the right to run the licensed program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate days in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two days). The above right only applies when a number of machines are arranged in a cluster and share one disk array. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, you must switch back to the primary node. Once the failover period has exceeded ten days, the failover node must be licensed. In addition, only one failover node per clustered environment is at no charge for up to ten separate days even if multiple nodes are configured as failover. Downtime for maintenance purposes counts towards the ten separate days limitation. When licensing options on a failover environment, the options must match the number of licenses of the associated database. Additionally, when licensing by Named User Plus, the user minimums are waived on one failover node only. Any use beyond the right granted in this section must be licensed separately. In a failover environment, the same license metric must be used for the production and failover nodes when licensing a given clustered configuration.

Testing: For the purpose of testing physical copies of backups, your license for the Oracle Database (Enterprise Edition, Standard Edition or Standard Edition One) includes the right to run the database on an unlicensed computer for up to four times, not exceeding 2 days per testing, in any given calendar year. The aforementioned right does not cover any other data recovery method - such as remote mirroring - where the Oracle program binary files are copied or synchronized.

You are responsible for ensuring that the following restrictions are not violated:

- Oracle Database Standard Edition can only be licensed on servers that have a maximum capacity of 4 sockets. Oracle Database Standard Edition, when used with Oracle Real Application Clusters, may only be licensed on a single cluster of servers supporting up to a maximum capacity of 4 sockets.
- Oracle Standard Edition One, Internet Application Server Standard Edition One and Portal Standard Edition One can only be licensed on servers that have a maximum capacity of 2 sockets.
- WebLogic Server Standard Edition does not include WebLogic Server Clustering.
- Business Intelligence Standard Edition One can only be licensed on servers that have the ability to run a maximum of 2 sockets. The data sources for BI Server and BI Publisher are limited to the included Oracle Standard Edition One, one other database, and any number of flat file sources such as CSV, and XLS. You may use Oracle Warehouse Builder Core ETL to pull data from any number of data sources but you must use only the included Oracle Standard Edition One as the target database.
- Informatica PowerCenter and PowerConnect Adapters may not be used on a standalone basis or as a standalone ETL tool. The Informatica PowerCenter and PowerConnect Adapters may be used with any data source provided the target(s) are: (i) the Oracle Business Intelligence applications programs (excluding Hyperion Enterprise Performance Management Applications), (ii) the underlying platforms on which the Oracle Business Intelligence Suite Enterprise Edition Plus program, Oracle Business Intelligence Standard Edition One or associated components of those Business Intelligence applications programs run, or (iii) a staging database for any of the foregoing. Informatica PowerCenter and PowerConnect Adapters may also be used where the Oracle Business Intelligence applications programs (excluding Hyperion Enterprise Performance Management Applications) are the source and non-Oracle Business Intelligence application programs are the target, provided, that users do not use Informatica PowerCenter and PowerConnect Adapters to transform the data.
- With respect to the Java SE Advanced and Java SE Suite programs, you may not create, modify, or change the behavior of, or authorize your users to create, modify, or change the behavior of, classes, interfaces, or subpackages that are in any way identified as "java", "javax" "sun" or "oracle" or any variation of the aforementioned naming conventions. The installation and auto-update processes for these programs transmit a limited amount of data to Oracle (or its service provider) about those specific processes to help Oracle understand and optimize them. Oracle does not associate the data with personally identifiable information. You can find more information about the data Oracle collects at http://oracle.com/contracts. Additional copyright notices and license terms applicable to portions of the programs are set forth at http://oracle.com/contracts.
- Programs that contain "for Oracle Applications" in the program name are limited use programs. These limited use programs may only be used with "eligible" Oracle application programs that contain the following prefixes in the program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Endeca*, Oracle Knowledge, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance and Oracle Primavera. For those prefixes designated above with a "*" not all programs with that prefix are eligible for use with the "for Oracle Applications" limited use programs. For a list of excluded programs please review the Applications Licensing

Table, which may be accessed at http://oracle.com/contracts. Notwithstanding anything above, Oracle Business Intelligence Suite Enterprise Edition Plus for Oracle Applications may only be used with "eligible" Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name provided that the Oracle Fusion Human Capital Management programs are the only programs configured to run against the database instance Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the Oracle Product Information Management Analytics, Fusion Edition, Oracle Customer Data Management Analytics, Fusion Edition and Oracle Product Lifecycle Analytics programs. Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the following programs provided that the Oracle Fusion Applications are the only data source: Oracle Sales Analytics, Fusion Edition; Oracle Partner Analytics, Fusion Edition; Oracle Supply Chain and Order Management Analytics; Oracle Financial Analytics, Fusion Edition; Oracle Procurement and Spend Analytics, Fusion Edition; Oracle Human Resources Analytics, Fusion Edition and Oracle Project Analytics. Any use of limited use programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.

- Oracle BPEL Process Manager Option for Oracle Applications may be used only to enable business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and, other Oracle Applications or third party applications are allowed as long as they are enabled/initiated within the eligible Oracle Applications. Business Processes defined in BPEL are allowed as long as at least one of the services invoked from within the Business Process access an eligible Oracle Application either natively (via Web Services) or via an adapter.
- Oracle Business Intelligence Foundation for Oracle Applications may be used only to perform query, reporting and analysis against a transaction database, data warehouse or an Essbase OLAP cube if: (i) the transaction database is an eligible Oracle Applications transaction database itself or an extraction, in whole or in part, of an eligible Oracle Applications transaction database, without transformation (query, reporting and analysis against a transaction database that is not an eligible Oracle Applications transaction database requires a full use license of Oracle Business Intelligence Foundation Suite); or (ii) the data warehouse is a pre-packaged eligible Oracle Applications data warehouse, with any customizations necessary to reflect customizations made in the eligible Oracle Applications, and restricted only to the eligible Oracle Applications sources (query, reporting and analysis against extensions to the data warehouse drawn from source systems not supported by the pre-packaged data warehouses require a full use license of Oracle Business Intelligence Foundation Suite); or (iii) the dimensions of each Essbase OLAP Cube are sourced from eligible Oracle Applications.
- Oracle WebLogic Suite for Oracle Applications may be used only as an embedded runtime for eligible Oracle Applications or to deploy customizations to an eligible Oracle Application. The WebLogic global datasource or one of the WebLogic application datasources must be configured to access the schema of an eligible Oracle Application.
- Data Integrator Enterprise Edition for Oracle Applications may only be used with the Oracle supplied data integration jobs and customization of the supplied jobs is allowed. For the avoidance of doubt, examples of uses that are not permitted include, but are not limited to, the following: adding new jobs that support different applications, new schemas, or previously unsupported application modules.
- Oracle SOA Suite for Oracle Applications may be used only to enable integration, business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and other non-eligible Oracle Applications or third party applications are allowed as long as they are either initiated or terminated within eligible Oracle Applications. Usage of SOA composites (including but not limited to Rules, Mediator, XSLT transforms, BPEL processes, Spring components, Workflow services and OWSM security policies) is allowed as long as at least one of the services invoked from within each composite accesses an eligible Oracle Application either natively (via Web services) or via an adapter and the invocation is part of a flow that is either initiated or terminated within eligible Oracle Applications. Oracle Service Bus (OSB) usage is allowed as long as each service deployed accesses an eligible Oracle Application either natively (via Web services) or via an adapter.
- Oracle WebCenter Portal for Oracle Applications may be used only to surface eligible Oracle Application(s) and custom applications (collectively, "eligible applications"). Surfacing any third-party applications, including other applications from Oracle, requires a license for Oracle WebCenter Portal. Multiple eligible applications may be surfaced in a single portal instance provided that a WebCenter Portal for Oracle Applications license exists for each eligible application surfaced in the portal. WebCenter Portal for Oracle Applications may be used to integrate the various WebCenter services (e.g., wikis, blogs, and discussions) into an application context, as well as to build out custom workflows and notifications between the eligible application and WebCenter Portal components. The content management features of the Oracle WebCenter Portal for Oracle Applications program may be used to store and manage documents created outside of the eligible application provided that such documents are related to the eligible application or to the application context.
- Oracle WebCenter Imaging for Oracle Applications may be used to create and modify imaging searches, to modify pre-packaged imaging application document types, and to create and modify input mappings to imaging applications. Oracle WebCenter Imaging for Oracle Applications may also be used to invoke web service application programming interfaces (API's) from Oracle Application workflows. A license for WebCenter Imaging for Oracle Applications is required to define

new document types for the management of images unrelated to a pre-packaged Oracle Applications integration, to develop custom workflows, and to invoke APIs from custom workflows or custom application integrations.

- Oracle Identity and Access Management Suite Plus for Oracle Applications may be used only to perform associated actions for users of and within the eligible Oracle Applications. The programs may be used to do the following: (1) add, delete, modify, and manage user identities and roles in the eligible Oracle Applications; (2) provide web access management and single sign-on into eligible Oracle Applications; (3) provide data storage or virtualization to data storage of user identities and user identity related information or authentication and authorization policies for eligible Oracle Applications; (4) provide federated single sign-on to eligible Oracle Applications
- Oracle Coherence Enterprise Edition for Oracle Applications may only be used within the same Java Virtual Machine as the eligible Oracle Application components.
- Oracle GoldenGate for Oracle Applications may only be used with the Oracle supplied integration jobs. Customization of the Oracle supplied integration jobs is allowed if necessitated by (i) customizations of the source application or of the target application or (ii) for performance tuning of the GoldenGate configuration. Oracle GoldenGate for Oracle Applications may not be used (i) for data replication to non-Oracle databases or (ii) by other Oracle applications or (iii) by third party applications for any type of data integration or replication purposes. For the avoidance of doubt, examples of other uses that are not permitted include, but are not limited to, the following: replicating data to non-Oracle databases (including MySQL), adding new source or target schemas, adding unsupported application modules to source or target schemas, supporting other replication topologies (e.g., active-active or multi-master) or adding anything not supplied by Oracle.
- Hyperion Data Integration Management, Hyperion Data Integration Management Team Based Development, and the Hyperion Data Integration Management Adapters for SAP BW, SAP R3, PeopleSoft and Siebel are licensed by Computer. Each Computer license is limited to support the use of up to 8 CPUs and each Computer license must be licensed in increments of 8 CPUs. Each core is recognized as a CPU. For computers that have more than 8 CPUs, additional Computer licenses must be purchased based upon the amount of CPUs that you are using. For example, if you are using Hyperion Data Integration Management on 12 CPUs, you need to purchase 2 Computer licenses; if you are using Hyperion Data Integration Management on 17 CPUs, you need to purchase 3 Computer licenses. These programs may be used solely in connection with moving data into and out of a Hyperion Data Store(s) (data/metadata repository(ies) delivered with the Hyperion programs.) These programs may not be used to extract data from a non-Hyperion Data Store(s) to load a custom data warehouse (a data warehouse not built solely from data from a Hyperion Data Store(s). The Hyperion Data Integration Management Computer license allows for such program to 1) connect to the following relational databases only: Oracle, Sybase, IBM DB2, MS SQL Server and 2) source from and write to an unlimited number of flat file/XML files. Hyperion Data Integration Management Adapters for SAP BW, SAP R3, PeopleSoft and Siebel must be licensed separately to allow Hyperion Data Integration Management to connect to these additional sources.
- The number of Hyperion program option licenses must match the number of licenses of the associated Hyperion program.
- The license for the Hyperion Planning Plus program includes a limited use license for the Hyperion Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis programs. Such limited use license means that the Hyperion Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis programs may only be used to access data from the Hyperion Planning Plus program. The Oracle Data Integrator – Target Database program may be used to load data from any data source provided that the target database is the Hyperion Planning Plus program. Specifically, the Hyperion Essbase Plus program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Planning Plus program and the Aggregate Storage option component of the Hyperion Essbase Plus program may not be used.
- The license for the Hyperion Profitability and Cost Management program includes a limited use license for the Hyperion Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator - Target Database programs. Such limited use license means that the Hyperion Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator - Target Database programs may only be used to access data from the Hyperion Profitability and Cost Management program. Specifically, the Hyperion Essbase Plus program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Profitability and Cost Management program and the Aggregate Storage option component of the Hyperion Essbase Plus program may not be used.

If you purchase Named User Plus licenses for the programs listed below, you must maintain the following user minimums and user maximums:

Program	Named User Plus Minimum
Oracle Database Enterprise Edition	25 Named Users Plus per Processor
Times Ten In-Memory Database	25 Named Users Plus per Processor
Cloud File System	25 Named Users Plus per Processor
Rdb Enterprise Edition	25 Named Users Plus per Processor

CODASYL DBMS	25 Named Users Plus per Processor
Data Integrator Enterprise Edition	25 Named Users Plus per Processor
GoldenGate	25 Named Users Plus per Processor
GoldenGate for Non Oracle Database	25 Named Users Plus per Processor
GoldenGate Veridata	25 Named Users Plus per Processor
GoldenGate for Teradata Replication Services	25 Named Users Plus per Processor
Java SE Advanced	10 Named Users Plus per Processor
Java SE Suite	10 Named Users Plus per Processor
WebLogic Server Standard Edition	10 Named Users Plus per Processor
WebLogic Server Enterprise Edition	10 Named Users Plus per Processor
WebLogic Suite	10 Named Users Plus per Processor
Web Tier	10 Named Users Plus per Processor
Coherence Standard Edition	10 Named Users Plus per Processor
Coherence Enterprise Edition	10 Named Users Plus per Processor
Coherence Grid Edition	10 Named Users Plus per Processor
TopLink and Application Development Framework	10 Named Users Plus per Processor
GlassFish Server	10 Named Users Plus per Processor
Internet Application Server Standard Edition	10 Named Users Plus per Processor*
Internet Application Server Enterprise Edition	10 Named Users Plus per Processor*
Enterprise Gateway	10 Named Users Plus per Processor
BPEL Process Manager	10 Named Users Plus per Processor
WebLogic Integration	10 Named Users Plus per Processor
Service Registry	10 Named Users Plus per Processor
Enterprise Repository	10 Named Users Plus per Processor
Forms and Reports	10 Named Users Plus per Processor
Tuxedo	10 Named Users Plus per Processor
SOA Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Unified Business Process Management Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Event-Driven Architecture Suite	10 Named Users Plus per Processor
Business Intelligence Standard Edition	10 Named Users Plus per Processor
B2B for RosettaNet	10 Named Users Plus per Processor
B2B for EDI	10 Named Users Plus per Processor
Healthcare Adapter	10 Named Users Plus per Processor
B2B for ebXML	10 Named Users Plus per Processor
WebCenter Suite Plus	10 Named Users Plus per Processor
WebCenter Portal	10 Named Users Plus per Processor
WebCenter Content	10 Named Users Plus per Processor
WebCenter Sites	10 Named Users Plus per Processor
WebCenter Sites Satellite Server	10 Named Users Plus per Processor
WebCenter Universal Content Management	10 Named Users Plus per Processor
WebCenter Imaging	10 Named Users Plus per Processor
WebCenter Forms Recognition	10 Named Users Plus per Processor
WebCenter Enterprise Capture	10 Named Users Plus per Processor
WebCenter Distributed Capture	10 Named Users Plus per Processor
WebCenter Real-Time Collaboration	10 Named Users Plus per Processor
On Track Communication Standard Edition	10 Named Users Plus per Processor
On Track Communication Enterprise Edition	10 Named Users Plus per Processor
Enterprise Gateway for Access Management	10 Named Users Plus per Processor
Beehive Enterprise Messaging Server	10 Named Users Plus per Processor
Beehive Enterprise Collaboration Server	10 Named Users Plus per Processor

*The Named User Plus Minimum does not apply if the program is installed on a one-processor machine that allows for a maximum of one user per program.

Program	Named User Plus Maximum
Personal Edition	1 Named User Plus per database
Business Intelligence Standard Edition One	50 Named Users Plus

If licensing by Named User Plus, the number of licenses for the programs listed below in column A must match the number of licenses of the associated program listed in column B. In the case where the minimum number of Named User Plus licenses are/were purchased, the number of licenses may not match due to variance in core factors between the time the respective programs were licensed. If licensing by Processor, the number of licenses for the programs listed below in column A must match the number of licenses of the associated program listed in column B. In the case where the programs are licensed at different times, the number of licenses may not match due to variance in core factors between the time the respective programs were licensed; in that case the number of cores used to determine the number of licensed processors for the programs listed below in column A must match the number of cores used to determine the number of licensed processors of the associated program listed in Column B. Associated programs are those programs being used in conjunction with the program in Column A.

Column A	Column B
Database Enterprise Edition Options*- Real Application Clusters, Real Application Clusters One Node, Partitioning, OLAP, Data Mining, Spatial, Advanced Security, Label Security, Database Vault, Active Data Guard, Real Application Testing, Advanced Compression, Total Recall, Retail Data Model, Communications Data Model **Database Enterprise Management***- Diagnostics Pack, Tuning Pack, Database Lifecycle Management Pack, Cloud Management Pack for Oracle Database	Oracle Database Enterprise Edition, Audit Vault Server
RDB Server Options*- TRACE	Rdb Enterprise Edition, CODASYL DBMS
WebLogic Suite Options**- BPEL Process Manager Option, Service Bus, SOA Suite for Oracle Middleware, Business Process Management Suite	WebLogic Suite
Application Server Enterprise Management**- WebLogic Server Management Pack Enterprise Edition, SOA Management Pack Enterprise Edition, Cloud Management Pack for Oracle Fusion Middleware	Associated application server program being managed by the program in Column A.
Management Pack for Oracle Coherence**	Coherence Enterprise Edition, Coherence Grid Edition
Management Pack for Oracle GoldenGate*	GoldenGate, GoldenGate for Non Oracle Database, GoldenGate for Mainframe
Business Intelligence Server Enterprise Edition Options- Interactive Dashboard, Delivers, Answers, Office Plug-in and Reporting and Publishing	Business Intelligence Server Enterprise Edition
Business Intelligence Suite Enterprise Edition Plus Option- Business Intelligence Management Pack	Business Intelligence Suite Enterprise Edition Plus
Beehive Platform Options- Beehive Messaging, Beehive Team Collaboration, Beehive Synchronous Collaboration, Beehive Voicemail	Beehive Platform
Management Pack for Oracle Data Integrator	Data Integrator Enterprise Edition, Data

	Integrator and Application Adapter for Data Integration, or Oracle Data Integrator Enterprise Edition for Oracle Applications
Hyperion Financial Data Quality Management Options- Hyperion Financial Data Quality Management Adapter for Financial Management, Hyperion Financial Data Quality Management Adapter Suite, Hyperion Financial Data Quality Management Adapter for SAP	Hyperion Financial Data Quality Management
Hyperion Financial Data Quality Management for Hyperion Enterprise Option- Hyperion Financial Data Quality Management Adapter Suite	Hyperion Financial Data Quality Management for Hyperion Enterprise
Hyperion Data Integration Management Options- Hyperion Data Integration Management Source Adapter, Hyperion Data Integration Management Team Based Development	Hyperion Data Integration Management

*If licensing by Named User Plus you must maintain, at a minimum, 25 Named Users Plus per Processor per associated program.

** If licensing by Named User Plus you must maintain, at a minimum, 10 Named Users Plus per Processor per associated program.

Licensing Rules for ATG Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- The Oracle ATG Web Commerce Business Intelligence program and the Oracle ATG Web Commerce Business Intelligence Administrator program may only be used in conjunction with either the Oracle ATG Web Commerce program and/or the Oracle ATG Web Knowledge Manager program. You may, however, expand your data model to include other information provided the additional information supplements information is already included in the Oracle ATG Web Commerce program or in the Oracle ATG Knowledge Manager program.
- The Cognos BI Consumer Bundle is included in the Oracle ATG Web Commerce Business Intelligence program and is comprised of (a) one (1) reporting engine for anonymous viewers consisting of no more than two (2) processors and four (4) total cores, (b) unlimited anonymous report viewer seat licenses, (c) one (1) Named BI Web Administrator seat license and one (1) Named BI Professional Report Author seat license. Any additional seat licenses must be licensed separately by purchase of Oracle ATG Web Commerce BI Administrator seat licenses at an additional cost and are not included in any enterprise-wide or similar license.

Licensing Rules for JD Edwards Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- The programs include GNU libgmp library; copyright 1991 Free Software Foundation, Inc. This library is free software that can be modified and redistributed under the terms of the GNU Library General Public License contained in the programs. The programs may also contain other third party products.
- Your license for the program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards program table located at http://oracle.com/contracts for additional information.
- The Foundation program contains the development foundation environment/toolkit. You understand and acknowledge that any software program developed with the functionality of the development foundation environment/toolkit is subject to the terms and conditions of this agreement. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer programs generated by you utilizing the development tools included in the programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE

- The Oracle Technology Foundation for JD Edwards EnterpriseOne and the Oracle Technology Foundation for JD Edwards EnterpriseOne Upgrade programs each include a limited use license for Oracle Database Standard Edition. The database may be used solely in conjunction with any and all licensed JD Edwards EnterpriseOne programs, including third party programs licensed for use with JD Edwards EnterpriseOne programs. The database may be installed on an unlimited number of processors. If you require features and functions beyond those included with the Oracle Database Standard Edition, or if you require use of Oracle Database beyond your JD Edwards EnterpriseOne implementation, you may purchase a non-limited use license by contracting directly with Oracle or one of its authorized distributors.

  The license for each of these programs also includes a limited use license for the following components of Oracle Fusion Middleware: Oracle Application Server Standard Edition or Oracle WebLogic Server Standard Edition (either of these products may be used, but both products cannot be used for the same function); Oracle JRockit JVM; Oracle Application Server Portal; Oracle WebCenter Services; Oracle BPEL Process Manager; Oracle Business Activity Monitoring; Oracle Application Server Single Sign-On; Oracle Access Manager Basic; Oracle Application Server Web Cache; and Oracle Business Intelligence Publisher. These components may be used solely in conjunction with any and all licensed JD Edwards EnterpriseOne programs, including third party programs licensed for use with JD Edwards EnterpriseOne programs. These components may be installed on an unlimited number of processors. If you require use of these components beyond your JD Edwards EnterpriseOne implementation you may purchase a non-limited use license for any of the Oracle components by contracting directly with Oracle or one of its authorized distributors.

  For the purpose of using Oracle Business Intelligence Publisher, Oracle will include a limited use license of Business Intelligence Publisher for use with JD Edwards EnterpriseOne programs. Any use of Business Intelligence Publisher outside of a JD Edwards EnterpriseOne program, such as with a your own "custom" applications as well as with other Oracle applications (including but not limited to Siebel Applications, PeopleSoft Applications, and/or Oracle Applications) will require a full use license of Business Intelligence Publisher. Business Intelligence Publisher may be installed on an unlimited number of processors.

  The development tools included with these programs may be used solely with the licensed JD Edwards EnterpriseOne programs and may not be used to create new applications. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer programs generated by you utilizing the development tools included in the programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE JD EDWARDS ENTERPRISE ONE PROGRAM WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.
- The Technology Foundation and Technology Foundation Upgrade programs each include the following "IBM Components": IBM DB2 Universal Database, IBM WebSphere Application Server and IBM WebSphere Portal (as contained in Collaborative Portal). IBM Components may be used solely in conjunction with any and all licensed JD Edwards EnterpriseOne programs, including third party programs licensed for use with JD Edwards EnterpriseOne programs. You may obtain a general license for any of the IBM Components by contracting directly with IBM or one of its authorized distributors. The development tools included in this program may be used solely with the licensed JD Edwards EnterpriseOne programs and may not be used to create new applications. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer programs generated by you utilizing the development tools included in the programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.

Licensing Rules for Oracle E-Business Suite Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- The option Activity Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.
- The option Field Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.
- The option Marketing Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.
- The option Sales Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.

- The option Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program
- The option Activity Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Field Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Marketing Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Privacy Management Policy Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Sales Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.

Licensing Rules for PeopleSoft Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- Your license for the program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards program table located at http://oracle.com/contracts for additional information.
- The programs listed below include a license to use Business Analysis Modeler – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft programs you have licensed. Oracle will deliver this program to you per the delivery terms in your order.

  Integrated FieldService, Marketing, Mobile Sales, Online Marketing, Order Capture, Order Capture Self Service, Sales, Support for Customer Self Service
- Your use of the Campus Self Service program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.
- PeopleTools - Enterprise Development shall be used solely to develop applications for your internal data processing operations. In no event shall you market or distribute such applications. Notwithstanding anything to the contrary, you shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this program for the purpose of developing applications.
- Each PeopleTools - Enterprise Development Starter Kit program shall be used solely by 5 application users to develop applications containing no more than a total of 20 components (as defined in the program documentation) for your internal data processing operations. In no event shall you market or distribute such applications. Notwithstanding anything to the contrary, you shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this program for the purpose of developing applications.
- You may use PeopleTools – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft Enterprise programs you have licensed. Oracle will deliver this program to you per the delivery terms in your order
- The Process Modeler Client program may only be used with PeopleSoft Enterprise or JD Edwards EnterpriseOne programs you have licensed from Oracle. You shall not use this program with any other software.
- The license for the Student Administration program includes a limited use license for the Human Resources, Benefits Administration and the Payroll for North America programs. Such limited use license means that the Human Resources, Benefits Administration and the Payroll for North America Software modules shall only be used in order to access the features and functions of the Student Administration program. Your use of the Student Administration program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.

Licensing Rules for Primavera Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- For the purposes of the following Primavera programs: Earned Value Management, Evolve, SureTrak, Contractor and P3 Project Planner, you acknowledge that you have both read and understand the limited Software Update License & Support services that are available for these programs, as described in Oracle's Technical Support Policies.
- For purposes of the Primavera SureTrak and Primavera P3 Project Planner programs, you acknowledge that the agreement delivered to you with these programs, and not the end user license agreement contained in the product installation, governs the end user's use of these programs

- For the purposes of the following programs: Primavera P6 Enterprise Project Portfolio Management and Primavera P6 Enterprise Project Portfolio Management Web Services, developers and/or users (i) who are not already licensed for the Primavera P6 Enterprise Project Portfolio Management program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera P6 Enterprise Project Portfolio Management Web Services program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.
- For the purposes of the following programs: Primavera Contract Management Web Services and Primavera Contract Management, developers and/or users (i) who are not already licensed for the Primavera Contract Management program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera Contract Management Web Services program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.

Licensing Rules for Siebel Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- For the Siebel Branch Teller Services program, Siebel Internet Banking Services program, Siebel Retail Finance Foundation Services program and the Siebel Financial Transactions Workbench program, you may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the program documentation, all in accordance with the program documentation, and provided that such materials or modified materials shall be used solely with your licensed use of such programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the programs, ancillary programs, program documentation, or any other materials provided by Oracle, or to permit third parties to do so.
- The Siebel Details Program includes a license for 20 Concurrent Users that authorizes you to use the program on only one Computer for a maximum of 20 Concurrent Users at any given time.
- The Siebel Marketing Server program is licensed on a Computer basis together with the number of unique Customer Records that you may access using the program.
- The Siebel Pharma Marketing Server is licensed on the basis of the number of unique Customer Records that you may access using the program together with the number of Brands that you may manage using the program.
- The Siebel Pricing Claims Server-Up to 20 Application Users is licensed on a Computer basis with a limitation on the number of Application Users.
- The users or processors of the Siebel Web Channel program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the programs that is defined in the Siebel Tools program.
- The Siebel Data Quality License may only be used with Oracle Master Data Management or Oracle CRM deployments.

Licensing Rules for Programs Licensed per UPK Module

- Oracle grants to you a non-exclusive, nontransferable license for your UPK Developer(s) to: (i) use those User Productivity Kit ("UPK") programs licensed as UPK modules (collectively referred to as "UPK content") only as necessary to create and provide training solely for Employee and/or Application Users to use the underlying programs for your benefit; (ii) make an unlimited number of copies of the UPK content only as necessary to create and provide training solely to Employees and/or Application Users to use the underlying programs for your benefit; and (iii) develop modifications and customizations to the UPK content, if applicable, all subject to the terms and conditions set forth in this agreement, provided all copyright notices are reproduced as provided on the original. You represent and warrant that you have a valid license for the underlying program(s). You are prohibited from reselling or distributing the UPK content to any other party or using the UPK content other than as explicitly permitted in this agreement. Oracle represents that the UPK content and any content created by you using the UPK content contains valuable proprietary information. Oracle retains title to all portions of the UPK content and any copies thereof. You shall use UPK content modifications created by you solely for your internal use in accordance with the terms of this agreement. You may provide access to and use of the UPK content only to those third parties that are licensed as Application Users and that: (a) provide services to you concerning your use of the UPK content; (b) have a need to use and access the UPK content; and (c) have agreed to substantially similar non-disclosure obligations imposed by you as those contained in this agreement. Application and Employee User(s) of UPK programs may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Licensing Rules for MySQL Programs

- The MySQL programs may contain third party technology. Oracle may provide certain notices to you in program documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to you either under the terms of the agreement, or if specified in the program documentation,

"readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement.

Technical	Only Adobe?	Adobe can't provide?	Comments
Solution will be Compatible with Microsoft Windows XP, 7, & 8.			
Solution will be compatible with Microsoft Office 2010 & 2013.			
Creation & Conversion			
Solution will create .PDF files that are compatible with ISO 3200 standards.			
PDF/A			
PDF/E			
PDF/X			
PDF/UA? WCAG 2.0?			
Solution will create .PDF file from multiple files			
Solution will create .PDF file from mutliple file types			
Solution will create .PDF files from Microsoft Office files.			
Solution will create searchable-text .PDF files from converted files.			core function.
Solution will create searchable-text .PDF files from scanned hardcopies.			core function.
Solution will create . PDF files from industry-wide open file formats, including: RFT, HTML, TXT, & image formats.			core function.
Attached PDF to note?			
Solution will convert multiple files to multiple .PDF's.			Additional: split PDF top many?
Convert .PDF files to fully editable Microsoft Office files.			
PDF Viewing			
Solution will provide no-cost PDF viewer.			
Solution will allow end-user to view .PDF files			
Solution will allow end-user to search .PDF files			
Find All			
Solution will allow end-user to print .PDF to hardcopy			
Solution will allow end-user to view all types of .PDF files, including: PDF/A, PDF/E, PDF/X.			
Solution will allow end-user to validate digital signature within the .PDF file.			Differentiate between digital & electronic.
Solution will allow end-user to compare multiple .PDF documents.			
ADA: Read out loud??			Dragon does this?
PDF Linearization??			
Loupe??			
Screenshot??			We have tools already.
Pan & zoom??			nice to have.

State of Michigan Pricelist 12/2/2014

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7105649	Spare: power cord, North America and Asia, 2.5 meters, NEMA 5-15P plug, C19 connector, 15 A, 250 VAC	Spare parts	$48.00	29%	$34.08	29%	$34.08
7105650	Spare: power cord, global jumper, straight plug-connector 1.8 meter, C14 plug, C19 connector, 15 A	Spare parts	$42.00	29%	$29.82	29%	$29.82
7105651	Spare: power cord, global jumper, straight plug-connector 2.4 meters, C20 plug, C19 connector, 20 A	Spare parts	$72.00	29%	$51.12	29%	$51.12
7105652	Spare: power cord, UK, 2.5 meters, C19 connector, 13 A, 250 VAC	Spare parts	$72.00	29%	$51.12	29%	$51.12
7105653	Spare: power cord, Europe, 2.5 meters, C19 connector, 15 A, 250 VAC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7105654	Spare: power cord, India, 2.5 meters, C19 connector, 16 A, 250 VAC	Spare parts	$78.00	29%	$55.38	29%	$55.38
7105658	Spare: QSFP to CX-4 InfiniBand copper cable: 3 meters	Spare parts	$1,272.00	29%	$903.12	29%	$903.12
7105659	Spare: QSFP to CX-4 InfiniBand copper cable: 5 meters	Spare parts	$1,320.00	29%	$937.20	29%	$937.20
7105660	Oracle Fabric Interconnect F1-4	Spare parts	$6,018.00	29%	$4,272.78	29%	$4,272.78
7105661	Spare: XFP transceiver, 10 GbE	Spare parts	$1,254.00	29%	$890.34	29%	$890.34
7105662	Spare: Dual Port 4 Gb Fibre Channel Module, for Oracle Fabric Interconnect hardware only	Spare parts	$16,524.00	29%	$11,732.04	29%	$11,732.04
7105663	Oracle Fabric Interconnect F1-15	Spare parts	$8,025.00	29%	$5,699.88	29%	$5,699.88
7105664	Spare: QSFP to CX-4 InfiniBand copper cable: 1 meter	Spare parts	$1,224.00	29%	$869.04	29%	$869.04
7104569	Spare: StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL8500 and StorageTek SL3000	Spare parts	$10,500.00	29%	$7,455.00	29%	$7,455.00
7105311	Spare: StorageTek LTO tape drive: 1 HP LTO6 6 Gb SAS for StorageTek SL150	Spare parts	$8,388.00	29%	$5,955.48	29%	$5,955.48
7105310	Spare: StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL150	Spare parts	$9,336.00	29%	$6,628.56	29%	$6,628.56
7105625	Spare: StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb FC for StorageTek SL150 for OEM	Spare parts	$9,240.00	29%	$6,560.40	29%	$6,560.40
7105626	Spare: StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb SAS for StorageTek SL150 for OEM	Spare parts	$9,240.00	29%	$6,560.40	29%	$6,560.40
7105775	Spare: SFP assembly	Spare parts	$1,200.00	29%	$852.00	29%	$852.00
7105634	Spare: cable kit with two 7-foot CAT6 ethernet cables	Spare parts	$78.00	29%	$55.38	29%	$55.38
7105627	Spare: battery assembly with carrier	Spare parts	$372.00	29%	$264.12	29%	$264.12
7103910	Oracle Storage Drive Enclosure DE2-24P: base chassis (for factory installation)	Storage Hard Disk Drives	$4,071.00	14%	$3,501.06	20%	$3,256.80
7103911	One 300 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
7103912	One 900 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$840.00	14%	$722.40	20%	$672.00
7103914	Oracle Storage Drive Enclosure DE2-24C: base chassis (for factory installation)	Storage Hard Disk Drives	$4,896.00	14%	$4,210.56	20%	$3,916.80
7103917	Filler panel (for factory installation)	Storage Hard Disk Drives	$9.00	14%	$7.74	20%	$7.20
7103918	Filler panel (for factory installation)	Storage Hard Disk Drives	$15.00	14%	$12.90	20%	$12.00
7104988	Additional 300 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$414.00	14%	$356.04	20%	$331.20
7104989	Additional 900 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$1,008.00	14%	$866.88	20%	$806.40
7104993	Oracle Storage Drive Enclosure: base consolidation box (for factory installation)	Storage Hard Disk Drives	$37.00	14%	$31.82	20%	$29.60
7105734	Oracle Storage Drive Enclosure DE2-24P: base chassis, for after original system installation	Storage Hard Disk Drives	$4,885.00	14%	$4,201.10	20%	$3,908.00

STATE OF MICHIGAN
ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **5**

to

Contract Number **071B4300149**

CONTRACTOR	
	ORACLE AMERICA, INC.
	500 Oracle Parkway
	Redwood Shores, CA 94065
	Joe Mudroch
	314-477-4418
	joe.mudroch@oracle.com
	CV0066538

STATE		
Program Manager	Reid Sisson	MULTI
	517-241-1638	
	sissonr@Michigan.gov	
Contract Administrator	Garrick Paraskevin	DTMB
	(517) 284-6993	
	paraskeving@michigan.gov	

CONTRACT SUMMARY

ORACLE SOFTWARE, HARDWARE & RELATED SRVCS

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
August 27, 2014	August 26, 2019	3 - 1 Year	August 26, 2019

PAYMENT TERMS	DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
☐ P-Card	☐ Direct Voucher (DV)	☐ Other	☒ Yes	☐ No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
☐		☐		August 26, 2019

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
$100,000,000.00	$0.00	$100,000,000.00

DESCRIPTION

Be advised that there was a mistake made in the numbering of Change Notices under this Contract. For record keeping purposes, there are no Change Notices Numbers 2 and 3 to this Contract.

This Change Notice Number 5 completes a transaction between the parties that (i) certifies and terminates an Oracle Unlimited License Agreement (ULA), (ii) cancels certain Oracle licenses, and (iii) provides for co-terminus support end dates for certain Oracle licenses. The transaction is reflected in the attached Oracle License Certification Form, Oracle License Termination Letter, and Attachment 1 to the Oracle License Termination Letter.

All other terms, conditions, specifications, and pricing remain the same.

ORACLE

June 27, 2018

Simon Baldwin
Category Manager, IT
Central Procurement – Enterprise Sourcing
State of Michigan

Dear Simon:

You have requested that Oracle provide technical support services for some but not all of your licenses contained in a license set. You acknowledge that per Oracle's technical support policies, in order to receive technical support services for your licenses, all licenses in a license set must be supported at the same level of technical support. Please review the applicable technical support policies at http://www.oracle.com/us/support/policies/index.html or contact Oracle Support at http://www.oracle.com/us/support /contact/indext.html.

You have agreed to terminate some of your licenses in order to maintain technical support services on a reduced number of licenses in a license set. For the sake of clarity, this letter dated June 27, 2018 rescinds and supersedes the prior Oracle letter dated May 24, 2018 to Mr. Reid Sisson.

By signing below, you are agreeing to terminate the licenses listed in the table below. As of May 25, 2018, you no longer have any right to use the terminated licenses and have no right to technical support services, including but not limited to, updates, fixes and security alerts. Oracle will maintain and renew technical support services for your remaining licenses in the license set (not including mySQL, Solaris Cluster and Hardware Support which are separately billed) in accordance with the three ODs set forth in Attachment 1 to this letter, which is incorporated by reference herein. If your licensing needs increase in the future, you must purchase any necessary licenses to meet your increased needs. You will not be permitted to reinstate the terminated licenses.

Pricing for support is based upon the level of support and the volume of licenses for which support is ordered. In the event that a subset of licenses on a single order is terminated or if the level of support is reduced, support for the remaining licenses on that license order will be priced at Oracle's list price for support in effect at the time of termination or reduction minus the applicable standard discount. The Technical Support fees for any future cancellation of licenses listed herein will trigger a re-pricing based upon the line items on the original order effected and will not impact other specific order numbers that existed on a single support service contract.

By signing below, you represent that you have authority to terminate the licenses on behalf of State of Michigan. You acknowledge that Oracle may not renew technical support services for your remaining licenses in the license set until you have completed and returned this termination letter to the Oracle Support Services Representative listed below. The licenses that are hereby terminated are:

Contract	CSI	Order	Oracle Program	Qty
3680180	1552365	5340458	SERVER EE 7.3	50
3665054	1865300	5566941	ORACLE7 PERSONAL EDITION 7.3.3	1
4153683	3285225	8433442	Oracle Database Enterprise Edition - Processor Perpetual	1
4153683	3285225	8433442	Change Management Pack - Processor Perpetual	1
4153683	3285225	8433442	Oracle Diagnostics Pack - Processor Perpetual	1
4153683	3285225	8433442	Oracle Tuning Pack - Processor Perpetual	1
4895056	3299085	6614384	Oracle Database Enterprise Edition - Processor Perpetual	3
4895056	3299085	6614384	Change Management Pack - Processor Perpetual	3
4895056	3299085	6614384	Oracle Diagnostics Pack - Processor Perpetual	3
4895056	3299085	6614384	Oracle Tuning Pack - Processor Perpetual	3
4895056	3367624	6658854	Oracle Discrete Manufacturing - Application User Perpetual	8

ORACLE

4895056	3367624	6658854	Oracle Database Enterprise Edition - Named User Perpetual	2076
4895056	3367624	6657163	Oracle Database Enterprise Edition - Named User Perpetual	20
4895056	3367624	6657163	Oracle Database Enterprise Edition - Processor Perpetual	88
4895056	3367624	6658854	Oracle Database Enterprise Edition - Processor Perpetual	127
4895056	3367624	6658854	Oracle Database Standard Edition - Named User Perpetual	30
4895056	3367624	6658854	Oracle Database Standard Edition - Processor Perpetual	4
4895056	3367624	6658854	Oracle Database Personal Edition - Named User Perpetual	421
4895056	3367624	6657163	Oracle Partitioning - Processor Perpetual	14
4895056	3367624	6658854	Oracle Partitioning - Processor Perpetual	16
4895056	3367624	6658854	Oracle Real Application Clusters - Processor Perpetual	64
4895056	3367624	6658854	Change Management Pack - Named User Perpetual	401
4895056	3367624	6657163	Change Management Pack - Processor Perpetual	42
4895056	3367624	6658854	Change Management Pack - Processor Perpetual	71
4895056	3367624	6657163	Oracle Diagnostics Pack - Named User Perpetual	50
4895056	3367624	6658854	Oracle Diagnostics Pack - Named User Perpetual	794
4895056	3367624	6657163	Oracle Diagnostics Pack - Processor Perpetual	44
4895056	3367624	6658854	Oracle Diagnostics Pack - Processor Perpetual	90
4895056	3367624	6658854	Oracle Tuning Pack - Named User Perpetual	1129
4895056	3367624	6657163	Oracle Tuning Pack - Named User Perpetual	50
4895056	3367624	6657163	Oracle Tuning Pack - Processor Perpetual	48
4895056	3367624	6658854	Oracle Tuning Pack - Processor Perpetual	77
4895056	3367624	6658854	Oracle Internet Application Server Enterprise Edition - Named User Perpetual	107
4895056	3367624	6658854	Oracle Internet Application Server Enterprise Edition - Named User Perpetual	872
4895056	3367624	6658854	Oracle Internet Developer Suite - Named User Perpetual	199
4895056	3367635	6658232	Oracle Purchasing - Application User Perpetual	209
4895056	3367635	6658232	Oracle Database Enterprise Edition - Named User Perpetual	335
4895056	3367635	6658232	Oracle Database Enterprise Edition - Processor Perpetual	326
4895056	3367635	6658232	Oracle Partitioning - Named User Perpetual	144
4895056	3367635	6658232	Oracle Partitioning - Processor Perpetual	21
4895056	3367635	6658232	Oracle Spatial and Graph - Processor Perpetual	3
4895056	3367635	6658232	Spatial - Named User Perpetual	10
4895056	3367635	6658232	Change Management Pack - Named User Perpetual	120
4895056	3367635	6658232	Change Management Pack - Processor Perpetual	287
4895056	3367635	6658232	Oracle Diagnostics Pack - Named User Perpetual	44
4895056	3367635	6658232	Oracle Diagnostics Pack - Processor Perpetual	305
4895056	3367635	6658232	Oracle Tuning Pack - Named User Perpetual	120
4895056	3367635	6658232	Oracle Tuning Pack - Processor Perpetual	296
4895056	3367635	6658232	Oracle Internet Application Server Enterprise Edition - Named User Perpetual	8
4895056	3367635	6658232	Oracle Internet Application Server Enterprise Edition - Processor Perpetual	13
4895056	3367635	6658232	Oracle Internet Developer Suite - Named User Perpetual	24

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4895056	14053623	6948424	Oracle Internet Application Server Enterprise Edition - Processor Perpetual	2
4895056	14053758	6948560	Oracle Real Application Clusters - Processor Perpetual	8
4895056	14378398	7900163	Oracle Partitioning - Processor Perpetual	56
4895056	14651190	8011691	Configuration Management Pack - Processor Perpetual	36
4895056	14651190	8011691	Oracle Tuning Pack - Processor Perpetual	27
4895056	14652755	8012450	Oracle Database Enterprise Edition - Processor Perpetual	3
4895056	14653410	8012822	Oracle Database Enterprise Edition - Processor Perpetual	15
4895056	14653535	8012995	Oracle Database Enterprise Edition - Named User Plus Perpetual	175
4895056	14653535	8012995	Oracle Internet Application Server Enterprise Edition - Processor Perpetual	2
4895056	14686907	8025400	Oracle Real Application Clusters - Processor Perpetual	4
4895056	14686907	8025400	Oracle Spatial and Graph - Named User Plus Perpetual	40
4895056	14686907	8025400	Oracle Spatial and Graph - Processor Perpetual	4
4895056	14686907	8025400	Internet Application Server Java Edition - Named User Plus Perpetual	40
4895056	14686907	8025400	Internet Application Server Java Edition - Processor Perpetual	4
4895056	14765254	8051622	Oracle Database Enterprise Edition - Named User Plus Perpetual	125
4895056	14765254	8051622	Oracle Database Enterprise Edition - Processor Perpetual	60
4895056	14765254	8051622	Oracle Real Application Clusters - Named User Plus Perpetual	300
4895056	14765254	8051622	Oracle Real Application Clusters - Processor Perpetual	60
4895056	14765254	8051622	Change Management Pack - Processor Perpetual	60
4895056	14765254	8051622	Configuration Management Pack - Processor Perpetual	60
4895056	14765254	8051622	Oracle Diagnostics Pack - Processor Perpetual	60
4895056	14765254	8051622	Oracle Tuning Pack - Processor Perpetual	60
4895056	14884166	8088670	Oracle Database Enterprise Edition - Named User Plus Perpetual	775
4895056	14884166	8088670	Oracle Database Enterprise Edition - Processor Perpetual	76
4895056	14884166	8088670	Oracle Partitioning - Named User Plus Perpetual	150
4895056	14884166	8088670	Oracle Partitioning - Processor Perpetual	48
4895056	14884166	8088670	Oracle Real Application Clusters - Processor Perpetual	40
4895056	14884166	8088670	Change Management Pack - Named User Plus Perpetual	775
4895056	14884166	8088670	Change Management Pack - Processor Perpetual	80
4895056	14884166	8088670	Configuration Management Pack - Named User Plus Perpetual	775
4895056	14884166	8088670	Configuration Management Pack - Processor Perpetual	80
4895056	14884166	8088670	Oracle Diagnostics Pack - Named User Plus Perpetual	775
4895056	14884166	8088670	Oracle Diagnostics Pack - Processor Perpetual	80
4895056	14884166	8088670	Oracle Tuning Pack - Named User Plus Perpetual	775
4895056	14884166	8088670	Oracle Tuning Pack - Processor Perpetual	80
4895056	15157061	8101561	Oracle Spatial and Graph - Named User Plus Perpetual	10
4895056	15179233	8105828	Oracle Database Enterprise Edition - Processor Perpetual	4

ORACLE

4895056	15401652	8150218	Oracle Database Enterprise Edition - Processor Perpetual	5
4894774	15707027	8247722	Oracle Database Enterprise Edition - Named User Plus Perpetual	150
4894774	15707027	8247722	Oracle Real Application Clusters - Named User Plus Perpetual	600
4894774	15707027	8247722	Configuration Management Pack - Named User Plus Perpetual	600
4894774	15707027	8247722	Oracle Diagnostics Pack - Named User Plus Perpetual	600
4894839	15771545	8255895	Oracle Spatial and Graph - Named User Plus Perpetual	175
4895000	15813053	8265223	Oracle Real Application Clusters - Processor Perpetual	12
4895021	15920169	8291439	Oracle Partitioning - Named User Plus Perpetual	400
4895021	15920169	8291439	Oracle Partitioning - Processor Perpetual	16
4895028	15934682	8298283	Oracle Real Application Clusters - Processor Perpetual	4
3110078	16113697	8350027	Oracle Real Application Clusters - Processor Perpetual	8
3334287	16232854	8365445	Oracle Partitioning - Named User Plus Perpetual	14
3334287	16232854	8365445	Oracle Real Application Clusters - Processor Perpetual	14
3334287	16232854	8365445	Change Management Pack - Processor Perpetual	17
3334287	16232854	8365445	Configuration Management Pack - Named User Plus Perpetual	450
3334287	16232854	8365445	Configuration Management Pack - Processor Perpetual	2
3334287	16232854	8365445	Oracle Diagnostics Pack - Processor Perpetual	2
3334287	16316702	8390552	Change Management Pack - Named User Plus Perpetual	68
3334287	16316702	8390552	Change Management Pack - Processor Perpetual	10
3334287	16316702	8390552	Oracle Diagnostics Pack - Processor Perpetual	10
3334287	16316702	8390552	Oracle Tuning Pack - Processor Perpetual	14
3789539	16475252	8431896	Oracle Advanced Compression - Processor Perpetual	36
3789539	16475252	8431896	Oracle Partitioning - Processor Perpetual	19
3789539	16475252	8431896	Oracle Real Application Clusters - Processor Perpetual	57
3789539	16475252	8431896	Configuration Management Pack for Oracle Database - Processor Perpetual	51
3789539	16475252	8431896	Provisioning and Patch Automation Pack for Database - Processor Perpetual	36
3789539	16475252	8431896	Oracle Real Application Testing - Processor Perpetual	36
3789539	16475252	8431896	Diagnostics Pack for Oracle Middleware - Processor Perpetual	48
3876993	16564740	8449135	Oracle Real Application Clusters - Processor Perpetual	16
3877146	16564842	8449193	Oracle Partitioning - Processor Perpetual	10
3877146	16564842	8449193	Oracle Real Application Clusters - Processor Perpetual	48
3877146	16564842	8449193	Oracle Diagnostics Pack - Processor Perpetual	10
3880658	16568020	8449507	Oracle Internet Application Server Standard Edition - Named User Plus Perpetual	20
3880658	16568020	8449507	Oracle Internet Application Server Standard Edition - Processor Perpetual	3
3880658	16568020	8449507	Oracle Internet Application Server Standard Edition One - Processor Perpetual	5
3985919	16718343	8466911	Oracle Diagnostics Pack - Processor Perpetual	8
3985919	16718343	8466911	Oracle Tuning Pack - Processor Perpetual	8

ORACLE

4109583	16883372	8490371	Oracle Tuning Pack - Named User Plus Perpetual	50
4109583	16883372	8490371	Oracle Tuning Pack - Processor Perpetual	2
4605858	17561979	8520964	Oracle Database Enterprise Edition - Named User Plus Perpetual	20
4605858	17561979	8520964	Oracle Database Enterprise Edition - Processor Perpetual	12
4605858	17561979	8520964	Oracle Database Enterprise Edition - Processor Perpetual	31
4605858	17561979	8520964	Oracle Partitioning - Named User Plus Perpetual	300
4605858	17561979	8520964	Oracle Partitioning - Processor Perpetual	96
4605858	17561979	8520964	Oracle Real Application Clusters - Processor Perpetual	4
4605858	17561979	8520964	Oracle Real Application Clusters - Processor Perpetual	24
4605858	17561979	8520964	Oracle Data Masking Pack - Processor Perpetual	12
4605858	17561979	8520964	Configuration Management Pack for Oracle Database - Processor Perpetual	14
4605858	17561979	8520964	Provisioning and Patch Automation Pack for Database - Processor Perpetual	96
4605858	17561979	8520964	Oracle Diagnostics Pack - Processor Perpetual	13
4605858	17561979	8520964	Oracle Diagnostics Pack - Processor Perpetual	36
4605858	17561979	8520964	Oracle Tuning Pack - Processor Perpetual	14
4605858	17561979	8520964	Oracle Tuning Pack - Processor Perpetual	36
4760786	17736124	8535671	Oracle Database Enterprise Edition - Processor Perpetual	2
4760786	17736124	8535671	Oracle Active Data Guard - Named User Plus Perpetual	150
4760786	17736124	8535671	Oracle Active Data Guard - Processor Perpetual	11
4760786	17736124	8535671	Oracle Advanced Compression - Named User Plus Perpetual	150
4760786	17736124	8535671	Oracle Advanced Compression - Processor Perpetual	11
4760786	17736124	8535671	Oracle Diagnostics Pack - Processor Perpetual	2
4762085	17739277	8535984	Oracle Database Enterprise Edition - Named User Plus Perpetual	675
4762085	17739277	8535984	Oracle Database Enterprise Edition - Processor Perpetual	76
4762085	17739277	8535984	Oracle Partitioning - Named User Plus Perpetual	675
4762085	17739277	8535984	Oracle Partitioning - Processor Perpetual	61
4762085	17739277	8535984	Oracle Real Application Clusters - Processor Perpetual	60
4762085	17739277	8535984	Change Management Pack - Named User Plus Perpetual	675
4762085	17739277	8535984	Change Management Pack - Processor Perpetual	76
4762085	17739277	8535984	Configuration Management Pack for Oracle Database - Named User Plus Perpetual	675
4762085	17739277	8535984	Configuration Management Pack for Oracle Database - Processor Perpetual	76
4762085	17739277	8535984	Oracle Diagnostics Pack - Named User Plus Perpetual	675
4762085	17739277	8535984	Oracle Diagnostics Pack - Processor Perpetual	76
4762085	17739277	8535984	Oracle Tuning Pack - Named User Plus Perpetual	675
4762085	17739277	8535984	Oracle Tuning Pack - Processor Perpetual	76
5147471	18070343	8582774	Oracle WebLogic Suite - Processor Perpetual	48
5144055	18073212	8582684	Oracle Active Data Guard - Processor Perpetual	40
5144055	18073212	8582684	Oracle Advanced Compression - Processor Perpetual	40

ORACLE

5144055	18073212	8582684	Oracle Partitioning - Processor Perpetual	40
5144055	18073212	8582684	Configuration Management Pack for Oracle Database - Processor Perpetual	40
5144055	18073212	8582684	Provisioning and Patch Automation Pack for Database - Processor Perpetual	40
5144055	18073212	8582684	Oracle WebLogic Suite - Processor Perpetual	18
5144055	18073212	8582684	Oracle WebLogic Suite - Processor Perpetual	18
5144830	18073626	8583146	Oracle Database Enterprise Edition - Processor Perpetual	6
5144830	18073626	8583146	Oracle Database Enterprise Edition - Processor Perpetual	16
5144830	18073626	8583146	Oracle Partitioning - Processor Perpetual	1
5144830	18073626	8583146	Oracle Real Application Clusters - Named User Plus Perpetual	300
5144830	18073626	8583146	Oracle Spatial and Graph - Processor Perpetual	2
5144830	18073626	8583146	Change Management Pack - Named User Plus Perpetual	300
5144830	18073626	8583146	Oracle Diagnostics Pack - Processor Perpetual	9
5144830	18073626	8583146	Oracle Tuning Pack - Processor Perpetual	4
5178947	18126659	8590827	Oracle Spatial and Graph - Named User Plus Perpetual	100
5178947	18126659	8590827	Oracle Spatial and Graph - Processor Perpetual	4
5216261	18187823	8600654	Oracle Advanced Security - Processor Perpetual	1
5221518	18191880	8601653	Oracle Database Enterprise Edition - Processor Perpetual	9
5241607	18219778	8607256	Oracle Partitioning - Named User Plus Perpetual	50
5400019	18431838	8643468	Oracle Database Enterprise Edition - Named User Plus Perpetual	350
5400019	18431838	8643468	Oracle Active Data Guard - Named User Plus Perpetual	50
5400019	18431838	8643468	Oracle Advanced Compression - Named User Plus Perpetual	50
5400019	18431838	8643468	Oracle Partitioning - Named User Plus Perpetual	200
5400019	18431838	8643468	Oracle Spatial and Graph - Named User Plus Perpetual	50
5400019	18431838	8643468	Change Management Pack - Named User Plus Perpetual	400
5400019	18431838	8643468	Oracle Diagnostics Pack - Named User Plus Perpetual	200
5400019	18431838	8643468	Oracle Tuning Pack - Named User Plus Perpetual	350
5519807	18576070	8663665	Oracle WebLogic Suite - Processor Perpetual	12
5742647	18845663	8700762	Oracle Business Intelligence Server Administrator - Named User Plus Perpetual	2
5742647	18845663	8700762	Business Intelligence Suite Enterprise Edition - Named User Plus Perpetual	50
5742647	18845663	8700762	Oracle Advanced Compression - Processor Perpetual	1
5742647	18845663	8700762	Oracle Advanced Security - Processor Perpetual	1
5742647	18845663	8700762	Oracle Audit Vault Collection Agent - Processor Perpetual	1
5742647	18845663	8700762	Oracle Audit Vault Server - Processor Perpetual	1
5742647	18845663	8700762	Oracle Database Firewall - Processor Perpetual	1
5742647	18845663	8700762	Oracle Database Firewall Management Server - Processor Perpetual	1
5742647	18845663	8700762	Oracle Data Masking Pack - Processor Perpetual	1
5742647	18845663	8700762	Oracle Database Vault - Processor Perpetual	1
5742647	18845663	8700762	Oracle Label Security - Processor Perpetual	32

ORACLE

5742647	18845663	8700762	Oracle Cloud Management Pack for Oracle Database - Processor Perpetual	1
5929306	19086103	8740883	Oracle Database Enterprise Edition - Named User Plus Perpetual	330
5929306	19086103	8740883	Oracle Real Application Clusters - Named User Plus Perpetual	600
5929306	19086103	8740883	Oracle Real Application Clusters - Processor Perpetual	17
5929306	19086103	8740883	Oracle Diagnostics Pack - Named User Plus Perpetual	600
5929306	19086103	8740883	Oracle Tuning Pack - Named User Plus Perpetual	100
5929306	19086103	8740883	Oracle Tuning Pack - Processor Perpetual	6
6330989	19565464	8820231	Oracle Partitioning - Processor Perpetual	23
6330989	19565464	8820231	Oracle Real Application Clusters - Processor Perpetual	21
6386571	19662965	8837742	Oracle Active Data Guard - Processor Perpetual	1
6386571	19662965	8837742	Oracle GoldenGate - Processor Perpetual	36
6416281	19689803	8843074	Oracle Partitioning - Processor Perpetual	8
6661246	19864201	7001710	Oracle GoldenGate - Named User Plus Perpetual	500
6661246	19864201	7001710	Oracle GoldenGate - Processor Perpetual	60
6661246	19864201	7001710	Oracle GoldenGate - Processor Perpetual	84
6661246	19864201	7001710	Oracle Management Pack for Oracle GoldenGate - Named User Plus Perpetual	500
6661246	19864201	7001710	Oracle Management Pack for Oracle GoldenGate - Processor Perpetual	180
4895056	3367624	6658854	Oracle Financials - Application User Perpetual	470

Note: If any of the fields listed in the table above are blank, then such fields do not apply.

Regards,

Clay Baum
Oracle Support Services
Email: Clay.Baum@Oracle.com
Tel.: 773-401-9209

Acknowledged and agreed.

Simon Baldwin

Name: Simon Baldwin

Signature: [signature]

Title: Category Manager, IT

Customer Name: _____

Date: 6/28/2018

Attachment 1

ORACLE

28-Jun-18

Reid Sisson
STATE OF MICHIGAN
DTMB Accounts Payable
320 S. Walnut Street
Lansing
MI 48933
United States

Dear Reid Sisson

The technical support services provided under support service number 10627788 will expire, or have expired, on 26-May-19. Please find attached an ordering document for the renewal of these technical support services. If applicable, the attached ordering document may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the ordering document, by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 27-Apr-19.

Have a question about your renewal? Call 773-401-9209 or email Oracle at clay.baum@oracle.com.

Have a question regarding Auto Renew or the acceptance process on Oracle Store? Call 773-401-9209, Chat on Store, or Request Assistance.

ORACLE

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.
Support Service Number:	10627788	**Oracle Contact Information:** Clay Baum
Offer Expires:	26-May-19	**Telephone:** 773-401-9209 **Fax:** **Email:** clay.baum@oracle.com

CUSTOMER: State Of Michigan Department Of Technology Management And Budget

CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Reid Sisson	**Account Contact:**	ACCOUNTS PAYABLE
Account Name:	STATE OF MICHIGAN	**Account Name:**	STATE OF MICHIGAN
Address:	DTMB Accounts Payable 320 S. Walnut Street Lansing MI 48933 United States	**Address:**	DTMB -- Accounts Payable 320 S. Walnut St. 2nd floor, Cass Bldg. LANSING MI 48933 United States
Telephone:	517 241-1638	**Telephone:**	
Fax:		**Fax:**	
E-mail:	sissonr@michigan.gov	**E-mail:**	

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 10627788, to Your Oracle Support Sales Representative identified in the table above.

SERVICE DETAILS

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Oracle Advanced Analytics - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	17,511.26
Oracle Advanced Compression - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	4,714.57
Oracle Advanced Security - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	29,571.30
Oracle Audit Vault and Database Firewall - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	14,683.68
Oracle Cloud Management Pack for Oracle Database - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	3,074.71
Oracle Database Enterprise Edition - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	19,473.22
Oracle Database In-Memory - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	40,410.59
Oracle Database Lifecycle Management Pack - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	4,919.55
Oracle Database Vault - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	28,143.72
Oracle Data Masking and Subsetting Pack - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	38,306.73
Oracle Diagnostics Pack - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	8,565.28
Oracle GoldenGate for Non Oracle Database - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	23,793.00
Oracle GoldenGate for Teradata Replication Services - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	8,327.55
Oracle GoldenGate Foundation Suite - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	70,019.01
Oracle GoldenGate - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	23,793.00
Oracle Key Vault - Server Perpetual	20682707	1		ULA	27-May-19	26-May-20	33,990.00
Oracle Label Security - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	26,580.18

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Oracle Multitenant - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	30,747.19
Oracle Partitioning - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	12,796.69
Oracle Real Application Clusters - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	16,164.23
Oracle Real Application Testing - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	64,656.94
Oracle SOA Suite for Oracle Middleware - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	26,940.39
Oracle Spatial and Graph - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	6,149.44
Oracle Tuning Pack - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	7,174.34
Oracle Unified Business Process Management Suite - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	54,207.38
Oracle WebLogic Suite - Processor Perpetual	20682707	1		ULA	27-May-19	26-May-20	19,766.05

Program Technical Support Fees: USD 634,480.00

Total Price: USD 634,480.00

Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this ordering document will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply for the applicable programs and/or hardware for which You are purchasing technical support services.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, STATE OF MICHIGAN represents that Customer has authorized STATE OF MICHIGAN to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. STATE OF MICHIGAN agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. STATE OF MICHIGAN agrees to advise Customer of the terms of this ordering document as well as any communications received from Oracle regarding the services.

If the Customer and the Customer Bill To name identified in the General Information table above are not the same, Customer agrees that: a) Customer has the ultimate responsibility for payments under this ordering document; and, b) any failure of STATE OF MICHIGAN to make timely payment per the terms of this ordering document shall be deemed a breach by Customer and, in addition to any other remedies available to Oracle, Oracle may terminate Customer's technical support service under this ordering document.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which technical support has been paid, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies may be accessed at http://www.oracle.com/us/support/policies/index.html.

The technical support services acquired under this ordering document are governed by the terms and conditions of the US-GMA-363006 ("agreement"). Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired.

This ordering document incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this ordering document and the agreement, this ordering document shall take precedence.

ORDER PROCESSING DETAILS

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order, Your check, or a credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Please note that unless You are a U.S. federal government or public sector entity, if the pre-tax value of this ordering document is USD $2,000 or less, the technical support services ordered (i) must be paid by credit card; or (ii) You must renew Your support via the Oracle Store. Please contact Your Oracle Support Sales Representative for details regarding renewing Your support via the Oracle Store.

Technical Support fees are invoiced Quarterly in Arrears. All fees payable to Oracle are due within NET 30 DAYS from date of invoice.

Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are an U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If STATE OF MICHIGAN is a tax exempt organization and is not an U.S. federal government entity, a copy of STATE OF MICHIGAN's tax exemption certificate must be submitted with STATE OF MICHIGAN's purchase order, credit card or other acceptable form of payment.

PAYMENT DETAILS

Purchase Order
If You are submitting a purchase order for the payment of the renewal of the technical support services on this renewal order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 10627788
- Total Price: USD 634,480.00 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, STATE OF MICHIGAN agrees that the terms of this renewal order and the agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document will apply to the technical support services renewed under this renewal order.

Please contact Oracle per the General Information section above to issue Your purchase order.

Credit Card
If You wish to use a credit card to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

Check
If the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Support Service Number: 10627788
- Total Price: USD 634,480.00 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, STATE OF MICHIGAN agrees that only the terms of this ordering document and the agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the check shall apply.

Please mail check payments in accordance with the Remittance Details section below.

Checks for technical support services renewed under this renewal order should be sent to:

AK, AZ, CA, HI, ID, NV, OR, UT, WA:

Oracle America, Inc
PO Box 44471
San Francisco, CA 94144-4471

All Other States:

Oracle America, Inc
PO Box 203448
Dallas, TX 75320-3448

ORACLE

28-Jun-18

Reid Sisson
STATE OF MICHIGAN
DTMB Accounts Payable
320 S. Walnut Street
Lansing
MI 48933
United States

Dear Reid Sisson

The technical support services provided under support service number 15375697 will expire, or have expired, on 25-May-19. Please find attached an ordering document for the renewal of these technical support services. If applicable, the attached ordering document may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the ordering document, by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 26-Apr-19.

Have a question about your renewal? Call 773-401-9209 or email Oracle at clay.baum@oracle.com.

Have a question regarding Auto Renew or the acceptance process on Oracle Store? Call 773-401-9209, Chat on Store, or Request Assistance.

ORACLE

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.
Support Service Number:	15375697	**Oracle Contact Information:** Clay Baum
Offer Expires:	25-May-19	**Telephone:** 773-401-9209 **Fax:** **Email:** clay.baum@oracle.com

CUSTOMER: State Of Michigan Department Of Technology Management And Budget

CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Reid Sisson	**Account Contact:**	ACCOUNTS PAYABLE
Account Name:	STATE OF MICHIGAN	**Account Name:**	STATE OF MICHIGAN
Address:	DTMB Accounts Payable 320 S. Walnut Street Lansing MI 48933 United States	**Address:**	DTMB – Accounts Payable 320 S. Walnut St. 2nd floor, Cass Bldg. LANSING MI 48933 United States
Telephone:	517 241-1638	**Telephone:**	517-335-0202
Fax:		**Fax:**	
E-mail:	sissonr@michigan.gov	**E-mail:**	

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 15375697, to Your Oracle Support Sales Representative identified in the table above.

SERVICE DETAILS

Program Technical Support Services							
Service Level:	**Software Update License & Support**						
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Oracle Advanced Analytics - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	6,274.40
Oracle Advanced Compression - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	34,258.50
Oracle Advanced Security - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	44,685.00
Oracle Audit Vault and Database Firewall - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	17,874.00
Oracle Business Intelligence Publisher - Named User Plus Perpetual	21237364	1		ULA	26-May-19	25-May-20	11,168.80
Oracle Cloud Management Pack for Oracle Database - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	15,577.00
Oracle Database Enterprise Edition - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	141,502.50
Oracle Database In-Memory - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	130,759.60
Oracle Database Lifecycle Management Pack - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	35,748.00
Oracle Database Vault - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	32,689.90
Oracle Data Masking and Subsetting Pack - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	34,258.50
Oracle Diagnostics Pack - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	22,342.50
Oracle Financials - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	48,224.53
Oracle GoldenGate for Non Oracle Database - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	7,161.00
Oracle GoldenGate for Teradata Replication Services - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	7,161.00
Oracle GoldenGate Foundation Suite - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	28,150.40
Oracle GoldenGate - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	97,104.00

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Oracle Key Vault - Server Perpetual	21237364	1		ULA	26-May-19	25-May-20	13,640.00
Oracle Label Security - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	1,568.60
Oracle Multitenant - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	99,491.00
Oracle Partitioning - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	34,258.50
Oracle Real Application Clusters - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	68,517.00
Oracle Real Application Testing - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	3,137.20
Oracle SOA Management Pack Enterprise Edition - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	20,807.00
Oracle SOA Suite for Oracle Middleware - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	47,856.10
Oracle Spatial and Graph - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	4,774.00
Oracle Tuning Pack - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	14,895.00
Oracle Unified Business Process Management Suite - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	7,843.00
Oracle WebLogic Server Management Pack Enterprise Edition - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	9,987.36
Oracle WebLogic Suite - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	37,452.60
Oracle Web Tier - Processor Perpetual	21237364	1		ULA	26-May-19	25-May-20	4,161.40
Siebel CRM Base - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	107,362.50
Siebel CTI - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	9,726.00
Siebel Public Sector CRM Base Option - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	11,452.00
Siebel Server Extensions for UNIX - Computer Perpetual	21237364	1		ULA	26-May-19	25-May-20	802.70
Siebel Tools - Application User Perpetual	21237364	1		ULA	26-May-19	25-May-20	7,640.00

Program Technical Support Fees: USD 1,220,311.59

Total Price: USD 1,220,311.59

Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this ordering document will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply for the applicable programs and/or hardware for which You are purchasing technical support services.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, STATE OF MICHIGAN represents that Customer has authorized STATE OF MICHIGAN to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. STATE OF MICHIGAN agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. STATE OF MICHIGAN agrees to advise Customer of the terms of this ordering document as well as any communications received from Oracle regarding the services.

If the Customer and the Customer Bill To name identified in the General Information table above are not the same, Customer agrees that: a) Customer has the ultimate responsibility for payments under this ordering document; and, b) any failure of STATE OF MICHIGAN to make timely payment per the terms of this ordering document shall be deemed a breach by Customer and, in addition to any other remedies available to Oracle, Oracle may terminate Customer's technical support service under this ordering document.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which technical support has been paid, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies may be accessed at http://www.oracle.com/us/support/policies/index.html.

The technical support services acquired under this ordering document are governed by the terms and conditions of the US-GMA-363006 ("agreement"). Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired.

This ordering document incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this ordering document and the agreement, this ordering document shall take precedence.

ORDER PROCESSING DETAILS

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order, Your check, or a credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Please note that unless You are a U.S. federal government or public sector entity, if the pre-tax value of this ordering document is USD $2,000 or less, the technical support services ordered (i) must be paid by credit card; or (ii) You must renew Your support via the Oracle Store. Please contact Your Oracle Support Sales Representative for details regarding renewing Your support via the Oracle Store.

Technical Support fees are invoiced Quarterly in Arrears. All fees payable to Oracle are due within 30 NET from date of invoice.

Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are an U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If STATE OF MICHIGAN is a tax exempt organization and is not an U.S. federal government entity, a copy of STATE OF MICHIGAN's tax exemption certificate must be submitted with STATE OF MICHIGAN's purchase order, credit card or other acceptable form of payment.

PAYMENT DETAILS

Purchase Order
If You are submitting a purchase order for the payment of the renewal of the technical support services on this renewal order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 15375697
- Total Price: USD 1,220,311.59 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, STATE OF MICHIGAN agrees that the terms of this renewal order and the agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document will apply to the technical support services renewed under this renewal order.

Please contact Oracle per the General Information section above to issue Your purchase order.

Credit Card
If You wish to use a credit card to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

Check
If the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Support Service Number: 15375697
- Total Price: USD 1,220,311.59 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, STATE OF MICHIGAN agrees that only the terms of this ordering document and the agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the check shall apply.

Please mail check payments in accordance with the Remittance Details section below.

Checks for technical support services renewed under this renewal order should be sent to:

AK, AZ, CA, HI, ID, NV, OR, UT, WA:

Oracle America, Inc
PO Box 44471
San Francisco, CA 94144-4471

All Other States:

Oracle America, Inc
PO Box 203448
Dallas, TX 75320-3448

ORACLE

28-Jun-18

Reid Sisson
STATE OF MICHIGAN
DTMB Accounts Payable
320 S. Walnut Street
Lansing
MI 48933
United States

Dear Reid Sisson

The technical support services provided under support service number 15920215 will expire, or have expired, on 16-Jul-18. Please find attached an ordering document for the renewal of these technical support services. If applicable, the attached ordering document may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the ordering document, by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 5-Jul-18.

Have a question about your renewal? Call 773-401-9209 or email Oracle at clay.baum@oracle.com.

Have a question regarding Auto Renew or the acceptance process on Oracle Store? Call 773-401-9209, Chat on Store, or Request Assistance.

ORACLE

GENERAL INFORMATION

OFFER EXPIRATION		**ORACLE:** Oracle America, Inc.
Support Service Number:	15920215	**Oracle Contact Information:** Clay Baum
Offer Expires:	16-Jul-18	**Telephone:** 773-401-9209 **Fax:** **Email:** clay.baum@oracle.com

CUSTOMER: State Of Michigan Department Of Technology Management And Budget

CUSTOMER QUOTE TO		**CUSTOMER BILL TO**	
Account Contact:	Reid Sisson	**Account Contact:**	ACCOUNTS PAYABLE
Account Name:	STATE OF MICHIGAN	**Account Name:**	STATE OF MICHIGAN
Address:	DTMB Accounts Payable 320 S. Walnut Street Lansing MI 48933 United States	**Address:**	DTMB – Accounts Payable 320 S. Walnut St. 2nd floor, Cass Bldg. LANSING MI 48933 United States
Telephone:	517 241-1638	**Telephone:**	517-335-0202
Fax:		**Fax:**	
E-mail:	sissonr@michigan.gov	**E-mail:**	

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 15920215, to Your Oracle Support Sales Representative identified in the table above.

SERVICE DETAILS

Program Technical Support Services							
Service Level:	**Software Update License & Support**						
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Open System Gateways - Computer Perpetual	3367624	2		FULL USE	1-Oct-18	30-Sep-19	4,950.00
Oracle Discoverer Desktop Edition - Named User Perpetual	3367624	170		FULL USE	1-Oct-18	30-Sep-19	33,660.00
Oracle Financials - Application User Perpetual	3367624	590		FULL USE	1-Oct-18	30-Sep-19	90,981.00
Oracle Internet Developer Suite - Named User Perpetual	3367624	79		FULL USE	1-Oct-18	30-Sep-19	75,603.00
Oracle Discoverer Desktop Edition - Named User Perpetual	3367635	15		FULL USE	1-Oct-18	30-Sep-19	2,970.00
Siebel eGovernment Call Center Base - Named User Perpetual	14771459	8			1-Oct-18	30-Sep-19	3,573.13
Siebel Call Center - Additional Licenses - Named User Perpetual	14774165	90			1-Oct-18	30-Sep-19	22,686.79
Siebel CTI - Named User Perpetual	14774165	90			1-Oct-18	30-Sep-19	2,949.51
Siebel System Software - Additional Licenses - Named User Perpetual	14774165	90			1-Oct-18	30-Sep-19	5,876.81
Siebel Workflow - Additional Licenses - Named User Perpetual	14774165	90			1-Oct-18	30-Sep-19	4,191.41
Siebel Call Center - Additional Licenses - Named User Perpetual	14774299	6			1-Oct-18	30-Sep-19	1,873.94
Siebel CTI - Named User Perpetual	14774299	6			1-Oct-18	30-Sep-19	240.25
Siebel System Software - Named User Perpetual	14774299	6			1-Oct-18	30-Sep-19	240.25
Siebel Workflow - Named User Perpetual	14774299	6			1-Oct-18	30-Sep-19	336.34
Siebel Tools - Named User Perpetual	14774300	5			1-Oct-18	30-Sep-19	20,020.65
Siebel Call Center - Additional Licenses - Named User Perpetual	14774465	60			1-Oct-18	30-Sep-19	18,739.32
Siebel CTI - Named User Perpetual	14774465	60			1-Oct-18	30-Sep-19	2,402.49

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel System Software - Additional Licenses - Named User Perpetual	14774465	60			1-Oct-18	30-Sep-19	2,402.49
Siebel Workflow - Additional Licenses - Named User Perpetual	14774465	60			1-Oct-18	30-Sep-19	3,363.48
Siebel eService - Concurrent User Perpetual	14774627	1			1-Oct-18	30-Sep-19	56,057.84
Siebel Call Center - Additional Licenses - Named User Perpetual	14774628	93			1-Oct-18	30-Sep-19	24,749.24
Siebel CTI - Named User Perpetual	14774628	93			1-Oct-18	30-Sep-19	3,208.22
Siebel System Software - Additional Licenses - Named User Perpetual	14774628	93			1-Oct-18	30-Sep-19	3,721.53
Siebel Workflow - Additional Licenses - Named User Perpetual	14774628	93			1-Oct-18	30-Sep-19	4,583.17
Siebel Call Center - Additional Licenses - Named User Perpetual	14774815	18			1-Oct-18	30-Sep-19	5,621.82
Siebel CTI - Named User Perpetual	14774815	18			1-Oct-18	30-Sep-19	720.73
Siebel System Software - Additional Licenses - Named User Perpetual	14774815	18			1-Oct-18	30-Sep-19	720.73
Siebel Workflow - Additional Licenses - Named User Perpetual	14774815	18			1-Oct-18	30-Sep-19	1,009.03
Siebel Smart Answer - Named User Perpetual	14774834	1			1-Oct-18	30-Sep-19	279.89
Siebel Smart Answer Server - Physical Server Perpetual	14774834	1			1-Oct-18	30-Sep-19	16,798.89
Siebel Assignment Manager - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel Calendar - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	160.15
Siebel Call Center - Base Application - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	3,123.24
Siebel CTI - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel Encyclopedia - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel Office - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel Reports - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel SmartScript - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	560.58
Siebel System Software - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	400.41
Siebel Tools - Named User Perpetual	14775000	1			1-Oct-18	30-Sep-19	4,004.15
Siebel Workflow - Named User Perpetual	14775000	10			1-Oct-18	30-Sep-19	560.58
Siebel Call Center Base - Named User Perpetual	14775001	4			1-Oct-18	30-Sep-19	2,082.17
Siebel eMail Response - Named User Perpetual	14775013	5			1-Oct-18	30-Sep-19	600.60
Siebel Reports - Additional Licenses - Named User Perpetual	14775013	15			1-Oct-18	30-Sep-19	600.60
Siebel Call Center Base - Named User Perpetual	14775340	10			1-Oct-18	30-Sep-19	5,005.14
Siebel Calendar - Additional Licenses - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	803.25
Siebel CTI - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	2,008.13
Siebel eMail Response - Additional Licenses - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	13,253.58
Siebel Executive Information System - EIS - Additional Licenses - Named User Perpetual	14775862	10			1-Oct-18	30-Sep-19	386.19
Siebel Office - Additional Licenses - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	2,008.13
Siebel Reports - Additional Licenses - Named User Perpetual	14775862	10			1-Oct-18	30-Sep-19	386.19
Siebel System Software - Additional Licenses - Named User Perpetual	14775862	52			1-Oct-18	30-Sep-19	2,008.13
Siebel Tools - Additional Licenses - Named User Perpetual	14775862	3			1-Oct-18	30-Sep-19	11,585.31

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel Call Center Base - Named User Perpetual	14776123	5			1-Oct-18	30-Sep-19	3,148.73
Siebel Tools - Named User Perpetual	14776123	5			1-Oct-18	30-Sep-19	19,603.38
Siebel Call Center Base - Named User Perpetual	14776488	25			1-Oct-18	30-Sep-19	12,265.81
Siebel Reports Server - Named User Perpetual	14776488	1			1-Oct-18	30-Sep-19	52.73
Siebel SmartScript - Named User Perpetual	14776488	25			1-Oct-18	30-Sep-19	1,097.37
Siebel Call Center Base - Named User Perpetual	14776526	55			1-Oct-18	30-Sep-19	9,237.26
Siebel Call Center Base - Named User Perpetual	14776526	15			1-Oct-18	30-Sep-19	7,095.80
Siebel Call Center - Base Suite - Named User Perpetual	14776816	16			1-Oct-18	30-Sep-19	8,032.49
Siebel SmartScript - Named User Perpetual	14776816	58			1-Oct-18	30-Sep-19	2,605.10
Siebel Call Center Base - Named User Perpetual	14777080	30			1-Oct-18	30-Sep-19	16,498.51
Siebel Call Center Base - Named User Perpetual	14777916	3			1-Oct-18	30-Sep-19	1,501.54
Siebel Reports Server - Named User Perpetual	14777968	35			1-Oct-18	30-Sep-19	1,869.34
Siebel Call Center Base - Named User Perpetual	14778289	15			1-Oct-18	30-Sep-19	7,359.49
Siebel SmartScript - Named User Perpetual	14778289	15			1-Oct-18	30-Sep-19	658.43
Siebel eGovernment Call Center Base - Named User Perpetual	14824016	26		FULL USE	1-Oct-18	30-Sep-19	11,204.97
Siebel Briefings - Named User Perpetual	14836879	1		FULL USE	1-Oct-18	30-Sep-19	0.00
Siebel D&B Integration Server - Physical Server Perpetual	14836879	1		FULL USE	1-Oct-18	30-Sep-19	0.00
Siebel D&B Integration Solution - Named User Perpetual	14836879	1		FULL USE	1-Oct-18	30-Sep-19	0.00
Siebel Public Sector Service Base - Named User Perpetual	14836879	400		FULL USE	1-Oct-18	30-Sep-19	179,828.04
Siebel Reports - Named User Perpetual	14836879	400		FULL USE	1-Oct-18	30-Sep-19	17,126.47
Siebel Server Extensions for UNIX - Physical Server Perpetual	14836879	3		FULL USE	1-Oct-18	30-Sep-19	428.16

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel Tools - Named User Perpetual	14836879	4		FULL USE	1-Oct-18	30-Sep-19	9,990.44
Oracle Financials - Application User Perpetual	15178621	5		FULL USE	1-Oct-18	30-Sep-19	5,984.05
Siebel CRM Base - Application User Perpetual	15753088	27		FULL USE	1-Oct-18	30-Sep-19	13,157.96
Siebel CTI - Application User Perpetual	15753088	27		FULL USE	1-Oct-18	30-Sep-19	708.52
Siebel CRM Base - Application User Perpetual	16250070	30		FULL USE	1-Oct-18	30-Sep-19	16,069.00
Siebel CTI - Application User Perpetual	16250070	30		FULL USE	1-Oct-18	30-Sep-19	857.00
Oracle Financials - Application User Perpetual	16357431	45		FULL USE	1-Oct-18	30-Sep-19	27,362.44
Siebel CRM Base - Application User Perpetual	16496586	5		FULL USE	1-Oct-18	30-Sep-19	2,383.31
Siebel CRM Base - Application User Perpetual	18185028	10		FULL USE	1-Oct-18	30-Sep-19	5,260.22
Siebel Public Sector CRM Base Option - Application User Perpetual	18185028	10		FULL USE	1-Oct-18	30-Sep-19	561.08
Exalogic Elastic Cloud Software - Processor Perpetual	18576035	24		LIMITED USE OTHER	1-Oct-18	30-Sep-19	26,932.31
Exalogic Elastic Cloud Software - Processor Perpetual	18576079	24		FULL USE	1-Oct-18	30-Sep-19	79,200.00
Siebel Email Response - Application User Perpetual	19231442	20		FULL USE	20-Sep-18	30-Sep-19	2,201.45
Exadata Storage Server Software - Disk Drive Perpetual	20034105	192		FULL USE	1-Oct-18	30-Sep-19	112,105.60
Siebel CRM Base - Application User Perpetual	20113311	10		FULL USE	1-Oct-18	30-Sep-19	5,048.30
Siebel CRM Base - Application User Perpetual	20344010	45		FULL USE	19-Oct-18	30-Sep-19	20,799.92
Siebel CTI - Application User Perpetual	20344010	46		FULL USE	19-Oct-18	30-Sep-19	1,133.98
Siebel CRM Base - Application User Perpetual	20602033	290		FULL USE	1-Oct-18	30-Sep-19	102,166.21
Siebel Public Sector CRM Base Option - Application User Perpetual	20602033	290		FULL USE	1-Oct-18	30-Sep-19	10,897.73
Exadata Storage Server Software - Disk Drive Perpetual	20635733	120		FULL USE	2-May-19	30-Sep-19	35,677.90

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
Siebel CRM Base - Application User Perpetual	21283508	7		FULL USE	17-Jul-18	30-Sep-19	3,934.24

Program Technical Support Fees: USD 1,248,115.81

Total Price: USD 1,248,115.81

Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this ordering document will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply for the applicable programs and/or hardware for which You are purchasing technical support services.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, STATE OF MICHIGAN represents that Customer has authorized STATE OF MICHIGAN to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. STATE OF MICHIGAN agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. STATE OF MICHIGAN agrees to advise Customer of the terms of this ordering document as well as any communications received from Oracle regarding the services.

If the Customer and the Customer Bill To name identified in the General Information table above are not the same, Customer agrees that: a) Customer has the ultimate responsibility for payments under this ordering document; and, b) any failure of STATE OF MICHIGAN to make timely payment per the terms of this ordering document shall be deemed a breach by Customer and, in addition to any other remedies available to Oracle, Oracle may terminate Customer's technical support service under this ordering document.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which technical support has been paid, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies may be accessed at http://www.oracle.com/us/support/policies/index.html.

The technical support services acquired under this ordering document are governed by the terms and conditions of the US-GMA-363006 ("agreement"). Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired.

This ordering document incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this ordering document and the agreement, this ordering document shall take precedence.

ORDER PROCESSING DETAILS

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order, Your check, or a credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Please note that unless You are a U.S. federal government or public sector entity, if the pre-tax value of this ordering document is USD $2,000 or less, the technical support services ordered (i) must be paid by credit card; or (ii) You must renew Your support via the Oracle Store. Please contact Your Oracle Support Sales Representative for details regarding renewing Your support via the Oracle Store.

Technical Support fees are invoiced Annually in Arrears. All fees payable to Oracle are due within NET 30 DAYS from date of invoice.

Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are an U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If STATE OF MICHIGAN is a tax exempt organization and is not an U.S. federal government entity, a copy of STATE OF MICHIGAN's tax exemption certificate must be submitted with STATE OF MICHIGAN's purchase order, credit card or other acceptable form of payment.

PAYMENT DETAILS

Purchase Order
If You are submitting a purchase order for the payment of the renewal of the technical support services on this renewal order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 15920215
- Total Price: USD 1,248,115.81 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, STATE OF MICHIGAN agrees that the terms of this renewal order and the agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document will apply to the technical support services renewed under this renewal order.

Please contact Oracle per the General Information section above to issue Your purchase order.

Credit Card
If You wish to use a credit card to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

Check
If the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Support Service Number: 15920215
- Total Price: USD 1,248,115.81 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, STATE OF MICHIGAN agrees that only the terms of this ordering document and the agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the check shall apply.

Please mail check payments in accordance with the Remittance Details section below.

Checks for technical support services renewed under this renewal order should be sent to:

AK, AZ, CA, HI, ID, NV, OR, UT, WA:

Oracle America, Inc
PO Box 44471
San Francisco, CA 94144-4471

All Other States:

Oracle America, Inc
PO Box 203448
Dallas, TX 75320-3448

Form No. DTMB-3521 (Rev. 10/2015)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract change will not be executed unless form is filed

STATE OF MICHIGAN

DEPARTMENT OF TECHNOLOGY, MANAGEMENT & BUDGET

PROCUREMENT

525 W. ALLEGAN STREET
LANSING, MI 48933

P.O. BOX 30026
LANSING, MI 48909

CHANGE NOTICE . 04
to
CONTRACT NO. 071B4300149
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR	PRIMARY CONTACT	EMAIL
Oracle America, Inc.	Joe Mudroch	joe.mudroch@oracle.com
500 Oracle Parkway	PHONE	CONTRACTOR'S TAX ID NO. (LAST FOUR DIGITS ONLY)
Redwood Shores CA, 94065	(314) 477-4418	*******5249

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
PROGRAM MANAGER / CCI	DTMB	Sisson, Reid	(517) 241-1638	sissonr@Michigan.gov
CONTRACT ADMINISTRATOR	DTMB	David Hatch	(517) 284-7044	hatchd@michigan.gov

CONTRACT SUMMARY			
DESCRIPTION: Oracle Software, Hardware & Related Srvcs			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
August 27, 2014	August 26, 2019	3 - 1 Year	August 26, 2019
PAYMENT TERMS		DELIVERY TIMEFRAME	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☒ Yes ☐No
MINIMUM DELIVERY REQUIREMENTS			

DESCRIPTION OF CHANGE NOTICE

EXERCISE OPTION?	LENGTH OF OPTION	EXERCISE EXTENSION?	LENGTH OF EXTENSION	REVISED EXP. DATE
☐		☐		

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
$100,000,000.00	$ 0.00	$100,000,000.00

DESCRIPTION: Updates to the Master Agreement per Amendment Two, attached, including inclusion of terms and conditions for Oracle Cloud Services, Appendix A (Pricing and Discount Schedule), Appendix B (Oracle Software Technical Support Policies), Appendix D (License Definitions and Rules), Appendix F (Pricing and Discount Schedule for Hardware), Appendix G (Hourly Rates for Time and Materials – Consulting Services), Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support), Appendix I (Pricing and Discount Schedule for Oracle University Training), and Appendix J (Oracle Hardware and Systems Support Policies).

AMENDMENT TWO
TO
MASTER AGREEMENT

This Amendment Two (this "Amendment") amends Contract No. 071B4300149, a/k/a the Software License and Services Agreement, dated August 29, 2014 (together with all amendments and addenda thereto, the "Master Agreement") between the State of Michigan ("State", "Customer" or "you") and Oracle America, Inc. ("Oracle").

The parties agree to amend the Master Agreement as follows:

1. Delete the title of the Master Agreement, as amended by Amendment One to the Master Agreement dated May 6, 2015 ("Amendment One"), and replace it with the following:

   "Master Agreement".

2. Delete the first recital, as amended by Amendment One, and replace it with the following:

   "This Master Agreement (together with all appendices, schedules, attachments and documents incorporated herein by reference, the "Agreement") is between Oracle America, Inc. with its principal place of business at 500 Oracle Parkway, Redwood City, CA 94055 ("Oracle") and the State of Michigan ("State", "Customer" or "you"). The terms of this Agreement shall apply to all Products and to all Services provided by Oracle pursuant to this Agreement. When completed and executed by both parties, an Order Form shall evidence the Program licenses granted and the Services to be provided."

3. Delete the fourth recital, as amended by Amendment One, and replace it with the following:

   "This Agreement covers the sale or purchase of Programs, Services, Hardware and Cloud Services only."

4. Delete the definition of "Programs," as amended by Amendment One, and replace it with the following:

   "**Programs**" shall mean (a) the computer software owned or distributed by Oracle for which Customer is granted a license pursuant to this Agreement; (b) the user and installation guides and manuals for use of the software, which may be delivered with the Programs and accessed at http://oracle.com/contracts ("Documentation"); and (c) Updates. Programs shall be used in the United States. Programs do not include Integrated Software or any Operating System. Programs do not include the Cloud Services."

5. Delete the definition of "Services," as amended by Amendment One, and replace it with the following:

   "**Services**" refers to Technical Support services, education, consulting or advanced customer support services, Cloud Services, or Cloud Services-related consulting and other professional services which you have ordered.

6. Article I (DEFINITIONS) is amended by adding the following new definitions in the appropriate alphabetical order:

   "**Amendment Two**" refers to Amendment Two to Contract No. 071B4300149, a/k/a the Master Agreement, dated August 29, 2014, between the State and Oracle.

   "**Cloud Services**" shall mean, collectively, the Oracle cloud services (e.g., Oracle software as a service offerings and related Oracle Programs) listed in your order and defined in the Service Specifications.

"Oracle Programs" refers to the software products owned or licensed by Oracle to which Oracle grants you access as part of the Cloud Services, including Program Documentation, and any program updates provided as part of the Cloud Services.

7. Delete Section 2.2.A., as amended by Amendment One, and replace it with the following:

   "A. You may not assign, give or transfer the Programs, Operating System, Integrated Software and/or any Services (including the Oracle Programs) or an interest in them to another individual or entity, without the prior written consent of Oracle. Notwithstanding the foregoing, upon advance written notice to Oracle, you may transfer your rights to the Programs, Operating System, Integrated Software and/or any Services acquired under this Agreement to another State of Michigan Executive Agency or the Michigan Economic Development Corp. due to a consolidation or transfer of your statutory duties by Executive Order of the Governor of Michigan; provided that such assignee entity agrees in writing to the terms and conditions of the Agreement and the applicable Ordering Document. You may not grant a security interest in or finance from a third party that is not an Oracle affiliate the acquisition of any Programs, Operating System, Integrated Software, Services or Services deliverables acquired under this Agreement."

8. Insert in Section 2.3 (Verification) the following immediately after the first paragraph of such Section 2.3:

   With respect to Cloud Services, the phrase "Programs" above in the first paragraph of this Section 2.3 is replaced by the phrase "Program(s) or the Cloud Services (as applicable)" and (b) the phrase "license rights" is replaced by the phrase "Services rights."

9. Add the following as a new Article III-D. (CLOUD SERVICES) immediately after Article III-C. (HARDWARE) to read as follows:

   "**III-D. CLOUD SERVICES**

   Cloud Services will be provided under this Agreement in accordance with the terms and conditions provided in the attached Appendix K."

10. Delete the second paragraph of Section 5.1 (Infringement Indemnity) and replace it with the following:

    "Oracle shall have no liability for any claim of infringement based on use of a superseded or altered release of Programs in the infringement which would have been avoided by the use of a current unaltered release of the Programs which Oracle provides to Customer, or if you alter the Material or use it outside the scope of use identified in the user documentation, or with respect to the Cloud Services, the user or program documentation or Service Specifications , or if you continue to use the applicable Material after the end of the license to use that Material. Oracle will not indemnify the Recipient to the extent that an infringement claim is based upon any information, design, specification, instruction, software, service, data, or material not furnished by you. Oracle will not indemnify you for any portion of an infringement claim that is based upon the combination of any Material with any products or services not provided by Oracle. Solely with respect to Separately Licensed Third Party Technology that is part of or is required to use a Program and that is used: (a) in unmodified form; (b) as part of or as required to use a Program; and (c) in accordance with the license grant for the relevant Program and all other terms and conditions of this Agreement, Oracle will indemnify you for infringement claims for Separately Licensed Third Party Technology to the same extent as Oracle is required to provide infringement indemnification for the Program under the terms of this Agreement. Oracle will not indemnify you for infringement caused by your actions against any third party if the Program(s) as delivered to you and used in accordance with the terms of this Agreement would not otherwise infringe any third party intellectual property rights. Oracle will not indemnify you for any intellectual property infringement claim(s) known to you at the time license rights are obtained."

11. Insert in Section 5.1 (Infringement Indemnity) the following immediately after the fifth paragraph of such Section 5.1, as amended by Amendment One:

"With respect to Cloud Services, the phrase "Material" above in the first paragraph of this Section 5.1 shall include Cloud Services (b) the phrase "Program(s)" in this Section 5.1 is replaced by the phrase "Program(s) or the Cloud Services (as applicable)" and (c) the phrase "license rights" is replaced by the phrase "Services rights." Oracle will not indemnify you to the extent that an infringement claim is based on Third Party Content or any Material from a third party portal or other external source that is accessible or made available to you within or by the Cloud Services (e.g., a social media post from a third party blog or forum, a third party Web pages accessed via a hyperlink, marketing data from third party providers, etc.)."

12. Delete the last paragraph of Section 5.2 and replace it with the following:

"Oracle shall have no liability for any claim of bodily injury and/or tangible personal property damage arising from use of software or hardware or Cloud Services. **This Section states the parties' entire liability and exclusive remedy for bodily injury and property damage**."

13. Delete Section 5.3.C., as amended by Amendment One, and replace it with the following:

"**C. Services Warranty**
For Services other than the Services provided for in the attached Appendix E and Appendix K, Oracle warrants that Services will be performed in a professional manner consistent with industry standards. You must notify Oracle of any warranty deficiencies within 90 days from performance of the deficient Services."

14. Delete Section 5.3.D and replace it with the following:

"**C. Virus Warranty**
"During the warranty period specified above in this Section for the applicable Program or service other than the Services provided for in the attached Appendix K, Oracle warrants that the programs and software deliverables resulting from the services shall be designed by Oracle so that they do not purposely contain any virus or other contaminants that may be used to access, alter, delete, threaten, infect, assault, vandalize, defraud, disrupt, damages, disable, inhibit, or shut down your computer systems, databases or software in a manner other than in accordance with the terms of this Agreement ("Virus"). In the event that upon delivery any Program or software deliverables resulting from the services contains a Virus, then upon your written notice, as Oracle's sole liability and your exclusive remedy, (a) Oracle will provide you with another copy of the Program or software deliverables resulting from the services free of the Virus, and (b) if Oracle is unable to provide the Program or software deliverables resulting from the services free of the Virus within 30 days of receiving notice of the Virus, you may end your license for the Program or software deliverables resulting from the services that contains the Virus and recover of the fees paid for such license or service and any unused, prepaid technical support fees you have paid for the Program license."

15. Delete Section 5.4.C., as amended by Amendment One, and replace it with the following:

"**C. For Services**
For Services other than the Services provided for in the attached Appendix E and Appendix K, the re-performance of the deficient Services, or if Oracle is unable to substantially correct the deficiency in a commercially reasonable manner, Customer shall be entitled to end the deficient Service and recover the fees paid to Oracle for the deficient services."

16. Delete the second paragraph of Section 6.1 and replace it with the following:

"In entering into payment obligations under an order, you agree and acknowledge that you have not relied on the future availability of any Services, hardware, program or updates. However, (a) if you order technical support, the preceding sentence does not relieve Oracle of its obligation to provide such technical support under this Agreement, if and when available, in accordance with Oracle's then current technical support policies, and (b) the preceding sentence does not change the rights granted to you under an order and this Agreement."

17. Insert in Section 7.4 (Limitation of Liability), as amended by Amendment One, the following immediately after the first paragraph of such Section 7.4:

    "**WITH RESPECT TO THE CLOUD SERVICES, THE "AMOUNT OF FEES PAID BY CUSTOMER" SHALL MEAN THE TOTAL AMOUNTS ACTUALLY PAID TO ORACLE FOR THE CLOUD SERVICES UNDER THE ORDER GIVING RISE TO THE LIABILITY IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH LIABILITY LESS ANY REFUNDS OR CREDITS RECEIVED BY YOU FROM ORACLE UNDER SUCH ORDER."**

18. Insert in Section 7.7 (Export) as amended by Amendment One, the following immediately after the first paragraph of such Section 7.4:

With respect to the Cloud Services, You acknowledge that the Cloud Services are designed with capabilities for You and Your Users to access the Services Environment without regard to geographic location and to transfer or otherwise move Your Content and Your Applications between the Services Environment and other locations such as User workstations. You are solely responsible for the authorization and management of User accounts, as well as export control and geographic transfer of Your Content and Your Applications.

19. Delete the last paragraph of Section 7.9, as amended by Amendment One, and replace it with the following:

    It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal or any other similar non-Oracle document and no terms included in any such purchase order, portal or other non-Oracle document shall apply to the products and/or services ordered. With respect to the terms and conditions governing the sale of Cloud Services, in the event of inconsistencies between the terms contained in Appendix K and this Agreement, Appendix K shall take precedence. Unless expressly stated otherwise in a Cloud Services order, the terms of the Data Processing Agreement shall take precedence over any inconsistent terms in such an order. With respect to terms and conditions governing the sale of Hardware, in the event of inconsistencies between the terms contained in Appendix E and this Agreement, Appendix E shall take precedence. In the event of any inconsistencies between the terms of an order and this Agreement, this Agreement shall take precedence, unless otherwise specified in the ordering document. Notwithstanding the foregoing, the parties agree that to the extent an ordering document sets forth transaction-specific terms that were expressly negotiated by the parties to the ordering document, such transaction-specific terms in the ordering document shall control. This Agreement and orders may not be modified and the rights and restrictions may not be altered or waived except in a writing signed by authorized representatives of you and of Oracle. Any notice required under this Agreement shall be provided to the other party in writing.

20. Delete Section 8.1 as amended by Amendment One and replace it with the following:

    "**8.1 Term of the Agreement**
    Orders may be placed under this Agreement for 5 years from the Effective Date of this Agreement. After the initial term of this Agreement, by mutual written amendment to this Agreement, the parties may extend the term of this Agreement for not more than three additional one-year terms. All Products and Services as ordered under this Agreement shall be under Oracle's standard fees and policies in effect at the time of such order. The pricing, discount, and/or rate terms as of the effective date of Amendment One are attached hereto, as applicable, as:

    (i) **Appendix A (Pricing and Discount Schedule)**, Appendix A (Pricing and Discount Schedule) of the Master Agreement is hereby deleted and replaced with Appendix A (Pricing and Discount Schedule) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached **Appendix A** (Pricing and Discount Schedule) supersede any and all pricing and discounting terms for program licenses and first-year technical support services contained in the Master Agreement. All prior Price List(s) associated with Appendix A are hereby deleted and made null and void.

(ii) **Appendix B (Oracle Software Technical Support Policies).** Appendix B (Technical Support Policies) of the Master Agreement is hereby deleted and replaced with **Appendix B** (Technical Support Policies) attached hereto in Exhibit B. The Oracle Software Technical Support Policies, dated May 5, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the technical support policies at http://oracle.com/contracts.

(iii) **Appendix D (License Definitions and Rules).** Appendix D (License Definitions and Rules) of the Master Agreement is hereby deleted and replaced with **Appendix D** (License Definitions and Rules) attached hereto in Exhibit B. The Oracle License Definitions and Rules V111815 attached hereto are hereby incorporated into the Master Agreement. The Oracle License Definitions and Rules v012014 shall apply to orders executed prior to the effective date of this Amendment.

(iv) **Appendix F (Pricing and Discount Schedule for Hardware.** Appendix F (Pricing and Discount Schedule for Hardware) of the Master Agreement is hereby deleted and replaced with Appendix F (Discount Table for Hardware and Engineered Systems and Associated Software) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached Appendix F (Discount Table for Hardware and Engineered Systems and Associated Software) supersede any and all pricing and discounting terms for hardware contained in the Master Agreement. All prior pricing and discount schedules associated with Appendix F are hereby deleted and made null and void.

(v) **Appendix G (Hourly Rates for Time and Materials – Consulting Services)**. Appendix G (Hourly Rates for Time and Materials – Consulting Services) of the Master Agreement is hereby deleted and replaced with Appendix G (Hourly Rates for Time and Materials – Consulting Services) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached Appendix G (Hourly Rates for Time and Materials – Consulting Services) supersede any and all pricing and discounting terms for consulting services contained in the Master Agreement. All prior Consulting Rates associated with Appendix G are hereby deleted and made null and void.

(vi) **Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support).** Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) of the Master Agreement is hereby deleted and replaced with Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) supersede any and all pricing and discounting terms for advanced customer support contained in the Master Agreement. All prior ACS Rates associated with Appendix H are hereby deleted and made null and void.

(vii) **Appendix I (Pricing and Discount Schedule for Oracle University Training)**. Appendix I (Pricing and Discount Schedule for Oracle University Training) of the Master Agreement is hereby deleted and replaced with Appendix I (Pricing and Discount Schedule for Oracle University Training) attached hereto in Exhibit B. The pricing and discounting terms set forth in the attached Appendix I (Pricing and Discount Schedule for Oracle University Training) supersede any and all pricing and discounting terms for training contained in the Master Agreement. All prior Price List(s) associated with Appendix I are hereby deleted and made null and void.

(viii) **Appendix J (Oracle Hardware and Systems Support Policies)**. Appendix J (Oracle Hardware and Systems Support Policies) of the Master Agreement is hereby deleted and replaced with Appendix J (Oracle Hardware and Systems Support Policies) attached hereto in Exhibit B. The Oracle Hardware and Systems Support Policies, dated April 4, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the hardware and systems support policies at http://www.oracle.com/us/support/index.html.

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Notwithstanding the foregoing, the parties are free to negotiate larger discounts based on the nature and volume of sales.

21. Delete Section 8.6 and replace it with the following:

"**8.6 Other**
"A. Products and services deliverables and Cloud Services are not designed for or specifically intended for use in nuclear facilities or other hazardous applications. You agree that it is your responsibility to ensure safe use of products and service deliverables and Cloud Services in such applications."

22. Insert the following as Section 9.4.6 under Section 9.4 (Pricing, Invoicing, and Payment Obligation) of APPENDIX E – HARDWARE (Exhibit A to Amendment One to Master Agreement):

9.4.6 You acknowledge that the provision of a purchase order constitutes your authorization to place an order for the items on a Hardware quote and that signature on a Hardware quote is not required to bind you to the terms of the order. Any such purchase order shall incorporate by reference the terms of the agreement and the order specific terms included on the quote. Any terms included on your purchase order are expressly excluded. For the avoidance of doubt, the parties agree that Section 9.4.6 applies only to Hardware, premier support for hardware and related items on a hardware quote. Section 9.4.6 shall not apply to Programs and Services.

23. Each of the following new appendices are hereby added to the Master Agreement:

(i) Appendix K in the form of Exhibit A attached hereto;

Subject to the modifications herein, the Master Agreement shall remain in full force and effect.

The Effective Date of this Amendment is _____. (to be completed by Oracle)

The State of Michigan, Department of Technology, Management and Budget (DTMB)		**Oracle America, Inc.**	
Signature	_____	**Signature**	Deborah Vaughn Deborah Vaughn (May 25, 2016)
Name	_____	**Name**	Deborah Vaughn
Title	_____	**Title**	Contracts Manager
Signature Date	_____	**Signature Date**	May 25, 2016

APPENDIX K
CLOUD SERVICES

This Cloud Services Appendix K (this "Appendix K") is an Appendix to the Master Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle"). This Appendix K shall coterminate with the Agreement.

1. DEFINITIONS

1.1. "**Ancillary Software**" means any software agent or tool that Oracle makes available to You for download for purposes of facilitating Your access to, operation of, and/or use with, the Services Environment.

1.2."**Auto Renew**" or "**Auto Renewal**" is the process by which the Services Period of certain Cloud Services under an order is automatically extended for an additional Services Period unless such Services are otherwise terminated in accordance with the terms of the order or this Agreement. The Service Specifications incorporated into Your order define which Cloud Services are eligible for Auto Renewal as well as any terms applicable to any such renewal. Please note: Auto Renewal does not apply to purchases under this Agreement. Please see Section 9.1 infra for renewal requirements.

1.3."**Cloud Services**" means, collectively, the Oracle cloud services (e.g., Oracle software as a service offerings and related Oracle Programs) listed in Your order and defined in the Service Specifications. The term "Cloud Services" does not include Professional Services.

1.4. "**Customer-managed Public Cloud Services**" means those Cloud Services in which You have root access to the virtual machine (VM), such as Database Cloud Services (CS), Java CS, and Compute CS. Customer-managed Public Cloud Services shall not include Integration CS, Process CS, Database Schema, Java CS- Software-As-A-Service (Saas) Extension, or any SaaS product where testing could affect other users of the Services."

1.5. "**Data Center Region**" refers to the geographic region in which the Services Environment is physically located. The Data Center Region applicable to the Cloud Services is set forth in Your order. In no event will Oracle move Your primary or secondary data center location to a country that is not within the Data Center Region for the applicable Order, without Your written consent.

1.6 "**Oracle Programs**" refers to the software products owned or licensed by Oracle to which Oracle grants You access as part of the Cloud Services, including Program Documentation, and any program updates provided as part of the Cloud Services.

1.7."**Professional Services**" means, collectively, the consulting and other professional services which You have ordered. Professional Services include any deliverables described in Your order and delivered by Oracle to You under the order. The term "Professional Services" does not include Cloud Services.

1.8."**Program Documentation**" refers to the user manuals referenced within the Service Specifications for Cloud Services, as well as any help windows and readme files for the Oracle Programs that are accessible from within the Services. The Program Documentation describes technical and functional aspects of the Oracle Programs. For Oracle Infrastructure-as-a-Service (IaaS) Cloud Services, "Program Documentation" includes documentation, help windows and readme files for the IaaS hardware products. You may access the documentation online at http://oracle.com/contracts or such other address specified by Oracle.

1.9."**Services**" means, collectively, both the Cloud Services and Professional Services that You have ordered.

1.10."**Services Environment**" refers to the combination of hardware and software components owned, licensed or managed by Oracle to which Oracle grants You and Your Users access as part of the Cloud Services which You have ordered. As applicable and subject to the terms of this Agreement and Your order, Oracle Programs, Third Party Content, Your Content and Your Applications may be hosted in the Services Environment.

1.11."**Service Specifications**" means the descriptions on www.oracle.com/contracts, or such other address specified by Oracle, that are applicable to the Services under Your order, including any Program Documentation, hosting, support and security policies (for example, Oracle Cloud Hosting and Delivery Policies), and other descriptions referenced or incorporated in such descriptions or Your order.

1.12."**Services Period**" refers to the period of time for which You have ordered Cloud Services as specified in Your order.

1.13."**Third Party Content**" means all text, files, images, graphics, illustrations, information, data, audio, video, photographs and other content and material, in any format, that are obtained or derived from third party sources outside of Oracle and made available to You through, within, or in conjunction with Your use of, the Cloud Services. Examples of Third Party Content include data feeds from social network services, rss feeds from blog posts, data libraries and dictionaries, and marketing data.

1.14."**Users**" means those employees, contractors, and end users, as applicable, authorized by You or on Your behalf to use the Cloud Services in accordance with this Agreement and Your order. For Cloud Services that are specifically designed to allow Your clients, agents, customers, suppliers, or other third parties to access the Cloud Services to interact with You, such third parties will be considered "Users" subject to the terms of this Agreement and Your order.

1.15."**You**" and "**Your**" refers to the entity that has executed this Agreement.

1.16."**Your Applications**" means all software programs, including any source code for such programs, that You or Your Users provide and load onto, or create using, any Oracle "platform-as-a-service" or "infrastructure- as-a-service" Cloud Services. Services under this Agreement, including Oracle Programs and Services Environments, Oracle intellectual property, and all derivative works thereof, do not fall within the meaning of the term "Your Applications."

1.17."**Your Content**" means all text, files, images, graphics, illustrations, information, data (including Personal Data as that term is defined in the Data Processing Agreement for Oracle Cloud Services described in Section 11.2 below), audio, video, photographs and other content and material (other than Your Applications), in any format, provided by You or on behalf of Your Users that reside in, or run on or through, the Services Environment.

2. [Intentionally Omitted]

3. RIGHTS GRANTED

3.1 For the duration of the Services Period and subject to Your payment obligations, and except as otherwise set forth in this Agreement or Your order, You have the non-exclusive, non-assignable, worldwide limited right to access and use the Services that You ordered, including anything developed by Oracle and delivered to You as part of the Services, solely for Your internal business operations and subject to the terms of this Agreement and Your order, including the Service Specifications. You may allow Your Users to use the Services for this purpose and You are responsible for Your Users' compliance with this Agreement and the order.

3.2 You do not acquire under this Agreement any right or license to use the Services, including the Oracle Programs and Services Environment, in excess of the scope and/or duration of the Services stated in Your order. Upon the end of the Services ordered, Your right to access and use the Services will terminate.

3.3 To enable Oracle to provide You and Your Users with the Services, You grant Oracle the right to use, process and transmit, in accordance with this Agreement and Your order, Your Content and Your Applications for the duration of the Services Period plus any additional post-termination period during

which Oracle provides You with access to retrieve an export file of Your Content and Your Applications. If Your Applications include third party programs, You acknowledge that Oracle may allow providers of those third party programs to access the Services Environment, including Your Content and Your Applications, as required for the interoperation of such third party programs with the Services. Oracle will not be responsible for any use, disclosure, modification or deletion of Your Content or Your Applications resulting from any such access by third party program providers or for the interoperability of such third party programs with the Services.

3.4 Except as otherwise expressly set forth in Your order for certain Cloud Services offerings (e.g., a private cloud hosted at Your facility), You acknowledge that Oracle has no delivery obligation for Oracle Programs and will not ship copies of such programs to You as part of the Services.

3.5 As part of certain Cloud Services offerings, Oracle may provide You with access to Third Party Content. The type and scope of any Third Party Content is defined in Your order or applicable Service Specifications. The third party owner, author or provider of such Third Party Content retains all ownership and intellectual property rights in and to that content, and Your rights to use such Third Party Content are subject to, and governed by, the terms applicable to such content as specified by such third party owner, author or provider, unless otherwise specified in Your order.

4. OWNERSHIP AND RESTRICTIONS

4.1 You retain all ownership and intellectual property rights in and to Your Content and Your Applications. Oracle or its licensors retain all ownership and intellectual property rights to the Services, including Oracle Programs and Ancillary Software, and derivative works thereof, and to anything developed or delivered by or on behalf of Oracle under this Agreement.

4.2 You may not and may not cause or permit others to:

a) remove or modify any program markings or any notice of Oracle's or its licensors' proprietary rights;
b) make the programs or materials resulting from the Services (excluding Your Content and Your Applications) available in any manner to any third party for use in the third party's business operations (unless such access is expressly permitted for the specific Services You have acquired);
c) modify, make derivative works of, disassemble, decompile, reverse engineer, reproduce, distribute, republish or download any part of the Services (the foregoing prohibitions include but are not limited to review of data structures or similar materials produced by programs), or access or use the Services in order to build or support, and/or assist a third party in building or supporting, products or Services competitive to Oracle;
d) perform or disclose any benchmark or performance tests of the Services, including the Oracle Programs;
e) perform or disclose any of the following security testing of the Services Environment or associated infrastructure: network discovery, port and service identification, vulnerability scanning, password cracking, remote access testing, or penetration testing ; and
f) license, sell, rent, lease, transfer, assign, distribute, host, outsource, permit timesharing or service bureau use, or otherwise commercially exploit or make available the Services, Oracle Programs, Ancillary Software, Services Environments or Oracle materials, to any third party, other than as expressly permitted under the terms of the applicable order.

5. SERVICE SPECIFICATIONS

5.1 The Services are subject to and governed by Service Specifications applicable to Your order. Service Specifications may define provisioning and management processes applicable to the Services (such as capacity planning), types and quantities of system resources (such as storage allotments), functional and technical aspects of the Oracle Programs, as well as any Services deliverables. You acknowledge that use of the Services in a manner not consistent with the Service Specifications may adversely affect Services performance and/or may result in additional fees. If the Service Specifications applicable to the ordered Services permit You to exceed the ordered quantity (e.g., soft limits on counts for Users, sessions, storage, etc.), then You are responsible for promptly purchasing such additional quantity to account for Your excess usage. .

5.2 Oracle may make changes or updates to the Services (such as infrastructure, security, technical configurations, application features, etc.) during the Services Period, including to reflect changes in technology, industry practices, patterns of system use, and availability of Third Party Content. The Service Specifications are subject to change at Oracle's discretion; however, Oracle changes to the Service Specifications will not result in a material reduction in the level of performance, security or availability of the applicable Services provided to You for the duration of the Services Period.

5.3 Your order will specify the Data Center Region in which Your Services Environment will reside. As described in the Service Specifications and to the extent applicable to the Cloud Services that You have ordered, Oracle will provide production, test, and backup environments in the Data Center Region stated in Your order. Oracle and its affiliates may perform certain aspects of Cloud Services, such as service administration and support, as well as other Services (including Professional Services and disaster recovery), from locations and/or through use of subcontractors, worldwide.

6. USE OF THE SERVICES

6.1 You are responsible for identifying and authenticating all Users, for approving access by such Users to the Services, for controlling against unauthorized access by Users, and for maintaining the confidentiality of usernames, passwords and account information. By federating or otherwise associating Your and Your Users' usernames, passwords and accounts with Oracle, You accept responsibility for the confidentiality and timely and proper termination of user records in Your local (intranet) identity infrastructure or on Your local computers. Oracle is not responsible for any harm caused by Your Users, including individuals who were not authorized to have access to the Services but who were able to gain access because usernames, passwords or accounts were not terminated on a timely basis in Your local identity management infrastructure or Your local computers. You are responsible for all activities that occur under Your and Your Users' usernames, passwords or accounts or as a result of Your or Your Users' access to the Services, and agree to notify Oracle immediately of any unauthorized use. You agree to make every reasonable effort to prevent unauthorized third parties from accessing the Services.

6.2 You shall not use or permit use of the Services, including by uploading, emailing, posting, publishing or otherwise transmitting any material, including Your Content, Your Applications and Third Party Content, for any purpose that may (a) menace or harass any person or cause damage or injury to any person or property, (b) involve the publication of any material that is false, defamatory, harassing or obscene, (c) violate privacy rights or promote bigotry, racism, hatred or harm, (d) constitute unsolicited bulk e-mail, "junk mail", "spam" or chain letters; (e) constitute an infringement of intellectual property or other proprietary rights, or (f) otherwise violate applicable laws, ordinances or regulations. In addition to any other rights afforded to Oracle under this Agreement, Oracle reserves the right, but has no obligation, to take remedial action if any material violates the restrictions in the foregoing sentence (the "Acceptable Use Policy"), including the removal or disablement of access to such material. To the extent not prohibited by applicable law, Oracle will provide You with written notice of any such remedial action. Oracle shall have no liability to You in the event that Oracle takes such action. You shall have sole responsibility for the accuracy, quality, integrity, legality, reliability, appropriateness and ownership of all of Your Content and Your Applications

6.3 You are required to accept all patches, bug fixes, updates, maintenance and service packs (collectively, "Patches") necessary for the proper function and security of the Services, including for the Oracle Programs, as such Patches are generally released by Oracle as described in the Service Specifications. Oracle is not responsible for performance or security issues encountered with the Cloud Services that result from Your failure to accept the application of Patches that are necessary for the proper function and security of the Services. Except for emergency or security related maintenance activities, Oracle will coordinate with You the scheduling of application of Patches, where possible, based on Oracle's next available standard maintenance window.

7. TRIAL USE AND PILOT CLOUD SERVICES

7.1 For certain Cloud Services, Oracle may make available "trials" and "conference room pilots" for non-production evaluation purposes. Cloud trials and conference room pilots must be ordered under a separate agreement.

7.2 Oracle may make available "production pilots" for certain Cloud Services under this Agreement. Production pilots ordered by You are described in the Service Specifications applicable to Your order, and are provided solely for You to evaluate and test Cloud Services for Your internal business purposes. You may be required to order certain Professional Services as a prerequisite to an order for a production pilot.

8. [Intentionally Omitted]

9. SERVICES PERIOD; END OF SERVICES

9.1 Services provided under this Agreement shall be provided for the Services Period defined in Your order, unless earlier suspended or terminated in accordance with this Agreement or the order. Even though You order Cloud Services that are designated in the Service Specifications or Your Order as Auto Renew, such services will NOT automatically renew. In order to renew, You must provide Oracle with written notice no later than thirty (30) days prior to the end of the applicable Services Period of Your intent to renew and You must execute a contract modification evidencing such renewal. The preceding sentence shall not apply if Oracle provides You with written notice no later than ninety (90) days prior to the end of the applicable Services Period of its intention not to renew such Cloud Services.

9.2 Upon the end of the Services, You no longer have rights to access or use the Services, including the associated Oracle Programs and Services Environments; however for a period of up to 60 days after the end of the applicable Services Period, Oracle will make available Your Content and Your Applications then in the Services Environment for the purpose of retrieval by You. At the end of such 60 day period, and except as may be required by law, Oracle will delete or otherwise render inaccessible any of Your Content and Your Applications that remain in the Services Environment.

9.3 Oracle may temporarily suspend Your password, account, and access to or use of the Services if You or Your Users violate any provision within the 'Rights Granted', 'Ownership and Restrictions', 'Fees and Taxes', 'Use of the Services', or 'Export' sections of this Agreement, or if in Oracle's reasonable judgment, the Services or any component thereof are about to suffer a significant threat to security or functionality. Oracle will provide advance notice to You of any such suspension in Oracle's reasonable discretion based on the nature of the circumstances giving rise to the suspension. Oracle will use reasonable efforts to re-establish the affected Services promptly after Oracle determines, in its reasonable discretion, that the situation giving rise to the suspension has been cured; however, during any suspension period, Oracle will make available to You Your Content and Your Applications as existing in the Services Environment on the date of suspension. Oracle may terminate the Services under an order if any of the foregoing causes of suspension is not cured within 30 days after Oracle's initial notice thereof. Any suspension or termination by Oracle for Your violation of any provision within the 'Rights Granted', 'Ownership and Restrictions', 'Fees and Taxes', 'Use of the Services', or 'Export' sections of this Agreement shall not excuse You from Your obligation to make payment(s) under this Agreement.

9.4 [Intentionally Omitted]

9.5 You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. Termination of the Agreement will not affect orders that are outstanding at the time of termination. Those orders will be performed according to their terms as if this Agreement were still in full force and effect. However, those orders may not be renewed subsequent to termination of this Agreement.

9.6 [Intentionally Omitted]

9.7 [Intentionally Omitted]

10. NONDISCLOSURE

10.1 By virtue of this Agreement, the parties may have access to information that is confidential to one another ("Confidential Information"). . To the extent permitted by law, Confidential information shall be limited to Your Content and Your Applications residing in the Services Environment, and all information clearly identified as confidential at the time of disclosure.

10.2 [Intentionally Omitted]

10.3 Oracle will hold Your Confidential Information that resides within the Services Environment in confidence for as long as such information resides in the Services Environment. We each may disclose Confidential Information only to those employees, agents or subcontractors who are required to protect it against unauthorized disclosure in a manner no less protective than required under this Agreement. Oracle will protect the confidentiality of Your Content or Your Applications residing in the Services Environment in accordance with the Oracle security practices defined as part of the Service Specifications applicable to Your order. In addition, Your Personal Data will be treated in accordance with the terms of Section 11 below. Nothing shall prevent either party from disclosing the terms or pricing under this Agreement or orders placed under this Agreement in any legal proceeding arising from or in connection with this Agreement or from disclosing the Confidential Information to a governmental entity as required by law.

11. DATA PROTECTION

11.1 In performing the Services, Oracle will comply with the Oracle Services Privacy Policy, which is available at http://www.oracle.com/html/Services-privacy-policy.html and incorporated herein by reference. The Oracle Services Privacy Policy is subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of protection provided for Your Personal Data provided as part of Your Content during the Services Period of Your order.

11.2 Oracle's Data Processing Agreement for Oracle Cloud Services (the "Data Processing Agreement"), which is incorporated herein as Exhibit One to this Appendix Kr, describes the parties' respective roles for the processing and control of Personal Data that You provide to Oracle as part of the Cloud Services. Oracle will act as a data processor, and will act on Your instruction concerning the treatment of Your Personal Data residing in the Services Environment, as specified in this Agreement, the Data Processing Agreement and the applicable order. You agree to provide any notices and obtain any consents related to Your use of the Services and Oracle's provision of the Services, including those related to the collection, use, processing, transfer and disclosure of Personal Data.

11.3 The Service Specifications applicable to Your order define the administrative, physical, technical and other safeguards applied to Your Content residing in the Services Environment, and describe other aspects of system management applicable to the Services. You are responsible for any security vulnerabilities, and the consequences of such vulnerabilities, arising from Your Content and Your Applications, including any viruses, Trojan horses, worms or other programming routines contained in Your Content or Your Applications that could limit or harm the functionality of a computer or that could damage, intercept or expropriate data. You may disclose or transfer, or instruct Oracle to disclose or transfer in writing, Your Content or Your Applications to a third party, and upon such disclosure or transfer Oracle is no longer responsible for the security or confidentiality of such content and applications outside of Oracle.

11.4 You may not provide Oracle access to health, payment card or similarly sensitive personal information that imposes specific data security obligations for the processing of such data unless specified in Your order. If available, You may purchase services from Oracle (e.g., Oracle Payment Card Industry Compliance Services, Oracle HIPAA Security Services, Oracle Federal Security Services, etc.) designed to address particular data protection requirements applicable to Your business or Your Content.

12. WARRANTIES, DISCLAIMERS AND EXCLUSIVE REMEDIES

12.1 Oracle warrants that it will perform (i) Cloud Services in all material respects as described in the Service Specifications, and (ii) Professional Services in a professional manner in accordance with the Service Specifications. If the Services provided to You were not performed as warranted, You must promptly provide written notice to Oracle that describes the deficiency in the Services (including, as applicable, the service request number notifying Oracle of the deficiency in the Services).

12.2 ORACLE DOES NOT GUARANTEE THAT (A) THE SERVICES WILL BE PERFORMED ERROR-FREE OR UNINTERRUPTED, OR THAT ORACLE WILL CORRECT ALL SERVICES ERRORS, (B) THE SERVICES WILL OPERATE IN COMBINATION WITH YOUR CONTENT OR YOUR APPLICATIONS, OR WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEMS, SERVICES OR DATA NOT PROVIDED BY ORACLE, AND (C) THE SERVICES WILL MEET YOUR REQUIREMENTS, SPECIFICATIONS

OR EXPECTATIONS. YOU ACKNOWLEDGE THAT ORACLE DOES NOT CONTROL THE TRANSFER OF DATA OVER COMMUNICATIONS FACILITIES, INCLUDING THE INTERNET, AND THAT THE SERVICES MAY BE SUBJECT TO LIMITATIONS, DELAYS, AND OTHER PROBLEMS INHERENT IN THE USE OF SUCH COMMUNICATIONS FACILITIES. ORACLE IS NOT RESPONSIBLE FOR ANY DELAYS, DELIVERY FAILURES, OR OTHER DAMAGE RESULTING FROM SUCH PROBLEMS. ORACLE IS NOT RESPONSIBLE FOR ANY ISSUES RELATED TO THE PERFORMANCE, OPERATION OR SECURITY OF THE SERVICES THAT ARISE FROM YOUR CONTENT, YOUR APPLICATIONS OR THIRD PARTY CONTENT.

12.3 FOR ANY BREACH OF THE SERVICES WARRANTY, YOUR EXCLUSIVE REMEDY AND ORACLE'S ENTIRE LIABILITY SHALL BE THE CORRECTION OF THE DEFICIENT SERVICES THAT CAUSED THE BREACH OF WARRANTY, OR, IF ORACLE CANNOT SUBSTANTIALLY CORRECT THE DEFICIENCY IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE DEFICIENT SERVICES AND ORACLE WILL REFUND TO YOU THE FEES PAID FOR THE DEFICIENT SERVICES FOR THE PERIOD OF TIME DURING WHICH THE SERVICES WERE DEFICIENT.

12.4 TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS INCLUDING FOR SOFTWARE, HARDWARE, SYSTEMS, NETWORKS OR ENVIRONMENTS OR FOR MERCHANTABILITY, SATISFACTORY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE.

13. [Intentionally Omitted]

14. [Intentionally Omitted]

15. THIRD PARTY WEB SITES, CONTENT, PRODUCTS AND SERVICES

15.1 The Services may enable You to link to, transmit Your Content to, or otherwise access, other Web sites, platforms, content, products, services, and information of third parties. Oracle does not control and is not responsible for such Web sites or platforms or any such content , products, services and information accessible from or provided through the Services, and You bear all risks associated with access to and use of such Web sites and third party content, products, services and information.

15.2 Any Third Party Content made accessible by Oracle is provided on an "as-is" and "as available" basis without any warranty of any kind. Third Party Content may be indecent, offensive, inaccurate, infringing or otherwise objectionable or unlawful, and You acknowledge that Oracle is not responsible for and under no obligation to control, monitor or correct Third Party Content; however, Oracle reserves the right to take remedial action if any such content violates applicable restrictions under Section 6.2 of this Agreement, including the removal of, or disablement of access to, such content. Oracle disclaims all liabilities arising from or related to Third Party Content.

15.3 You acknowledge that: (i) the nature, type, quality and availability of Third Party Content may change at any time during the Services Period, and (ii) features of the Services that interoperate with third parties such as Facebook™, YouTube™ and Twitter™, etc. (each, a "Third Party Service"), depend on the continuing availability of such third parties' respective application programming interfaces (APIs) for use with the Services. Oracle may update, change or modify the Services under this Agreement as a result of a change in, or unavailability of, such Third Party Content, Third Party Services or APIs. If any third party ceases to make its Third Party Content or APIs available on reasonable terms for the Services, as determined by Oracle in its sole discretion, Oracle may cease providing access to the affected Third Party Content or Third Party Services without any liability to You. Any changes to Third Party Content, Third Party Services or APIs, including their availability or unavailability, during the Services Period does not affect Your obligations under this Agreement or the applicable order, and You will not be entitled to any refund, credit or other compensation due to any such changes.

15.4 Any Third Party Content that You store in Your Services Environment will count towards any storage or other allotments applicable to the Cloud Services that You ordered.

16. SERVICES TOOLS AND ANCILLARY SOFTWARE

16.1 Oracle may use tools, scripts, software, and utilities (collectively, the "Tools") to monitor and administer the Services and to help resolve Your Oracle service requests. The Tools will not collect or store any of Your Content or Your Applications residing in the Services Environment, except as necessary to provide the Services or troubleshoot service requests or other problems in the Services. Information collected by the Tools (excluding Your Content and Your Applications) may also be used to assist in managing Oracle's product and service portfolio, to help Oracle address deficiencies in its product and service offerings, and for license and Services management.

16.2 Oracle may provide You with on-line access to download certain Ancillary Software for use with the Services. If Oracle licenses Ancillary Software to You and does not specify separate terms for such Ancillary Software, then, subject to Your payment obligations, (i) You have the non-exclusive, non-assignable, worldwide limited right to use such Ancillary Software solely to facilitate Your access to, operation of, and/or use of the Services Environment, subject to the terms of this Agreement and Your order, including the Services Specifications, (ii) Oracle will maintain such Ancillary Software as part of the Cloud Services, and (iii) Your right to use such Ancillary Software willterminate upon the earlier of Oracle's notice (which may be through posting on https://support.oracle.com or such other URL designated by Oracle) or the end of the Cloud Services associated with the Ancillary Software. If Ancillary Software is licensed to You under separate third party license terms, then Your use of such software is subject solely to such separate terms.

17. SERVICE ANALYSES

Oracle may (i) compile statistical and other information related to the performance, operation and use of the Services, and (ii) use data from the Services Environment in aggregated form for security and operations management, to create statistical analyses, and for research and development purposes (clauses i and ii are collectively referred to as "Service Analyses"). Oracle may make Service Analyses publicly available; however, Service Analyses will not incorporate Your Content or Confidential Information in a form that could serve to identify You or any individual, and Service Analyses do not constitute Personal Data. Oracle retains all intellectual property rights in Service Analyses.

18. [Intentionally Omitted]

19. FORCE MAJEURE

Neither of us shall be responsible for failure or delay of performance if caused by: an act of war, hostility, or sabotage; act of God; pandemic; electrical, internet, or telecommunication outage that is not caused by the obligated party; government restrictions (including the denial or cancelation of any export, import or other license); or other event outside the reasonable control of the obligated party. We both will use reasonable efforts to mitigate the effect of a force majeure event. If such event continues for more than 30 days, either of us may cancel unperformed Services and affected orders upon written notice. This Section does not excuse either party's obligation to take reasonable steps to follow its normal disaster recovery procedures or Your obligation to pay for the Services.

20. NOTICE

20.1 [Intentionally Omitted]

20.2 To request a termination of Services in accordance with this Agreement, You must submit a service request to Oracle at the address specified in Your order or the Service Specifications.

20.3 Oracle may give notices applicable to Oracle's Cloud Services customer base by means of a general notice on the Oracle portal for the Cloud Services, and notices specific to You by electronic mail to Your e-mail address on record in Oracle's account information or by written communication sent by first class mail or pre-paid post to Your address on record in Oracle's account information.

21. [Intentionally Omitted]

22. OTHER

22.1 You understand that Oracle's business partners and other third parties, including any third parties with which Oracle has an integration or that are retained by You to provide consulting or implementation services or applications that interact with the Cloud Services, are independent of Oracle and are not Oracle's agents. Oracle is not liable for, bound by, or responsible for any problems with the Services, Your Content or Your Applications arising due to any acts of any such business partner or third party, unless the business partner or third party is providing Services as an Oracle subcontractor on an engagement ordered under this Agreement and, if so, then only to the same extent as Oracle would be responsible for Oracle resources under this Agreement.

22.2 [Intentionally Omitted]

22.3 [Intentionally Omitted]

22.4 [Intentionally Omitted]

22.5 You shall obtain at Your sole expense any rights and consents from third parties necessary for Your Content, Your Applications, and Third Party Content, as well as other vendor's products provided by You that You use with the Services, including such rights and consents as necessary for Oracle to perform the Services under this Agreement.

22.6 You agree to provide Oracle with all information, access and full good faith cooperation reasonably necessary to enable Oracle to provide the Services and You will perform the actions identified in Your order as Your responsibilities.

22.7 You remain solely responsible for Your regulatory compliance in connection with Your use of the Services. You are responsible for making Oracle aware of any technical requirements that result from Your regulatory obligations prior to entering into an order governed by this Agreement. Oracle will cooperate with Your efforts to determine whether use of the standard Oracle Services offering is consistent with those requirements. Additional fees may apply to any additional work performed by Oracle or changes to the Services.

22.8 [Intentionally Omitted].

22.9 [Intentionally Omitted]

24. [Intentionally Omitted]

25. [Intentionally Omitted]

26. Customer Monitoring and Testing Tools

24.1 Due to potential adverse impact on service performance, security and availability, You may not (a) use Your own testing tools (including automated user interfaces and web service calls to any Oracle Cloud Service) or perform network or vulnerability scans or penetration tests to directly or indirectly seek to measure security of any program or feature of or service component within the services or Services Environment, and (b) for Oracle-managed Public Cloud Services, use Your own monitoring tools (including automated user interfaces and web service calls to any Oracle Cloud Service) to directly or indirectly seek to measure the availability or performance of any program or feature of or service component within the services or Services Environment. Notwithstanding Section 4.d, with respect to Customer-managed Public Cloud Services, You are permitted to use Your own monitoring or testing tools to measure the availability or performance of any program or feature of the Cloud Services. You may not use nor authorize the use of data scraping tools or technologies to collect data available through the Oracle Cloud Service user interface or via web service calls without the express written permission of Oracle. Oracle reserves the right to require Your proposed data scraping tools to be validated and tested by Oracle prior to use in production and to be subsequently validated and tested annually. Oracle may require that a written statement of work be executed to perform such testing and validation work subject to additional fees. You may not make workload changes beyond the amount permitted under the

entitlements provided under ordering document. Oracle reserves the right to remove or disable access to any tools or technologies that violate the restrictions in this section, without any liability to You.

None of the previous provisions are intended to restrict Your ability to use the published Oracle Cloud APIs to automate cloud service creation and management.

EXHIBIT ONE TO APPENDIX K
DATA PROCESSING AGREEMENT

For a period of one (1) year from the Effective Date of Amendment Two, the *Data Processing Agreement for Oracle Cloud Services* (attached hereto) shall apply to all Cloud Services acquired pursuant to the terms set forth in Appendix K. This Exhibit One to Appendix K shall be amended annually to include Oracle's then current *Data Processing Agreement for Oracle Cloud Services.*

Data Processing Agreement for Oracle Cloud Services

Version November 3, 2015

1. Scope and order of precedence

This agreement (the "Data Processing Agreement") applies to Oracle's Processing of Personal Data provided to Oracle by Customer as part of Oracle's provision of Cloud Services ("Cloud Services"), as further specified in (i) the applicable Oracle master agreement and (ii) the Oracle Cloud Ordering Document between Customer and Oracle, and all documents, addenda, schedules and exhibits incorporated therein (collectively the "Agreement") by and between the Customer entity and Oracle subsidiary listed in the order for Cloud Services.

This Data Processing Agreement is subject to the terms of the Agreement and is incorporated into the Agreement. Except as expressly stated otherwise, in the event of any conflict between the terms of the Agreement and the terms of this Data Processing Agreement, the relevant terms of this Data Processing Agreement shall take precedence. This Data Processing Agreement shall be effective for the Services Period of any Oracle Cloud order placed under the Agreement.

2. Definitions

"Customer" or "you" means the Customer that has executed the order for Cloud Services.

"Oracle" or "Processor" means the Oracle subsidiary listed in the order for Cloud Services.

"Oracle Affiliates" mean the subsidiaries of Oracle Corporation that may assist in the performance of the Cloud Services.

"Model Clauses" means the standard contractual clauses annexed to the EU Commission Decision 2010/87/EU of 5 February 2010 for the Transfer of Personal Data to Processors established in Third Countries under the Directive (defined below).

"Personal Data" means any information relating to an identified or identifiable natural person that Customer or its end users provide to Oracle as part of the Cloud Services; an identified or identifiable natural person (a "data subject") is one who can be identified, directly or indirectly, in particular by reference to an identification number or to one or more factors specific to his/her physical, physiological, mental, economic, cultural or social identity.

"Process" or "Processing" means any operation or set of operations which is performed by Oracle as part of the Cloud Services upon Personal Data, whether or not by automatic means, such as collection, recording, organization, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, blocking, erasure or destruction.

"Subprocessor" means a third party subcontractor engaged by Oracle which, as part of the subcontractor's role of delivering the Cloud Services, will Process Personal Data of the Customer.

"The Directive" means Directive 95/46/EC of the European Parliament and of the Council of October 24, 1995, as amended, on the protection of individuals with regard to the Processing of Personal Data and on the free movement of such data.

Other terms have the definitions provided for them in the Agreement or as otherwise specified below.

3. Categories of Personal Data and purpose of the Personal Data Processing

In order to execute the Agreement, and in particular to perform the Cloud Services on behalf of Customer, Customer authorizes and requests that Oracle Process the following Personal Data:

Categories of Personal Data: Personal Data may include, among other information, personal contact information such as name, home address, home telephone or mobile number, fax number, email address, and passwords; information concerning family, lifestyle and social circumstances including age, date of birth, marital status, number of children and name(s) of spouse and/or children; employment details including employer name, job title and function, employment history, salary and other benefits, job performance and other capabilities, education/qualification, identification numbers, social security details and business contact details; financial details; and goods and services provided.

Categories of Data Subjects: Data subjects may include Customer's representatives and end users, such as employees, job applicants, contractors, collaborators, partners, and customers of the Customer. Data subjects also may include individuals attempting to communicate or transfer Personal Data to users of the Cloud Services.

Oracle will Process Personal Data solely for the provision of the Cloud Services, and will not otherwise (i) Process or use Personal Data for purposes other than those set forth in the Agreement or as instructed by Customer, or (ii) disclose such Personal Data to third parties other than Oracle Affiliates or Subprocessors for the aforementioned purposes or as required by law.

4. Customer's Instructions

During the Services Period of any order for Cloud Services, Customer may provide instructions to Oracle in addition to those specified in the Agreement with regard to processing of Personal Data. Oracle will comply with all such instructions without additional charge to the extent necessary for Oracle to comply with laws applicable to Oracle as a data processor in the performance of the Cloud Services; the parties will negotiate in good faith with respect to any other change in the Cloud Services and/or fees resulting from such instructions.

5. Controller of Data

The control of Personal Data remains with Customer, and as between Customer and Oracle, Customer will at all times remain the data controller for the purposes of the Cloud Services, the Agreement, and this Data Processing Agreement. Customer is responsible for compliance with its obligations as data controller under data protection laws, in particular for justification of any transmission of Personal Data to Oracle (including providing any required notices and obtaining any required consents), and for its decisions and actions concerning the Processing and use of the data.

6. Rights of Data Subject

Oracle will grant Customer electronic access to Customer's Cloud Services environment that holds Personal Data to permit Customer to delete, release, correct or block access to specific Personal Data or, if that is not practicable and to the extent permitted by applicable law, follow Customer's detailed written instructions to delete, release, correct or block access to Personal Data held in Customer's Cloud Services environment. Customer agrees to pay Oracle's reasonable fees associated with the performance of any such deletion, release, correction or blocking of access to Personal Data. Oracle will pass on to the Customer any requests of an individual data subject to delete, release, correct or block Personal Data Processed under the Agreement.

7. Cross Border and Onward Data Transfer

Oracle treats all Personal Data in a manner consistent with the requirements of the Agreement and this Data Processing Agreement in all locations globally. Oracle's information policies, standards and governance practices are managed on a global basis.

To the extent Personal Data originating from the EEA or Switzerland is transferred to Oracle, Oracle Affiliates or Subprocessors located in countries outside the EEA or Switzerland that have not received a binding adequacy decision by the European Commission pursuant to Articles 25(6) and 31(2) of the Directive or by a competent national data protection authority, such transfers are managed as follows.

Transfers from Customer to Oracle or Oracle Affiliates are made subject to the terms of this Data Processing Agreement and (i) the Model Clauses, with Customer acting as the "data exporter" and Oracle and/or the Oracle Affiliate(s) acting as the "data importer(s)" (as those terms are defined in the Model Clauses); or (ii) other appropriate transfer mechanisms that provide an adequate level of protection in compliance with the applicable requirements of Articles 25 and 26 of the Directive. The terms of this Data Processing Agreement shall be read in conjunction with the Model Clauses or other appropriate transfer mechanism referred to in the prior sentence.

For transfers from Oracle to Oracle Affiliates, Oracle shall ensure that such transfers are subject to (i) the terms of the Oracle intra-company agreement entered into between Oracle Corporation and the Oracle Affiliates, which requires all transfers of Personal Data to be made in compliance with the Model Clauses and with all applicable Oracle security and data privacy policies and standards; or (ii) other appropriate transfer mechanisms that provide an adequate level of protection in compliance with the applicable requirements of Articles 25 and 26 of the Directive.

For transfers from Oracle or Oracle Affiliates to Subprocessors, Oracle requires the Subprocessor to execute Model Clauses incorporating security and other data privacy requirements consistent with those of this Data Processing Agreement.

8. Affiliates and Subprocessors

Some or all of Oracle's obligations under the Agreement may be performed by Oracle Affiliates. Oracle and the Oracle Affiliates have entered into the intra-company agreement specified above, under which the Oracle Affiliates Processing Personal Data adopt safeguards consistent with those of Oracle. Oracle is responsible for its compliance and the Oracle Affiliates' compliance with this requirement.

Oracle also may engage Subprocessors to assist in the provision of the Cloud Services. Oracle maintains a list of Subprocessors that may Process the Personal Data of Oracle's Cloud Service customers and will provide a copy of that list to Customer upon request.

All Subprocessors are required to abide by substantially the same obligations as Oracle under this Data Processing Agreement as applicable to their performance of the Cloud Services. Customer may request that Oracle audit the Subprocessor or provide confirmation that such an audit has occurred (or, where available, obtain or assist customer in obtaining a third-party audit report concerning Subprocessor's operations) to ensure compliance with such obligations. Customer also will be entitled, upon written request, to receive copies of the relevant terms of Oracle's agreement with Subprocessors that may Process Personal Data, unless the agreement contains confidential information, in which case Oracle may provide a redacted version of the agreement.

Oracle remains responsible at all times for compliance with the terms of the Agreement and this Data Processing Agreement by Oracle Affiliates and Subprocessors.

Customer consents to Oracle's use of Oracle Affiliates and Subprocessors in the performance of the Cloud Services in accordance with the terms of Sections 7 and 8 above.

9. Technical and Organizational Measures

When Processing Personal Data on behalf of Customer in connection with the Cloud Services, Oracle has implemented and will maintain appropriate technical and organizational security measures for the Processing of such data, including the measures specified in this Section to the extent applicable to the

Oracle's Processing of Personal Data. These measures are intended to protect Personal Data against accidental or unauthorized loss, destruction, alteration, disclosure or access, and against all other unlawful forms of processing. Additional information concerning such measures, including the specific security measures and practices for the particular Cloud Services ordered by Customer, may be specified in the Agreement.

9.1 Physical Access Control. Oracle employs measures designed to prevent unauthorized persons from gaining access to data processing systems in which Personal Data is processed, such as the use of security personnel, secured buildings and data center premises.

9.2 System Access Control. The following may, among other controls, be applied depending upon the particular Cloud Services ordered: authentication via passwords and/or two-factor authentication, documented authorization processes, documented change management processes, and logging of access on several levels. For Cloud Services hosted @Oracle: (i) log-ins to Cloud Services Environments by Oracle employees and Subprocessors are logged; (ii) logical access to the data centers is restricted and protected by firewall/VLAN; and (iii) intrusion detection systems, centralized logging and alerting, and firewalls are used.

9.3 Data Access Control. Personal Data is accessible and manageable only by properly authorized staff, direct database query access is restricted, and application access rights are established and enforced. In addition to the access control rules set forth in Sections 9.1 – 9.3 above, Oracle implements an access policy under which Customer controls access to its Cloud Services environment and to Personal Data and other data by its authorized personnel.

9.4 Transmission Control. Except as otherwise specified for the Cloud Services (including within the ordering document or the applicable service specifications), transfers of data outside the Cloud Service environment are encrypted. Some Cloud Services, such as social media services, may be configurable to permit access to sites that require unencrypted communications. The content of communications (including sender and recipient addresses) sent through some email or messaging services may not be encrypted. Customer is solely responsible for the results of its decision to use unencrypted communications or transmissions.

9.5 Input Control. The Personal Data source is under the control of the Customer, and Personal Data integration into the system, is managed by secured file transfer (i.e., via web services or entered into the application) from the Customer. Note that some Cloud Services permit Customers to use unencrypted file transfer protocols. In such cases, Customer is solely responsible for its decision to use such unencrypted field transfer protocols.

9.6 Data Backup. For Cloud Services hosted @Oracle: back-ups are taken on a regular basis; back-ups are secured using a combination of technical and physical controls, depending on the particular Cloud Service.

9.7 Data Segregation. Personal Data from different Oracle customers' environments is logically segregated on Oracle's systems.

10. Audit Rights

Customer may audit Oracle's compliance with the terms of the Agreement and this Data Processing Agreement up to once per year. Customer may perform more frequent audits of the Cloud Service computer systems that Process Personal Data to the extent required by laws applicable to Customer. If a third party is to conduct the audit, the third party must be mutually agreed to by Customer and Oracle and must execute a written confidentiality agreement acceptable to Oracle before conducting the audit.

To request an audit, Customer must submit a detailed audit plan at least two weeks in advance of the proposed audit date to Oracle Corporation's Global Information Security organization ("GIS") describing the proposed scope, duration, and start date of the audit. Oracle will review the audit plan and provide Customer with any concerns or questions (for example, any request for information that could

compromise Oracle security, privacy, employment or other relevant policies). Oracle will work cooperatively with Customer to agree on a final audit plan. If the requested audit scope is addressed in a SSAE 16/ISAE 3402 Type 2, ISO, NIST, PCI DSS, HIPAA or similar audit report performed by a qualified third party auditor within the prior twelve months and Oracle confirms there are no known material changes in the controls audited, Customer agrees to accept those findings in lieu of requesting an audit of the controls covered by the report.

The audit must be conducted during regular business hours at the applicable facility, subject to Oracle policies, and may not unreasonably interfere with Oracle business activities.

Customer will provide GIS any audit reports generated in connection with any audit under this section, unless prohibited by law. Customer may use the audit reports only for the purposes of meeting its regulatory audit requirements and/or confirming compliance with the requirements of the Agreement and this Data Processing Agreement. The audit reports are Confidential Information of the parties under the terms of the Agreement.

Any audits are at the Customer's expense. Any request for Oracle to provide assistance with an audit is considered a separate service if such audit assistance requires the use of resources different from or in addition to those required for the provision of the Cloud Services. Oracle will seek the Customer's written approval and agreement to pay any related fees before performing such audit assistance.

11. Incident Management and Breach Notification

Oracle evaluates and responds to incidents that create suspicion of unauthorized access to or handling of Personal Data ("Incident"). GIS is informed of such Incidents and, depending on the nature of the activity, defines escalation paths and response teams to address those Incidents. GIS will work with Customer, with internal Oracle lines of business, with the appropriate technical teams and, where necessary, with outside law enforcement to respond to the Incident. The goal of the Incident response will be to restore the confidentiality, integrity, and availability of the Cloud Services environment, and to establish root causes and remediation steps.

Oracle operations staff is instructed on responding to Incidents where handling of Personal Data may have been unauthorized, including prompt and reasonable reporting to GIS and to Oracle Corporation's legal department, escalation procedures, and chain of custody practices to secure relevant evidence.

For purposes of this section, "Security Breach" means the misappropriation of Personal Data located on Oracle systems or the Cloud Services environment that compromises the security, confidentiality or integrity of such information. Oracle will inform Customer within 72 hours if Oracle determines that Personal Data has been subject to a Security Breach (including by an Oracle employee) or any other circumstance in which Customer is required to provide a notification under applicable law, unless otherwise required by law.

Oracle will promptly investigate the Security Breach and take reasonable measures to identify its root cause(s) and prevent a recurrence. As information is collected or otherwise becomes available, unless prohibited by law, Oracle will provide Customer with a description of the Security Breach, the type of data that was the subject of the breach, and other information Customer may reasonably request concerning the affected persons. The parties agree to coordinate in good faith on developing the content of any related public statements or any required notices for the affected persons and/or the relevant data protection authorities.

12. Return and Deletion of Personal Data upon End of Cloud Services or at Customer's Request ("Data Portability")

Following termination of the Cloud Services, Oracle will return or otherwise make available for retrieval Customer's Personal Data then available in the Customer's Cloud Services environment. Following

return of the data, or as otherwise specified in the Agreement, Oracle will promptly delete or otherwise render inaccessible all copies of Personal Data from the production Cloud Services environment, except as may be required by law. Oracle's data return and deletion practices are described in more detail in the Agreement.

13. Legally Required Disclosures

Except as otherwise required by law, Oracle will promptly notify Customer of any subpoena, judicial, administrative or arbitral order of an executive or administrative agency or other governmental authority ("Demand") that it receives and which relates to the Personal Data Oracle is Processing on Customer's behalf. At Customer's request, Oracle will provide Customer with reasonable information in its possession that may be responsive to the Demand and any assistance reasonably required for Customer to respond to the Demand in a timely manner. Customer acknowledges that Oracle has no responsibility to interact directly with the entity making the Demand.

14. Service Analyses

Oracle may (i) compile statistical and other information related to the performance, operation and use of the Cloud Services, and (ii) use data from the Cloud Services environment in aggregated form for security and operations management, to create statistical analyses, and for research and development purposes (clauses i and ii are collectively referred to as "Service Analyses") . Oracle may make Service Analyses publicly available; however, Service Analyses will not incorporate Customer's Content or Confidential Information in a form that could identify or serve to identify Customer or any data subject, and Service Analyses do not constitute Personal Data. Oracle retains all intellectual property rights in Service Analyses.

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Exhibit B to Amendment Two to the Master Agreement

APPENDIX A
PRICING AND DISCOUNT SCHEDULE

A. Pricing and Discounting Terms for New Program Licenses and First-Year Technical Support

The following pricing and discounting terms for new Program licenses and first-year technical support services are hereby incorporated into the Master Agreement:

1. Appendix A Price Lists. The "**Appendix A Price Lists**" shall be defined as the then-current versions of the following Appendix A Price Lists at the time of order:

   a. Oracle Technology Global Price List*
   b. Oracle Business Intelligence Applications Global Price List*
   c. Oracle E-Business Suite Applications Global Price List*
   d. Oracle Siebel CRM Global Price List*
   e. PeopleSoft Component Global Price List*
   f. JD Edwards Component Global Price List*
   g. Oracle Primavera Global Price List

   You may access the current version of the Appendix A Price Lists denoted with an asterisk (*) at: http://www.oracle.com/us/corporate/pricing/price-lists/index.html.

2. Pricing and Discounts.

   From the effective date of Amendment Two to the Master Agreement until August 31, 2017, You may acquire Products listed on the Price Lists, provided such Products are available in production release when ordered, and provided You have continuously maintained technical support for your existing Program licenses., by paying Oracle the fees specified on the Appendix A Price Lists less the discount set forth below in section 3 of this Appendix A. You may also acquire first-year Software Update License & Support ("**SULS**") for such Programs by paying Oracle the fees specified, less the discount set forth below.

3. Discount Schedule.

   From the effective date of Amendment Two to the Master Agreement until August 31, 2017, a discount of 44.45% shall apply to the fees listed on the then-current version of the Appendix A Price Lists at the time of the order for program licenses and first-year SULS acquired pursuant to the terms of this Master Agreement.

4. Exclusions: For the avoidance of any doubt, the discounts provided in Section A.3 above shall not apply to the following:

   a. any third-party products included in any of the Appendix A Price Lists;
   b. any grandfathered Primavera products;
   c. any products priced in advance of availability or with controlled availability; and
   d. any Cloud products on any Appendix A Price Lists.

5. Any updates or changes to the pricing and discounting terms provided in this Appendix A shall be made by a written amendment to this Master Agreement.

APPENDIX B
TECHNICAL SUPPORT POLICIES

The Oracle Software Technical Support Policies, dated May 6, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the technical support policies at http://oracle.com/contracts.

Oracle Software Technical Support Policies

Effective Date: 06-May-2016

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1. Overview

Unless otherwise stated, these Software Technical Support Policies apply to technical support for all Oracle software product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

To receive technical support as provided by Oracle Support Services ("OSS") as described in these Oracle Software Technical Support Policies, all programs must be properly licensed.

Technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of an Oracle licensed program, running unaltered, and on a certified hardware, database and operating system configuration, as specified in your order or program documentation.

Except as otherwise specified in this section, product release and supported platforms information for all Oracle programs, other than Phase Forward, Nimbula and MICROS Systems programs, is available through Oracle's web-based customer support systems as described in the Web-Based Customer Support Systems section below. Product release and supported platforms information for Phase Forward, Nimbula programs will be provided to you in writing. Effective August 10, 2015, product release and supported platforms information for MICROS Systems programs supported by the MICROS United States and Canadian support teams (except US Cruise) will be available in My Oracle Support.

References to the Technical Support Policies in former Oracle, or vendors acquired by Oracle, agreements may vary (e.g. Software Support Services Terms and Conditions, Maintenance Services Policy, Standard Maintenance Program, product support policy, Support Services policies, Support Maintenance Agreement, Maintenance and Technical Support Agreement, Maintenance and Support Schedule 2.0, and Licensee Support Services Policy).

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for supported programs during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Software Technical Support Policies and the previous version of the Oracle Software Technical Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the effective date of your order unless stated otherwise in your order. If your order was placed through the Oracle Store, the effective date is the date your order was accepted by Oracle. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

License Set

A license set consists of (i) all of your licenses of a program, including any options* (e.g., Database Enterprise Edition and Enterprise Edition Options; Purchasing and Purchasing Options), Enterprise Manager* (e.g., Database Enterprise Edition and Diagnostics Pack), or self-service module* (e.g., Human Resources and Self-Service Human Resources) licensed for such programs, (ii) all of your licenses of a program that share the same source code**, or (iii) for Crystal Ball programs, the same licenses of a program contained on a single order, (iv) for Java Embedded Binary programs, all of the distributed units of the program(s) embedded in each unique Java Application Product pursuant to the Java Binary License and Redistribution Agreement ("BLRA") between you and Oracle, or (v) if you are distributing Java Restricted Use Binary programs or if you are distributing Java Embedded Binary programs under the Oracle Java Platform Integrator program ("OJPI"), all of the end user's licenses of the program(s) embedded or included in the Java Application Product pursuant to the BLRA. Development and demonstration licenses available through the Oracle Partner Network or the Oracle Technology Network are not included in the definition of a license set.

*As specified on Oracle's price list.

**Programs that share the same source code are:

- Database Enterprise Edition, Database Standard Edition, Database Standard Edition One, Oracle Database Standard Edition 2 and Personal Edition
- Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, WebLogic Server Enterprise Edition, WebLogic Server Standard Edition, WebLogic Suite, and Web Tier
- Oracle FLEXCUBE Core Banking programs
- Oracle FLEXCUBE Universal Banking for Retail programs
- Oracle FLEXCUBE Universal Banking for Corporate programs
- Oracle FLEXCUBE Lending & Leasing programs
- Oracle Daybreak programs
- Oracle Banking programs

If you are an Oracle partner and provide first line support to an end user (e.g., Embedded Software License ("ESL"), Application Specific Full Use ("ASFU"), or any other Oracle authorized provision of first line support), a license set consists of all of the end user's licenses of the program(s) embedded or included in the Application Package pursuant to the ESL Distribution Agreement, ASFU Distribution Agreement, or other distribution agreement between you and Oracle. If the end user also has Full Use licenses supported directly by you, then those Full Use licenses must also be supported at the same level as the ASFU or ESL licenses.

If Oracle is providing first line support for all of an end user's ASFU and Full Use licenses, then both the ASFU and Full Use licenses must be supported at the same level. However, if Oracle is providing first line support for an end user's Full Use licenses and you are providing first line support for the ASFU and/or ESL licenses, then the licenses would not be considered part of the same license set.

Matching Service Levels

When acquiring technical support, all licenses in any given license set must be supported under the same technical support service level (e.g., Software Update License & Support, Oracle Communications Network Premier Support or unsupported). If you add Extended Support, you still must maintain Software Update License & Support for the entire license set; subject to availability, you must acquire Extended Support for all licenses of a particular version release of a program if you acquire Extended Support for any license in such version release. You may not support a subset of licenses within a license set; the license set must be reduced by terminating any unsupported licenses. You will be required to document license terminations via a termination letter.

Reinstatement of Oracle Technical Support

If technical support lapses or was not originally purchased with a program license, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the relevant program; b) if you never acquired technical support for the relevant programs, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original program license order date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve month support period shall be the last annual technical support fee you paid for the relevant program; (ii) if you never acquired technical support for the relevant program, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired technical support from an Oracle-authorized distributor and are now acquiring technical support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee. If support is not reinstated for the entire license set or if support for a subset of licenses from an order is reinstated, then the "License Set", "Matching Service Levels", and "Pricing following Reduction of Licenses or Support Level" policies will apply.

Pricing following Reduction of Licenses or Support Level

Pricing for support is based upon the level of support and the volume of licenses for which support is ordered. In the event that a subset of licenses on a single order is terminated or if the level of support is reduced, support for the remaining licenses on that license order will be priced at Oracle's list price for support in effect at the time of termination or reduction minus the applicable standard discount. Such support price will not exceed the previous support fees paid for both the remaining licenses and the licenses being terminated or unsupported, and will not be reduced below the previous support fees paid for the licenses continuing to be supported. If the license order from which licenses are being terminated established a price hold for additional licenses, support for all of the licenses ordered pursuant to the price hold will be priced at Oracle's list price for support in effect at the time of reduction minus the applicable standard discount.

Custom Application Bundles

Technical support may not be discontinued for a single program module within a custom application bundle.

Unsupported Programs

Customers with unsupported programs are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported programs. CD packs or

programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported programs.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported programs and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per license set, to serve as liaisons with OSS. With each USD$250,000 in net support fees per license set, you have the option to designate an additional two (2) primary and four (4) backup technical contacts. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

Program Updates

Update means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to Desupport

It may become necessary as a part of Oracle's product lifecycle to desupport certain program releases and, therefore, Oracle reserves that right. However, program releases that are expressly identified within Oracle's Lifetime Support policy will be governed by the terms of the Lifetime Support Policy. Desupport information is subject to change.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide “First Line Support” for the supported programs directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported programs, (ii) a direct response to users with respect to problems or issues with the supported programs, (iii) a diagnosis of problems or issues of the supported programs, and (iv) a resolution of problems or issues of the supported programs.

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported programs, you may contact Oracle for “Second Line Support”. You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., access to repository files, log files, or database extracts) required to provide Second Line Support.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported programs and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported programs so that such supported programs perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Third Party Vendor-Specific Support Terms

You must remain on a supported environment – including applications and platforms – to receive technical support. If a vendor retires support for its product, you may be required to upgrade to a current certified and supported product, application, hardware platform, framework, database, and/or operating system configuration to continue receiving technical support services from Oracle.

Technical Support for Development, Demonstration and End User Licenses

Technical support for Development and/or Demonstration licenses is provided through your membership in the Oracle PartnerNetwork. Before you may provide technical support for a program you have licensed to an end user you must, in addition to the technical support you may receive for Development and/or Demonstration licenses, acquire technical support for such program from Oracle and continuously maintain it for as long as you provide support to the end user.

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Premier Support (also referred to as, and will be documented on your order as, "Software Update License & Support" or "Oracle Communications Network Software Premier Support")
- Extended Support (if offered)
- Sustaining Support

A description of the services available under Premier Support, Extended Support and Sustaining Support is included in the Oracle Technical Support Levels section below.

When offered and except as noted below, Premier Support will be available for five years from the date a release of the Oracle program becomes generally available. If offered, support may be extended for an additional three years with Extended Support for specific releases. Except as noted below, in addition to the technical support fee, an Extended Support fee applies for each support period for which Extended Support is purchased.

Alternatively, and if offered, support may be extended with Sustaining Support, which will be available for as long as you maintain technical support for your Oracle program licenses.

For specific programs that are, or will be covered by the Lifetime Support Policy, service levels offered, and timeframes refer to the following:

- For server technology programs view "Lifetime Support Policy: Coverage for Technology Products" (PDF)
- For fusion middleware programs view "Lifetime Support Policy: Coverage for Fusion Middleware" (PDF)
- For application programs view "Lifetime Support Policy: Coverage for Applications" (PDF)
- For retail application programs view "Lifetime Support Policy: Coverage for Retail Applications" (PDF)
- For Sun software and operating system products view "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF)
- For Oracle Linux program releases view "Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM" (PDF)

- For OFSS programs view "Lifetime Support Policy: Coverage for Oracle Financial Services Software" (PDF)

Exceptions - For customers with a current support contract running:

1. **PeopleTools.** The PeopleTools program, provided in conjunction with a PeopleSoft application program release, will be supported for as long as such application program release is supported. Patches and platform certifications for a PeopleTools minor release will be provided until 12 months after the next minor release is made generally available or Oracle announces that no future releases will be made; critical patch updates for a PeopleTools minor release may be provided for up to 24 months after the next minor release is made generally available.

   You must apply PeopleTools minor releases in order to continue to receive Premier or Extended Support, if offered, for a PeopleSoft application program release. You may be required to apply PeopleTools minor releases to remain current with versions of third party technologies and products as supported by the provider of the third party product.

   PeopleSoft application maintenance, which includes but is not limited to: images, patches, bundles, and maintenance packs, may require an upgrade to a newer version of PeopleTools.

   Oracle reserves the right to make changes to the third party products included in the PeopleTools program release which includes but is not limited to: (i) requiring newer versions of the third party products, (ii) changing the way in which third party products are packaged and distributed and (iii) replacing or remediating one or more third party products.

2. **Oracle Database 11*g*R2:** The Extended Support fee has been waived for the period of February 2015 - May 2017. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.

3. **Oracle Database 10*g*R2:** Except as otherwise specified in the table below, Extended Support will be made available at Oracle's then current Extended Support pricing from: August 2013 – July 2015. Extended Support for Oracle Database 10*g*R2 will be limited to Severity 1 fixes only; critical patch updates will not be made available.

   For customers running Oracle Database 10*g*R2 on:

Platform	
Fujitsu BS2000	The Extended Support fee will be waived from August 2010 – July 2014.
HP OpenVMS on Itanium	The Extended Support fee will be waived from August 2010 – July 2016. For the period of August 2016 – July 2017, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
IBM z/OS	After July 2013, Extended Support will continue to be available at Oracle's then-current Extended Support fees. Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Linux Itanium and Windows Itanium	For the period of August 2013 – December 2015, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

4. **HP-UX and Itanium-2 Processor:** The following Extended Support exceptions apply to those customers running the supported Oracle program releases on certified OS versions of the HP-UX on the Itanium-2 processor based platform:

Oracle Program Release	
Oracle Database 10*g*R2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of August 2013 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Oracle Database 11*g*R1	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of September 2015 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
WebLogic Server 9.2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of December 2013 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Tuxedo 9.1	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of July 2014 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

5. **Oracle e-Business Suite:** The Extended Support fee has been waived for the Oracle program releases and periods stated below.

Oracle Program Release	**The Extended Support Fee will be waived from:**
Oracle e-Business Suite 12.1	January 2017 – December 2019

6. **PeopleSoft Enterprise 9.0 and PeopleSoft Enterprise 9.1:** The Extended Support fee will be waived for the entire Extended Support period.

7. **JD Edwards EnterpriseOne and JD Edwards World:**
   a. **JD Edwards EnterpriseOne 9.0, JD Edwards EnterpriseOne 9.0 Update 2 (i.e., 9.0.2) and/or JD Edwards EnterpriseOne 9.1 releases**: The Extended Support fee will be waived for the entire Extended Support Period. Please review the Lifetime Support policy for Extended Support timeframes.
   b. **JD Edwards World A9.2, JD Edwards World A9.2.1, and/or JD Edwards World A9.3:** The Extended Support fee will be waived for the entire Extended Support period. Please review the Lifetime Support policy for Extended Support timeframes.

8. **Oracle Portal 11*g*R1 and Oracle Discoverer 11*g*R1 (Oracle Fusion Middleware):** The Extended Support fee will be waived from July 2014 – June 2015.

9. **Oracle Exadata Storage Server Software 11.2 (program releases 11.2.3.2.2 and above):** The Extended Support fee will be waived from October 2014 – September 2015.

10. **Java SE 6:** The Extended Support fee will be waived from January 2016 – December 2018.

11. **Oracle Database Standard Edition 2:** Customers with a current support contract for Oracle Database Standard Edition 2 will continue to receive technical support for previously licensed Oracle Database Standard Edition or Oracle Database Standard Edition One program releases. License restrictions are as specified in the license definitions and rules of the Oracle Database Standard Edition 2 order.

12. **Oracle Enterprise Manager Cloud Control 12.1:** The Extended Support fee will be waived from November 2016 – October 2017.

13. **Governance, Risk and Compliance Programs:** For Sustaining Support for the Governance, Risk and Compliance program releases specified below, Oracle will continue to provide Severity 1 fixes through May 2018.

Program	Program Release
Application Access Controls Governor	8.x
Configuration Controls Governor	5.x
Enterprise Governance, Risk, and Compliance Manager	8.x
Enterprise Transaction Controls Governor	8.x
Fusion Governance, Risk, and Compliance Intelligence	3.x
Preventive Controls Governor	7.x

14. **InForm 4.5.6**: For Sustaining Support for the InForm 4.6.5 program release, Oracle will continue to provide Severity 1 fixes through October 2018.

4. Oracle Technical Support Levels

Software Update License & Support

Program releases in the Premier Support phase of Oracle's product support lifecycle will receive Software Update License & Support. Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week, except as otherwise stated in note 1 below for MICROS Systems
- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise. Please refer to notes 1 and 2, below.
- Current licensees of MySQL Classic Edition Annual Subscription, MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription or MySQL Standard Edition Annual Subscription ("MySQL Subscription"), may receive Software Update License & Support (SULS) for MySQL Community Edition,* except that SULS for MySQL Community Edition does not include Updates of any kind. MySQL Community Edition may not contain all of the features and functionality of the programs contained in the MySQL Subscription. (*Community Edition refers to MySQL licensed under the GPL license.)
- For Oracle VM VirtualBox Enterprise, Software Update License & Support (SULS) is limited to the platforms specified here. SULS is not available for Oracle VM VirtualBox Enterprise features noted as experimental; such features are specified in the Oracle VM VirtualBox User Manual located here
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf

- Until July 1, 2016, remote program updates and patch installation assistance for DIVA programs during normal business hours
- Non-technical customer service during normal business hours

Notes:

1. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), the following apply: (i) assistance with service requests will be provided during normal business hours and (ii) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.
2. For MICROS Systems programs in LAD (Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.

Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs) consists of:

- The Software Update License & Support described above
- 24x7 access to Oracle Unbreakable Linux Network
- Hardware Certification[1]
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html

Notes:

1. Hardware certification will be provided for the first six (6) years from the data a release of the Oracle Linux program becomes generally available. After six (6) years, hardware certification may be provided at Oracle's sole discretion; however Oracle is under no obligation to provide such hardware certification.

Limited Software Update License & Support is available for the Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal,Trace), InForm, and LabPas). The limited Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Assistance with service requests during normal business hours
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/support/contact/health-sciences-license-support/index.html
- Non-technical customer service during normal business hours

Extended Support

Extended Support may be available for certain Oracle program releases after Premier Support expires. When Extended Support is offered, it is generally available for three years following the expiration of Premier Support and only for the terminal patchset release of a program. Unless otherwise stated in this section, supported program releases eligible for Extended Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days per week, except as otherwise stated in note 1 below for MICROS Systems
- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise. Please refer to notes 1 and 2, below.

- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Notes:

1. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), the following apply: (i) assistance with service requests will be provided during normal business hours and (ii) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.
2. For MICROS Systems programs in LAD (Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.

Extended Support does not include:

- Certification with new third party products/versions

Extended Support for Java SE - Java SE program releases eligible for Extended Support will receive Java SE Support limited to the following:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Extended Support for Oracle Linux - Extended Support is not available for the Oracle Linux programs.

Sustaining Support

Sustaining Support will be available after Premier Support expires. As program releases under Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited. The availability of hardware systems to run such program releases may also be limited. Unless otherwise stated in this section, program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates created during Premier Support and Extended Support (if offered and only after the Extended Support period ends)
- Tax, legal, and regulatory updates (availability may vary by country and/or program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade scripts (availability may vary by program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week, except as otherwise stated in note 1 below for MICROS Systems
- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise. Please refer to notes 1 and 2, below.
- Non-technical customer service during normal business hours

Notes:

1. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), the following apply: (i) assistance with service requests

will be provided during normal business hours and (ii) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html

2. For MICROS Systems programs in LAD (Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay) the ability to log service requests is as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html.

Sustaining Support does not include:

- New program updates, fixes, security alerts, and critical patch updates
- New tax, legal, and regulatory updates
- New upgrade scripts
- Certification with new third party products/versions
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Oracle Linux - Oracle Linux program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to patches, fixes, and security alerts created during the Premier Support period

Sustaining Support for the Oracle Linux programs does not include:

- Access to new patches, fixes, and security alerts
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes

Sustaining Support for Java SE - Java SE program releases eligible for Sustaining Support will receive Java SE Support limited to the following:

- Minor updates and bug and security fixes created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade tools created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Java SE program releases does not include:

- New minor updates and bug and security fixes
- New upgrade tools
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Nimbula – Nimbula program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to existing program updates and fixes only (i.e., new program updates and fixes will not be provided)
- Assistance with service requests during normal business hours.
- Ability to log service requests via the following email: Nimbula-Support_WW@oracle.com

- Non-technical customer service during normal business hours

Sustaining Support for the Nimbula program releases does not include:

- Access to new program updates and fixes
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below

Oracle Communications Network Software Premier & Sustaining Support

Oracle Communications Network Software Premier Support is available for the following program categories (collectively "Oracle Communications Network Premier Programs"): Diameter Signaling Router & Integrated Diameter Intelligence Hub - Network Function Editions; Perpetual license of Session Border Controller, Session Router and Core Session Manager, Application Orchestrator and Evolved Communications Application Server; Net-Net Central applications. Oracle Communications Network Software Premier Support consists of:

- Program updates, fixes, and security alerts
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Remote installation of Oracle Communications Network Premier Programs
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
    - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
    - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution has been offered. The Remote Restoration Time frames do not apply if program code changes are required.
    - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Premier Program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program updates, fixes and security alerts created during the Premier Support period
- Upgrade scripts (availability may vary by program) created during the Premier Support period
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates.
- Assistance with service requests 24 hours per day, 7 days a week

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Premier Program releases does not include:

- New program updates, fixes, and security alerts
- Remote installation of Oracle Communications Network Premier Programs
- New upgrade scripts
- Certification with new third party products/versions
- Response Times identified above
- Previously released fixes or updates that Oracle no longer supports

Oracle Communications Network Software Support & Sustaining Support

Oracle Communications Network Software Support is available for the following program categories (collectively "Oracle Communications Network Software Programs"): Oracle Communications EAGLE (non ISO), Oracle Communications Performance Intelligence Center, Oracle Communications Diameter Signaling Router, Oracle Communications Policy Management, Oracle Communications User Data Repository, and Oracle Communications Subscriber Data Management. Oracle Communications Network Software Support consists of:

- Program updates, fixes, and security alerts
- Certification with most new third-party products/versions (availability may vary by program)
- Remote installation of Oracle Communications Network Software Programs
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
    - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
    - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution has been offered. The Remote Restoration Time frames do not apply if program code changes are required.
    - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Software Program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program updates, fixes, and security alerts created during the Support period
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Software Program releases does not include:

- New program updates, fixes, and security alerts
- Remote installation of Oracle Communications Network Software
- Certification with new third party products/versions
- Response Times identified above
- Previously released fixes or updates that Oracle no longer supports

5. Additional Support Services Available for Purchase

Incident Server Support Package

Incident Server Support provides web-based technical support on a per server basis in packages of 10 service requests to be used within a 12 month period. Any unused service requests at the end of the support period shall expire. Incident Server Support for a program may be acquired with the initial program license purchase and, if acquired with such purchase, may be renewed for subsequent support periods for as long as Premier Support is available for your Oracle program license. If you want to obtain Software Update License & Support, it will be subject to Oracle's reinstatement policies in effect at the time Software Update License & Support is acquired. Incident Server Support is available for the following across all platforms:

- Oracle Database Incident Server Support Package: Oracle Database Enterprise Edition, Oracle Database Standard Edition, Oracle Database Standard Edition One, Partitioning, and Real Application Clusters
- Oracle Application Incident Server Support Package: Internet Application Server Enterprise Edition Internet Application Server Standard Edition, and Internet Application Server Java Edition

Incident Server Support consists of:

- 10 service requests
- Access to My Oracle Support (24x7 web-based technical support system), including the ability to log service requests online
- Access to downloadable software patches and patchsets

Service requests requiring resolution of a program bug will not be counted against your overall service request total. Your access to Incident Server Support services, including My Oracle Support, ends on the earlier of (i) expiration of the support period; or (ii) resolution of your final service request. The Incident Server Support Packages do not include updates and may not be used, purchased, or sold in conjunction with any other support offering.

If you renew Incident Server Support Package, your renewal fee for such services will be based on Oracle's Incident Server Support Package pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Incident Server Support Package is not subject to the Reinstatement of Oracle Technical Support section above.

Oracle Java Development Tools Support

Oracle Java Development Tools Support is available for the following programs: Sun NetBeans, Oracle Enterprise Pack for Eclipse, and Oracle JDeveloper (downloaded from the Oracle Technology Network after June 28, 2005). If you acquire Oracle Java Development Tools Support, you will receive support for all of the programs included above.

Oracle Java Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Java Development Tools Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Solaris Development Tools Support

Oracle Solaris Development Tools Support is available for the following programs: Oracle Solaris Studio and Oracle Solaris Studio Express. If you acquire Oracle Solaris Development Tools Support, you will receive support for all of the programs included above.

Oracle Solaris Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Solaris Development Tools Support does not include upgrades to new program releases or access to Oracle Solaris updates, fixes or patches. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Application Development Framework Essentials Support

Oracle Application Development Framework Essentials Support is available for Oracle Application Development Framework (ADF) Essentials program releases. Oracle Application Development Framework Essentials Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Application Development Framework Essentials Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Java SE Support and Java SE Support for Independent Software Vendors

Java SE Support and Java SE Support for Independent Software Vendors ("ISVs") are available for Java SE program releases. Java SE Support and Java SE Support for ISVs consist of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

If you acquire Java SE Support or Java SE Support for ISVs, the services described above are in support of licenses you acquired separately. Bug fixes, security fixes and any updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Java SE program. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Java Embedded Development Support and Oracle Java Embedded Suite Development Support

Oracle Java Embedded Development Support is available for Oracle Java SE Embedded or Oracle Java ME Embedded program releases per Standard Binary. Oracle Java Embedded Suite Development Support is available for the Oracle Java Embedded Suite. Both Oracle Java Embedded Development Support and Oracle Java Embedded Suite Development Support consist of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

If you acquire Oracle Java Embedded Development Support or Oracle Java Embedded Suite Development Support, the services described above are in support of licenses you acquired separately. Bug fixes, security fixes and any updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Oracle Java SE Embedded, Oracle Java ME Embedded programs or Oracle Java Embedded Suite. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

NoSQL Database Community Edition Support

NoSQL Database Community Edition Support is available for NoSQL Database Community Edition program releases. NoSQL Database Community Edition Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

NoSQL Database Community Edition Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Service Request Packages

Service Request Packages are made available to members of the Oracle Partner Network. Service Request Packages provide web-based technical support in packages of 10 or 25 service requests, do not include updates, and are not available for all programs. Please contact your at http://partner.oracle.com for program availability.

Service Request Packages are valid for one year from the date of purchase. Any unused service request(s) will expire at the earlier of (i) the end of such year, or (ii) the end of your OPN membership term if such membership is not renewed. Access to log service requests will be restricted at the same time the final service request is resolved.

Oracle Priority Support

If you acquire Oracle Priority Support on your order, Oracle will provide Oracle Priority Support as described here.

Oracle Priority Support Advantage

If you acquire Oracle Priority Support Advantage on your order, Oracle will provide Oracle Priority Support Advantage as described here.

Oracle Functional Help Desk for Oracle Retail and Hospitality

If you acquire Oracle Functional Help Desk for Oracle Retail and Hospitality on your order, Oracle will provide Oracle Functional Help Desk for Oracle Retail and Hospitality as described here.

North American Payroll Tax Updates

North American Payroll Tax Updates is available for the Peoplesoft HRMS Payroll for North America program releases specified in the North American Payroll Tax Updates Service Availability Matrix below. If you purchase these services, you will receive one (1) calendar year of tax updates for the applicable Peoplesoft HRMS Payroll for North America program release, including tax updates for that calendar year made available in January of the following calendar year. North American Payroll Tax Updates is only available in the following countries: United States, Canada and Puerto Rico.
The following North American Payroll Tax Updates Service Availability Matrix describes the service availability and time frames.

North American Payroll Tax Updates Service Availability Matrix	
Peoplesoft HRMS Payroll for North American Program Releases	**Availability**
8.8	January 1, 2012 – December 31, 2018
8.9	January 1, 2013 – December 31, 2017
9.0	July 1, 2015 – December 31, 2017

In order to acquire North American Payroll Tax Updates, your licensed Peoplesoft HRMS Payroll for North American program must be currently supported with Software Update License & Support. North American Payroll Tax Updates will be delivered through My Oracle Support.

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. North American Payroll Tax Updates is not subject to the Reinstatement policies stated above.

Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite

Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is available for Oracle E-Business Suite release 11.5.10. If you purchase these services, you will receive one (1) United States ("US") Federal Government fiscal year of financials legislative updates and/or Severity 1 fixes for Oracle E-Business Suite release 11.5.10. In order to acquire Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10, your licensed Oracle E-Business Suite must be currently supported with Software Update License & Support.

The Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10 service consists of the following components that can be purchased separately:

Tier 1 - Tier 1 consists of: Severity 1 fixes, critical patch updates and United States Tax Form 1099 updates for the applicable tax year(s). For the Oracle E-Business Suite 11.5.10 release, Tier 1 is currently available through December 31, 2016 for a fee to customers currently supported with Software Update License & Support. Please see the Lifetime Support section above for additional information.

US Federal Government - US Federal Government consists of: Financials legislative updates for the US Federal Government. If you purchase this service, you will receive financial legislative updates for the US Federal Government for one (1) US Federal Government fiscal year through September 30, 2016. If you purchase the US Federal Government option, your fee for such services will be based on the then-current US Federal Government fee.

Information on Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is available on My Oracle Support (E-Business Suite Releases – Support Policy FAQ (Doc ID 1494891.1)). Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite will be delivered through My Oracle Support.

The following only applies to Oracle E-Business Suite 11.5.10:

- Oracle will not provide financials legislative updates for Oracle E-Business Suite 11.5.10 any sooner or with any greater scope than what is made available under a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12 or higher).

- Country-specific financials legislative updates ("localized updates") provided under US Federal Government will only be made available if such localized updates are also made available in a subsequent release of Oracle E-Business Suite. In the event localized updates are provided for additional countries in a subsequent release of Oracle E-Business Suite, such localized updates for the additional countries will not be provided for Oracle E-Business Suite 11.5.10.
- Due to architectural or other changes between a subsequent release of Oracle E-Business Suite and Oracle E-Business Suite 11.5.10, Oracle may not provide all localized updates for Oracle E-Business Suite 11.5.10 that are made available in a subsequent release of Oracle E-Business Suite.
- The prerequisite for these services is based on the current minimum prerequisite level as described on My Oracle Support in E-Business Suite 11.5.10 Minimum Patch Level and Extended Support Information Center (Doc ID 1199724.1) and Oracle E-Business Suite Error Correction Support Policy (Doc ID 11905034.1).

If you renew Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is not subject to the Reinstatement policies stated above.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for Oracle E-Business Suite release 11.5.10 cumulative update 2. Customers who acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will receive one (1) tax year of payroll legislative updates for the Oracle E-Business Suite 11.5.10 release. In order to acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your licensed Oracle E-Business Suite Payroll must be currently supported with Software Update License & Support.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for the following countries and tax years:

Country	2014 Tax Year	2015 Tax Year	2016 Tax Year
United Kingdom	See note 1 below	April 6, 2014 – April 5, 2015	April 6, 2015 – April 5, 2016
United States	See note 1 below	January 1, 2015 – December 31, 2015	January 1, 2016 – December 31, 2016

Notes:

1. For the specified countries and tax years noted above, payroll regulatory updates are provided under Sustaining Support to customers with a current support contract. Please see the Lifetime Support section above for additional information.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will be delivered through My Oracle Support and will require the latest available HRMS R11i RUP (See My Oracle Support document Mandatory Family pack/Rollup patch (RUP) levels for Oracle Payroll (Doc ID 295406.1)).

If you renew Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is not subject to the Reinstatement policies stated above.

Financial and Payroll Legislative Updates for JD Edwards

Financials and Payroll Legislative Updates for JD Edwards is available for JD Edwards EnterpriseOne program releases XE, 8.0 and 8.12 and JD Edwards World program releases A7.3, A8.1 and A9.1. If you purchase these services, you will receive one (1) calendar year of financials and payroll legislative updates and Severity 1 fixes for the applicable JD Edwards release. In order to acquire Financials and Payroll Legislative Updates for JD

Edwards, your licensed JD Edwards EnterpriseOne and/or JD Edwards World program must be currently supported with Software Update License & Support.

The Financials and Payroll Legislative Updates for JD Edwards service consists of the following components that can be purchased separately: Tier 1, Tier 2, Tier 3, Single Country Financial Legislative Updates and Single Country Payroll Legislative Updates. Tier 1, Tier 2 and Tier 3 consists of services for more than one country. Single Country Financial Legislative Updates and Single Country Payroll Legislative Updates consist of services for an individual country.

The components are as follows:

Tier 1 - Tier 1 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s), and payroll legislative and financials legislative updates for the applicable calendar year for the United States and Canada. If you purchase Tier 1, your fee for such services will be based on the then-current Tier 1 fee.

Tier 2 - Tier 2 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable calendar year and for the countries and programs specified in the table below. If you purchase Tier 2, your fee for such services will be based on the then-current Tier 2 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll Legislative Updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials Legislative Updates	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan, China, Colombia, Australia, New Zealand and India	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan and China

Tier 3 - Tier 3 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable calendar year and for the countries and programs specified in the table below. If you purchase Tier 3, your fee for such services will be based on the then-current Tier 3 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll legislative updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials legislative updates	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, New Zealand, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan, China, Colombia, Chile, Peru, Ecuador, Venezuela, Czech Republic, Denmark, Finland, Hungary, Norway, Poland, Sweden, Australia, India, South Korea, Singapore and Taiwan	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan and China

Single Country Financial Legislative Updates: Single Country Financial Legislative Updates consists of: Severity 1 fixes and financial legislative updates for the programs and countries specified in the table below. If you purchase Single Country Financial Legislative Updates, your fee for such service will be based on the then-current Single Country for Financial Legislative Updates fee.

Program	Countries
JD Edwards EnterpriseOne	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan, China, Colombia, Australia, New Zealand and India

JD Edwards World	United States, Mexico, Brazil, United Kingdom, Ireland, Japan and China

Single Country Payroll Legislative Updates: Single Country Payroll Legislative Updates consists of: payroll legislative updates for the programs and countries specified in the table below. If you purchase Single Country Payroll Legislative Updates, your fee for such service will be based on the then-current Single Country for Payroll Legislative Updates fee.

Program	Countries
JD Edwards EnterpriseOne	United States, Canada, Australia and New Zealand
JD Edwards World	United States and Canada

Information on financials and payroll legislative updates for JD Edwards and applicable countries is available on My Oracle Support (i.e., JD Edwards EnterpriseOne Globalizations (Doc ID 752291.1) and JD Edwards World Globalizations (Doc ID 745085.1)). Financials and Payroll Legislative Updates for JD Edwards will be delivered through My Oracle Support.

The following apply to the JD Edwards EnterpriseOne and JD Edwards World program releases for which Financials and Payroll Legislative Updates service is available:

- Oracle will not provide financial and payroll legislative updates any sooner or with any greater scope than what is made available under a subsequent release of JD Edwards EnterpriseOne (i.e., JD Edwards EnterpriseOne 9.1 or higher) or JD Edwards World (i.e., JD Edwards World A9.3 or higher).
- Country-specific financials legislative updates ("localized updates") provided under Tier 2, Tier 3 and Single Country Financial Legislative Updates and Single Country Payroll Legislative Updates will only be made available if such localized updates are also made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World. In the event localized updates are provided for additional countries in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World, such localized updates for the additional countries will not be provided for the JD Edwards EnterpriseOne and JD Edwards World program releases included under the Financials and Payroll Legislative Updates service.
- Due to architectural or other changes between a subsequent release of JD Edwards EnterpriseOne or JD Edwards World and the eligible program releases under the Financials and Payroll Legislative Updates for JD Edwards service, Oracle may not provide all localized updates that are made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World.

If you renew Financials and Payroll Legislative Updates for JD Edwards, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Financials and Payroll Legislative Updates for JD Edwards is not subject to the Reinstatement policies stated above.

Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM is available for the following programs: PeopleSoft Human Capital Management (HCM) release 9.0 and Financials and Supply Chain Management (FSCM) release 9.0 ("PeopleSoft Enterprise Applications"). Customers who acquire Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM will receive one (1) calendar year of Severity 1 fixes and United States Tax Form 1099 updates.

In order to acquire this service, your licensed PeopleSoft Enterprise Applications must be currently supported with Software Update License & Support. Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM will be delivered through My Oracle Support.

If you renew Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in

the applicable order. Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM is not subject to the Reinstatement policies stated above.

Oracle Market-Driven Support for Oracle Database 10g Release 2

Oracle Market-Driven Support for Oracle Database 10g Release 2 is available for the Oracle Database Enterprise Edition Release 10.2.0.5. The service is available for the following period:

Service	Availability	
Oracle Market-Driven Support for Oracle Database 10g Release 2	August 1, 2015-July 31, 2016	August 1, 2016- July 31, 2017

If you purchase Oracle Market-Driven Support for Oracle Database 10g Release 2, you will receive the following services for the number of production 10.2.0.5 databases identified in your order:

1. Oracle Market-Driven Support for Oracle Database 10g Release 2 will be limited to Severity 1 fixes and critical patch update(s) ("CPU").
2. A database upgrade planning workshop ("Workshop") that includes:
   a. One (1) remote presentation for up to four (4) hours, not to exceed thirty (30) attendees to provide advice and guidance on the creation of your upgrade plan from Oracle Database Enterprise Edition Release 10.2.0.5 to an Oracle Database Enterprise Edition Release that is covered by Software Update License & Support; and
   b. After the conclusion of the Workshop, Oracle will provide telephone support (Monday through Friday, 9:00am to 5:00pm local time, excluding local holidays) to respond to questions and offer guidance regarding your upgrade plan for up to the number of hours identified in your order.
3. Access to Oracle's Unlimited Learning Subscription ("ULS") for up to five (5) Named Users. The ULS includes Training On Demand, Learning Streams and Cloud Learning Subscription access. More information on ULS can be found at http://education.oracle.com/us/terms/termspolicies030115.html

Your fee for Oracle Market-Driven Support for Oracle Database 10g Release 2 services will be based upon Oracle's then current pricing in effect at the time of your order.

In order to acquire Oracle Market-Driven Support for Oracle Database 10g Release 2 services, your licensed Oracle database(s) must be currently supported with Software Update License & Support. Severity 1 fixes and CPUs will be delivered through My Oracle Support.

Oracle Market-Driven Support for Oracle Database 10g Release 2 services are not renewable or available after July 31, 2017. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Market-Driven Support for Oracle Database 10g Release 2 services are not subject to the Reinstatement policies stated above.

Oracle Linux Support Services

Oracle offers Oracle Linux support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Oracle VM Support Services

Oracle offers Oracle VM support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Exadata Premier Support

For information regarding renewals of Exadata Premier Support, please refer to the Exadata Technical Support Policies available at http://www.oracle.com/us/support/policies/index.html.

6. Web-Based Customer Support Systems

My Oracle Support

Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle programs are not currently supported under My Oracle Support: Phase Forward (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas), Nimbula and MICROS Systems (except as otherwise stated below).

Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio

The following applies to MICROS Systems programs only. Access to the following MICROS Systems web-based customer support systems: Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio are governed by the Terms of Use posted on the applicable MICROS Systems web site. The terms of Use are subject to change and a copy of these terms is available upon request. Access to the MICROS Systems web-based customer support systems is limited to your designated technical contacts. MICROS Systems programs supported by the MICROS United States and Canadian support teams (except US Cruise) has transitioned from Clarify SelfService, PTS, ZenDesk and Onyx to My Oracle Support. MICROS Systems programs supported by the MICROS EMEA support teams has transitioned from Heat Portal and MICROS Self Service Customer Support Portal to My Oracle Support.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs).

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your computer system (e.g., Oracle Web Conferencing)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Oracle Configuration Manager)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data") and not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme.

Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

8. Global Customer Support Security Practices

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle's Global Customer Support Security Practices, as referenced below.

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/support/policies.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF). Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

Notwithstanding the restriction above, some customers may have executed agreements with Oracle governing Global Customer Support's handling of the personal data of residents in the European Economic Area ("EEA Personal Data") as well as protected health information ("PHI") subject to the United States Health Insurance Portability and Accountability Act ("HIPAA"). If you would like to submit EEA Personal Data or PHI to Oracle as part of receiving technical support services, you must:

- Execute either (i) EU standard Contractual Clauses or data transfer agreement, or (ii) a HIPAA business associate agreement (as applicable) with Oracle that specifically references and covers your technical support services
- Submit EEA Personal Data or PHI only in service request attachments on the My Oracle Support customer portal
- Not include EEA Personal Data or PHI in the body of service requests (other than contact information required for Oracle to respond to the SR)
- When prompted in My Oracle Support, indicate that the service request attachment may contain EEA Personal Data or PHI

9. Severity Definitions

Service requests for supported Oracle programs may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the severity definitions specified below.

Severity 1*
Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Except as otherwise specified herein, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For MICROS Systems programs in JAPAC (Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam), reasonable efforts will be made to respond to Severity 1 service requests within two (2) business hours. For response efforts associated with Oracle Communications Network Software Premier Support and Oracle Communications Network Software Support & Sustaining Support, please see the Oracle Communications Network Premier & Sustaining Support and Oracle Communications Network Software Support & Sustaining Support sections above.

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported programs (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle. 24 hour commitment to Severity 1 service requests is not available for MICROS Systems programs in the following countries: Australia, Cambodia, China, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand, and Vietnam.

Severity 2*
You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Severity 3*
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality

Severity 4*
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

* For Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas), the severity levels are denoted as P0, P1, P2 and P3 and correspond to the above as follows: P0= Severity 1; P1=Severity 2, P2=Severity 3 and P3=Severity 4.

10. Hyperion and Agile Specific Support Terms

For orders placed pursuant to a Hyperion master agreement or to an Agile master agreement, the following terms apply with respect to the technical support services you have ordered.

Warranties, Disclaimers, and Exclusive Remedies
Oracle warrants that technical support services will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support services warranty deficiencies within 90 days from performance of the defective technical support services.

FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY, AND ORACLE'S ENTIRE LIABILITY, SHALL BE THE REPERFORMANCE OF THE DEFICIENT TECHNICAL SUPPORT SERVICES, OR IF ORACLE CANNOT SUBSTANTIALLY CORRECT A BREACH IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE RELEVANT TECHNICAL SUPPORT SERVICES AND RECOVER THE FEES PAID TO ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES.
TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Liability

NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE. ORACLE'S MAXIMUM LIABILITY FOR ANY DAMAGES ARISING OUT OF OR RELATED TO YOUR ORDER, WHETHER IN CONTRACT OR TORT, OR OTHERWISE, SHALL BE LIMITED TO THE AMOUNT OF THE FEES YOU PAID ORACLE UNDER YOUR ORDER, AND IF SUCH DAMAGES RESULT FROM YOUR USE OF TECHNICAL SUPPORT SERVICES, SUCH LIABILITY SHALL BE LIMITED TO THE FEES YOU PAID ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES GIVING RISE TO THE LIABILITY.

For orders placed pursuant to a Hyperion master agreement, the following terms also apply with respect to the technical support services you have ordered.

Nondisclosure

By virtue of your order, the parties may have access to information that is confidential to one another ("confidential information"). We each agree to disclose only information that is required for the performance of obligations under your order. Confidential information shall be limited to the terms and pricing under your order and all information clearly identified as confidential at the time of disclosure.

A party's confidential information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party.

We each agree to hold each other's confidential information in confidence for a period of three years from the date of disclosure. Also, we each agree to disclose confidential information only to those employees or agents who are required to protect it against unauthorized disclosure. Nothing shall prevent either party from disclosing the terms or pricing under your order in any legal proceeding arising from or in connection with your order or disclosing the confidential information to a federal or state governmental entity as required by law.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

APPENDIX D
LICENSE DEFINITIONS AND RULES

From the Effective Date of Amendment Two to the Master Agreement until August 31, 2017, the Oracle License Definitions and Rules, v111815 (attached hereto) shall apply to all licenses and technical support services listed on the price lists and acquired pursuant to the pricing terms set forth in the Master Agreement. This Appendix D shall be amended annually to include Oracle's then-current License Definitions and Rules.

ORACLE

License Definitions and Rules

Definitions and License Metrics

$M Annual Transaction Volume: is defined as one million U.S. Dollars in all purchase orders transacted and all auctions conducted through the Oracle Exchange Marketplace by You and others during the applicable year of the Oracle Exchange Marketplace license, regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Application Module: is defined as a Program used by You on a single or multiple computers.

Applications National Language Support (NLS) Supplement Media Packs: Please be advised that only a subset of the products included on an Applications NLS Supplement Media Pack have been translated. For existing supported customers, My Oracle Support has information on which products have been translated for the supported languages (https://support.oracle.com). For new or unsupported customers, please contact Your Oracle Account Manager for this information.

$M in Application Annual Revenue: is defined as one million U.S. Dollars excluding taxes processed through the licensed Program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

Application Developed: is defined as a software Program developed by You that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

Application User: is defined as an individual authorized by You to use the applicable licensed application Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time. If You license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, You are required to maintain licenses for the equivalent number of Application Users licensed and You are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for Your entire employee population**.** Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the Programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle Fusion Sourcing, Oracle iSupplier Portal, Oracle Fusion Supplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service Programs, use by Your external suppliers is included with Your application user licenses. For the purposes of the Oracle Financial Services Operational Risk Solution Program, employees who are just contributing information to the Program via the applicable user interface shall not be counted as application users.

Application Read-Only User: is defined as an individual authorized by You to run only queries or reports against the application Program for which You have also acquired non read-only licenses, regardless of whether the individual is actively using the Programs at any given time.

Brand: is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12 month period. You may not exceed the licensed number of CRF Pages during any 12 month period unless You acquire additional CRF Page licenses from Oracle.

Chassis: is defined as a physical enclosure containing hardware. For the purposes of the following Programs: Oracle Fabric Manager and Oracle Fabric Monitor, only the chassis (a) that contain networking hardware and (b) that are managed by the Program must be counted for the purpose of determining the number of licenses required.

Client Application Loader Client: is defined as a device that receives its configuration from a client application server.

Collaboration Program User: is defined as an individual authorized by You to use the Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time. For the purposes of counting and licensing the number of Beehive Synchronous Collaboration users, a Collaboration Program User within Your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to Your company and attending a web conference are not required to be licensed.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the Programs. The term Compensated Individual includes, but is not limited to, Your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the Programs are installed. A Computer license allows You to use the licensed Program on a single specified computer. For the purposes of Computer licenses for the Oracle Health Science Integration Engine Program, a communication point is an interface to an input system (e.g., a clinical laboratory system in a hospital or healthcare setting) or to an output system (e.g., a healthcare data repository).

5 Concurrent Users: is defined as five concurrent users where each Concurrent User is an individual who is authorized by You to access the Program concurrently with other individuals at any given time.

Concurrent Connection: is defined as each connection to a Serduct/Datalink. A Serduct/Datalink is defined as an interface that renders the Infor software operable for use with Micros Applications.

Concurrent User: is defined as each individual that may concurrently use or access the Programs. Concurrent Users shall be only customers or prospective customers of Yours, and shall not be business partners, or employees of Yours.

Connected Device: is defined as each unique device that transmits data to or receives data from Oracle application Programs or Oracle cloud services. Devices include, but are not limited to, sensors, meters, RFID readers, and barcode scanners. Devices may be connected directly to Oracle application Programs or Oracle cloud services, or may be connected indirectly to Oracle application Programs or Oracle cloud services through a gateway device or a third-party communications service. A device may be uniquely identified as being the endpoint of communication of data to or from an Oracle application Program or an Oracle cloud service, or may be uniquely identified by its explicit registry with an Oracle application Program or an Oracle cloud service.

Connected Instance: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

Connector: is defined as each connector connecting the software product with a third party product. A unique connector is required for each distinct third party product that the software product is required to interface.

$M Cost of Goods Sold: is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to You then Cost of Goods Sold shall be equal to 75% of total company revenue.

CPU: is defined as a chip that contains a collection of one or more cores on which the Program is running. Regardless of the number of cores, each chip counts as 1 CPU.

Custom Suite User: is defined as an individual authorized by You to use the application Programs included in the applicable Custom Applications Suite which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time.

Customer: is defined as the customer entity specified on Your order. The Programs may not be used or accessed for the business operations of any third party, including but not limited to Your customers, partners, or Your affiliates. There is no limitation on the number of computers on which such Programs may be copied, installed and used.

Customer Account: is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the Program, regardless of the number of individual account holders associated with such accounts.

Oracle Customer Data & Device Retention Service: is defined as a service for which the description may be found in the Technical Support Policies section (Oracle Hardware and Systems Support Policies) at www.oracle.com/contracts and which is incorporated by reference.

Customer Record: is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that You may access using the Program.

10,000 Daily Average Transactions: is defined as ten thousand unique transactions (including but not limited to sales transactions, return transactions, exchange transactions, loyalty transactions, deal transactions, gift card transactions, inventory transactions, petty cash transactions, and administrative transactions) that are processed by the Program in a single 24 hour period. The daily transaction volume is calculated as the daily average over the prior 12 month period.

Developer User / Developer/ Developer Seat: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. With respect to Developer Users only, such users may create, modify, view and interact with the Programs and documentation.

Disk Drive: is defined as a spinning media device that stores data accessed by the Program.

Electronic Order Line: is defined as the total number of distinct order lines entered electronically into the Oracle Program from any source (not manually entered by licensed users) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs.

Employee for HCM: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs. Employees for HCM may only use the licensed Programs with Oracle application Programs that contain "Oracle Fusion Human Capital Management" as a prefix in the Program name.

Employee User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the Programs at any given time.

Enterprise Employee: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Enterprise Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs. The value of these Program licenses is determined by the number of Enterprise Employees. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the number of Enterprise Employees as of the effective date of Your order. If at any time the number of Enterprise Employees exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Employees is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Employees. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise Employees as of such date.

Enterprise Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in Your institution and any part-time student enrolled in Your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on Your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements. The value of these Program licenses is determined by the number of Enterprise FTE Students. For these Program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise FTE Students as of the effective date of Your order. If at any time the number of Enterprise FTE Students exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise FTE Students is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise FTE Students. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise FTE Students as of such date.

Enterprise Trainee: is defined as an employee, contractor, student or other person who is being recorded by the Program. The value of these Program licenses is determined by the number of Enterprise Trainees. For these Program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise Trainees as of the effective date of Your order. If at any time the number of Enterprise Trainees exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Trainees is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Trainees. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise Trainees as of such date.

Enterprise $M in Cost of Goods Sold: Enterprise $M Cost of Goods Sold is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to You then Cost of Goods Sold shall be equal to 75% of total company revenue. The value of these Program licenses is determined by the amount of Enterprise $M Cost of Goods Sold. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Cost of Goods Sold as of the effective date of Your order. If at any time the amount of Enterprise $M Cost of Goods Sold exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Cost of Goods Sold is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Cost of Goods Sold. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M Cost of Goods Sold as of such date.

Enterprise $M in Freight Under Management: $M Freight Under Management is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by You, plus the cost of freight for shipments managed by You (e.g., You are not purchasing transportation services on behalf of Your clients but are providing transportation management services for Your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to You with freight terms of prepaid). The value of these Program licenses is determined by the amount of Enterprise $M Freight Under Management. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Freight Under Management as of the effective date of Your order. If at any time the amount of Enterprise $M Freight Under Management exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Freight Under Management is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Freight Under Management. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M Freight Under Management as of such date.

Enterprise $M in Operating Budget: is defined as one million U.S. Dollars of Your gross budget reflected in an audited statement from Your external accounting firm. The value of these Program licenses is determined by the amount of Enterprise $M in Operating Budget. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Operating Budget as of the effective date of Your order. If at any time the amount of Enterprise $M in Operating Budget exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Operating Budget is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Operating Budget. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M in Operating Budget as of such date.

Enterprise $M in Revenue: Enterprise $M in Revenue is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year. The value of these Program licenses is determined by the amount of Enterprise $M in Revenue. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Revenue as of the effective date of Your order. If at any time the amount of Enterprise $M in Revenue exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Revenue is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Revenue. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M in Revenue as of such date.

Expense Report: is defined as the total number of expense reports processed by Internet Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Faculty User: is defined as an active teaching member of the faculty for an accredited academic institution**;** such user may only use the Programs for academic and non-commercial use.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by You, including the dispatchers, to the field using the Programs.

Flash Drive: is defined as a front mounted solid state media device that stores data accessed by the Program.

$M Freight Under Management: is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by You, plus the cost of freight for shipments managed by You (e.g., You are not purchasing transportation services on behalf of Your clients but are providing transportation management services for Your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to You with freight terms of prepaid).

Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in Your institution and any part-time student enrolled in Your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on Your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

25,000 Gift Cards: is defined as twenty-five thousand value cards (gift or stored) that are generated by the Program during a 12 month period.

Guest Cabin: is defined as a guest cabin onboard a cruise ship managed by the Program. You must license the total number of Guest Cabins onboard each cruise ship managed by the Program and the licensed quantity of Guest Cabin licenses may not be shared across multiple cruise ships.

For the purposes of the Cruise Fleet Management, Cruise Crew Management, Cruise Materials Management HQ and Sub-HQ Programs, You must license the total number of Guest Cabins onboard all ships or vessels in the fleet that are managed by the Program.

Guest Room: is defined as the number of guest rooms managed by the Program.

For the purposes of the Oracle Hospitality Suite8 Interface Programs, a unique Guest Room license is required for each distinct product with which an Oracle Hospitality Suite8 Program is required to interface. For example, a customer requiring interfaces of an Oracle Hospitality Suite8 Program with three distinct products must have three separate Guest Room licenses.

Hosted Named User: is defined as an individual authorized by You to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Oracle Hospitality Consulting Services: are defined as services for which the description may be found in the Oracle Hospitality Global Business Unit ("Micros") Consulting Service Descriptions section at www.oracle.com/contracts and which is incorporated by reference.

Hospitality Suite: is defined as an entertainment space that typically includes, but is not limited to, a kitchenette, restroom, table

and seats within an arena, stadium, concert venue or other venue that is managed by the Program.

Installation Services, Start-Up Packs and Configuration/Upgrade Services: is defined as a service(s) for which the description may be found in the Advanced Customer Support Services section at www.oracle.com/contracts and which is incorporated by reference.

Instance: is defined as a single database environment. Test, production, and development environments are considered three separate instances that must each be licensed.

Interface: is defined as each interface connecting the Oracle Program with a third party product. A unique Interface license is required for each distinct third party product with which the Oracle Program is required to interface.

Inventory Location: is defined as a dedicated physical inventory space used by vendors to store their inventory within an arena, stadium, concert venue or other venue that is managed by the Program. Each dedicated physical inventory space must be counted as one Inventory Location.

Invoice Line: is defined as the total number of invoice line items processed by the Program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless You acquire additional Invoice Line licenses from Oracle.

IVR Port: is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. You must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

Kitchen Display Client: is defined as a device that is used to display and monitor the status of ordered items. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

Learning Credits: may be used to acquire education products and services offered in the Oracle University online catalogue posted at http://www.oracle.com/education under the terms specified therein. Learning credits may only be used to acquire products and services at the list price in effect at the time You order the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when You order the relevant product or service. The list price will be reduced by applying the discount specified to You by Oracle. Notwithstanding anything to the contrary in the previous three sentences, learning credits may also be used to pay taxes, materials and/or expenses related to Your order; however, the discount specified above will not be applied to such taxes, materials and/or expenses. Learning credits are valid for a period of 12 months from the date Your order is accepted by Oracle, and You must acquire products and must use any acquired services prior to the end of such period. You may only use learning credits in the country in which You acquired them, may not use them as a payment method for additional learning credits, and may not use different learning credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning credits are non-transferable and non-assignable. You may be required to execute standard Oracle ordering materials when using learning credits to order products or services.

$M in Managed Assets: is defined as one million U.S. Dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the Program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the Program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the Program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the Program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the Program, then sold within the previous 12 months.

Managed Resource: is defined as an individual authorized by You to use the Programs which are installed on a single server or on multiple servers, regardless of whether the individual is actively using the Programs at any given time. In addition, Your employees, contractors, partners and any other individual or entity managed by the Programs shall be counted for the purposes of determining the number of Managed Resource licenses required.

Member Record: is defined as each unique customer loyalty Program Member Record managed by the Program. 100K Member Records shall mean one hundred thousand Member Records.

Merchandise: is defined as a unique item or SKU of a consumer good.

Module: is defined as each production database running the Programs.

Monitored User: is defined as an individual who is monitored by an Analytics Program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time. Individual users who are licensed for an Analytics Program by either Named User Plus or Application User may not be licensed by Monitored User. For the purposes of the Usage Accelerator Analytics Program, every user of Your licensed CRM Sales application Program must be licensed. For the purposes of the Human Resources Compensation Analytics Program, all of Your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, Preventive Controls Governor, and Governance, Risk, and Compliance Controls Suite, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the Program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / Programs) users (individuals) that the Program monitors.

MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription and MySQL Standard Edition Annual Subscription: are defined as the right to use the specified Program(s) in accordance with the applicable license metric and to receive Oracle Software Update License & Support for the specified Program(s) and for MySQL Community Edition for the term specified on the order. MySQL Community Edition refers to MySQL that is licensed under the GPL license. Software Update License & Support for MySQL Community Edition does not include updates of any kind. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Software Update License & Support services are provided under the applicable technical support policies in effect at the time the services are provided. You must obtain a subscription license for all servers where MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition are deployed. If You obtain Oracle Software Update License & Support services for any servers where MySQL Community Edition is deployed, then You must also purchase a subscription license for all of such servers for which You have obtained Oracle Software Update License & Support services. You may obtain Oracle Software Update License & Support services for the MySQL Community Edition subscription licenses at any level (e.g., at the MySQL Cluster Carrier Grade Edition level, at the MySQL Enterprise Edition level and/or at the MySQL Standard Edition level). At the end of the specified term, You may renew Your subscription, if available, at the then current fees for the applicable subscription. If You choose not to renew Your subscription, Your right to use the Program(s) will terminate and You must de-install all applications, tools, and binaries provided to You under the applicable non-Community Edition license (e.g., the license for MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition). If You do not renew a subscription, You will not receive any updates (including patches or subsequent versions) and You may also be subject to reinstatement fees if You later choose to reactivate Your subscription.

Named User Plus / Named User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the Programs, if such devices can access the Programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the Programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following Programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware

and Management Pack for WebCenter Suite, only the users of the Program that is being managed/monitored are counted for the purpose of determining the number of Named User Plus licenses required.

With respect to the following Programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, Load Testing Suite for Oracle Applications and Oracle Test Starter Kit for Utilities (Load Testing), each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following Programs: Data Masking and Subsetting Pack and Data Masking and Subsetting Pack for Non-Oracle Databases, only (a) the users of the database servers where masked data or data subsets originate and (b) the users of the database servers performing the masking or subsetting operations (via GUI or command line) must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight and Application Replay Pack, all users of the respective managed application Program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate, only (a) the users of the Oracle database from which You capture data and (b) the users of the Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Big Data, only the users of the source Oracle or non Oracle database(s) from which You capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all users for all sources must be counted.

For the purposes of the following Programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which You capture data and (b) the users of the database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which You capture data and (b) the users of the Non Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Integrator Enterprise Edition and Data Integrator Enterprise Edition for Oracle Applications, only the users that are running or accessing the data transformation processes must be counted for determining the number of licenses required.

For the purposes of the following Programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not Your employee, contractor or outsourcer, authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the Programs at any given time.

Oracle Financing Contract: is a contract between You and Oracle (or one of Oracle's affiliates) that provides for payments over time of some or all of the sums due under Your order.

1000 Orders: is defined as one thousand orders entered into the applicable Program during a 12 month period. You may not exceed the licensed number of orders during any 12 month period unless You acquire additional 1000 Orders licenses from Oracle.

Order Line: is defined as the total number of order entry line items processed by the Program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless You acquire additional Order Line licenses from Oracle.

1,000 Page Views: is defined as 1,000 Page Views per Month, where one Page View means one visit by a unique internet user to a particular page on a website.

Partner Organization: is defined as an external third party business entity that provides value-added services in developing, marketing and selling Your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as Your employee or contractor who is actively working on behalf of Your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Physical Server: is defined as each physical server on which the Programs are installed.

PIN Entry Device (PED): is defined as an electronic hardware device that is used in a debit, credit or smart card-based transaction to accept and encrypt the cardholder's personal identification number (PIN).

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

POS Client: is defined as a device that is used to record any part of a sales transaction or related end-user functionality such as workstation reporting, cash management, engagement, table management, or manager operations. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

For the purposes of the Oracle Hospitality Guest Access POS and Device Client Program, a POS Client is a guest access control method that includes, but is not limited to, turnstiles, gates and swing doors that are managed by the Program. For each guest access control method, both entrance and exit points must be counted for the purposes of determining the number of licenses required. For example, each turnstile must be counted as two POS Clients (one for entrance and one for exit).

Processor: shall be defined as all processors where the Oracle Programs are installed and/or running. Programs licensed on a processor basis may be accessed by Your internal users (including agents and contractors) and by Your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed Program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle Programs with Standard Edition 2, Standard Edition One or Standard Edition in the product name (with the exception of WebCenter Enterprise Capture Standard Edition, Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the Program (other than Standard Edition One Programs or Standard Edition Programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the Program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following Program: Oracle Healthcare Data Repository, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base Programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed Program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed Program; under these licenses You may also install and/or run the licensed Program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following Programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware and Management Pack for WebCenter Suite, only the processors on which the Program that is being managed/monitored are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Masking and Subsetting Pack and Data Masking and Subsetting Pack for Non-Oracle Databases, only (a) the processors running the database servers where masked data or data subsets originate and (b) the processors running the database servers performing the masking or subsetting operations (via GUI or command line) must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Application Management Pack for Utilities and Application Management Pack for Taxation and Policy Management, all processors on which the middleware and/or database software that support the respective managed application Program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Replay Pack and Real User Experience Insight, all processors on which the middleware software that supports the respective managed application Program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache Program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate, only (a) the processors running the Oracle database from which You capture data and (b) the processors running the Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which You capture data and (b) the processors running the database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the non Oracle database from which You capture data and (b) the processors running the non Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Oracle GoldenGate Application Adapters and Oracle GoldenGate for Big Data, only the processors running the source Oracle or non Oracle database(s) from which You capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all processors for all sources must be counted.

For the purposes of the following Program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the Program is running for indexing content in configured content sources as long as the foregoing is the only use of the Program on all the processors installed in a given server.

Project: is defined as a scheduled stage gate process plan in operation.

Property: is defined as a location with a single physical address.

For the purposes of the following Programs: Oracle Hospitality POS Gateway Provisioning Service for Merchant Link, Oracle Hospitality POS Gateway Change Service for Merchant Link, and Oracle Hospitality POS Annual Support Subscription for Merchant Link, each property management system, each restaurant, and each retail point of sale system must be counted as a separate Property.

500,000 Queries Per Day: is defined as five hundred thousand queries from midnight to the next midnight (e.g., a day) to the production MDEX engine, including but not limited to: text searches; changes to facet (refinement); and page up/down through results (any text box query, change in facet selection, change in results viewed). Queries that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed queries. You may also use the programs for non-production uses, including but not limited to development, quality assurance, and performance testing.

$M in Revenue: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$M Revenue Under Management: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year for the product lines for which the Programs are used.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record, which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record, which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub Program a record is defined as the total number of unique case database records stored in the Case Hub Program. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For the purposes of the Site Hub Program a record is defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub Program. A site database record is a unique site (e.g., an asset, a building, part of a building (such as a store or a franchise within a store, an ATM, etc.)) stored in the Site Hub Program.

For the Programs listed above, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the purposes of the Oracle Data Relationship Management Program, a record is defined as the unique occurrence of any business object or master data construct that You choose to manage within the Program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

For the purposes of the Supplier Lifecycle Management and Supplier Hub Programs, a record is defined as a unique business entity or company record stored as Supplier in the AP_SUPPLIERS table of the Supplier Lifecycle Management and Supplier Hub Programs.

For the purposes of the Life Sciences Customer Hub Program, a record is defined as the number of unique customer database records stored in such Program. A customer database record is a unique physician (i.e., physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub Program.

1000 Records: is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator Program.

Registered User: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. Registered Users shall be business partners and/or customers and shall not be Your employees.

250,000 Requests Per Day: is defined as two hundred fifty thousand requests from midnight to the next midnight (e.g., a day) in the production systems. Requests that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed requests. You may also use the Program for non-production uses, including but not limited to development, quality assurance, and performance testing.

For the purposes of the following Program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls in the production systems, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: WebCenter Sites for Oracle ATG Web Commerce, requests to the production WebCenter Sites or production WebCenter Sites Satellite Server Programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Endeca Experience Manager, requests at the production Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g. ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

Retail Register: is defined as any device designed to record any part of a sales transaction.

Retail Store: is defined as any location where two or more people are employed to generate revenue by selling goods and services to customers.

Retail Wireless Device: is defined as a detached device that accesses the Program. Examples of wireless devices include but are not limited to, scanners, RF devices, PDAs.

Revenue Center: is defined as a logical reporting as configured within a Location. For example, a restaurant that keeps its reports and configuration separate from its bar and its room service would require 3 Revenue Center licenses (one for the restaurant, one for the bar and one for room service).

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Rule Set: is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

Server: is defined as the computer on which the Programs are installed. A Server license allows You to use the licensed Program on a single specified computer.

For the purposes of Acme Packet Programs, a Server in a virtual environment is defined as a virtual machine image.

For the purposes of Tekelec Programs, a Server in a virtualized environment is not counted as a Server.

Service Order Line: is defined as the total number of service order entry line items processed by the Program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless You acquire additional Service Order Line licenses from Oracle.

1,000 Sites: is defined as one thousand unique sites added to Multi-Site Quotes created during a 12 month period. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of a Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. A single Site (as defined by its Service Account and Service Point fields Site) that is added to multiple Multi-Site Quotes created during a 12-month period shall be only counted once.

Socket: is defined as a slot that houses a chip (or a multi-chip module) that contains a collection of one or more cores. Regardless of the number of cores, each chip (or multi-chip module) shall count as a single socket. All occupied sockets on which the Program is installed and/or running must be licensed.

Oracle Solaris Premier Subscription for Non-Oracle Hardware per socket: is defined as the right to use the Oracle Solaris Programs (as defined below) on hardware not manufactured by or for Sun/Oracle, and to receive Oracle Premier Support for Operating Systems services (limited to the Oracle Solaris Programs), for the term specified in the ordering document. "Oracle Solaris Programs" refers to the Oracle Solaris operating system and the separately licensed third party technology (as defined below). The Oracle Solaris Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement. The Oracle Solaris Programs may include or be distributed with certain separately licensed components that are part of Java SE ("Java SE"). Java SE and all components associated with it are licensed to You under the terms of the Oracle Binary Code License Agreement for the Java SE Platform Products, and not under the agreement. A copy of the Oracle Binary Code License Agreement for the Java SE Platform Products can be found at www.oracle.com/contracts. This subscription is available only for a server that is certified by Oracle and listed on the Hardware Compatibility List (HCL) at http://www.oracle.com/webfolder/technetwork/hcl/index.html. You must obtain a subscription license for each socket in the server. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Premier Support for Operating System services are provided under the applicable technical support policies in effect at the time the services are provided. At the end of the specified term, You may renew Your subscription, if available, at the then current fees for this subscription.

If Your order specifies **"1 – 4 socket server"** then You may only use the subscription on a server with not more than 4 sockets. If Your order specifies **"5+ socket server"** then You may use the subscription for servers with any number of sockets.

Store: is defined as a physical store location which sells goods or services that utilize one Point-of-Sale (POS) system. If a physical store location has multiple POS systems, then each POS system must be counted as a Store.

Stream: is defined as a concurrent backup or restore job to a tape, disk or cloud target. For tape targets (which would be a physical tape drive (e.g., T10000D or LTO6) or a virtual tape drive), each configured tape drive within the Oracle Secure Backup domain must be counted for determining the number of licenses required. For disk targets, each concurrent job defined per Oracle Secure Backup disk pool must be counted for determining the number of licenses required. For Cloud based targets utilizing the Oracle Secure Backup Cloud Module, each parallel Recovery Manager (RMAN) channel must be counted for determining the number of licenses required.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by You for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter. The total number of Subscribers is equal to the aggregate of all types of Subscribers. If Your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of Your gross annual revenue as reported to the SEC in Your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Sun Ray Device: is defined as the Sun Ray computer on which the Program is running.

System: is defined as a single configuration environment. Test, production, and development configurations are considered three separate systems that must each be licensed.

Tape Drive: is defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For cloud based backups, Oracle counts each parallel stream or Recovery Manager (RMAN) channel as equivalent to a tape drive.

Tape Library Slot: is defined as a physical slot location within a tape library where each slot accepts a single tape cartridge.

Technical Reference Manuals
Technical Reference Manuals ("TRMs") are Oracle's confidential information. You shall use the TRMs solely for Your internal data processing operations for purposes of: (a) implementing applications Programs, (b) interfacing other software and hardware systems to the applications Programs and (c) building extensions to applications Programs. You shall not disclose, use or permit the disclosure or use by others of the TRMs for any other purpose. You shall not use the TRMs to create software that performs the same or similar functions as any of Oracle products. You agree: (a) to exercise either at least the same degree of care to safeguard the confidentiality of the TRMs as You exercise to safeguard the confidentiality of Your own most important confidential information or a reasonable degree of care, whichever is greater; (b) to maintain agreements with Your employees and agents that protect the confidentiality and proprietary rights of the confidential information of third parties such as Oracle and instruct Your employees and agents of these requirements for the TRMs; (c) restrict disclosure of the TRMs to those of Your employees and agents who have a "need to know" consistent with the purposes for which such TRMs were disclosed; (d) maintain the TRMs at all times on Your premises; and (e) not to remove or destroy any proprietary or confidential legends or markings placed upon the TRMs. Oracle shall retain all title, copyright and other proprietary rights in the TRMs. TRMs are provided to You "as-is" without any warranty of any kind. Upon termination, You shall cease using, and shall return or destroy, all copies of the applicable TRMs.

Telephone Number: is defined as each unique telephone number for which the billing information is managed or displayed using the Program, regardless of the number of individual account holders associated with such telephone numbers.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

$B in Total Assets: is defined as one billion U.S. dollars of Your latest published or internally available "Total Asset Value" as disclosed in Your annual report and/or regulatory filings.

Trainee: is defined as an employee, contractor, student or other person who is being recorded by the Program.

Transaction: is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

1K Transactions: is defined as one thousand unique transactions processed through the Program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless You acquire additional transaction licenses from Oracle. For Oracle Contact Center Anywhere, a unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents). For JD Edwards World Purchase Card Management, a unique transaction is defined as a single charge processed by the Program.

Transaction Services Client: is defined as a device that is used to receive data from an external source to record a sales transaction (e.g., a device in a coffee shop that is used by customers to enter their sandwich orders). If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

For the purposes of the Oracle Hospitality Simphony Transaction Services Program, devices that are used to send property or revenue center configuration to an external source must be counted as Transaction Services Clients. For example, if a digital signage provider wants to display menu item information (e.g., price, name, etc.) on a menu board behind the counter and the menu board system requests that a device provides a list of the menu items and prices that are available for purchase, then that device must be licensed as Transaction Services Client.

UPK Developer: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation.

Video Wrapper: is defined as a standardized container that acts as a file system for video assets installed per site. Examples of video wrapper formats include GXF, MXF, OP1A, AVI, Quicktime and LXF.

Wireless handset: is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

Workstation: is defined as the client computer from which the Programs are being accessed, regardless of where the Program is installed.

Term Designation
If Your Program license does not specify a term, the Program license is perpetual and shall continue unless terminated as otherwise provided in the agreement.

1, 2, 3, 4, 5 Year Terms: A Program license specifying a 1, 2, 3, 4 or 5 Year Term shall commence on the effective date of the order and shall continue for the specified period. At the end of the specified period the Program license shall terminate.

1 Year Subscription: A Program license specifying a 1 Year Subscription shall commence on the effective date of the order and shall continue for a period of 1 year. At the end of the 1 year the Program license shall terminate.

Licensing Rules for Oracle Technology Programs and Oracle Business Intelligence Applications

Failover: Subject to the conditions that follow below, Your license for the Programs listed on the US Oracle Technology Price List, which may be accessed at http://www.oracle.com/us/corporate/pricing/price-lists/index.html, includes the right to run the licensed Program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate days in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two days). The above right only applies when a number of machines are arranged in a cluster and share one disk array. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, You must switch back to the primary node. Once the failover period has exceeded ten days, the failover node must be licensed. In addition, only one failover node per clustered environment is at no charge for up to ten separate days even if multiple nodes are configured as failover. Downtime for maintenance purposes counts towards the ten separate days limitation. When licensing options on a failover environment, the options must match the number of licenses of the associated database. Additionally, when licensing by Named User Plus, the user minimums are waived on one failover node only. Any use beyond the right granted in this section must be licensed separately. In a failover environment, the same license metric must be used for the production and failover nodes when licensing a given clustered configuration.

Testing: For the purpose of testing physical copies of backups, Your license for the Oracle Database (Enterprise Edition, Standard Edition or Standard Edition One) includes the right to run the database on an unlicensed computer for up to four times, not exceeding 2 days per testing, in any given calendar year. The aforementioned right does not cover any other data recovery method - such as remote mirroring - where the Oracle Program binary files are copied or synchronized.

You are responsible for ensuring that the following restrictions are not violated:

- Oracle Database Standard Edition 2 may only be licensed on servers that have a maximum capacity of 2 sockets. When used with Oracle Real Application Clusters, Oracle Database Standard Edition 2 may only be licensed on a maximum of 2 one-socket servers. In addition, notwithstanding any provision in Your Oracle license agreement to the contrary, each Oracle Database Standard Edition 2 database may use a maximum of 16 CPU threads at any time. When used with Oracle Real Application Clusters, each Oracle Database Standard Edition 2 database may use a maximum of 8 CPU threads per instance at any time. If You purchase Named User Plus (NUP) licenses, You must maintain a minimum of 10 NUP per server.
- WebLogic Server Standard Edition does not include WebLogic Server Clustering.
- Business Intelligence Standard Edition One can only be licensed on servers that have the ability to run a maximum of 2 sockets. The data sources for BI Server and BI Publisher are limited to the included Oracle Standard Edition One, one other database, and any number of flat file sources such as CSV, and XLS. You may use Oracle Warehouse Builder Core ETL to pull data from any number of data sources but You must use only the included Oracle Standard Edition One as the target database.
- Informatica PowerCenter and PowerConnect Adapters may not be used on a standalone basis or as a standalone ETL tool. The Informatica PowerCenter and PowerConnect Adapters may be used with any data source provided the target(s) are: (i) the Oracle Business Intelligence applications Programs (excluding Hyperion Enterprise Performance Management Applications), (ii) the underlying platforms on which the Oracle Business Intelligence Suite Enterprise Edition Plus Program, Oracle Business Intelligence Standard Edition One or associated components of those Business Intelligence applications Programs run, or (iii) a staging database for any of the foregoing. Informatica PowerCenter and PowerConnect Adapters may also be used where the Oracle Business Intelligence applications Programs (excluding Hyperion Enterprise Performance Management Applications) are the source and non-Oracle Business Intelligence application Programs are the target, provided, that users do not use Informatica PowerCenter and PowerConnect Adapters to transform the data.
- With respect to the Java SE Advanced and Java SE Suite Programs, You may not create, modify, or change the behavior of, or authorize Your users to create, modify, or change the behavior of, classes, interfaces, or subpackages that are in any way identified as "java", "javax" "sun" or "oracle" or any variation of the aforementioned naming conventions. The installation and auto-update processes for these Programs transmit a limited amount of data to Oracle (or its service provider) about those specific processes to help Oracle understand and optimize them. Oracle does not associate the data with personally identifiable information. You can find more information about the data Oracle collects at http://oracle.com/contracts. Additional copyright notices and license terms applicable to portions of the Programs are set forth at http://oracle.com/contracts.
- Programs that contain "for Oracle Applications" in the Program name are limited use Programs. These limited use Programs may only be used with "eligible" Oracle application Programs that contain the following prefixes in the Program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Endeca*, Oracle Knowledge, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance, Oracle

Primavera, Oracle Hospitality, Oracle XBRi, and Oracle Relate. For those prefixes designated above with a "*" not all Programs with that prefix are eligible for use with the "for Oracle Applications" limited use Programs. For a list of excluded Programs please review the Applications Licensing Table, which may be accessed at http://oracle.com/contracts. Notwithstanding anything above, Oracle Business Intelligence Suite Enterprise Edition Plus for Oracle Applications may only be used with "eligible" Oracle application Programs that contain "Oracle Fusion Human Capital Management" as a prefix in the Program name provided that the Oracle Fusion Human Capital Management Programs are the only Programs configured to run against the database instance Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the Oracle Product Information Management Analytics, Fusion Edition, Oracle Customer Data Management Analytics, Fusion Edition and Oracle Product Lifecycle Analytics Programs. Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the following Programs provided that the Oracle Fusion Applications are the only data source: Oracle Sales Analytics, Fusion Edition; Oracle Partner Analytics, Fusion Edition; Oracle Supply Chain and Order Management Analytics; Oracle Financial Analytics, Fusion Edition; Oracle Procurement and Spend Analytics, Fusion Edition; Oracle Human Resources Analytics, Fusion Edition and Oracle Project Analytics. Any use of limited use Programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.

- Oracle BPEL Process Manager Option for Oracle Applications may be used only to enable business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and, other Oracle Applications or third party applications are allowed as long as they are enabled/initiated within the eligible Oracle Applications. Business Processes defined in BPEL are allowed as long as at least one of the services invoked from within the Business Process access an eligible Oracle Application either natively (via Web Services) or via an adapter.
- Oracle Business Intelligence Foundation for Oracle Applications may be used only to perform query, reporting and analysis against a transaction database, data warehouse or an Essbase OLAP cube if: (i) the transaction database is an eligible Oracle Applications transaction database itself or an extraction, in whole or in part, of an eligible Oracle Applications transaction database, without transformation (query, reporting and analysis against a transaction database that is not an eligible Oracle Applications transaction database requires a full use license of Oracle Business Intelligence Foundation Suite); or (ii) the data warehouse is a pre-packaged eligible Oracle Applications data warehouse, with any customizations necessary to reflect customizations made in the eligible Oracle Applications, and restricted only to the eligible Oracle Applications sources (query, reporting and analysis against extensions to the data warehouse drawn from source systems not supported by the pre-packaged data warehouses require a full use license of Oracle Business Intelligence Foundation Suite); or (iii) the dimensions of each Essbase OLAP Cube are sourced from eligible Oracle Applications.
- Oracle WebLogic Suite for Oracle Applications may be used only as an embedded runtime for eligible Oracle Applications or to deploy customizations to an eligible Oracle Application. The WebLogic global datasource or one of the WebLogic application datasources must be configured to access the schema of an eligible Oracle Application.
- Data Integrator Enterprise Edition for Oracle Applications may only be used with the Oracle supplied data integration jobs and customization of the supplied jobs is allowed. For the avoidance of doubt, examples of uses that are not permitted include, but are not limited to, the following: adding new jobs that support different applications, new schemas, or previously unsupported application modules.
- Oracle SOA Suite for Oracle Applications may be used only to enable integration, business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and other non-eligible Oracle Applications or third party applications are allowed as long as they are either initiated or terminated within eligible Oracle Applications. Usage of SOA composites (including but not limited to Rules, Mediator, XSLT transforms, BPEL processes, Spring components, Workflow services and OWSM security policies) is allowed as long as at least one of the services invoked from within each composite accesses an eligible Oracle Application either natively (via Web services) or via an adapter and the invocation is part of a flow that is either initiated or terminated within eligible Oracle Applications. Oracle Service Bus (OSB) usage is allowed as long as each service deployed accesses an eligible Oracle Application either natively (via Web services) or via an adapter.
- Oracle WebCenter Portal for Oracle Applications may be used only to surface eligible Oracle Application(s) and custom applications (collectively, "eligible applications"). Surfacing any third-party applications, including other applications from Oracle, requires a license for Oracle WebCenter Portal. Multiple eligible applications may be surfaced in a single portal instance provided that a WebCenter Portal for Oracle Applications license exists for each eligible application surfaced in the portal. WebCenter Portal for Oracle Applications may be used to integrate the various WebCenter services (e.g., wikis, blogs, and discussions) into an application context, as well as to build out custom workflows and notifications between the eligible application and WebCenter Portal components. The content management features of the Oracle WebCenter Portal for Oracle Applications Program may be used to store and manage documents created outside of the eligible application provided that such documents are related to the eligible application or to the application context.
- Oracle WebCenter Imaging for Oracle Applications may be used to create and modify imaging searches, to modify pre-packaged imaging application document types, and to create and modify input mappings to imaging applications. Oracle WebCenter Imaging for Oracle Applications may also be used to invoke web service application programming interfaces

(API's) from Oracle Application workflows. A license for WebCenter Imaging for Oracle Applications is required to define new document types for the management of images unrelated to a pre-packaged Oracle Applications integration, to develop custom workflows, and to invoke APIs from custom workflows or custom application integrations.

- Oracle Identity and Access Management Suite Plus for Oracle Applications may be used only to perform associated actions for users of and within the eligible Oracle Applications. The Programs may be used to do the following: (1) add, delete, modify, and manage user identities and roles in the eligible Oracle Applications; (2) provide web access management and single sign-on into eligible Oracle Applications; (3) provide data storage or virtualization to data storage of user identities and user identity related information or authentication and authorization policies for eligible Oracle Applications; (4) provide federated single sign-on to eligible Oracle Applications.
- Oracle Coherence Enterprise Edition for Oracle Applications may only be used within the same Java Virtual Machine as the eligible Oracle Application components.
- Oracle GoldenGate for Oracle Applications may only be used with the Oracle supplied integration jobs. Customization of the Oracle supplied integration jobs is allowed if necessitated by (i) customizations of the source application or of the target application or (ii) for performance tuning of the GoldenGate configuration. Oracle GoldenGate for Oracle Applications may not be used (i) for data replication to non-Oracle databases or (ii) by other Oracle applications or (iii) by third party applications for any type of data integration or replication purposes. For the avoidance of doubt, examples of other uses that are not permitted include, but are not limited to, the following: replicating data to non-Oracle databases (including MySQL), adding new source or target schemas, adding unsupported application modules to source or target schemas, supporting other replication topologies (e.g., active-active or multi-master) or adding anything not supplied by Oracle.
- The number of Hyperion Program option licenses must match the number of licenses of the associated Hyperion Program.
- The license for the Hyperion Planning Plus Program includes a limited use license for the Oracle Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis Programs. Such limited use license means that the Oracle Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis Programs may only be used to access data from the Hyperion Planning Plus Program. The Oracle Data Integrator for Oracle Business Intelligence Program may be used to load data from any data source provided that the target database is the Hyperion Planning Plus Program. Specifically, the Oracle Essbase Plus Program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Planning Plus Program and the Aggregate Storage option component of the Oracle Essbase Plus Program may not be used.
- The license for the Hyperion Profitability and Cost Management Program includes a limited use license for the Oracle Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator for Business Intelligence Programs. Such limited use license means that the Oracle Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator for Business Intelligence Programs may only be used to access data from the Hyperion Profitability and Cost Management Program. Specifically, the Oracle Essbase Plus Program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Profitability and Cost Management Program and the Aggregate Storage option component of the Oracle Essbase Plus Program may not be used.

If You purchase Named User Plus licenses for the Programs listed below, You must maintain the following user minimums and user maximums:

Program	**Named User Plus Minimum**
Oracle Database Enterprise Edition	25 Named Users Plus per Processor
NoSQL Database Enterprise Edition	25 Named Users Plus per Processor
Times Ten In-Memory Database	25 Named Users Plus per Processor
Rdb Enterprise Edition	25 Named Users Plus per Processor
CODASYL DBMS	25 Named Users Plus per Processor
Data Integrator Enterprise Edition	25 Named Users Plus per Processor
GoldenGate	25 Named Users Plus per Processor
GoldenGate for Non Oracle Database	25 Named Users Plus per Processor
GoldenGate for Mainframe	25 Named Users Plus per Processor
GoldenGate Veridata	25 Named Users Plus per Processor
GoldenGate for Teradata Replication Services	25 Named Users Plus per Processor
Data Integrator Enterprise Edition for Oracle Applications	25 Named Users Plus per Processor
GoldenGate for Oracle Applications	25 Named Users Plus per Processor
Endeca Discovery Foundation for Oracle Applications	25 Named Users Plus per Processor
Java SE Advanced	10 Named Users Plus per Processor
Java SE Suite	10 Named Users Plus per Processor

WebLogic Server Standard Edition	10 Named Users Plus per Processor
WebLogic Server Enterprise Edition	10 Named Users Plus per Processor
WebLogic Suite	10 Named Users Plus per Processor
Web Tier	10 Named Users Plus per Processor
Coherence Standard Edition One	10 Named Users Plus per Processor
Coherence Enterprise Edition	10 Named Users Plus per Processor
Coherence Grid Edition	10 Named Users Plus per Processor
TopLink and Application Development Framework	10 Named Users Plus per Processor
GlassFish Server	10 Named Users Plus per Processor
Internet Application Server Standard Edition	10 Named Users Plus per Processor*
Internet Application Server Enterprise Edition	10 Named Users Plus per Processor*
API Gateway	10 Named Users Plus per Processor
BPEL Process Manager	10 Named Users Plus per Processor
WebLogic Integration	10 Named Users Plus per Processor
Service Registry	10 Named Users Plus per Processor
Enterprise Repository	10 Named Users Plus per Processor
Forms and Reports	10 Named Users Plus per Processor
Managed File Transfer	10 Named Users Plus per Processor
Tuxedo	10 Named Users Plus per Processor
Event Processing	10 Named Users Plus per Processor
SOA Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Unified Business Process Management Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Business Process Management Standard Edition	10 Named Users Plus per Processor
Application Adapters	10 Named Users Plus per Processor
Oracle E-Business Suite Adapter	10 Named Users Plus per Processor
Integration Adapter for SAP R/3	10 Named Users Plus per Processor
Integration Adapter for JD Edwards World	10 Named Users Plus per Processor
Integration Adapter for Siebel	10 Named Users Plus per Processor
Cloud Adapters	10 Named Users Plus per Processor
B2B for RosettaNet	10 Named Users Plus per Processor
B2B for EDI	10 Named Users Plus per Processor
Healthcare Adapter	10 Named Users Plus per Processor
B2B for ebXML	10 Named Users Plus per Processor
WebCenter Suite Plus	10 Named Users Plus per Processor
WebCenter Portal	10 Named Users Plus per Processor
WebCenter Content	10 Named Users Plus per Processor
WebCenter Sites	10 Named Users Plus per Processor
WebCenter Sites Satellite Server	10 Named Users Plus per Processor
WebCenter Universal Content Management	10 Named Users Plus per Processor
WebCenter Imaging	10 Named Users Plus per Processor
WebCenter Forms Recognition	10 Named Users Plus per Processor
WebCenter Enterprise Capture	10 Named Users Plus per Processor
WebCenter Distributed Capture	10 Named Users Plus per Processor
WebCenter Real-Time Collaboration	10 Named Users Plus per Processor
WebCenter Sites Mobile Option	10 Named Users Plus per Processor
Enterprise Identity Services Suite	10 Named Users Plus per Processor
Identity Governance Suite	10 Named Users Plus per Processor
Access Management Suite Plus	10 Named Users Plus per Processor
Entitlements Server	10 Named Users Plus per Processor
Entitlements Server Security Module	10 Named Users Plus per Processor
Beehive Enterprise Collaboration Server	10 Named Users Plus per Processor

*The Named User Plus Minimum does not apply if the Program is installed on a one-processor machine that allows for a maximum of one user per Program.

Program	Named User Plus Maximum
Personal Edition	1 Named User Plus per database
Business Intelligence Standard Edition One	50 Named Users Plus

If licensing by Named User Plus, the number of licenses for the Programs listed below in column A must match the number of licenses of the associated Program listed in column B. In the case where the minimum number of Named User Plus licenses are/were purchased, the number of licenses may not match due to variance in core factors between the time the respective Programs were licensed. If licensing by Processor, the number of licenses for the Programs listed below in column A must match the number of licenses of the associated Program listed in column B. In the case where the Programs are licensed at different times, the number of licenses may not match due to variance in core factors between the time the respective Programs were licensed; in that case the number of cores used to determine the number of licensed processors for the Programs listed below in column A must match the number of cores used to determine the number of licensed processors of the associated Program listed in Column B. Associated Programs are those Programs being used in conjunction with the Program in Column A.

Column A	Column B
Database Enterprise Edition Options*- Multitenant, Real Application Clusters, Real Application Clusters One Node, Partitioning, OLAP, Spatial and Graph, Advanced Security, Label Security, Database Vault, Active Data Guard, Real Application Testing, Advanced Compression, Advanced Analytics, Database In-Memory, Retail Data Model, Communications Data Model, Airlines Data Model, Utilities Data Model **Database Enterprise Management*-** Diagnostics Pack, Tuning Pack, Database Lifecycle Management Pack, Cloud Management Pack for Oracle Database	Oracle Database Enterprise Edition
RDB Server Options*- TRACE	Rdb Enterprise Edition, CODASYL DBMS
WebLogic Suite Options-** BPEL Process Manager Option, Service Bus, SOA Suite for Oracle Middleware, Unified Business Process Management Suite, WebLogic Coherence Grid Edition Option	WebLogic Suite
WebLogic Server Enterprise Edition and WebLogic Suite Options-** WebLogic Server Multitenant, WebLogic Server Continuous Availability	Associated application server Program being managed by the Program in Column A.
SOA Suite for Oracle Middleware Options- Integration Continuous Availability**	SOA Suite for Oracle Middleware
Application Server Enterprise Management-** WebLogic Server Management Pack Enterprise Edition, SOA Management Pack Enterprise Edition, Cloud Management Pack for Oracle Fusion Middleware, Management Pack for Oracle Data Integrator	Associated application server Program being managed by the Program in Column A.
Management Pack for Oracle Coherence**	Coherence Enterprise Edition, Coherence Grid Edition
Management Pack for Oracle GoldenGate*	GoldenGate, GoldenGate for Non Oracle Database, GoldenGate for Mainframe
Tuxedo Advanced Performance Pack**	Tuxedo
Business Intelligence Server Enterprise Edition Options-	Business Intelligence Server Enterprise

Interactive Dashboard, Delivers, Answers, Office Plug-in, Reporting and Publishing	Edition
Business Intelligence Suite Enterprise Edition Plus Option- Business Intelligence Management Pack	Business Intelligence Suite Enterprise Edition Plus
Beehive Platform Options- Beehive Messaging, Beehive Team Collaboration, Beehive Synchronous Collaboration, Beehive Voicemail	Beehive Platform
Management Pack for Oracle Data Integrator	Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, or Oracle Data Integrator Enterprise Edition for Oracle Applications
Hyperion Financial Data Quality Management Options- Hyperion Financial Data Quality Management Adapter for Financial Management, Hyperion Financial Data Quality Management Adapter Suite, Hyperion Financial Data Quality Management Adapter for SAP	Hyperion Financial Data Quality Management
Hyperion Financial Data Quality Management for Hyperion Enterprise Option- Hyperion Financial Data Quality Management - Enterprise Edition Adapter for Financial Management, Hyperion Financial Data Quality Management – Enterprise Edition Adapter Suite, Hyperion Financial Data Quality Management – Enterprise Edition ERP Source Adapter for SAP	Hyperion Financial Data Quality Management for Hyperion Enterprise

*If licensing by Named User Plus You must maintain, at a minimum, 25 Named Users Plus per Processor per associated Program.

** If licensing by Named User Plus You must maintain, at a minimum, 10 Named Users Plus per Processor per associated Program.

Licensing Rules for Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.

Licensing Rules for ATG Applications

- The Oracle ATG Web Commerce Business Intelligence Program and the Oracle ATG Web Commerce Business Intelligence Administrator Program may only be used in conjunction with either the Oracle ATG Web Commerce Program and/or the Oracle ATG Web Knowledge Manager Program. You may, however, expand Your data model to include other information provided the additional information supplements information is already included in the Oracle ATG Web Commerce Program or in the Oracle ATG Knowledge Manager Program.
- The Cognos BI Consumer Bundle is included in the Oracle ATG Web Commerce Business Intelligence Program and is comprised of (a) one (1) reporting engine for anonymous viewers consisting of no more than two (2) processors and four (4) total cores, (b) unlimited anonymous report viewer seat licenses, (c) one (1) Named BI Web Administrator seat license and one (1) Named BI Professional Report Author seat license. Any additional seat licenses must be licensed separately by purchase of Oracle ATG Web Commerce BI Administrator seat licenses at an additional cost and are not included in any enterprise-wide or similar license.

Licensing Rules for JD Edwards Applications

- The Programs include GNU libgmp library; copyright 1991 Free Software Foundation, Inc. This library is free software that can be modified and redistributed under the terms of the GNU Library General Public License contained in the Programs. The Programs may also contain other third party products.
- Your license for the Program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards Program table located at http://oracle.com/contracts for additional information.

- The Foundation Program contains the development foundation environment/toolkit. You understand and acknowledge that any software Program developed with the functionality of the development foundation environment/toolkit is subject to the terms and conditions of this agreement. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer Programs generated by You utilizing the development tools included in the Programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.

Licensing Rules for Oracle E-Business Suite Applications

- The option Activity Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Field Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Marketing Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Sales Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Activity Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Field Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Marketing Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Privacy Management Policy Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Sales Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.

Licensing Rules for Oracle Hospitality Cruise Applications

- The Oracle Hospitality Data Foundation for Cruise Program may only be used with Oracle Hospitality Cruise Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is allowed via the Oracle Hospitality Cruise Interface Programs only. You may not add new schemas or unsupported applications.

Licensing Rules for Oracle Hospitality Food and Beverage Applications

- The Oracle Hospitality Technology Foundation for Food and Beverage Program may only be used with the Oracle Hospitality Simphony Point-of-Sale, Oracle Hospitality Simphony Transaction Services, Oracle Hospitality Simphony First Edition Point-of-Sale, Oracle Hospitality Simphony First Edition Transaction Services, Oracle Hospitality Reporting and Analytics, and Oracle Hospitality 9700 Foundation Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is allowed via the Oracle Hospitality Interface Programs only. You may not add new schemas or unsupported applications.
- For the Oracle XBRi Loss Prevention for Food and Beverage Program, You acknowledge that there are MicroStrategy, Inc. products (the "MicroStrategy Products") included with that Program and the MicroStrategy Products are subject to the following terms and conditions.

  All terms and conditions of the order under which You license the Oracle XBRi Loss Prevention for Food and Beverage Program (the "Order") that are not expressly modified, supplemented, or deleted by these terms shall remain in force but these terms shall supersede any contradictory terms or conditions in the Order.

a. You acknowledge that the Oracle XBRi Loss Prevention for Food and Beverage Program contains copyrighted and proprietary products and materials of MicroStrategy, Inc., which are obtained under a license from MicroStrategy, Inc.
b. Your use of the MicroStrategy Products is restricted solely to use in combination with the Oracle XBRi Loss Prevention for Food and Beverage Program as included therein and limited to the number of named user licenses purchased on the Order.
c. You are prohibited from changing or expanding the data models and You are limited to accessing data only from the data models provided by Oracle.
d. You are expressly prohibited from reverse engineering, disassembling or decompiling the MicroStrategy Products.
e. You acknowledge that You are being granted a sublicense to the MicroStrategy Products only, and in no event shall any title or ownership to the MicroStrategy Products pass or transfer to You.
f. Oracle and MicroStrategy disclaim any warranty of any kind directly to You for the MicroStrategy Products, including a warranty of performance, merchantability, fitness for a particular purpose, title and non-infringement. ORACLE DOES NOT GUARANTEE THAT THE MICROSTRATEGY PRODUCTS WILL PERFORM ERROR-FREE OR UNINTERRUPTED, OR THAT ORACLE OR MICROSTRATEGY CAN OR WILL CORRECT ALL PROGRAM ERRORS. ORACLE DISCLAIMS, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ORACLE AND MICROSTRATEGY'S LIABILITY FOR ANY DAMAGES, WHETHER DIRECT, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL, AND ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE, ARISING FROM THE USE OF THE MICROSTRATEGY PRODUCTS OR ARISING IN CONNECTION WITH THE ORDER.
g. You are expressly prohibited from written and oral disclosure to any third party of any result of any benchmark tests.
h. If You export the MicroStrategy Products, You are required to comply fully with all relevant export laws and regulations of the United States to ensure that neither the MicroStrategy Products nor any direct product thereof, are exported, directly or indirectly, in violation of United States law.
i. You are expressly prohibited from using the MicroStrategy Products in any manner that violates any individual's privacy right under the applicable law.
j. You acknowledge that Oracle shall have the right to provide to MicroStrategy any personal data provided by You in order for Oracle or MicroStrategy to fulfill its respective obligations hereunder, and that MicroStrategy has the right to export certain personal data outside the European Union to any country in the European Union and/or the United States; provided the processing and export of such personal data shall be carried out in compliance with the applicable law relating to data protection. You have the right to consult, amend, cancel or oppose processing and/or export of Your personal data.
k. In addition to Oracle's audit rights under the Master Agreement, upon Oracle's request, You agree to run a license manager report utilizing the license manager functionality included in any MicroStrategy products. You shall provide Oracle with a license manager report within ten (10) days of receiving a request from Oracle. You understand and agree that Oracle may share license manager report(s) with MicroStrategy.

Licensing Rules for Oracle Hospitality Hotels Applications

- The Oracle Hospitality OPERA 5 Property Standard Program is limited to 55 functions as defined in the Program Documentation.
- The Oracle Hospitality OPERA 5 Property Lite Program is limited to 30 functions as defined in the Program Documentation.
- The following Programs may only be used with the Oracle Hospitality OPERA Programs: Oracle Hospitality Technology Foundation for Hotel Property Systems – OPERA 5 Premium, Oracle Hospitality Technology Foundation for Hotel Property Systems – OPERA 5 Standard, Oracle Hospitality Technology Foundation for Hotel Property Systems – OPERA 5 Lite and Oracle Hospitality Technology Foundation for Hotel Central Office Systems. New reports or customizations of the included reports are allowed. Integration to third party systems is allowed via the Oracle Hospitality Interface Programs only. You may not add new schemas or unsupported applications.

The number of licenses for the Oracle Hospitality Hotels Programs listed below in column A must match the number of licenses of the associated Oracle Hospitality Hotels Program listed in column B.

Column A	Column B
Oracle Hospitality OPERA Property Add-on Modules - Oracle Hospitality OPERA Mobile, Oracle Hospitality Multiproperty Cross Profiles and Configurations, Oracle Hospitality OPERA Multiproperty Cross Reservation, Oracle Hospitality OPERA Multiproperty Cross Postings, Oracle Hospitality OPERA Commission Handling, Oracle Hospitality OPERA Membership for Frequent Guest and Flyer, Oracle Hospitality OPERA Web Self Service, Oracle Hospitality OPERA Campaign Management	Oracle Hospitality OPERA Property Premium, Oracle Hospitality OPERA Property Standard, OR Oracle Hospitality OPERA Property Lite
Oracle Hospitality OPERA Sales and Catering Add-Ons for Hotels – Oracle Hospitality OPERA Sales and Catering for Hotels – Multi-Property Base, Oracle Hospitality OPERA Sales and Catering for Hotels – Multiproperty Group Room Control and Function Diary, Oracle Hospitality OPERA Sales and Catering Account Management	Oracle Hospitality OPERA Sales and Catering Premium OR Oracle Hospitality OPERA Sales and Catering Standard
Oracle Hospitality OPERA Sales and Catering for Conference Centers – Oracle Hospitality OPERA Sales and Catering for Conference Centers - Multiproperty Base, Oracle Hospitality OPERA Sales and Catering for Conference Centers - Multiproperty Group Room Control and Function Diary, Oracle Hospitality OPERA Sales and Catering Account Management for Conference Centers	Oracle Hospitality OPERA Sales and Catering Base for Conference Centers

Licensing Rules for PeopleSoft Applications

- Your license for the Program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards Program table located at http://oracle.com/contracts for additional information.
- The Programs listed below include a license to use Business Analysis Modeler – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft Programs You have licensed. Oracle will deliver this Program to You per the delivery terms in Your order.

  Integrated FieldService, Marketing, Mobile Sales, Online Marketing, Order Capture, Order Capture Self Service, Sales, Support for Customer Self Service
- Your use of the Campus Self Service Program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.
- PeopleTools - Enterprise Development shall be used solely to develop applications for Your internal data processing operations. In no event shall You market or distribute such applications. Notwithstanding anything to the contrary, You shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this Program for the purpose of developing applications.
- Each PeopleTools - Enterprise Development Starter Kit Program shall be used solely by 5 application users to develop applications containing no more than a total of 20 components (as defined in the Program Documentation) for Your internal data processing operations. In no event shall You market or distribute such applications. Notwithstanding anything to the contrary, You shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this Program for the purpose of developing applications.
- You may use PeopleTools – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft Enterprise Programs You have licensed. Oracle will deliver this Program to You per the delivery terms in Your order.
- The Process Modeler Client Program may only be used with PeopleSoft Enterprise or JD Edwards EnterpriseOne Programs You have licensed from Oracle. You shall not use this Program with any other software.
- The license for the Student Administration Program includes a limited use license for the Human Resources, Benefits Administration and the Payroll for North America Programs. Such limited use license means that the Human Resources, Benefits Administration and the Payroll for North America Software modules shall only be used in order to access the features and functions of the Student Administration Program. Your use of the Student Administration Program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.

Licensing Rules for Primavera Applications

- For the purposes of the following Primavera Programs: Earned Value Management, Evolve, SureTrak, Contractor and P3 Project Planner, You acknowledge that You have both read and understand the limited Software Update License & Support services that are available for these Programs, as described in Oracle's Technical Support Policies.
- For purposes of the Primavera SureTrak and Primavera P3 Project Planner Programs, You acknowledge that the agreement delivered to You with these Programs, and not the end user license agreement contained in the product installation, governs the end user's use of these Programs.
- For the purposes of the following Programs: Primavera P6 Enterprise Project Portfolio Management and Primavera P6 Enterprise Project Portfolio Management Web Services, developers and/or users (i) who are not already licensed for the Primavera P6 Enterprise Project Portfolio Management Program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera P6 Enterprise Project Portfolio Management Web Services Program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.
- For the purposes of the following Programs: Primavera Contract Management Web Services and Primavera Contract Management, developers and/or users (i) who are not already licensed for the Primavera Contract Management Program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera Contract Management Web Services Program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.

Licensing Rules for Oracle Retail Programs

- The Oracle Retail Technology Foundation for Store Applications Program may only be used with the Oracle Retail Point of Service Program, the Oracle Retail Back Office Program, the Oracle Retail XStore Point of Service Program and the Oracle Retail XStore Office Program. Any use of the Oracle Retail Technology Foundation for Store Applications Program by other Oracle Programs or third party programs is not permitted.

Licensing Rules for Siebel Applications

- For the Siebel Branch Teller Services Program, Siebel Internet Banking Services Program, Siebel Retail Finance Foundation Services Program and the Siebel Financial Transactions Workbench Program, You may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the Program Documentation, all in accordance with the Program Documentation, and provided that such materials or modified materials shall be used solely with Your licensed use of such Programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the Programs, ancillary Programs, Program Documentation, or any other materials provided by Oracle, or to permit third parties to do so.
- The Siebel Details Program includes a license for 20 Concurrent Users that authorizes You to use the Program on only one Computer for a maximum of 20 Concurrent Users at any given time.
- The Siebel Marketing Server Program is licensed on a Computer basis together with the number of unique Customer Records that You may access using the Program.
- The Siebel Pharma Marketing Server is licensed on the basis of the number of unique Customer Records that You may access using the Program together with the number of Brands that You may manage using the Program.
- The Siebel Pricing Claims Server-Up to 20 Application Users is licensed on a Computer basis with a limitation on the number of Application Users.
- The users or processors of the Siebel Web Channel Program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the Programs that is defined in the Siebel Tools Program.
- The Siebel Data Quality License may only be used with Oracle Master Data Management or Oracle CRM deployments.

Licensing Rules for Programs Licensed per UPK Module

- Oracle grants to You a non-exclusive, nontransferable license for Your UPK Developer(s) to: (i) use those User Productivity Kit ("UPK") Programs licensed as UPK modules (collectively referred to as "UPK content") only as necessary to create and provide training solely for Employee and/or Application Users to use the underlying Programs for Your benefit; (ii) make an unlimited number of copies of the UPK content only as necessary to create and provide training solely to Employees and/or Application Users to use the underlying Programs for Your benefit; and (iii) develop modifications and customizations to the UPK content, if applicable, all subject to the terms and conditions set forth in this agreement, provided all copyright notices are reproduced as provided on the original. You represent and warrant that You have a valid license for the underlying Program(s). You are prohibited from reselling or distributing the UPK content to any other party or using the UPK content other than as explicitly permitted in this agreement. Oracle represents that the UPK content and any content created by You using the UPK content contains valuable proprietary information. Oracle retains title to all portions of the UPK content and

any copies thereof. You shall use UPK content modifications created by You solely for Your internal use in accordance with the terms of this agreement. You may provide access to and use of the UPK content only to those third parties that are licensed as Application Users and that: (a) provide services to You concerning Your use of the UPK content; (b) have a need to use and access the UPK content; and (c) have agreed to substantially similar non-disclosure obligations imposed by You as those contained in this agreement. Application and Employee User(s) of UPK Programs may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Licensing Rules for MySQL Programs

- The MySQL Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement.

APPENDIX F
DISCOUNT TABLE FOR HARDWARE AND ENGINEERED SYSTEMS AND ASSOCIATED SOFTWARE

A. Pricing and Discount Terms for Hardware and Engineered Systems and Associated Software

1. Named Product Hierarchy Discounts. From the effective date of Amendment Two until April 30, 2018, the discounts set forth in the discount table attached to this Appendix F shall apply to hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) that are designated by as a product name associated with the Named Product Hierarchies for such hardware, Engineered Systems and programs (the "**NPH Discount Table**"), provided that such hardware, Engineered Systems and programs are available in production release when the applicable order is placed. Remanufactured hardware and spare products may be purchased under this Master Agreement.[1]

   Oracle may incorporate changes to the product offerings and/or Named Product Hierarchies; and any updates or changes to the pricing and discounting terms provided in this Appendix F shall be made by a written amendment to this Master Agreement.

2. Appendix F Price Lists. The "**Appendix F Price Lists**" for hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) applicable to the Named Product Hierarchies in the attached NPH Discount Table shall be defined as the then-current versions of the following Price Lists at the time of purchase:

   a. Oracle Systems Hardware and Software Global Price List
   b. Oracle Engineered Systems Price List

(Please see attached for the NPH Discount Table.)

[1] You may access the current version of the Remanufactured Product Price List for Remanufactured Products at: http://www.oracle.com/us/products/servers-storage/remanufactured-systems/index.html.

NAMED PRODUCT HIERARCHY DISCOUNT TABLE

NAMED PRODUCT	SLG Discount	EDU Discount
10 Gb Ethernet Switches	15%	18%
10 Gigabit Ethernet Switch Options	15%	18%
Advanced Support Gateway Server	14%	20%
Big Data Appliance	15%	15%
Big Data Connectors Software	25%	25%
Brocade Hardware	24%	34%
Brocade SAN Software	24%	34%
Brocade software	24%	34%
CMT Server Configured Options	15%	18%
Disk Drives	14%	20%
Enterprise Installation Services	0%	0%
Enterprise Tape Drive Conversion Options	24%	34%
Entry Level LTO 5 Tape Drives	24%	34%
Exadata Hardware Products	20%	20%
Exadata Software Products	25%	25%
Exalogic Hardware Products	20%	20%
Exalogic Software Products	25%	25%
Exalytics Hardware Products	15%	15%
Exalytics Software Products	25%	25%
Fabric Interconnect F1-15	15%	18%
Fibre Channel Host Bus Adapters	14%	20%
Fujitsu M10 Server Configured Options	15%	18%
Fujitsu M10 Server Features	15%	18%
Fujitsu M10 Server X-Options	15%	18%
Fujitsu M10-1 Server	15%	18%
Fujitsu M10-4 Server	15%	18%
High-End M-Series Server X-Options	28%	34%
Host Bus Adapters	14%	20%
I/O Modules	15%	18%
Infiniband Host Channel Adapters	14%	20%
Infiniband Switches	28%	34%
Key Management Switch Accessory Kits	24%	34%
LTO Conversion Options	24%	34%
LTO Tape Drive Features	24%	34%
LTO5 Tape Drives	24%	34%
LTO5 Tape Drives (SL150)	24%	34%
LTO6 Tape Drives: AS400	24%	34%
LTO6 Tape Drives: Desktop/Rackmount	24%	34%
LTO6 Tape Drives: Entry Level	24%	34%
LTO6 Tape Drives: High-End Libraries	24%	34%
LTO6 Tape Drives: Midrange Libraries	24%	34%
LTO7 Tape Drives: Desktop/Rackmount	24%	34%
LTO7 Tape Drives: Entry Level	24%	34%

NAMED PRODUCT	SLG Discount	EDU Discount
LTO7 Tape Drives: High-End Libraries	24%	34%
LTO7 Tape Drives: Midrange Libraries	24%	34%
Midrange M-Series Server X-Options	28%	34%
Netra Server X3-2	15%	18%
Netra Server X5-2	15%	18%
Network Adapters	14%	20%
Network Cables	14%	20%
Network Modular System	15%	18%
Network Transceivers	14%	20%
Oracle Database Appliance	14%	20%
Oracle Fabric Manager	20%	25%
Oracle Fabric Monitor	20%	25%
Oracle FS Storage System Options	15%	18%
Oracle FS1-2 Storage System	15%	18%
Oracle Replication Engine	15%	18%
Oracle SDN	20%	25%
Oracle Server X5-2	14%	20%
Oracle Server X5-2L	14%	20%
Oracle Server X5-4	14%	20%
Oracle Server X5-8	14%	20%
Oracle Server X6-2	14%	20%
Oracle Server X6-2L	14%	20%
Oracle Solaris Cluster Software	16%	50%
Oracle Solaris Legacy Containers	16%	50%
Oracle Sun QFS Software	15%	18%
Oracle ZFS Storage Options	24%	34%
Oracle ZFS Storage ZS3-2	24%	34%
Oracle ZFS Storage ZS4-4	24%	34%
Other Server Configured Options	6%	6%
Other Server X-Options	14%	20%
Pillar Axiom SAN Storage Replication Features	15%	18%
Power Cords	14%	20%
Private Cloud Appliance	15%	15%
SAS Host Bus Adapters	14%	20%
Secure Global Desktop Software	16%	50%
Server Hard Disk Drives	14%	20%
Server Solid State Disks	14%	20%
SL150 Tape Library	24%	34%
SL150 Tape Library Features	24%	34%
SL150 Tape Library Options	24%	34%
SPARC M5 Server Configured Memory	15%	18%
SPARC M5 Server Configured Options	15%	18%
SPARC M5 Server X-Option Memory	15%	18%

NAMED PRODUCT	SLG Discount	EDU Discount
SPARC M6-32 Server Configured Options	15%	18%
SPARC M6-32 Server X-Options	15%	18%
SPARC M7 Server	15%	18%
SPARC M7 Server Configured Options	15%	18%
SPARC M7 Server X-Options	15%	18%
SPARC SuperCluster Hardware Products	15%	18%
SPARC T3 Server Configured Options	15%	18%
SPARC T4 Server Configured Options	15%	18%
SPARC T4 Server X-Options	15%	18%
SPARC T5 Server Configured Options	15%	18%
SPARC T5 Server X-Options	15%	18%
SPARC T5-1B Blade Server Module	15%	18%
SPARC T5-2 Server	15%	18%
SPARC T5-4 Server	15%	18%
SPARC T5-8 Server	15%	18%
SPARC T7 Server Configured Options	15%	18%
SPARC T7 Server X-Options	15%	18%
SPARC T7-1 Server	15%	18%
SPARC T7-2 Server	15%	18%
SPARC T7-4 Server	15%	18%
Spare Parts	29%	29%
Storage Archive Manager	22%	50%
Storage Hard Disk Drives	14%	20%
StorageTek Automated Cartridge System Library Software	15%	18%
StorageTek Availability Suite Software	15%	18%
StorageTek Enterprise Library Software	24%	34%
StorageTek Library Content Manager Software	15%	18%
StorageTek Linear Tape File System Software	24%	34%
StorageTek T10000D Tape Drive	24%	34%
StorageTek Tape Analytics Software	15%	34%
StorageTek Virtual Library Extension	15%	18%
StorageTek Virtual Storage Manager Features	24%	34%
StorageTek Virtual Storage Manager System (VSM 6)	24%	34%
StorageTek Virtual Storage Manager System (VSM 7)	24%	34%
Sun Blade Server Options	15%	18%
Sun Fire X4170 M2 Server	14%	20%
Sun Flash Accelerator F160 PCIe Card	24%	34%
Sun Flash Accelerator F320 PCIe Card	24%	34%
Sun Flash Accelerator F80 PCIe Card	24%	34%
Sun Netra Rack Kits	15%	18%
Sun Racks	15%	18%
Sun Ray Server Software	15%	18%
Sun StorageTek SL3000 Modular Library System	24%	34%

NAMED PRODUCT	SLG Discount	EDU Discount
Sun StorageTek SL500 Modular Library System	24%	34%
Sun StorageTek SL8500 Modular Library Features	24%	34%
Sun StorageTek SL8500 Modular Library System	24%	34%
Sun StorageTek T10000B Tape Drive (Open)	24%	34%
Sun StorageTek Virtual Storage Manager System (VSM 4)	24%	34%
Sun StorageTek Virtual Storage Manager System (VSM 5)	24%	34%
Sun Unified Storage System Options	24%	34%
Sun ZFS Storage 7320 System	24%	34%
Sun ZFS Storage 7420 System	24%	34%
Sun ZFS Storage System Features	24%	34%
Sun ZFS Storage System Options	24%	34%
Tape Encryption	24%	34%
Tape Library Features	24%	34%
Tape Media	24%	29%
Tape Options	24%	34%
Tuxedo CFSR	15%	18%
Virtual Desktop Infrastructure Software	28%	34%
Zero Data Loss Appliance	15%	15%
Zero Data Loss Appliance Software	15%	15%

APPENDIX G
HOURLY RATES FOR TIME AND MATERIALS – CONSULTING SERVICES

A. Consulting Rates. From the effective date of Amendment Two until August 31, 2017, consulting services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**Consulting Rates**"):

1. Hourly Rate for Individual Time and Materials Orders. The Hourly Rate Non-Local includes an amount for expenses.

Consultant Level	Hourly Rate Local Resource	Hourly Rate Non-Local
Senior Practice Tech Director	$338.00	$378.00
Practice/Tech Director	$307.00	$347.00
Practice/Tech Manager	$265.00	$305.00
Senior Principal Consultant	$226.00	$266.25
Principal Consultant	$198.13	$238.13
Senior Consultant	$162.75	$202.75
Staff Consultant	$141.75	$181.75
Associate Consultant	$106.25	$146.25
Admin Assistant	$42.50	$82.50
GEH Delivery Center		
RDC Principal Consultant	$149.00	$189.00
RDC Senior Consultant	$124.00	$164.00
RDC Staff Consultant	$107.00	$147.00
RDC Associate Consultant	$91.00	$131.00
Primavera Global Business Unit		
Practice/Tech Director	$345.00	$385.00
Practice/Tech Manager	$285.00	$325.00
Senior Principal Consultant	$235.00	$275.00
Principal Consultant	$195.00	$235.00
Senior Consultant	$160.00	$200.00
Staff Consultant	$140.00	$180.00
Associate Consultant	$110.00	$150.00
Primavera Global Business Unit (offshore – remote only)		
Practice/Tech Manager	$96.00	Not Applicable
Senior Principal Consultant	$72.00	Not Applicable
Principal Consultant	$66.00	Not Applicable
Senior Consultant	$60.00	Not Applicable

Oracle Consulting may quote Fixed Price if requested by the State.

B. All labor categories are U.S. resources.

C. The Consulting Rates apply to orders executed and effective during the period beginning on the effective date of Amendment Two through and including August 31, 2017.

D. The Consulting Rates do not apply to any credits.

E. The Consulting Rates are in lieu of any other discount and shall not apply to any other Oracle products or services including but not limited to licenses, technical support, hardware, education, advanced customer support services, or training.

F. The Consulting Rates for time and materials consulting services granted under the Master Agreement shall not be applied retroactively to fees invoiced prior to the effective date of Amendment Two.

G. Consulting services shall be provided subject to receipt by Oracle of a signed Oracle ordering document including an exhibit containing a scope of services. The fee for such consulting services shall be equal to the number of hours of services performed multiplied by the applicable rate(s), as agreed to in the Oracle ordering document.

H. Any consulting services acquired pursuant to the Master Agreement are separate from any Program licenses acquired pursuant to the Master Agreement. Customer understands that it has the right to acquire Program licenses without acquiring the consulting services, and that Customer has the right to acquire Program licenses and the consulting services separately at the fees stated in the Master Agreement.

APPENDIX H
HOURLY RATES FOR TIME AND MATERIALS ORACLE ADVANCED CUSTOMER SUPPORT

For the period beginning on the effective date of Amendment Two through and including August 31, 2017, Oracle Advanced Customer Support services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**ACS Rates**"):

Resource	Hourly Rate Local Resources	Hourly Rate Non-Local Resources
Technical Account Manager II	$294	$339
Technical Account Manager I	$251	$296
Senior Advanced Support Engineer	$294	$339
Advanced Support Engineer	$248	$293
Senior Data Center Engineer	$194	$239
Data Center Engineer	$151	$196

APPENDIX I
PRICING AND DISCOUNT SCHEDULE FOR ORACLE UNIVERSITY TRAINING

B. Pricing and Discount Terms for Oracle University Training

1. Appendix I Price List. The "**Appendix I Price List**" in this Appendix I shall be defined as the then-current version of the following Price List at the time of order:

   a. Oracle University Global Base Price List

2. Pricing and Discount Terms.

   a. From the effective date of Amendment Two until August 31, 2017, all Oracle University products and services may be purchased based on the discount defined in the schedule below off of the then-current version of the Appendix I Price List at the time of the order or the pricing provided in section 7 (Appendix I Pricing Schedules) below:

Oracle University Discount Schedule (Utilizing the Appendix I Price List in Effect at the Time the Order is Placed, or the Appendix I Pricing Schedules)	
Transaction Band	**Discount**
$0 - $100,000	15%
$100,001 - $250,000	20%
$250,001 - $1,000,000	25%
$1,000,001 - $2,500,000	30%
$2,500,001 +	35%

3. Definition Section.

   a. A "Private Event – On-Site" shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are held at the State or Authorized Contract User training site. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   b. A "Private Event – Virtual" shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection, and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   c. A "Public Event" for Instructor-Led Training (ILT) courses shall mean training courses offered by Oracle University at Oracle University authorized Education Center locations.

   d. A "Public Event" for Live Virtual Classroom (LVC) training shall mean traditional instructor-led training courses offered online and require an internet connection and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC.

   e. "Training On Demand (TOD)" shall be defined as a web-based learning environment that provides on-demand access to self-paced training content, and is made available on a named user basis for a term of 90 days from the effective date of your order. Content is streamed directly to an internet connected device, such as a PC or tablet. It also includes eKit materials and access to a live lab environment to perform hands-on practice of the activities outlined in the course. The TOD format allows students to get full classroom content online, anytime, anywhere.

f. "Self Study Course (SSC)" shall mean interactive, computer-based training available for electronic download to a PC, which supplements the Instructor-Led Training (ILT) and Live Virtual classroom (LVC) training courses. The SSC is licensed on a named user basis and upon purchase is licensed in perpetuity.

g. "Oracle University Learning Streams" shall be defined as a collection of video content and services for technology professionals looking to stay current on Oracle technology. Content will be presented by various individuals, including Oracle architects, support engineers, consultants, instructors and other instructors. Content may include program documentation, webinars, speeches, and curriculum. Learning Streams are made available on a named user basis for a one year term from the effective date of your order. Unauthorized individuals may not view Oracle University Learning Streams content at any time. Unauthorized recording, copying, transmission or other distribution of Oracle University Learning Streams content is strictly prohibited. You are responsible for meeting the minimum system requirements to order the Oracle University Learning Streams. In the event that any Oracle programs are made available for download as part of the service, then use of such programs is subject to the terms of this Master Agreement. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN YOUR AGREEMENT, ORACLE DOES NOT WARRANT THAT ORACLE UNIVERSITY LEARNING STREAMS WILL BE PROVIDED UNINTERRUPTED OR ERROR-FREE.

h. For the purposes of this Appendix I, the term "services" refers to the education services.

i. For the purposes of this Appendix I, a "named user" is an individual authorized by the State or an Authorized Contract User to use the products which are installed on a single server or delivered via an on-line environment, regardless of whether the individual is actively using the product at any given time, and is not transferable.

4. Cancellation and Rescheduling Policy.

a. *Oracle may cancel or reschedule a class at its discretion, and if it does, will use reasonable efforts to notify you at least one week in advance*. You will not be charged for the Oracle cancellation or rescheduling. Cancel and reschedule requests must be received by Oracle University in email or other written communication.

b. If the State or Authorized Contract User customer cancels an enrollment in a Public Event (e.g., ILT or LVC) course at least seven (7) calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations one (1) to six (6) calendar days prior to the Public Event course start date will be charged 50% of assessed course fee. Students who do not cancel, do not show up for a Public Event course will pay the full course fee.

c. If the State or Authorized Contract User customer cancels a Private Event course at least 14 calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations 1-13 calendar days prior to the Private Event course start date will be charged 50% of assessed course fee. If an event is cancelled on the scheduled start date, or students do not show up for the event, then 100% of the course fee will be assessed.

5. Student Satisfaction Program.

a. Oracle's 100% Student Satisfaction program applies to those publicly scheduled and publicly available Oracle University Instructor Led Training classes that are identified as part of the 100% Student Satisfaction program at the time the class is purchased. In the event that a student who has completed such a class and been present for all of the offering is not, in his/her reasonable opinion, satisfied with the class, then the student must notify Oracle by emailing *customersat_us@oracle.com* within 5 business days of the completion of the class. Oracle will then permit the student to retake the same version of the same class title (or at the student's option, the equivalent class provided online, if available) once more for free within 90 days of Oracle's receipt of the notification. The Student Satisfaction program does not apply: (i) to the retaken class; (ii) Training On Demand courses; (iii) if the student is not able to satisfy the above criteria for reasons beyond Oracle's reasonable control. Oracle is not responsible for any applicable taxes, transportation costs, lodging costs or other expenses or costs related to the retake. Oracle has the option, at its sole discretion, of providing a refund for the class fees in lieu of permitting a class retake if for any reason, including scheduling, Oracle considers a refund to be appropriate. This is the sole remedy and Oracle's exclusive liability in the event that a student is not satisfied with the class.

6. Student Kit Materials.

a. Oracle now supports the electronic delivery of Student Kit Materials (eKits). As part of the registration process, you are required to provide an e-mail address so that Oracle may send you a secure password required for the download of the eKit Student materials. Students have a period of 90 days from the day

they receive their eKit notification email to access and download their eKit. Each eKit will be personalized with the student name and email address that is licensed to the registered student for their use only. Reproduction or distribution to a third party of Student Kit Materials is strictly prohibited. Hard-copy Student Kit Materials are not provided in the classroom for eKit-enabled classes. Hard Copy student kits may be purchased from Oracle University at an additional cost once an eKit class event has been completed. Class fees (including Training On Demand fees) are fully payable and non-refundable once you have downloaded the eKit materials (regardless of how far in advance of the class date you undertake the download). Oracle University Student Kit Materials are not available or authorized for purchase from any third party. Students who were unable to attend a confirmed class due to unforeseen reasons and have paid the 100% cancellation fee per the terms of the Class Cancellation Policy may request a copy of the Student Kit Materials used in conjunction with the class. Students must make this request to their Oracle University sales representative within 60 days of the originally scheduled class.

7. Appendix I Price Schedules
From the effective date of Amendment Two through and including August 31, 2017, you may purchase Oracle products and services at the following pricing schedules ("**Appendix I Pricing Schedule**")

Instructor Led Training(ILT), Live Virtual Classroom(LVC) Training & Seminar Formats:	**Currency**	**Public Pricing**	**Metric**
Entry	USD	$480.00	Single Named User Per Delivery Day
Standard	USD	$700.00	Single Named User Per Delivery Day
Premium	USD	$840.00	Single Named User Per Delivery Day
Premium Plus	USD	$1,000.00	Single Named User Per Delivery Day
Entry Accelerated	USD	$480.00	Single Named User Per Content Day
Standard Accelerated	USD	$700.00	Single Named User Per Content Day
Premium Accelerated	USD	$840.00	Single Named User Per Content Day
Premium Plus Accelerated	USD	$1,000.00	Single Named User Per Content Day
Taleo TEE and Learn Instructor	USD	$700.00	Single Named User Per Delivery Day
Taleo Assessment Instructor	USD	$840.00	Single Named User Per Delivery Day

Private Event Training & Seminars - On-Site; up to 16 people	**Currency**	**Private Event Pricing**	**Metric**	**One-day**	**Two-days**	**Three-days**	**Four-days**	**Five-days**
Entry	USD	varies	Per Delivery Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Standard	USD	varies	Per Delivery Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Premium	USD	varies	Per Delivery Day	$8,642.65	$15,913.53	$23,184.41	$30,455.29	$37,726.18
Premium Plus	USD	varies	Per Delivery Day	$9,817.65	$18,263.53	$26,709.41	$35,155.29	$43,601.18
Entry Accelerated	USD	varies	Per Content Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Standard Accelerated	USD	varies	Per Content Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Premium Accelerated	USD	varies	Per Content Day	$8,642.65	$15,913.53	$23,184.41	$30,455.29	$37,726.18
Premium Plus Accelerated	USD	varies	Per Content Day	$9,817.65	$18,263.53	$26,709.41	$35,155.29	$43,601.18
Taleo TEE and Learn Instructor	USD	varies	Per Delivery Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Taleo Assessment Instructor	USD	varies	Per Delivery Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Private Event additional student, over 16	USD	$511.00	Per Delivery Day, Per Student					

Private Event Training & Seminars - Virtual; up to 16 people	Currency	Private Event Pricing	Metric
Entry	USD	$3,800.00	Per Delivery Day
Standard	USD	$5,675.00	Per Delivery Day
Premium	USD	$6,825.00	Per Delivery Day
Premium Plus	USD	$8,000.00	Per Delivery Day
Entry Accelerated	USD	$3,800.00	Per Content Day
Standard Accelerated	USD	$5,675.00	Per Content Day
Premium Accelerated	USD	$6,825.00	Per Content Day
Premium Plus Accelerated	USD	$8,000.00	Per Content Day
Taleo TEE and Learn Instructor	USD	$3,800.00	Per Delivery Day
Taleo Assessment Instructor	USD	$5,675.00	Per Delivery Day
Private Event additional student, over 16	USD	$511.00	Per Delivery Day, Per Student

Subscriptions	Currency	Public Pricing	Metric	TERM
Entry Training on Demand	USD	$480.00	Per Delivery Day	90 Days
Standard Training on Demand	USD	$700.00	Per Delivery Day	90 Days
Premium Training on Demand	USD	$840.00	Per Delivery Day	90 Days
Premium Plus Training on Demand	USD	$1,000.00	Per Delivery Day	90 Days
Entry Training on Demand Renewal	USD	$240.00	Per Delivery Day	90 Days
Standard Training on Demand Renewal	USD	$350.00	Per Delivery Day	90 Days
Premium Training on Demand Renewal	USD	$420.00	Per Delivery Day	90 Days
Premium Plus Training on Demand Renewal	USD	$500.00	Per Delivery Day	90 Days
Learning Streams	USD	$1,000.00	Per Named User	12 Months
Unlimited Learning Subscription (ULS)	USD	$8,880.00	Per Named User	12 Months

Certification	Currency	Public Pricing	Metric
ePractice exam	USD	$65.00	Single Named User per Exam
Kaplan Online Access ePractice Exam	USD	$69.00	Single Named User per Exam
Kaplan Downloadable ePractice Exam	USD	$99.00	Single Named User per Exam
Online Certification	USD	$125.00	Single Named User per Exam
Oracle Core Certification	USD	$245.00	Single Named User per Exam
Oracle Masters Practicum	USD	$1,166.00	Single Named User per Day

User Adoption Services	Currency	Public Pricing	Metric
Associate Instructor – Training (Acquisition)	USD	varies	Per Hour
Staff Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Instructor – Training (Acquisition)	USD	varies	Per Hour
Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Product Training Manager (Acquisition)	USD	varies	Per Hour

User Adoption Services – Oracle Content	Currency	Public Pricing	Metric
Associate Instructor – Training (Oracle)	USD	varies	Per Hour
Staff Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Instructor – Training (Oracle)	USD	varies	Per Hour
Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Product Training Manager (Oracle)	USD	varies	Per Hour

UPK Launch Packs	Currency	Public Pricing	Metric
UPK Launch Pack	USD	$30,000	Per Project Set of UPK Launch Pack
UPK Launch Mini-Pack	USD	$20,000	Per Project Set of UPK Launch Mini-Pack

Toolkit	Currency	Public Pricing	Metric
Taleo Adoption Learning Services Program Toolkit	USD	$6,500	Per Content Day
Taleo Toolkit: Onboarding Trainer	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Recruiting Managers	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Career Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE) Development Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Goal Management	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): HR Administration	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Navigation and Feedback	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Performance Reviews	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Succession Planning	USD	$6,500	Per Content Day
OU Toolkit License	USD	$6,500	Per Year

OU Framework	Currency	Public Pricing	Metric
Customization Day	USD	$1,800	Per Day
Design Day	USD	$2,200	Per Day
Program Mgmt Day	USD	$2,700	Per Day

Custom Courseware	Currency	Public Pricing	Metric
Rel 11i to Rel 12 Financial New Features End User Course	USD	$12,500	Per Content Day
OU Courseware License	USD	$12,500	Per Content Day
Hyperion Planning End User Courseware	USD	$12,500	Per Content Day
Hyperion Financial Management End User Courseware	USD	$12,500	Per Content Day
OBIEE End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Gas End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Electric End User Courseware	USD	$12,500	Per Content Day
CC&B 2.4 - Gas End User Courseware	USD	$12,500	Per Content Day
Taleo (TEE): Getting Started with the Recruiting Center Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): New Recruiting Features for End Users Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Prescreening Made Easy Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Searching Solutions Course Ed	USD	$12,500	Per Content Day

APPENDIX J
Oracle Hardware and Systems Support Policies

The Oracle Hardware and Systems Support Policies, dated April 4, 2016, attached hereto are a representative sample of the current technical support policies and are subject to change. You may access the current version of the hardware and systems support policies at http://www.oracle.com/us/support/index.html.

Oracle Hardware and Systems Support Policies

Effective Date: 4-April-2016

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1. Overview

Unless otherwise stated, these Hardware and Systems Support Policies apply to technical support for all Oracle server and storage and Oracle point of sale product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

For Oracle operating system software, technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of the operating system, running unaltered, and on a certified hardware configuration, as specified in your order or program documentation.

To receive technical support as provided by Oracle Support Services ("OSS") and described in the Oracle Technical Support Levels for Systems section below, you must: (i) provide Oracle with the serial number and/or other identification and entitlement information for all server and storage equipment and/or point of sale products manufactured by or for Oracle and sold by Oracle (either directly or by an Oracle-authorized distributor) ("hardware system") in the manner specified by Oracle; and (ii) pay a technical support fee. A hardware system meeting these two requirements and under contract to receive technical support is referred to as a "covered hardware system." Components and options purchased separately from Oracle from your original equipment purchase are included in the definition of hardware system for the purposes of determining the technical support fee. Oracle will make commercially reasonable efforts to provide the technical support service as described below.

Oracle's obligations under these Hardware and Systems Support Policies do not apply to any malfunctions in a hardware system that could be avoided if you incorporate or implement a hardware or integrated software update or any workaround previously provided by Oracle which would correct the malfunction or to a hardware system that has been (i) modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle serial number tag on the hardware); (ii) maltreated or used in a manner other than in accordance with the relevant documentation; (iii) repaired by any third party in a manner which fails to meet Oracle's quality standards; (iv) improperly installed by any party other than Oracle or an authorized Oracle certified installation partner; (v) used with equipment or software not covered by the service offering, to the extent that problems are attributable to such use; (vi) relocated, to the extent that problems are attributable to the relocation; (vii) used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations; (viii) used by parties appearing on the most current U.S. export exclusion list; (ix) relocated to countries subject to U.S. trade embargo or restrictions; or (x) used remotely to facilitate any activities in the countries referenced in (ix) above or (xi) purchased from any entity other than Oracle or an Oracle-authorized distributor.

Oracle may use subcontractors in the performance of technical support and it warrants the quality of subcontractor work per the warranty terms of your agreement with Oracle.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle's Global Customer Support Security Practices, as referenced below.

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for a hardware system during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Hardware and Systems Support Policies and the previous version of the Oracle Hardware and Systems Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the date of delivery of the hardware unless stated otherwise in your order. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

Matching Service Levels

When acquiring technical support, all hardware systems must be supported, except Oracle Retail and Hospitality Hardware, (e.g., under Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems or Oracle Communications EAGLE Premier Support) or all hardware systems must be unsupported. The preceding sentence pertains to: (i) all of your hardware systems running the Solaris Operating system release 10 Update 9 or later, (ii) all of your hardware systems running the Oracle Linux and Oracle VM operating system, and (iii) all hardware systems that benefit in any way from your support of a covered hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). If you have acquired your Oracle Linux and Oracle VM support services under a separate Oracle Linux and Oracle VM Services Agreement then that hardware system is a covered hardware system under this matching service level policy. When acquiring technical support for point of sale hardware such as Oracle Retail and Hospitality Hardware, all such point of sale hardware systems must be supported or all must be unsupported if the point of sale hardware systems are: (i) the same type (e.g., workstations); (ii) located at the same physical location; and (iii) benefit in any way from your support of a covered point of sale hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). Hardware systems that have reached an end of service life or that you register with Oracle as retired are excluded from the above policy.

Reinstatement of Oracle Technical Support

If Oracle Premier Support for Systems, Oracle Premier Support for Oracle Retail and Hospitality Hardware or Oracle Communications Network Premier Support lapses for more than 90 days or was not purchased at the time you acquired your hardware system, then your hardware system must be qualified as service-ready before technical support can be reinstated. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system.

If technical support lapses or was not originally purchased with your hardware system, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the covered hardware system; b) if you never acquired technical support for the relevant hardware system, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original hardware system delivery date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve support month period shall be the last annual technical support fee you paid for the relevant hardware system; (ii) if you never acquired technical support for the relevant hardware system, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired support from an Oracle-authorized distributor and are now acquiring support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee for the hardware system.

Upgrading Your Support Level

In the event you have acquired Oracle Premier Support for Operating Systems and later choose to upgrade to Oracle Premier Support for Systems, your hardware system must be qualified as service-ready before the technical support can be upgraded. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system. You will be subject to an upgrade fee equal to the difference in price between the Oracle Premier Support for Systems and the Oracle Premier Support for Operating Systems with such difference being prorated from the date that any prior System Support lapsed (or the hardware order date if System Support was never purchased).

Pricing following Reduction of Covered Hardware System or Service Level

Pricing for support is based upon the level of support and the volume of covered hardware systems for which support is ordered. In the event that (i) your hardware system reaches end of service life or (ii) you notify Oracle that you are retiring the hardware system, or (iii) you change service level for all of your systems, then Oracle will reduce your support fee at the next renewal for these reductions.

Unsupported Hardware Systems

Customers with unsupported hardware systems are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported hardware systems. Parts in a covered hardware system may not be transferred to an unsupported system. CD packs or programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported hardware systems.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported hardware systems and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per data center location, to serve as liaisons with OSS. With each USD$250,000 in net support fees per data center location, you have the option to designate an additional two (2) primary and four (4) backup technical contacts per data center location. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide “First Line Support” for the supported hardware system(s) directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported hardware system(s), (ii) a direct response to users with respect to problems or issues with the supported hardware system(s), (iii) a diagnosis of problems or issues of the supported hardware system(s), and (iv) a resolution of problems or issues of the supported hardware system(s).

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported hardware system(s), you may contact Oracle for “Second Line Support”. You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., accept remote connections, provide Explorer Files and/or Core Files) required to provide Second Line Support.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported hardware system(s) and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported hardware system(s) so that such supported hardware system(s) perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Program Updates

"Update" means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and updates may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to End of Service Life

It may become necessary (i) as a part of Oracle's product lifecycle or (ii) if a vendor retires support for its product or the relationship with the vendor is terminated, to announce an End of Service Life date for a hardware system and, therefore, Oracle reserves that right. Oracle will use commercially reasonable efforts to provide twelve (12) months advance notice of End of Service Life. End of Service Life information is available on My Oracle Support. End of Service Life information is subject to change.

Other Third Party Products

Oracle does not itself provide any technical support services for third party warranted hardware (hardware identified on your order by a statement that the warranty will be provided by a third party) or any other third party products installed into or attached to the hardware system by you or your representative other than Oracle (collectively "other third party products"). Further, if other third party products are installed, or fail, in a manner that damages the Oracle hardware system, then the technical support will not cover such damage. Other third party products may also impede and/or add costs in obtaining technical support for certain failure conditions. Interoperability, timing, and intermittent failures are some examples of failure conditions that may require the removal or replacement of other third party products from the Oracle hardware system. Replacement or repair of any damaged components in these situations would be subject to additional charges.

For those failure conditions directly or indirectly related to other third party products (which would include any components accessing or connected to that product that are exhibiting failures), Oracle may, at its sole discretion, remove the other third party products, or require the customer to remove the other third party products, before commencing with the troubleshooting process. Oracle's services for removing the other third party products will be subject to additional charges and if it is determined that the cause of the failure is the other third party products, then Oracle will charge for the entire service call.

If it is determined that the other third party products are not the cause of the failure (i.e., if the problem would have occurred even if the other third party products were not installed in or attached to the hardware system), then Oracle's service call will be addressed under the terms of any existing Oracle technical support contract; provided that the removal of other any third party products by Oracle will be subject to additional charges.

Technology Refresh

If you acquire a new hardware system(s) and technical support from Oracle or an Oracle-authorized partner, you may be eligible to receive a credit for unused support on the decommissioned hardware system(s) currently under an active support contract with Oracle. In order to be eligible for the credit, you must complete the Hardware System Decommission Form which can be found here and submit it within one (1) year of the delivery date of the new hardware system(s). If a credit for unused support is due then such credit will be calculated from the date Oracle receives the Hardware System Decommission Form through the end of the current support period for the decommissioned hardware system(s). The credit for unused support will not exceed the total annual support fee for the new hardware system(s).

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support Oracle Premier Support for Oracle Retail and Hospitality Hardware and Oracle Communications Network Premier Support
- Extended Support for Operating Systems(if offered)
- Sustaining Support for Operating Systems

A description of the services available under Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Oracle Communications Network Premier Support, Extended Support for Operating Systems and Sustaining Support for Operating Systems is included in the Oracle Technical Support Levels section below.

When offered, Oracle Premier Support for Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, and Oracle Communications Network Premier Support will be available for a minimum of five years from the last ship date of the hardware system. When offered, support for the operating systems included under either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten years from the date a release of the operating system becomes generally available, except as noted below. If offered, support for specific releases of the operating system may be extended for an additional three years with Extended Support for Operating Systems. In addition to the technical support fee, an Extended Support for Operating Systems fee applies for each support period for which Extended Support for Operating Systems is purchased. Alternatively, and if offered, support for specific releases of the operating system may be extended with Sustaining Support for Operating Systems, which will be available for as long as you maintain either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems for your Oracle hardware system.

If an operating system included under Oracle Premier Support for Systems moves into Extended Support for Operating Systems and/or Sustaining Support for Operating Systems, you may maintain Oracle Premier Support for Systems except that the technical support received for the operating system will be provided under Extended Support for Operating Systems or Sustaining Support for Operating Systems as described above and in the Oracle Technical Support Levels section below.

Refer to the attached document titled "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF) for Oracle Solaris, Oracle Linux and Oracle VM program releases that are, or will be, covered by the Lifetime Support Policy.

Notes:

1. Solaris Express - Program fixes and security patches for Solaris Express will be provided for six (6) months from the date that a release of Solaris Express becomes generally available. This applies to program fixes and security patches released by Oracle and does not include freely available updates from the OpenSolaris or Solaris Express Community.
2. Oracle Solaris 8 – For customers with a current support contract for the Oracle Solaris 8 release, new Severity 1 fixes and new security fixes will be available for the period of July 2012 – October 2014.

4. Oracle Technical Support Levels for Systems

Oracle Premier Support for Systems

Oracle Premier Support for Systems consists of services in support of hardware systems, operating system software and integrated software (including integrated software options). For hardware systems, this support is limited to (i) server and storage hardware and (ii) Tekelec BNS and PIC hardware. For Oracle servers, this support applies to the following operating system software: Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM. For Tekelec BNS and PIC hardware, this support applies to the operating system software included with the hardware system. Unless otherwise stated in this section, Oracle Premier Support for Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Onsite hardware support for Oracle server or storage systems
- Field Change Orders – system modification recommendations

- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Access to Oracle Enterprise Tape Analysis and Data Recovery services for the Oracle StorageTek tape media specified at http://www.oracle.com/us/support/library/ent-tape-analysis-dr-services-1708102.pdf
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

System Maintenance

You agree to perform prescribed system maintenance, including but not limited to, installing software updates for system software or integrated software, maintaining file systems, replacing air filters and batteries as needed, and tracking proactive diagnostic information.

Replacement Hardware Parts

If Oracle determines that the replacement of a hardware part is necessary, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates." Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Times Targets for Hardware Support noted below, except as otherwise noted herein. Replacement parts will be of new or like-new quality. After five (5) years from last ship date, replacement parts may not be available and/ or the response times for sending replacement parts may be delayed.

Return of Malfunctioning Parts

If Oracle sends a replacement part to you, you will ensure that the malfunctioning part is returned to Oracle in accordance with all shipping or courier instructions from Oracle (unless you have an agreement with Oracle allowing you to retain the malfunctioning part). You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning part within forty-five (45) days of shipment to you, you will be charged the then-current fee for the malfunctioning part.

Oracle Premier Support for Operating Systems

Oracle Premier Support for Operating Systems consists of services in support of (i) operating system and virtualization software for Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM and (ii) integrated software (including integrated software options). Unless otherwise stated in this section, Oracle Premier Support for Operating Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

Extended Support for Operating Systems

Extended Support for Operating Systems may be offered for certain supported Oracle Solaris operating system software releases after Premier Support expires. Please see Oracle's Lifetime Support Policies for more information. When Extended Support for Operating Systems is offered, it is generally available for the terminal codeline release of a program. Unless otherwise stated in this section, supported Oracle Solaris operating system software releases for which Extended Support for Operating Systems is offered and in the Extended Support lifecycle will receive Oracle Premier Support for Operating Systems or technical support for Oracle Solaris under Oracle Premier Support for Systems limited to the following:

- Program updates, fixes, security patches, and security alerts
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools

- Major product and technology releases for Oracle Solaris operating system software, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Access to Platinum Services as described at:
  http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Extended Support for Operating Systems does not include:
- Certification with most new third-party products/versions or most new Oracle programs

Extended Support for Operating Systems is not available for OpenSolaris, Trusted Solaris 8, Oracle Linux and Oracle VM.

Sustaining Support for Operating Systems

Sustaining Support for Operating Systems may be available for certain operating system software releases. Program releases eligible for Sustaining Support for Operating Systems will receive Oracle Premier Support for Operating Systems or technical support for the operating system under Oracle Premier Support for Systems limited to the following:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems, and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Critical patch updates for Oracle Solaris operating system software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Upgrade tools created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems period and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- General maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to: http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Sustaining Support for Operating Systems does not include:
- New program updates, patches, fixes, security patches, security alerts, general maintenance releases, selected functionality releases, documentation updates
- New critical patch updates for Oracle Solaris operating system software
- New upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes
- Previously released fixes or updates that Oracle no longer supports

Because program releases supported by Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited.

Oracle Premier Support for Oracle Retail and Hospitality Hardware

Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html
- Onsite hardware support for Oracle Retail and Hospitality Hardware specified as Field Replaceable Units in the "Oracle Retail and Hospitality Hardware Delivery Method Chart". Availability varies by country.
- Non-technical customer service during normal business hours

Response Time Targets for the United States and Canada

Onsite response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware in the United States and Canada are as specified in the Onsite Response Time Targets section below.

Response Time Targets for EMEA

The response time targets for EMEA (defined below), regardless of severity level, are limited to (i) Advanced Parts Exchange or (ii) onsite assistance, if Oracle determines, in its sole discretion, that onsite support is appropriate. If Oracle determines that onsite assistance will be provided then reasonable efforts will be made to have an engineer arrive at your location within the response time target guidelines below. The response time targets specified in the guidelines below are during local business hours only. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. For purposes of this section, EMEA includes the following countries: Austria, Belgium, Denmark, Finland, France, Germany, Hungary, Ireland, Israel, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, Spain, Sweden, Switzerland and United Kingdom.

Response Time Targets for EMEA	Country
Advanced Parts Exchange or 4 hour onsite assistance (as described above)	Austria, Belgium, Germany, Hungary, Ireland, Italy, Luxembourg, Netherlands, Spain, United Kingdom
Advanced Parts Exchange or 8 hour onsite assistance (as described above)	Denmark, Finland, France, Norway, Portugal, Sweden
Advanced Parts Exchange or next business day onsite assistance (as described above)	Israel, Poland, Switzerland

Response Time Targets for JAPAC

The response time targets for JAPAC (defined below), regardless of severity level, are limited to (i) return to depot or (ii) onsite assistance, if Oracle determines, in its sole discretion, that onsite support is appropriate. If Oracle determines that onsite assistance will be provided then reasonable efforts will be made to have an engineer arrive at your location within the response time target guidelines below. The response time targets specified in the guidelines below are during local business hours only. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. For purposes of this section, JAPAC includes the following countries: Australia, Cambodia, Guam, Hong Kong, India, Japan, Korea, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam.

Response Time Targets for JAPAC	Country
Return to depot or 4 hour onsite assistance (as described above)	Australia, New Zealand
Return to depot or next business day onsite assistance (as described above)	Hong Kong, India, Japan, Korea, Macau, Malaysia, Myanmar, Philippines, Singapore, Taiwan, Thailand, Vietnam
Return to depot	Cambodia, Guam, Laos, Maldives, Sri-Lanka

Response Time Targets for LAD

The response time targets for LAD (defined below), regardless of severity level, are limited to return to depot. The response time targets specified in the guidelines below are during local business hours only. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. For purposes of this section, LAD includes the following countries: Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay.

Response Time Targets for LAD	Country
Return to depot	Argentina, Brazil, Chile, Colombia, Mexico, Panama, Peru, Puerto Rico, and Uruguay

System Maintenance

You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware

If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location in accordance with the "Oracle Retail and Hospitality Delivery Method Chart" Oracle will use reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five (5) years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware

If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within forty-five (45) days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Next business day parts exchange
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html
- Non-technical customer service during normal business hours

Response Time Targets

The response time targets for Oracle Advanced Parts Exchange for Retail and Hospitality Hardware are the same as those for Oracle Premier Support for Oracle Retail and Hospitality Hardware as defined above. Please note that the response time targets for JAPAC & LAD (as defined above), regardless of severity level, are limited to return to depot.

System Maintenance

You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware
If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location. Oracle will use reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five (5) years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware
If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within forty-five (45) days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Communications Network Premier Support

Oracle Communications Network Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for (i) Oracle Communications EAGLE hardware products and (ii) Oracle Acme Packet hardware products, except as otherwise specified in this section. The following Oracle Acme Packet hardware products are excluded and not eligible for Oracle Communications Network Premier Support: Oracle Acme Packet 1100 and 3820 hardware products, Oracle Enterprise Session Border Controller integrated software, Oracle Communications Applications Session Border Controller integrated software and Oracle Enterprise Communications Broker integrated software. Oracle Communications Network Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options) for Oracle Communications EAGLE hardware
- Major product and technology releases for integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
    - Response Time - The elapsed time beginning when you create a service request until

Oracle first responds to you.

- Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.
- Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Oracle Communications EAGLE Premier Support

Effective July 7, 2015, Oracle Communications EAGLE Premier Support is no longer available with new first year license and technical support orders. If you are currently under an active support contract for Oracle Communications EAGLE Premier Support then you may continue to renew Oracle Communications EAGLE Premier Support.

Oracle Communications EAGLE Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for Oracle Communications EAGLE hardware products only. Oracle Communications EAGLE Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options)
- Major product and technology releases for integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications EAGLE Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.
   - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

5. Additional Services Available for Purchase

Oracle Priority Service for Sun Ray Peripherals

Oracle Priority Service for Sun Ray Peripherals consists of:

- Advanced Parts Exchange for keyboards, monitors and country kits; with next business day delivery to your location
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Customer Data & Device Retention Service

Oracle Customer Data & Device Retention Service permits you to retain disk drive(s), flash cache and/or parts that may contain sensitive, confidential, or classified data that have been removed from your hardware system. For the purposes of this service, (i) a disk drive is defined as a spinning media device that stores data accessed by the server, storage array, or tape system, (ii) flash cache is defined as any device having the ability to store information on a solid state media that is re-writable, and (iii) a part is defined as any item in a server, storage device, or network device containing non-volatile random access memory.

Oracle Customer Data & Device Retention Service consists of the following:

- If Oracle, in its sole discretion, determines that a disk drive(s), flash cache and/or parts need to be replaced, Oracle will send a replacement disk drive(s), flash cache, and/or parts to your location. Oracle personnel will install the replacement disk drive(s), flash cache and/or part and return the failed memory component to you. Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below.

If you acquire Oracle Customer Data & Device Retention Service, you will:

- Provide access to your facilities, systems, and operating environment, including root access.
- Provide access to your personnel, including IT and operational staff
- Provide a designated point of contact
- Be responsible for the proper disposal/destruction of replaced disk drive(s), flash cache and/or parts.

If you add Oracle Customer Data & Device Retention Service, you must maintain Oracle Premier Support for Systems; you must acquire Oracle Customer Data & Device Retention Service for (i) all servers of the same model number, (ii) all storage devices of the same model number, and/or (iii) all networking devices of the same model number.

If you renew Oracle Customer Data & Device Retention Services, the renewal fee for such services will be based on the Oracle Customer Data & Device Retention Service pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Onsite Spares

Oracle Onsite Spares provides you with delivery and maintenance of parts at your designated location(s). This service includes only those parts that are specified on your order.

Oracle Onsite Spares consists of the following:

- Parts
- Maintenance and replacement of parts
- Setup of parts onsite
- Semi-annual cycle counts
- Retrieval of parts at end of Support Period

If you acquire Oracle Onsite Spares, you will:

- Provide a secure storage area for parts clearly marked "Property of Oracle. You will ensure that (i) entry to such secure area is restricted to your personnel directly involved in shipping and receiving parts, and (ii) all vehicle and pedestrian access to your warehouse premises is secured against unauthorized access.
- Provide a designated point of contact

In order to acquire Oracle Onsite Spares, you must maintain Oracle Premier Support for Systems.

Oracle will maintain title to and ownership of parts unless or until any such part is exchanged with a damaged or faulty part and installed on a hardware system. Also, with the transfer of title to a part to you, title to the identical damaged or faulty part is transferred to Oracle.

If you renew Oracle Onsite Spares, the renewal fee for such services will be based on the Oracle Onsite Spares pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Business Critical Service for Systems

Oracle offers a service to provide additional service-levels for systems running mission critical business functions. For information about the available service, please refer to http://www.oracle.com/us/corporate/contracts/bus-critical-service-for-systems-1927926.pdf

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Business Critical Service for Systems is not subject to the Reinstatement policies stated above.

Advanced Customer Support

If you acquire any of the below Advanced Customer Support services on your order, Oracle will provide the services described in the applicable exhibit(s) specified below:

- Oracle Priority Support
- Oracle Priority Support Advantage
- Oracle Functional Help Desk
- Oracle Standard Systems Installations:
  - Oracle Standard System Installation ("OSSI") - Basic Service Exhibit
  - Oracle Standard System Installation ("OSSI") with Site Audit Services Exhibit
  - Oracle Standard System Installation ("OSSI") without Site Audit Services Exhibit
- Oracle Standard Software Installation and Configuration for Systems
- Oracle Engineered Systems Configuration Services
- Oracle Preproduction Readiness Review for Systems Service or Oracle Preproduction Readiness Review for Oracle Platinum Services
- Oracle Go-Live Support for Systems Service or Oracle Go-Live Support for Oracle Platinum Services
- Oracle Start-Up Pack for Engineered Systems

Oracle Tekelec Professional Services

If you acquire any of the below Tekelec Professional Services on your order, Oracle will provide the services described in the Tekelec Professional Services Descriptions.

- Oracle Communications Hardware Engineering Site Survey – Per Node Per Site
- Oracle Communications Hardware Installation – Per DC Frame or DC Application Frame enclosure extension
- Oracle Communications Hardware Installation – Per AC Frame
- Oracle Communications DC Hardware Extension Installation – Per Frame – Rack mount server and Shelf additions
- Oracle Communications Hardware Extension Installation – AC or DC Blade Server/Eagle Card/Switches – Per 16 cards/switches per site

- Oracle Communications AC Hardware Extension Installation – Per Frame – Rack mount servers and AC enclosure additions

6. Web-Based Customer Support Systems

My Oracle Support

My Oracle Support is Oracle's customer support web site for hardware support. Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle hardware products are not currently supported under My Oracle Support: Oracle Retail and Hospitality Hardware (JAPAC, LAD, and US Cruise only).

Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio

Access to the following MICROS Systems web-based customer support systems for Oracle Retail and Hospitality Hardware: Clarify SelfService, MS CRM, and MICROS Retail Portal de Servicio are governed by the Terms of Use posted on the applicable MICROS Systems web site. The terms of Use are subject to change and a copy of these terms is available upon request. Access to the MICROS Systems web-based customer support systems is limited to your designated technical contacts. Oracle Retail and Hospitality Hardware supported by the MICROS United States and Canadian support teams (except US Cruise) has transitioned from Clarify SelfService, PTS, ZenDesk and Onyx to My Oracle Support. Oracle Retail and Hospitality Hardware supported by the MICROS EMEA support teams has transitioned from Heat Portal and MICROS Self Service Customer Support Portal to My Oracle Support.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Oracle Premier Support for Systems and Oracle Premier Support for Operating Systems.

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your hardware system (e.g., Oracle Shared Shell for hardware)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Auto Service Request)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you. The tools may be subject to availability for selected products.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

Auto Service Request
Auto Service Request ("ASR") allows Oracle products which are ASR-enabled to automatically initiate a service request when specific hardware faults occur by sending fault telemetry information to Oracle. If the ASR enabled hardware is entitled to service, a service request will be initiated on your behalf. The specific hardware faults detected by ASR vary by product type, product version and operating system. Not all hardware faults are detected or sent to Oracle. The ASR fault coverage is subject to change by Oracle at any time and without prior notice.

8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/us/support/policies/index.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

Notwithstanding the restriction above, if you are subject to the United States Health Insurance Portability and Accountability Act (HIPAA) and would like to submit protected health information (PHI) to Oracle as part of receiving technical support services, then you must:

- Execute a business associate agreement with Oracle that specifically references and covers your technical support services
- Submit PHI only in service request attachments on the My Oracle Support customer portal
- Not include PHI in the body of service requests
- When prompted in My Oracle Support, indicate that the service request attachment may contain PHI
- Disable automated file uploads that send files to Oracle as service request attachments

9. Severity Definitions

Service requests for your covered hardware system may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the following severity definitions:

Severity 1
Your production use of the covered hardware system is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts
- System functionality failure causes data loss or renders system unstable
- System malfunction causes mission critical applications to restart, hang, or suspend

Except as otherwise specified, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For MICROS Systems hardware in Australia, Cambodia, Guam, Hong Kong, India, Japan, Laos, Macau, Malaysia, Maldives, Myanmar, New Zealand, Philippines, Singapore, Sri-Lanka, Taiwan, Thailand and Vietnam, reasonable efforts will be made to respond to Severity 1 service requests within two (2) business hours. For MICROS Systems hardware in Korea, reasonable efforts will be made to respond to Severity 1 service requests within four (4) hours. For response efforts associated with Oracle Communications EAGLE Premier Support, please see the Oracle Communications EAGLE Premier Support section above. For response efforts associated with Oracle Communications Network Premier Support, please see the Oracle Communications Network Premier Support section above.

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported hardware systems (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle. 24 hour commitment to Severity 1 service requests is not available for Oracle Retail and Hospitality Hardware (JAPAC only).

Severity 2
You experience a severe loss of service. Important features are unavailable with no acceptable workaround, impaired or broken functionality with significant impact to applications, and/or frequent application failure but not data loss; however, operations can continue in a restricted fashion.

Severity 3
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

10. Onsite Response Time Targets for Hardware Support

Except as otherwise specified herein, response time targets for hardware support are as specified below. The response time target for Sun Ray Clients, regardless of severity level, is limited to Advanced Parts Exchange with next business day delivery to your location. The response time targets for (i) hardware eligible for Oracle Communications EAGLE Premier Support or Oracle Communications Network Premier Support and (ii) Tekelec BNS and PIC hardware, regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time target for the Oracle Acme Packet hardware products excluded and not eligible for Oracle Communications Network Support, regardless of severity level, is limited to Advanced Parts Exchange with next business day shipment to your location. Please review the Oracle Communications Network Premier Support section above for excluded Oracle Acme Packet hardware products. The response time targets for Front Porch Digital hardware, regardless of severity level, are limited to (i) Advanced Parts Exchange with next business day delivery to your location or (ii) next business day, if Oracle determines, in its sole discretion, that onsite support is appropriate. The response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware (i) in EMEA, JAPAC, and LAD are as specified in the Oracle Premier Support for Oracle

Retail and Hospitality Hardware section above, (ii) on a ship or other water vessel, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's receipt of the malfunctioning hardware, and (iii) on an island country, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time targets for Oracle Advanced Parts Exchange for Retail and Hospitality, regardless of severity level, are limited to Advanced Parts Exchange with next business day delivery to your location.

Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

Severity 1
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below.

Within 2 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within 4 hours:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 2
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below. Onsite response times are during local business hours only.

Within 4 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within same business day:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Business Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 3
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location the next business day from the close of local business hours or at a later mutually agreed-upon time (e.g., scheduled maintenance window).

Note:
The geographic location of your covered hardware system may cause on-site service to be unavailable or may require additional charges or longer Severity 1, Severity 2 and Severity 3 response times. Oracle reserves the right, in its sole discretion, to adjust Severity 1, Severity 2 and Severity 3 on-site response times or charge additional fees based on the location of the covered hardware system. Actual response times are subject to acts and conditions beyond Oracle's control and, therefore, Oracle's response may be delayed. Oracle is not responsible for response delays caused by factors outside its control. You should contact an Oracle Support Sales representative for more details regarding availability for your covered hardware systems.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

Form No. DTMB-3521 (Rev. 2/2015)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract change will not be executed unless form is filed

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
525 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO.1
to
CONTRACT NO. 071B4300149
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR	PRIMARY CONTACT	EMAIL
Oracle America, Inc.	Joe Mudroch	Joe.mudroch@oracle.com
500 Oracle Parkway	PHONE	VENDOR TAX ID # (LAST FOUR DIGITS ONLY)
Redwood Shores, CA 94065	(314) 477-4418	-5249

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
PROGRAM MANAGER	DTMB	Reid Sisson	(517) 241-1638	Sissonr@michigan.gov
CONTRACT ADMINISTRATOR	DTMB	Whitnie Zuker	(517) 284-7030	zukerw@michigan.gov

CONTRACT SUMMARY			
DESCRIPTION: Oracle Software and Technical Support Services			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
August 29, 2014	August 28, 2019	3, one year	August 28, 2019
PAYMENT TERMS	F.O.B.	SHIPPED TO	
Net 30	N/A	N/A	
ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☒ Yes ☐ No
MINIMUM DELIVERY REQUIREMENTS			
N/A			

DESCRIPTION OF CHANGE NOTICE				
EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF EXTENSION/OPTION	EXPIRATION DATE AFTER CHANGE
☒ No ☐ Yes	☐	☐		August 28, 2019
CURRENT VALUE	VALUE/COST OF CHANGE NOTICE	ESTIMATED REVISED AGGREGATE CONTRACT VALUE		
$65,000,000.00	$35,000,000.00	$100,000,000.00		

DESCRIPTION:
Effective May 1 2015, this Contract is hereby amended to include the Amendment One to Master Agreement document and Hardware systems support policies. See attached. Furthermore, Section 1.302 Reports has been amended as such:

1.302 REPORTS

Monthly Reporting
Contractor will report within 45 days following the end of each month to DTMB, all purchases made by the SOM and MiDEAL partners from this Contract. At a minimum, the report shall include:

- PO Number
- PO Date
- Customer Name (State Agency/Municipality)
- Bill to contact name & address, and ship to customer name
- Manufacturer item number (if available)
- Manufacturer/Subcontractor name
- Product/Services Engagement Description
- Invoiced amounts by category (Cost of Software, Hardware, Support, Training, Deliverable, Hours, etc. Total Invoice)
- Invoice # and Invoice Date
- State the extended invoice price for each product or service
- Quantity (if available)
- Shipping Cost, required for Expedited Delivery only
- Total invoice amount
- Product Category – Contractor can provide the Named Product Hierarchy from the Hardware Price List, if available (i.e., Network Adapters, Oracle Service X5-2L, SPARC T3 Server, etc.)
- Serial Number (if available)
- Shipped Date (if available)
- Shipped to Contact Name (if available)
- Shipped to Address
- Shipped to City
- Shipped to Zip Code
- Delivery Date (if available)

Reporting formats must be submitted to the State's CCI for approval within ten (10) business days after the execution of the Contract. Once both parties have agreed to the format of the report, it shall become the standard to follow for the duration of the contract.

State Administrative approval on August 28, 2014 for $100,000,000.00. This Change Notice adds the remaining balance of $35,000,000.00 to the Contract. Remaining Value of the AD Board authorized amount may be added to the Contract via future Change Notices: $0.00.

Change Notice Number: 1
Contract Number:071B4300149

For the Contractor:

Robert Wheatley
Robert Wheatley (May 6, 2015)

Bob Wheatley,
Oracle America, Inc.
Senior Deal Manager

May 6, 2015
Date

For the State:

Bill Pemble,
IT Division Director, DTMB Procurement
State of Michigan

5/6/15
Date

AMENDMENT ONE
TO
MASTER AGREEMENT

This Amendment One (this "Amendment") amends Contract No. 071B4300149, a/k/a the Software License and Services Agreement, dated August 29, 2014 (together with all amendments and addenda thereto, the "Master Agreement") between the State of Michigan ("State", "Customer" or "you") and Oracle America, Inc. ("Oracle").

The parties agree to amend the Master Agreement as follows:

1. Delete the title of the Master Agreement and replace it with the following:

   "Hardware, Software License and Services Agreement".

2. Delete the first recital and replace it with the following:

   "This Hardware, Software License and Services Agreement (together with all appendices, schedules, attachments and documents incorporated herein by reference, the "Agreement") is between Oracle America, Inc. with its principal place of business at 500 Oracle Parkway, Redwood City, CA 94055 ("Oracle") and the State of Michigan ("State", "Customer" or "you"). The terms of this Agreement shall apply to all Products and to all Services provided by Oracle pursuant to this Agreement. When completed and executed by both parties, an Order Form shall evidence the Program licenses granted and the Services to be provided."

3. Delete the second recital and replace it with the following:

   "All public entities located within the State of Michigan, including, but not limited to, departments, institutions, institutions of higher education, agencies, legislative, executive or judicial bodies, offices, authorities, posts, committees, institutions, boards, or political subdivisions created by law to exercise sovereign power or to perform governmental duties of the State, cities, counties, towns and political subdivisions (each such entity, an "Authorized Contract User") may also order Products and Services from Oracle in accordance with the terms and conditions of this Agreement. By placing an order under this Agreement, each Authorized Contract User agrees to be bound by the terms and conditions of the applicable ordering document and this Agreement and, for the purposes of such order, "Customer", "you" and "your" as used in this Agreement shall be deemed to refer to such Authorized Contract User, unless indicated otherwise herein. Each Authorized Contract User shall be responsible for its breach(es) of such terms and conditions. "Parties" shall mean Customer and Oracle, and each of us may be referred to individually as a "party.""

4. Delete the fourth recital and replace it with the following:

   "**This Agreement covers the sale or purchase of Programs, Services, and Hardware only, and may not be utilized for the sale or purchase of cloud services.**"

5. Delete the definition of "Commencement Date" and replace it with the following:

   "Commencement Date" shall mean (i) for Programs, the date of shipment of tangible media, or if no delivery of tangible media is necessary, the effective date set forth on the relevant Order Form, (ii) for Hardware, Operating System and Integrated Software, the date the Hardware is delivered and (iii) for Integrated Software Options, the date that Oracle accepts your order for an Integrated Software Option.

6. Delete the definition of "Programs" and replace it with the following:

"**Programs**" shall mean (a) the computer software owned or distributed by Oracle for which Customer is granted a license pursuant to this Agreement; (b) the user and installation guides and manuals for use of the software, which may be delivered with the Programs and accessed at http://oracle.com/contracts ("Documentation"); and (c) Updates. Programs shall be used in the United States. Programs do not include Integrated Software or any Operating System.

7. Delete the definition of "Services" and replace it with the following:

"**Services**" refers to Technical Support services, education, consulting or advanced customer support services which you have ordered.

8. Article I (DEFINITIONS) is amended by adding the following new definitions in the appropriate alphabetical order:

"**Amendment One**" refers to Amendment One to Contract No. 071B4300149, a/k/a the Hardware, Software License and Services Agreement, dated August 29, 2014, between the State and Oracle.

"**Hardware**" refers to the computer equipment, including components, options and spare parts.

"**Integrated Software**" refers to any software or programmable code that is (a) embedded or integrated in the Hardware and enables the functionality of the Hardware or (b) specifically provided to you by Oracle under Appendix E and specifically listed (i) in accompanying documentation, (ii) on an Oracle webpage or (iii) via a mechanism that facilitates installation for use with your Hardware. Integrated Software does not include and you do not have rights to (a) code or functionality for diagnostic, maintenance, repair or technical support services; or (b) separately licensed applications, operating systems, development tools, or system management software or other code that is separately licensed by Oracle. For specific Hardware, Integrated Software includes Integrated Software Options (as defined in Appendix E) separately ordered.

"**Operating System**" refers to the software that manages Hardware for Programs and other software.

"**Products**" refers to Programs, Hardware, Integrated Software and Operating System.

9. Delete the last paragraph of Section 2.1.A. and replace it with the following:

Upon payment for Technical Support Services, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under the Agreement ("deliverables").

10. Delete Section 2.1.C. and replace it with the following:

"C. Oracle or its licensors shall retain all title, copyright and other intellectual proprietary rights in the Programs, Operating System, Integrated Software and anything developed or delivered under the Agreement. Customer does not acquire any rights, express or implied, in the Programs, Operating System, Integrated Software and anything developed or delivered under this Agreement other than those specified in this Agreement or the applicable ordering document."

11. Delete Section 2.2.A. and replace it with the following:

"A. You may not assign, give or transfer the Programs, Operating System, Integrated Software and/or any Services or an interest in them to another individual or entity, without the prior written consent of Oracle. Notwithstanding the foregoing, upon advance written notice to Oracle, you may transfer your rights to the Programs, Operating System, Integrated Software and/or any Services acquired under this Agreement to another State of Michigan Executive

Agency or the Michigan Economic Development Corp. due to a consolidation or transfer of your statutory duties by Executive Order of the Governor of Michigan; provided that such assignee entity agrees in writing to the terms and conditions of the Agreement and the applicable Ordering Document. You may not grant a security interest in or finance from a third party that is not an Oracle affiliate the acquisition of any Programs, Operating System, Integrated Software, Services or Services deliverables acquired under this Agreement."

12. Delete Section 2.3 and replace it with the following:

"**2.3 Verification**

Upon 45 days written notice ("Audit Notice"), Oracle may, at its expense, audit Customer's use of the Programs, Operating System, Integrated Software and Integrated Software Options. Any such audit shall be conducted during regular business hours and shall not unreasonably interfere with Customer's business activities. Customer agrees to cooperate with Oracle's audit and provide reasonable assistance and access to information. If an audit reveals that Customer has underpaid fees to Oracle, Customer shall either (i) pay within 30 days of written notification any fees applicable to your use of the Programs, Operating System, Integrated Software and Integrated Software Options in excess of your license rights or (ii) promptly cease usage of the applicable Programs, Operating System, Integrated Software and Integrated Software Options and promptly delete all copies of the Program, Operating System, Integrated Software and Integrated Software Options from your hardware, network, etc., and promptly pay Oracle applicable fees as for the unlicensed usage in accordance with the price list and discounts set forth in this Agreement. If you do not pay, Oracle can end (a) Program-related Services (include Technical Support), (b) other Services related to the Operating System, Integrated Software and Integrated Software Options ordered under Appendix E and related agreements, (c) Program licenses, and licenses of the Operating System, Integrated Software and Integrated Software Options ordered under the Agreement and related agreements and/or (d) the Agreement. You agree that Oracle shall not be responsible for any of your costs incurred in cooperating with the audit. Notwithstanding the foregoing, upon your written request received by Oracle within 5 days of receipt by you of the Audit Notice, Oracle will provide for your review an audit plan that Oracle anticipates utilizing, provided that such review may not exceed a 5 day period. You may, within such 5 day period, provide Oracle with any concerns or questions about the audit plan. Oracle will work cooperatively with you to agree on a final audit plan.

Audits shall be conducted no more than once annually.

13. Add the following as a new Section 2.5 to read as follows:

"**2.5 Program-related Services**

In addition to technical support, you may order a limited number of Program-related Services under this Agreement as listed in the Program-Related Service Offerings document, which is at http://oracle.com/contracts. You agree to provide Oracle with all information, access and cooperation reasonably necessary to enable Oracle to deliver these Services and you will perform the actions identified in the order as your responsibility. If while performing these Services Oracle requires access to another vendor's products that are part of your system, you will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on your behalf. Services provided may be related to your license to use Programs owned or distributed by Oracle which you acquire under a separate order. The agreement referenced in that order shall govern your use of such Programs.

Upon payment for Program-related Services, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under the Agreement ("deliverables"); however, certain deliverables may be subject to additional license terms provided in the Order Form."

14. Article III (TECHNICAL SERVICES) is renumbered as "Article III-A." and Section 3.1 (Technical Support Services) is renumbered as "Section 3.1-A".

15. Add the following as a new Article III-B. (CONSULTING AND TRAINING SERVICES) immediately after Article III-A. (TECHNICAL SERVICES) to read as follows:

"III-B. CONSULTING AND TRAINING SERVICES

3.1-B Consulting, Advanced Customer Support and Training Services

Oracle will provide consulting, advanced customer support services and training services agreed to by the parties under the terms of this Agreement. All consulting, advanced customer support services and training services shall be according to a defined Statement of Work between the parties.

3.2-B Rights Granted and Restrictions

Upon payment for the Services listed in Section 3.1-B, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under this Agreement ("deliverables"); however, certain deliverables may be subject to additional license terms provided in the Order Form.

You may allow your agents and contractors (including, without limitation, outsourcers) to use deliverables for your internal business operations and you are responsible for their compliance with this Agreement in such use.

Such services provided may be related to your license to use products owned or distributed by Oracle which you acquire under a separate order. The agreement referenced in that order shall govern your use of such products.

3.3-B Background Checks. The State may, at its sole expense, conduct a background check of any Oracle employee who is proposed for assignment to perform services under this Agreement at your site in the United States, provided that (A) the background check complies with all applicable local, state and federal laws, (B) the background check is completed before the employee commences performing services for you; and (C) you obtain written consent from the Oracle employee prior to conducting such background check. You will notify Oracle whether the Oracle employee has or has not passed, or has declined to participate in, such background check. No other information, including any detail about the checks performed or results obtained, will be provided by you to Oracle. If you notify Oracle that an Oracle employee has not passed, or has declined to participate in, such background check, Oracle will not assign that Oracle employee to perform services for you under this Agreement. You acknowledge and agree that any information provided by, and/or obtained about, an Oracle employee is and shall be treated by you as Oracle's Confidential Information, shall not be disclosed to Oracle or any third party, and shall not be used for any purpose other than for determining whether that Oracle employee has or has not passed such background check."

16. Add the following as a new Article III-C. (HARDWARE) immediately after Article III-B. (CONSULTING AND TRAINING SERVICES) to read as follows:

"III-C. HARDWARE

Hardware will be provided under this Agreement in accordance with the terms and conditions provided in the attached Appendix E."

17. Delete Section 4.3 and replace it with the following:

"4.3 Termination by Oracle or Customer
If either of us breaches a material term of the Agreement and fails to correct the breach within 30 days of written specification of the breach, then the breaching party is in default and the non-breaching party may terminate the Agreement. If Oracle terminates the Agreement as specified in the preceding sentence, you must pay within 30 days all amounts which have accrued prior to

such termination, as well as all sums remaining unpaid for Products ordered and/or Services received under the Agreement. Except for nonpayment of fees, the non-breaching party may agree in its sole discretion to extend the 30-day period for so long as the breaching party continues reasonable efforts to cure the breach. You agree that if you are in default under the Agreement, you may not use those Products or Services that are related or subject to such breach.

You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. If you end this Agreement as specified in the preceding sentence, you agree you must pay within 30 days all amounts which have accrued prior to the end of this Agreement, as well as all sums remaining unpaid for Products ordered and/or Services received under this Agreement. For the sake of clarity, Authorized Contract Users may not modify or terminate this Agreement.

If you have used an Oracle Financing Division contract to pay for the fees due under an order and you are in default under that contract, you may not use the Products and/or Services that are subject to such contract."

18. Insert in Section 5.1 (Infringement Indemnity) the following immediately after the third paragraph of such Section 5.1:

"Notwithstanding the provisions of the immediately preceding paragraph and with respect to Hardware only, if Oracle believes or it is determined that the Hardware (or portion thereof) may have violated a third party's intellectual property rights, Oracle may choose to either replace or modify the Hardware (or portion thereof) to be non-infringing (while substantially preserving its utility or functionality) or obtain a right to allow for continued use, or if these alternatives are not commercially reasonable, Oracle may remove the applicable Hardware (or portion thereof) and refund the net book value (calculated based on a five (5) year straight line depreciation) and any unused, prepaid technical support fees you have paid to Oracle for the Hardware.

Provided you are a current subscriber to Oracle technical support services for the Operating System (e.g., Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems or Oracle Linux Premier Support), then for the period of time for which you were a subscriber to the applicable Oracle technical support services (a) the phrase "Material" above in the first paragraph of this Section 5.1 shall include the Operating System and the Integrated Software and any Integrated Software Options that you have licensed and (b) the phrase "Program(s)" in this Section 5.1 is replaced by the phrase "Program(s) or the Operating System or Integrated Software or Integrated Software Options (as applicable)" (i.e., Oracle will not indemnify you for your use of the Operating System and/or Integrated Software and/or Integrated Software Options when you were not a subscriber to the applicable Oracle technical support services). Notwithstanding the foregoing, with respect solely to the Linux operating system, Oracle will not indemnify you for Materials that are not part of the Oracle Linux covered files as defined at http://www.oracle.com/us/support/library/enterprise-linux-indemnification-069347.pdf."

19. Delete Section 5.3.C. and replace it with the following:

"**C. Services Warranty**
For Services other than the Services provided for in the attached Appendix E, Oracle warrants that Services will be performed in a professional manner consistent with industry standards. You must notify Oracle of any warranty deficiencies within 90 days from performance of the deficient Services."

20. Delete Section 5.4.C. and replace it with the following:

"**C. For Services**
For Services other than the Services provided for in the attached Appendix E, the re-performance of the deficient Services, or if Oracle is unable to substantially correct the deficiency in a commercially reasonable manner, Customer shall be entitled to end the deficient Service and recover the fees paid to Oracle for the deficient services."

21. Delete the first paragraph of Section 6.1 and replace it with the following:

"All fees payable to Oracle are due and payable 30 days from the invoice date. Except as set forth in the following proviso and in clause (ii) of the immediately following sentence, Services fees are invoiced after the performance of the Service; provided that fees payable by State agencies for 12-month Oracle University subscription services shall be invoiced annually in advance. Technical Support fees (i) payable by Authorized Contract Users (other than State agencies) shall be invoiced quarterly in arrears and (ii) payable by State agencies shall be invoiced annually in advance. The period of performance for all Services is effective upon the Commencement Date. Program fees are invoiced as of the Commencement Date. All other applicable fees shall be payable 30 days from the invoice date, and shall be deemed overdue if they remain unpaid thereafter. Customer agrees to applicable media and shipping charges. Customer shall issue a purchase order, or alternative document acceptable to Oracle, on or before the effective date of the applicable Order Form. You understand that you may receive multiple invoices for the Products and Services you ordered."

22. Delete the first paragraph of Section 7.4 and replace it with the following:

"IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, DATA OR DATA USE, INCURRED BY EITHER PARTY OR ANY THIRD PARTY, WHETHER IN AN ACTION IN CONTRACT OR TORT, EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT WITH RESPECT TO THE EXCLUSIVE INFRINGEMENT INDEMNIFICATION ABOVE, ORACLE'S LIABILITY FOR DAMAGES HEREUNDER, WHETHER IN AN ACTION IN CONTRACT OR TORT OR OTHERWISE, SHALL IN NO EVENT EXCEED THE AMOUNT OF FEES PAID BY CUSTOMER UNDER THIS AGREEMENT, AND IF SUCH DAMAGES RESULT FROM CUSTOMER'S USE OF THE PRODUCT OR SERVICES, SUCH LIABILITY SHALL BE LIMITED TO FEES PAID FOR THE RELEVANT PRODUCT OR SERVICES GIVING RISE TO THE LIABILITY."

23. Delete Section 7.7 and replace it with the following:

"7.7 Export Administration
Customer agrees to comply fully with all relevant export laws and regulations of the United states ("Export Laws") to assure that neither the Products and/or materials resulting from Services (nor any direct product thereof) are (1) exported, directly or indirectly, in violation of Export Law; or (2) are intended to be used for any purposes prohibited by the Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation."

24. Delete the last paragraph of Section 7.9 and replace it with the following:

It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal or any other similar non-Oracle document and no terms included in any such purchase order, portal or other non-Oracle document shall apply to the products and/or services ordered. With respect to terms and conditions governing the sale of Hardware, in the event of inconsistencies between the terms contained in Appendix E and this Agreement, Appendix E shall take precedence. In the event of any inconsistencies between the terms of an order and this Agreement, this Agreement shall take precedence, unless otherwise specified in the ordering document. Notwithstanding the foregoing, the parties agree that to the extent an ordering document sets forth transaction-specific terms that were expressly negotiated by the parties to the ordering document, such transaction-specific terms in the ordering document shall control. This Agreement and orders may not be modified and the rights and restrictions may not be altered or waived except in a writing signed by authorized representatives of you and of Oracle. Any notice required under this Agreement shall be provided to the other party in writing.

25. Delete Section 8.1 and replace it with the following:

"**8.1 Term of the Agreement**
Orders may be placed under this Agreement for 5 years from the Effective Date of this Agreement. After the initial term of this Agreement, by mutual written amendment to this Agreement, the parties may extend the term of this Agreement for not more than three additional one-year terms. All Products and Services as ordered under this Agreement shall be under Oracle's standard fees and policies in effect at the time of such order. The pricing, discount, and/or rate terms as of the effective date of Amendment One are attached hereto, as applicable, as:

(i) Appendix A (Pricing and Discount Schedule for Licenses and First Year Technical Support), which shall be updated on August 29, 2015 and thereafter annually;
(ii) Appendix F (Pricing and Discount Schedule for Hardware), which shall be updated on August 29, 2015 and thereafter quarterly;
(iii) Appendix G (Hourly Rates for Time and Materials – Consulting Services), which shall be updated on August 29, 2015 and thereafter annually;
(iv) Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support), which shall be updated on August 29, 2015 and thereafter annually; and
(v) Appendix I (Pricing and Discount Schedule for Oracle University Training), which shall be updated on August 29, 2015 and thereafter annually.

26. Delete Section 8.3 and replace it with the following:

"**8.3 Segmentation**
The purchase of any Products and related services or other Services are all separate offers and separate from any other order for any Products and related services or other Services you may receive or have received from Oracle. You understand that you may purchase any Products and related services or other services independently of any other Products or services. Your obligation to pay for (a) any Products and related services is not contingent on performance of any other services or delivery of any other Products or (b) other services is not contingent on delivery of any Products or performance of any additional/other service."

27. Each of the following new appendices are hereby added to the Master Agreement:

(i) Appendix E in the form of Exhibit A attached hereto;
(ii) Appendix F in the form of Exhibit B attached hereto;
(iii) Appendix G in the form of Exhibit C attached hereto;
(iv) Appendix H in the form of Exhibit D attached hereto;
(v) Appendix I in the form of Exhibit E attached hereto; and
(vi) Appendix J in the form of Exhibit F attached hereto.

Subject to the modifications herein, the Master Agreement shall remain in full force and effect.

The Effective Date of this Amendment is May 1st, 2015. (to be completed by Oracle)

The State of Michigan, Department of Technology, Management and Budget (DTMB)		Oracle America, Inc.	
Signature	Bill Pemble	Signature	Robert Wheatley Robert Wheatley (May 6, 2015)
Name	Bill Pemble	Name	Robert Wheatley
Title	Director IT	Title	Senior Deal Manager
Signature Date	5/6/15	Signature Date	May 6, 2015

APPENDIX E
HARDWARE

This Hardware Appendix E (this "Appendix E") is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle"). This Appendix E shall coterminate with the Agreement.

1. DEFINITIONS

1.1 "**Integrated Software Options**" refers to software or programmable code embedded in, installed on, or activated on the Hardware that requires one or more unit licenses that You must separately order. Such separate order will set forth the fees for the Integrated Software Options You are ordering. Not all Hardware contains Integrated Software Options; please refer to the Oracle Integrated Software Options License Definitions, Rules and Metrics accessible at http://oracle.com/contracts (the "Integrated Software Options License Rules") for the specific Integrated Software Options that may apply to specific Hardware. Oracle reserves the right to designate new software features as Integrated Software Options in subsequent releases and that designation will be specified in the applicable documentation and in the Integrated Software Options License Rules.

1.2 Capitalized terms used but not defined in this Appendix E have the meanings set forth in the Agreement.

2. RIGHTS GRANTED

2.1 Your Hardware order consists of the following items: Operating System (as defined in Your configuration), Integrated Software and all Hardware equipment (including components, options and spare parts) specified on the applicable order. Your Hardware order may also include Integrated Software Options. Integrated Software Options may not be activated or used until You separately order them and pay the fees as set forth in an in accordance with such Order. .

2.2 You have the right to use the Operating System delivered with the Hardware subject to the terms of the license agreement(s) delivered with the Hardware. Current versions of the license agreements are located at http://oracle.com/contracts. You are licensed to use the Operating System and any Operating System updates acquired through technical support only as incorporated in, and as part of, the Hardware.

2.3 You have the limited, non-exclusive, royalty free, non-transferable, non-assignable right to use Integrated Software delivered with the Hardware subject to the terms of this Appendix E and the applicable documentation. You are licensed to use that Integrated Software and any Integrated Software updates acquired through technical support only as incorporated in, and as part of, the Hardware. You have the limited, non-exclusive, royalty free, non-transferable, non-assignable right to use Integrated Software Options that you separately order subject to the terms of this Appendix E, the applicable documentation and the Integrated Software Options License Rules; the Integrated Software Options License Rules are incorporated in and made a part of this Appendix E. You are licensed to use those Integrated Software Options and any Integrated Software Options updates acquired through technical support only as incorporated in, and as part of, the Hardware. To fully understand Your license right to any Integrated Software Options that You separately order, You need to review the Integrated Software Options License Rules. In the event of any conflict between the Master Agreement and the Integrated Software Options License Rules, the Integrated Software Options License Rules shall take precedence.

2.4 The Operating System or Integrated Software or Integrated Software Options (or all three) may include separate works, identified in a readme file, notice file or the applicable documentation, which are licensed under open source or similar license terms; Your rights to use the Operating System, Integrated Software and Integrated Software Options under such terms are not restricted in any way by the Master Agreement including this Appendix E. The appropriate terms associated with such separate works can be found in the readme files, notice

files or in the documentation accompanying the Operating System, Integrated Software, and Integrated Software Options.

For GPLv2, LGPLv2.1, GPLv3 and LGPLv3 licensed code You received as binaries on physical media, You may receive a copy of the source code ("source code") on media via postal service by submitting a written request at http://www.oracle.com/technetwork/opensource/index.html. Alternatively, You can mail Your written request to Oracle Corporation, Attn: VP of Legal, Development and Engineering, 500 Oracle Parkway, MS-5OP10, Redwood Shores, CA 94065. Your request should include the name and version number of the Product, Your name, Your company name (if applicable), Your return mailing address, and Your email address. Certain source distributions require a fee for physical media; in such case, You will be sent details on the cost and payment procedure via email. Your request must be sent within three (3) years of the date of Oracle's last delivery of the applicable Product, or in the case of code licensed under the GPLv3, You may send a request for as long as Oracle offers spare parts or technical support for the applicable Product model. This offer only applies if You received Your Operating System, Integrated Software or Integrated Software Options on physical media.

2.5 Upon payment for Hardware-related Services, You have the non-exclusive, non-assignable, royalty free, perpetual, limited right to use for Your internal business operations anything developed by Oracle and delivered to You under this Appendix E ("deliverables"); however, certain deliverables may be subject to additional license terms which are provided in the order.

3. RESTRICTIONS

3.1 You may only make copies of the Operating System, Integrated Software and Integrated Software Options for archival purposes, to replace a defective copy, or for program verification. You shall not remove any copyright notices or labels on the Operating System, Integrated Software or Integrated Software Options. You shall not decompile or reverse engineer (unless required by law for interoperability) the Operating System or Integrated Software.

3.2 You acknowledge that to operate certain Hardware, Your facility must meet a minimum set of requirements as described in the Hardware documentation in effect on the date such Hardware is delivered to You. Such requirements may change from time to time, as communicated by Oracle to You in the applicable Hardware documentation.

3.3 The prohibition on the assignment or transfer of the Operating System or any interest in it under Section 2.2 of the Agreement shall apply to all Operating Systems licensed under this Appendix E, except to the extent that such prohibition is rendered unenforceable under applicable law.

4. TRIAL PROGRAMS

Oracle may include additional Programs on the Hardware (e.g., Exadata Storage Server software). You are not authorized to use those Programs unless You have a license specifically granting You the right to do so; however, You may use those additional Programs for trial, non-production purposes for up to 30 days from the date of delivery provided that You may not use the trial Programs to provide or attend third party training on the content and/or functionality of the Programs. To use any of these Programs after the 30 day trial period, You must obtain a license for such Programs from Oracle or an authorized reseller. If You decide not to obtain a license for any Program after the 30 day trial period, You will cease using and promptly delete any such Programs from Your computer systems. Programs licensed for trial purposes are provided "as is" and Oracle does not provide technical support or offer any warranties for these Programs.

If, when you install the Hardware purchased by you under an ordering document, a Program that is not licensed by you is inadvertently loaded and left on a computer, then you will not be charged license fees for such unlicensed Program provided that you have not used (loading alone does not constitute use) the unlicensed Program and that you promptly remove such unlicensed Program when it is discovered.

5. TECHNICAL SUPPORT

5.1 Oracle Hardware and Systems Support acquired with Your order may be renewed annually and, if You renew Oracle Hardware and Systems Support for the same systems and same

configurations, for the first and second renewal years the technical support fee will not increase by more than 3% over the prior year's fees.

5.2 If ordered, Oracle Hardware and Systems Support (including first year and all subsequent years) is provided under Oracle's Hardware and Systems Support Policies in effect at the time the technical support services are provided. You agree to cooperate with Oracle and provide the access, resources, materials, personnel, information, and consents that Oracle may require in order to perform the technical support services. The Oracle Hardware and Systems Support Policies are incorporated in this Appendix E as Appendix J and Appendix J shall be amended annually to include Oracle's then current Hardware and Systems Support Policies. The Hardware and Systems Support Policies are subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of technical support services provided during the period for which fees for Oracle Hardware and Systems Support have been paid. You should review the policies prior to entering into the order for technical support services. You may access the current version of the Oracle Hardware and Systems Support Policies at http://oracle.com/contracts.

5.3 Oracle Hardware and Systems Support is effective upon the Commencement Date of the Hardware or upon the effective date of the order if shipment of Hardware is not required.

6. HARDWARE-RELATED SERVICES

In addition to technical support, You may order a limited number of Hardware-related Services under this Appendix E as listed in the Hardware-Related Services document, which is at http://oracle.com/contracts. You agree to provide Oracle with all information, access and cooperation reasonably necessary to enable Oracle to deliver these Services and You will perform the actions identified in the order as Your responsibility. If while performing these Services Oracle requires access to another vendor's products that are part of Your system, You will be responsible for acquiring all such products and the appropriate license rights necessary for Oracle to access such products on Your behalf. Services provided may be related to Your license to use Products owned or distributed by Oracle which You acquire under a separate order. The agreement referenced in that order shall govern Your use of such Products.

7. WARRANTIES, DISCLAIMERS AND EXCLUSIVE REMEDIES

7.1 Oracle provides a limited warranty ("Oracle Hardware Warranty") for (i) the Hardware, (ii) the Operating System and the Integrated Software and the Integrated Software Options, and (iii) the Operating System media, the Integrated Software media and the Integrated Software Options media ("media", and (i), (ii) and (iii) collectively, "Hardware Items"). Oracle warrants that the Hardware will be free from, and using the Operating System and Integrated Software and Integrated Software Options will not cause in the Hardware, material defects in materials and workmanship for one year from the date the Hardware is delivered to You. Oracle warrants that the media will be free from material defects in materials and workmanship for a period of 90 days from the date the media is delivered to You. You may access a more detailed description of the Oracle Hardware Warranty at http://www.oracle.com/us/support/policies/index.html ("Warranty Web Page"). Any changes to the Oracle Hardware Warranty specified on the Warranty Web Page will not apply to Hardware or media ordered prior to such change. The Oracle Hardware Warranty applies only to Hardware and media that have been (1) manufactured by or for Oracle, and (2) sold by Oracle (either directly or by an Oracle-authorized distributor). The Hardware may be new or like new. The Oracle Hardware Warranty applies to Hardware that is new and Hardware that is like-new which has been remanufactured and certified for warranty by Oracle.

7.2 Oracle also warrants that technical support services and Hardware-related Services (as referenced in Section 6 of this Appendix E) ordered and provided under this Appendix E will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support service or Hardware-related Services warranty deficiencies within 90 days from performance of the deficient technical support service or Hardware-related Services.

7.3 **FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY AND ORACLE'S ENTIRE LIABILITY SHALL BE: (i) THE REPAIR OR, AT ORACLE'S OPTION AND EXPENSE, REPLACEMENT OF THE DEFECTIVE HARDWARE ITEM, OR IF SUCH REPAIR OR REPLACEMENT IS NOT REASONABLY ACHIEVABLE, THE REFUND OF THE FEES YOU PAID ORACLE FOR THE DEFECTIVE HARDWARE ITEM OR (ii) THE**

REPERFORMANCE OF THE DEFICIENT HARDWARE-RELATED SERVICES; OR, IF ORACLE CANNOT SUBSTANTIALLY CORRECT THE DEFICIENCY IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE DEFICIENT HARDWARE-RELATED SERVICES AND RECOVER THE FEES YOU PAID TO ORACLE FOR THE DEFICIENT HARDWARE-RELATED SERVICES. TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS WITH RESPECT TO THE ABOVE ITEMS, INCLUDING ANY WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

7.4 Replacement units for defective parts or Hardware Items replaced under the Oracle Hardware Warranty may be new or like new quality. Such replacement units assume the warranty status of the Hardware into which they are installed and have no separate or independent warranty of any kind. Title in all defective parts or Hardware Items shall transfer back to Oracle upon removal from the Hardware.

7.5 **ORACLE DOES NOT WARRANT UNINTERRUPTED OR ERROR-FREE OPERATION OF THE HARDWARE, OPERATING SYSTEM, INTEGRATED SOFTWARE, INTEGRATED SOFTWARE OPTIONS OR MEDIA.**

7.6 No warranty will apply to any Hardware, Operating System, Integrated Software, Integrated Software Options or media which has been:

a. modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle/Sun serial number tag on the Hardware);
b. maltreated or used in a manner other than in accordance with the relevant documentation;
c. repaired by any third party in a manner which fails to meet Oracle's quality standards;
d. improperly installed by any party other than Oracle or an authorized Oracle certified installation partner;
e. used with equipment or software not covered by an Oracle warranty, to the extent that the problems are attributable to such use;
f. relocated, to the extent that problems are attributable to such relocation;
g. used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations;
h. used by parties appearing on the then-current U.S. export exclusion list;
i. relocated to countries subject to U.S. trade embargo or restrictions;
j. used remotely to facilitate any activities for parties or in the countries referenced in 7.6(h) and 7.6(i) above; or
k. purchased from any entity other than Oracle or an Oracle authorized reseller.

7.7 The Oracle Hardware Warranty does not apply to normal wear of the Hardware or media. The Oracle Hardware Warranty is extended only to the original purchaser or original lessee of the Hardware and may be void in the event that title to the Hardware is transferred to a third party.

8. [Intentionally Omitted]

9. ORDER LOGISTICS

9.1 Delivery, Installation and Acceptance of Hardware

9.1.1 You are responsible for installation of the Hardware unless You purchase installation services from Oracle for that Hardware.

9.1.2 Oracle will deliver the Hardware to the delivery address specified by You on Your purchasing document or when Your purchasing document does not indicate a ship to address, the location specified on the order. The applicable country specific Hardware shipping terms are located in the Order and Delivery Policies, which may be accessed at http://oracle.com/contracts.

9.1.3 Acceptance of the Hardware is deemed to occur on delivery.

9.1.4 Oracle may make and invoice You for partial deliveries.

9.1.5 Oracle may make substitutions and modifications to the Hardware that do not cause a material adverse effect in overall Hardware performance.

9.1.6 Delivery Timeframe.

(a) With respect to orders of Hardware by Authorized Contract Users that are not State agencies, Oracle will use its reasonable commercial efforts to deliver the Hardware within a timeframe that is consistent with Oracle's past practices regarding the amount and type of Hardware that You have ordered.

(b) With respect to orders of Hardware listed on Appendix F (which Hardware does not, for the avoidance of doubt, include spare parts, or remanufactured or end-of-life products) by Authorized Contract Users that are State agencies, Oracle will endeavor to deliver such Hardware within the estimated delivery timeframe (if any) set forth in the applicable ordering document. Each estimated delivery timeframe shall be expressed as a certain number of calendar days and shall commence upon the receipt by Oracle of an ordering document effective in accordance with its terms.

Should Oracle fail to deliver the Hardware within the estimated delivery timeframe, the Authorized Contract User may cancel the order for such Hardware without incurring any cancellation or change order fees provided that (i) Oracle's failure to meet the estimated delivery timeframe is not (A) due to a force majeure event as set forth in Section 8.4 or (B) caused by any action or omission of the Authorized Contract User or the expeditor, carrier or shipping company and (ii) Oracle receives notice from such Authorized Contract User of such Authorized Contract User's decision to cancel the order for such Hardware prior to the date on which the Hardware has shipped. For the avoidance of doubt, any such cancellation shall be applicable solely to the Hardware for which Oracle has failed to meet the estimated delivery timeframe, and shall not be applicable to any other Products or Services (if any) included in the applicable ordering document.

The Parties agree that the failure of Oracle to deliver Hardware within the applicable estimated delivery timeframe shall not constitute a default or breach of this Agreement or the applicable ordering document, or entitle the State or any Authorized Contract User to any rights or remedies (other than the ability to cancel the order for such Hardware as set forth in the immediately preceding paragraph).

Any notice of cancellation shall be sent by electronic mail to each of the following email address: HW-cancellations-NA_WW@oracle.com.

Notices by electronic mail shall be deemed received upon the sender's receipt of an acknowledgment from the intended recipient (such as by the "return receipt requested" function, as available, return email or other written acknowledgment).

9.2 Transfer of Title

Title to the Hardware will transfer upon delivery.

9.3 Territory

The Hardware shall be installed in the country/countries that You specify as the delivery location on Your purchasing document or when Your purchasing document does not indicate a ship to address, the location specified in the order.

9.4 Pricing, Invoicing, and Payment Obligation

9.4.1 You may change a Hardware order prior to shipment subject to the then current change order fee as established by Oracle from time to time. The applicable change order fees and a description of allowed changes are defined in the Order and Delivery Policies, which may be accessed at http://oracle.com/contracts.

9.4.2 In entering into payment obligations under an order, You agree and acknowledge that You have not relied on the future availability of any Hardware, Program or updates. However, (a) if You order technical support, the preceding sentence does not relieve Oracle of its obligation to provide such technical support under the Master Agreement, if and when available, in accordance with Oracle's then current technical support policies, and (b) the preceding sentence does not change the rights granted to You under an order and the Master Agreement.

9.4.3 Hardware and Integrated Software Options fees are invoiced as of the respective Commencement Dates.

9.4.4 Except as set forth in clause (ii) of the immediately following sentence, Hardware-related Service fees are invoiced after performance of the Hardware-related Service performance. Technical support fees (i) payable by Authorized Contract Users (other than State agencies) shall be invoiced quarterly in arrears and (ii) payable by State agencies shall be invoiced annually in advance. The period of performance for all Hardware-related Services is effective upon the Commencement Date of the Hardware or upon the effective date of the order if shipment of Hardware is not required.

9.4.5 In addition to the prices listed on the order, Oracle will invoice You for any applicable freight charges or applicable taxes, and You will be responsible for such charges and taxes notwithstanding any express or implied provision in the "Incoterms" referenced in the Order and Delivery Policies. The Order and Delivery Policies may be accessed at http://oracle.com/contracts.

APPENDIX F

Pricing and Discount Schedule for Hardware

This Appendix F is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle).

(please see attached)

APPENDIX G

Hourly Rates for Time and Materials – Consulting Services

This Appendix G is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

A. Consulting Rates. For a period of one (1) year from the effective date of Amendment One, consulting services in individual time and materials orders may be ordered under the Agreement at the rates set forth below ("Consulting Rates"):

1. Hourly Rate for Individual Time and Materials Orders. The Hourly Rate Non-Local includes an amount for expenses.

Consultant Level	Hourly Rate Local Resource	Hourly Rate Non-Local
Senior Practice Tech Director	$338.00	$378.00
Practice/Tech Director	$307.00	$347.00
Practice/Tech Manager	$265.00	$305.00
Senior Principal Consultant	$226.00	$266.25
Principal Consultant	$198.13	$238.13
Senior Consultant	$162.75	$202.75
Staff Consultant	$141.75	$181.75
Associate Consultant	$106.25	$146.25
Admin Assistant	$42.50	$82.50
GEH Delivery Center		
RDC Principal Consultant	$149.00	$189.00
RDC Senior Consultant	$124.00	$164.00
RDC Staff Consultant	$107.00	$147.00
RDC Associate Consultant	$91.00	$131.00
Primavera Global Business Unit		
Practice/Tech Director	$345.00	$385.00
Practice/Tech Manager	$285.00	$325.00
Senior Principal Consultant	$235.00	$275.00
Principal Consultant	$195.00	$235.00
Senior Consultant	$160.00	$200.00
Staff Consultant	$140.00	$180.00
Associate Consultant	$110.00	$150.00
Primavera Global Business Unit (offshore – remote only)		
Practice/Tech Manager	$96.00	Not Applicable
Senior Principal Consultant	$72.00	Not Applicable
Principal Consultant	$66.00	Not Applicable
Senior Consultant	$60.00	Not Applicable

*Oracle Consulting can quote Fixed Price if requested by the State of Michigan

B. All labor categories are US resources.

C. The Consulting Rates apply to orders executed and effective during the period beginning on the effective date of Amendment One through and including August 28, 2015.

D. The Consulting Rates do not apply to any credits.

E. The Consulting Rates are in lieu of any other discount and shall not apply to any other Oracle products or services including but not limited to licenses, technical support, hardware, education, advanced customer support services, or training.

F. The Consulting Rates for time and materials consulting services granted under the Agreement shall not be applied retroactively to fees invoiced prior to the effective date of Amendment One.

G. Consulting services shall be provided subject to receipt by Oracle of a signed Oracle ordering document including an exhibit containing a scope of services. The fee for such consulting services shall be equal to the number of hours of services performed multiplied by the applicable rate(s), as agreed to in the Oracle ordering document.

H. Any consulting services acquired pursuant to the Agreement are separate from any Program licenses acquired pursuant to the Agreement. Customer understands that it has the right to acquire Program licenses without acquiring the consulting services, and that Customer has the right to acquire Program licenses and the consulting services separately at the fees stated in the Agreement.

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APPENDIX H

Hourly Rates for Time and Materials Oracle Advanced Customer Support

This Appendix H is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

For the period beginning on the effective date of Amendment One through and including August 28, 2015, Oracle Advanced Customer Support services in individual time and materials orders may be ordered under the Agreement at the rates set forth below ("ACS Rates"):

Resource	Hourly Rate Local Resources	Hourly Rate Across Local Resources
Technical Account Manager II	$294	$339
Technical Account Manager I	$251	$296
Senior Advanced Support Engineer	$294	$339
Advanced Support Engineer	$248	$293
Senior Data Center Engineer	$194	$239
Data Center Engineer	$151	$196

Invoiced as Services are performed -- aka Invoiced/Billed in Arrears

APPENDIX I

Pricing and Discount Schedule for Oracle University Training

This Appendix I is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

Appendix
Pricing and Discount Schedule

A. Pricing and Discount Terms for Oracle University Training:

1. Price List. For the period beginning on the effective date of Amendment One through and including August 28, 2015, the "Price Lists" in this Appendix I shall be defined as the following Price Lists (listed below in Section 7):

   a. Oracle University Global Base Price List, dated September 1, 2014.

2. Pricing and Discount Terms.

   a. For a period of one (1) year from the effective date of Amendment One, all Oracle University products and services may be purchased based on the discount defined in the schedule below:

Oracle University Discount Schedule [Utilizing the Price List in Effect at the Time the Order is Placed]	
Transaction Band	Discount
$0 - $100,000	15%
$100,001 - $250,000	20%
$250,001 - $1,000,000	25%
$1,000,001 - $2,500,000	30%
$2,500,001 +	35%

3. Definition Section.

   a. A "Private Event – On-Site" shall mean training courses provided by Oracle University that are requested by a State of Michigan government entity and which are held at a State of Michigan entity training site. Private events will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

   b. A "Private Event – Virtual" shall mean training courses provided by Oracle University that are requested by a State of Michigan government entity and which are delivered online and require an internet connection, and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC. Private events

will accommodate up to 16 students at a flat rate. Additional students may be added to the class at an additional per student per day charge.

c. A "Public Event" for Instructor-Led Training (ILT) courses shall mean training courses offered by Oracle University at Oracle University authorized Education Center locations.

d. A "Public Event" for Live Virtual Classroom (LVC) training shall mean traditional instructor-led training courses offered online and require an internet connection and phone line or Voice Over IP. Live Virtual Class (LVC) is exclusively for registered students; unregistered individuals may not view an LVC at any time. Registered students must view the class from the country listed in the registration form. Unauthorized recording, copying, or transmission of LVC content may not be made. You are responsible for meeting the minimum system requirements to attend a LVC.

e. "Training On Demand (TOD)" shall be defined as a web-based learning environment that provides on-demand access to self-paced training content, and is made available on a named user basis for a term of 90 days from the effective date of your order. Content is streamed directly to an internet connected device, such as a PC or tablet. It also includes eKit materials and access to a live lab environment to perform hands-on practice of the activities outlined in the course. The TOD format allows students to get full classroom content online, anytime, anywhere.

f. "Self Study Course (SSC)" shall mean interactive, computer-based training available for electronic download to a PC, which supplements the Instructor-Led Training (ILT) and Live Virtual classroom (LVC) training courses. The SSC is licensed on a named user basis and upon purchase is licensed in perpetuity.

g. "Oracle University Learning Streams" shall be defined as a collection of video content and services for technology professionals looking to stay current on Oracle technology. Content will be presented by various individuals, including Oracle architects, support engineers, consultants, instructors and other instructors. Content may include program documentation, webinars, speeches, and curriculum. Learning Streams are made available on a named user basis for a one year term from the effective date of your order. Unauthorized individuals may not view Oracle University Learning Streams content at any time. Unauthorized recording, copying, transmission or other distribution of Oracle University Learning Streams content is strictly prohibited. You are responsible for meeting the minimum system requirements to order the Oracle University Learning Streams. In the event that any Oracle programs are made available for download as part of the service, then use of such programs is subject to the terms of this agreement. NOTWITHSTANDING ANYTHING TO THE CONTRARY IN YOUR AGREEMENT, ORACLE DOES NOT WARRANT THAT ORACLE UNIVERSITY LEARNING STREAMS WILL BE PROVIDED UNINTERRUPTED OR ERROR-FREE.

h. The term "services" refers to the education services.

i. A "named user" is an individual authorized by the State of Michigan to use the products which are installed on a single server or delivered via an on-line environment, regardless of whether the individual is actively using the product at any given time, and is not transferable.

4. Cancellation and Rescheduling Policy.

a. *Oracle may cancel or reschedule a class at its discretion, and if it does, will use reasonable efforts to notify you at least one week in advance.* You will not be charged for the Oracle cancellation or rescheduling. Cancel and reschedule requests must be received by Oracle University in email or other written communication.

b. If the State of Michigan or Local government customer cancels an enrollment in a Public Event (e.g., ILT or LVC) course at least seven (7) calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations one (1) to six (6) calendar days prior to the Public Event course start date will be charged 50% of assessed course fee. Students who do not cancel, do not show up for a Public Event course will pay the full course fee.

c. If the State of Michigan or Local government customer cancels a Private Event course at least 14 calendar days prior to the course start date, no cancellation charge will be assessed. Cancellations 1-13 calendar days prior to the Private Event course start date will be charged 50% of assessed course fee. If an event is cancelled on the scheduled start date, or students do not show up for the event, then 100% of the course fee will be assessed.

5. Student Satisfaction Program.

   a. Oracle's 100% Student Satisfaction program applies to those publicly scheduled and publicly available Oracle University Instructor Led Training classes that are identified as part of the 100% Student Satisfaction program at the time the class is purchased. In the event that a student who has completed such a class and been present for all of the offering is not, in his/her reasonable opinion, satisfied with the class, then the student must notify Oracle by emailing *customersat_us@oracle.com* within 5 business days of the completion of the class. Oracle will then permit the student to retake the same version of the same class title (or at the student's option, the equivalent class provided online, if available) once more for free within 90 days of Oracle's receipt of the notification. The Student Satisfaction program does not apply: (i) to the retaken class; (ii) Training On Demand courses; (iii) if the student is not able to satisfy the above criteria for reasons beyond Oracle's reasonable control. Oracle is not responsible for any applicable taxes, transportation costs, lodging costs or other expenses or costs related to the retake. Oracle has the option, at its sole discretion, of providing a refund for the class fees in lieu of permitting a class retake if for any reason, including scheduling, Oracle considers a refund to be appropriate. This is the sole remedy and Oracle's exclusive liability in the event that a student is not satisfied with the class.

6. Student Kit Materials.

   a. Oracle now supports the electronic delivery of Student Kit Materials (eKits). As part of the registration process, you are required to provide an e-mail address so that Oracle may send you a secure password required for the download of the eKit Student materials. Students have a period of 90 days from the day they receive their eKit notification email to access and download their eKit. Each eKit will be personalized with the student name and email address that is licensed to the registered student for their use only. Reproduction or distribution to a third party of Student Kit Materials is strictly prohibited. Hard-copy Student Kit Materials are not provided in the classroom for eKit-enabled classes. Hard Copy student kits may be purchased from Oracle University at an additional cost once an eKit class event has been completed. Class fees (including Training On Demand fees) are fully payable and non-refundable once you have downloaded the eKit materials (regardless of how far in advance of the class date you undertake the download). Oracle University Student Kit Materials are not available or authorized for purchase from any third party. Students who were unable to attend a confirmed class due to unforeseen reasons and have paid the 100% cancellation fee per the terms of the Class Cancellation Policy may request a copy of the Student Kit Materials used in conjunction with the class. Students must make this request to their Oracle University sales representative within 60 days of the originally scheduled class.

7. Price Lists

Instructor Led Training(ILT), Live Virtual Classroom(LVC) Training & Seminar Formats:	Currency	Public Pricing	Metric
Entry	USD	$480.00	Single Named User Per Delivery Day
Standard	USD	$700.00	Single Named User Per Delivery Day
Premium	USD	$840.00	Single Named User Per Delivery Day
Premium Plus	USD	$1,000.00	Single Named User Per Delivery Day
Entry Accelerated	USD	$480.00	Single Named User Per Content Day
Standard Accelerated	USD	$700.00	Single Named User Per Content Day
Premium Accelerated	USD	$840.00	Single Named User Per Content Day
Premium Plus Accelerated	USD	$1,000.00	Single Named User Per Content Day
Taleo TEE and Learn Instructor	USD	$700.00	Single Named User Per Delivery Day
Taleo Assessment Instructor	USD	$840.00	Single Named User Per Delivery Day

Private Event Training & Seminars - On-Site; up to 16 people		Private Event Pricing	Metric	One-day	Two-days	Three-days	Four-days	Five-days
Entry	USD	varies	Per Delivery Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18
Standard	USD	varies	Per Delivery Day	$7,492.65	$13,613.53	$19,734.41	$25,855.29	$31,976.18
Premium	USD	varies	Per Delivery Day	$8,642.65	$15,913.53	$23,184.41	$30,455.29	$37,726.18
Premium Plus	USD	varies	Per Delivery Day	$9,817.65	$18,263.53	$26,709.41	$35,155.29	$43,601.18
Entry Accelerated	USD	varies	Per Content Day	$5,617.65	$9,863.53	$14,109.41	$18,355.29	$22,601.18

				.65	3	41	29	18
				$7,	$13,	$19,	$25,	$31,
	US		Per Content	492	613.	734.	855.	976.
Standard Accelerated	D	varies	Day	.65	53	41	29	18
				$8,	$15,	$23,	$30,	$37,
	US		Per Content	642	913.	184.	455.	726.
Premium Accelerated	D	varies	Day	.65	53	41	29	18
				$9,	$18,	$26,	$35,	$43,
	US		Per Content	817	263.	709.	155.	601.
Premium Plus Accelerated	D	varies	Day	.65	53	41	29	18
				$5,	$9,8	$14,	$18,	$22,
	US		Per Delivery	617	63.5	109.	355.	601.
Taleo TEE and Learn Instructor	D	varies	Day	.65	3	41	29	18
				$7,	$13,	$19,	$25,	$31,
	US		Per Delivery	492	613.	734.	855.	976.
Taleo Assessment Instructor	D	varies	Day	.65	53	41	29	18
	US		Per Delivery Day, Per					
Private Event additional student, over 16	D	$511.00	Student					

Private Event Training & Seminars - Virtual; up to 16 people		**Private Event Pricing**	**Metric**
	US	$3,800.0	Per Delivery
Entry	D	0	Day
	US	$5,675.0	Per Delivery
Standard	D	0	Day
	US	$6,825.0	Per Delivery
Premium	D	0	Day
	US	$8,000.0	Per Delivery
Premium Plus	D	0	Day
	US	$3,800.0	Per Content
Entry Accelerated	D	0	Day
	US	$5,675.0	Per Content
Standard Accelerated	D	0	Day
	US	$6,825.0	Per Content
Premium Accelerated	D	0	Day
	US	$8,000.0	Per Content
Premium Plus Accelerated	D	0	Day
	US	$3,800.0	Per Delivery
Taleo TEE and Learn Instructor	D	0	Day
	US	$5,675.0	Per Delivery
Taleo Assessment Instructor	D	0	Day
	US		Per Delivery Day, Per
Private Event additional student, over 16	D	$511.00	Student

Subscriptions				**TERM**
Entry Training on Demand	USD	$480.00	Per Delivery Day	90 Days
Standard Training on Demand	USD	$700.00	Per Delivery Day	90 Days
Premium Training on Demand	USD	$840.00	Per Delivery Day	90 Days
Premium Plus Training on Demand	USD	$1,000.00	Per Delivery Day	90 Days
Entry Training on Demand Reuewal	USD	$240.00	Per Delivery Day	
Standard Training on Demand Renewal	USD	$350.00	Per Delivery Day	
Premium Training on Demand Renewal	USD	$420.00	Per Delivery Day	
Premium Plus Training on Demand Renewal	USD	$500.00	Per Delivery Day	
Learning Streams	USD	$1,000.00	Per Named User	12 Months
Unlimited Learning Subscription (ULS)	USD	$8,880.00	Per Named User [10 User Minimum]	12 Months

Enterprise Digital Training Solution (EDTS): Unlimited Learning Subscription + Unlimited Live Virtual Class Subscription	USD	EDTS Pricing 12 Months Table [Below]	Per Named User [*100 User Minimum]

Named Users	List Price Per Named User
100+	$ 11,100.00
250+	$ 8,880.00
500+	$ 7,104.00

*Once initial 100 User Minimum requirement is met, additional users may be procured at a lower 10 User Minimum threshold and at the same rate; if purchased prior to the expiration date of the initial qualifying EDTS investment 12-month subscription period.

Certification			
ePractice exam	USD	$65.00	Single Named User per Exam
Kaplan Online Access ePractice Exam	USD	$69.00	Single Named User per Exam
Kaplan Downloadable ePractice Exam	USD	$99.00	Single Named User per Exam
Online Certification	USD	$125.00	Single Named User per Exam
Oracle Core Certification	USD	$245.00	Single Named User per Exam
Oracle Masters Practicum	USD	$1,166.00	User per Day
User Adoption Services			
Associate Instructor – Training (Acquisition)	USD	varies	Per Hour

Staff Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Instructor – Training (Acquisition)	USD	varies	Per Hour
Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Senior Principal Instructor – Training (Acquisition)	USD	varies	Per Hour
Product Training Manager (Acquisition)	USD	varies	Per Hour

User Adoption Services - Oracle Content

Associate Instructor – Training (Oracle)	USD	varies	Per Hour
Staff Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Instructor – Training (Oracle)	USD	varies	Per Hour
Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Senior Principal Instructor – Training (Oracle)	USD	varies	Per Hour
Product Training Manager (Oracle)	USD	varies	Per Hour

UPK Launch Packs

UPK Launch Pack	USD	$30,000	Per Project Set of UPK Launch Pack
UPK Launch Mini-Pack	USD	$20,000	Per Project Set of UPK Launch Mini-Pack

Toolkit

Taleo Adoption Learning Services Program Toolkit	USD	$6,500	Per Content Day
Taleo Toolkit: Onboarding Trainer	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Recruiting Managers	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Career Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE) Development Planning	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Goal Management	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): HR Administration	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Navigation and Feedback	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Performance Reviews	USD	$6,500	Per Content Day
Taleo Toolkit (TEE): Succession Planning	USD	$6,500	Per Content Day
OU Toolkit License	USD	$6,500	Per Year

OU Framework

Customization Day	USD	$1,800	Per Day
Design Day	USD	$2,200	Per Day
Program Mgmt Day	USD	$2,700	Per Day

Custom Courseware

Rel 11i to Rel 12 Financial New Features End User Course	USD	$12,500	Per Content Day

OU Courseware License	USD	$12,500	Per Content Day
Hyperion Planning End User Courseware	USD	$12,500	Per Content Day
Hyperion Financial Management End User Courseware	USD	$12,500	Per Content Day
OBIEE End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Gas End User Courseware	USD	$12,500	Per Content Day
CC&B 2.3 - Electric End User Courseware	USD	$12,500	Per Content Day
CC&B 2.4 - Gas End User Courseware	USD	$12,500	Per Content Day
Taleo (TEE): Getting Started with the Recruiting Center Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): New Recruiting Features for End Users Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Prescreening Made Easy Course Ed	USD	$12,500	Per Content Day
Taleo (TEE): Searching Solutions Course Ed	USD	$12,500	Per Content Day

APPENDIX J

Oracle Hardware and Systems Support Policies

This Appendix J is an Appendix to the Hardware, Software License and Service Agreement (together with all appendices, schedules, attachments and documents incorporated therein by reference, the "Agreement") between the State of Michigan ("State", "Customer" or "You") and Oracle America, Inc. ("Oracle").

ORACLE

Oracle Hardware and Systems Support Policies

Effective Date: 1-April-2015

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1. Overview

Unless otherwise stated, these Hardware and Systems Support Policies apply to technical support for all Oracle server and storage and Oracle point of sale product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

For Oracle operating system software, technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of the operating system, running unaltered, and on a certified hardware configuration, as specified in your order or program documentation.

To receive technical support as provided by Oracle Support Services ("OSS") and described in the Oracle Technical Support Levels for Systems section below, you must: (i) provide Oracle with the serial number and/or other identification and entitlement information for all server and storage equipment and/or point of sale products manufactured by or for Oracle and sold by Oracle (either directly or by an Oracle-authorized distributor) ("hardware system") in the manner specified by Oracle; and (ii) pay a technical support fee. A hardware system meeting these two requirements and under contract to receive technical support is referred to as a "covered hardware system." Components and options purchased separately from Oracle from your original equipment purchase are included in the definition of hardware system for the purposes of determining the technical support fee. Oracle will make commercially reasonable efforts to provide the technical support service as described below.

Oracle's obligations under these Hardware and Systems Support Policies do not apply to any malfunctions in a hardware system that could be avoided if you incorporate or implement a hardware or integrated software update or any workaround previously provided by Oracle which would correct the malfunction or to a hardware system that has been (i) modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle serial number tag on the hardware); (ii) maltreated or used in a manner other than in accordance with the relevant documentation; (iii) repaired by any third party in a manner which fails to meet Oracle's quality standards; (iv) improperly installed by any party other than Oracle or an authorized Oracle certified installation partner; (v) used with equipment or software not covered by the service offering, to the extent that problems are attributable to such use; (vi) relocated, to the extent that problems are attributable to the relocation; (vii) used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations; (viii) used by parties appearing on the most current U.S. export exclusion list; (ix) relocated to countries subject to U.S. trade embargo or restrictions; or (x) used remotely to facilitate any activities in the countries referenced in (ix) above or (xi) purchased from any entity other than Oracle or an Oracle-authorized distributor.

Oracle may use subcontractors in the performance of technical support and it warrants the quality of subcontractor work per the warranty terms of your agreement with Oracle.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-076833.html and Oracle's Global Customer Support Security Practices, as referenced below.

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for a hardware system during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Hardware and Systems Support Policies and the previous version of the Oracle Hardware and Systems Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the date of delivery of the hardware unless stated otherwise in your order. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

Matching Service Levels

When acquiring technical support, all hardware systems must be supported, except Oracle Retail and Hospitality Hardware, (e.g., under Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems or Oracle Communications EAGLE Premier Support) or all hardware systems must be unsupported. The preceding sentence pertains to: (i) all of your hardware systems running the Solaris Operating system release 10 Update 9 or later, (ii) all of your hardware systems running the Oracle Linux and Oracle VM operating system, and (iii) all hardware systems that benefit in any way from your support of a covered hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). If you have acquired your Oracle Linux and Oracle VM support services under a separate Oracle Linux and Oracle VM Services Agreement then that hardware system is a covered hardware system under this matching service level policy. When acquiring technical support for point of sale hardware such as Oracle Retail and Hospitality Hardware, all such point of sale hardware systems must be supported or all must be unsupported if the point of sale hardware systems are: (i) the same type (e.g., workstations); (ii) located at the same physical location; and (iii) benefit in any way from your support of a covered point of sale hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). Hardware systems that have reached an end of service life or that you register with Oracle as retired are excluded from the above policy.

Reinstatement of Oracle Technical Support

If Oracle Premier Support for Systems or Oracle Premier Support for Oracle Retail and Hospitality Hardware lapses for more than 90 days or was not purchased at the time you acquired your hardware system, then your hardware system must be qualified as service-ready before technical support can be reinstated. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system.

If technical support lapses or was not originally purchased with your hardware system, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the covered hardware system; b) if you never acquired technical support for the relevant hardware system, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original hardware system delivery date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve support month period shall be the last annual technical support fee you paid for the relevant hardware system; (ii) if you never acquired technical support for the relevant hardware system, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired support from an Oracle-authorized distributor and are now acquiring support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee for the hardware system.

Upgrading Your Support Level

In the event you have acquired Oracle Premier Support for Operating Systems and later choose to upgrade to Oracle Premier Support for Systems, your hardware system must be qualified as service-ready before the technical support can be upgraded. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system. You will be subject to an upgrade fee equal to the difference in price between the Oracle Premier Support for Systems and the Oracle Premier Support for Operating Systems with such difference being prorated from the date that any prior System Support lapsed (or the hardware order date if System Support was never purchased).

Pricing following Reduction of Covered Hardware System or Service Level

Pricing for support is based upon the level of support and the volume of covered hardware systems for which support is ordered. In the event that (i) your hardware system reaches end of service life or (ii) you notify Oracle that you are retiring the hardware system, or (iii) you change service level for all of your systems, then Oracle will reduce your support fee at the next renewal for these reductions.

Unsupported Hardware Systems

Customers with unsupported hardware systems are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported hardware systems. Parts in a covered hardware system may not be transferred to an unsupported system. CD packs or programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported hardware systems.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts

must be knowledgeable about the Oracle supported hardware systems and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per data center location, to serve as liaisons with OSS. With each USD$250,000 in net support fees per data center location, you have the option to designate an additional two (2) primary and four (4) backup technical contacts per data center location. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide "First Line Support" for the supported hardware system(s) directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported hardware system(s), (ii) a direct response to users with respect to problems or issues with the supported hardware system(s), (iii) a diagnosis of problems or issues of the supported hardware system(s), and (iv) a resolution of problems or issues of the supported hardware system(s).

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported hardware system(s), you may contact Oracle for "Second Line Support". You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., accept remote connections, provide Explorer Files and/or Core Files) required to provide Second Line Support; however, please do not provide Oracle with access to any health, payment card, or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices section below.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported hardware system(s) and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported hardware system(s) so that such supported hardware system(s) perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Program Updates

"Update" means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and updates may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to End of Service Life

It may become necessary (i) as a part of Oracle's product lifecycle or (ii) if a vendor retires support for its product or the relationship with the vendor is terminated, to announce an End of Service Life date for a hardware system

and, therefore, Oracle reserves that right. Oracle will use commercially reasonable efforts to provide twelve (12) months advance notice of End of Service Life. End of Service Life information is available on My Oracle Support. End of Service Life information is subject to change.

Other Third Party Products

Oracle does not itself provide any technical support services for third party warranted hardware (hardware identified on your order by a statement that the warranty will be provided by a third party) or any other third party products installed into or attached to the hardware system by you or your representative other than Oracle (collectively "other third party products"). Further, if other third party products are installed, or fail, in a manner that damages the Oracle hardware system, then the technical support will not cover such damage. Other third party products may also impede and/or add costs in obtaining technical support for certain failure conditions. Interoperability, timing, and intermittent failures are some examples of failure conditions that may require the removal or replacement of other third party products from the Oracle hardware system. Replacement or repair of any damaged components in these situations would be subject to additional charges.

For those failure conditions directly or indirectly related to other third party products (which would include any components accessing or connected to that product that are exhibiting failures), Oracle may, at its sole discretion, remove the other third party products, or require the customer to remove the other third party products, before commencing with the troubleshooting process. Oracle's services for removing the other third party products will be subject to additional charges and if it is determined that the cause of the failure is the other third party products, then Oracle will charge for the entire service call.

If it is determined that the other third party products are not the cause of the failure (i.e., if the problem would have occurred even if the other third party products were not installed in or attached to the hardware system), then Oracle's service call will be addressed under the terms of any existing Oracle technical support contract; provided that the removal of other any third party products by Oracle will be subject to additional charges.

Technology Refresh

If you acquire a new hardware system(s) and technical support from Oracle or an Oracle-authorized partner, you may be eligible to receive a credit for unused support on the decommissioned hardware system(s) currently under an active support contract with Oracle. In order to be eligible for the credit, you must complete the Hardware System Decommission Form which can be found here and submit it within one (1) year of the delivery date of the new hardware system(s). If a credit for unused support is due then such credit will be calculated from the date Oracle receives the Hardware System Decommission Form through the end of the current support period for the decommissioned hardware system(s). The credit for unused support will not exceed the total annual support fee for the new hardware system(s).

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, and Oracle Premier Support for Oracle Retail and Hospitality Hardware
- Extended Support for Operating Systems(if offered)
- Sustaining Support for Operating Systems

A description of the services available under Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Extended Support for Operating Systems and Sustaining Support for Operating Systems is included in the Oracle Technical Support Levels section below.

When offered, Oracle Premier Support for Systems, Oracle Communications EAGLE Premier Support and Oracle Premier Support for Oracle Retail and Hospitality Hardware will be available for a minimum of five years from the last ship date of the hardware system. When offered, support for the operating systems included under either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten

years from the date a release of the operating system becomes generally available, except as noted below. If offered, support for specific releases of the operating system may be extended for an additional three years with Extended Support for Operating Systems. In addition to the technical support fee, an Extended Support for Operating Systems fee applies for each support period for which Extended Support for Operating Systems is purchased. Alternatively, and if offered, support for specific releases of the operating system may be extended with Sustaining Support for Operating Systems, which will be available for as long as you maintain either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems for your Oracle hardware system.

If an operating system included under Oracle Premier Support for Systems moves into Extended Support for Operating Systems and/or Sustaining Support for Operating Systems, you may maintain Oracle Premier Support for Systems except that the technical support received for the operating system will be provided under Extended Support for Operating Systems or Sustaining Support for Operating Systems as described above and in the Oracle Technical Support Levels section below.

Refer to the attached document titled "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF) for Oracle Solaris, Oracle Linux and Oracle VM program releases that are, or will be, covered by the Lifetime Support Policy.

Notes:

1. Solaris Express - Program fixes and security patches for Solaris Express will be provided for six (6) months from the date that a release of Solaris Express becomes generally available. This applies to program fixes and security patches released by Oracle and does not include freely available updates from the OpenSolaris or Solaris Express Community.
2. Oracle Solaris 8 – For customers with a current support contract for the Oracle Solaris 8 release, new Severity 1 fixes and new security fixes will be available for the period of July 2012 – October 2014.

4. Oracle Technical Support Levels for Systems

Oracle Premier Support for Systems

Oracle Premier Support for Systems consists of services in support of hardware systems, operating system software and integrated software (including integrated software options). For hardware systems, this support is limited to (i) server and storage hardware and (ii) Tekelec BNS and PIC hardware. For Oracle servers, this support applies to the following operating system software: Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM. For Tekelec BNS and PIC hardware, this support applies to the operating system software included with the hardware system. Unless otherwise stated in this section, Oracle Premier Support for Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Onsite installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Onsite hardware support for Oracle server or storage systems
- Field Change Orders – system modification recommendations
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network

- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Management Pack for Linux
- Right to use Oracle Clusterware for Oracle Linux. To access and download Oracle Clusterware for Oracle Linux, go to http://www.oracle.com/technetwork/database/clusterware/overview/index-096607.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Access to Oracle Enterprise Tape Analysis and Data Recovery services for the Oracle StorageTek tape media specified at http://www.oracle.com/us/support/library/ent-tape-analysis-dr-services-1708102.pdf
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

System Maintenance

You agree to perform prescribed system maintenance, including but not limited to, installing software updates for system software or integrated software, maintaining file systems, replacing air filters and batteries as needed, and tracking proactive diagnostic information.

Replacement Hardware Parts

If Oracle determines that the replacement of a hardware part is necessary, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates." Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Times Targets for Hardware Support noted below, except as otherwise noted herein. Replacement parts will be of new or like-new quality. After five (5) years from last ship date, replacement parts may not be readily available and the response times for sending replacement parts may be delayed.

Return of Malfunctioning Parts

If Oracle sends a replacement part to you, you will ensure that the malfunctioning part is returned to Oracle in accordance with all shipping or courier instructions from Oracle (unless you have an agreement with Oracle allowing you to retain the malfunctioning part). You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning part within forty-five (45) days of shipment to you, you will be charged the then-current fee for the malfunctioning part.

Oracle Premier Support for Operating Systems

Oracle Premier Support for Operating Systems consists of services in support of (i) operating system and virtualization software for Oracle Solaris, OpenSolaris, Trusted Solaris 8, Oracle Linux, and Oracle VM and (ii) integrated software (including integrated software options). Unless otherwise stated in this section, Oracle Premier Support for Operating Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Onsite installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot[1]
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html
- Right to use Oracle Management Pack for Linux
- Right to use Oracle Clusterware for Oracle Linux. To access and download Oracle Clusterware for Oracle Linux, go to http://www.oracle.com/technetwork/database/clusterware/overview/index-096607.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Notes:

1. Oracle has made available at linux.oracle.com certain tools for download, that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while the hardware system is operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (i) you will not be able to download and apply security patches while your hardware system is operating, and (ii) you will be required to reboot the hardware system in order to apply the security patch.

Extended Support for Operating Systems

Extended Support for Operating Systems may be offered for certain supported Oracle Solaris operating system software releases after Premier Support expires. Please see Oracle's Lifetime Support Policies for more information. When Extended Support for Operating Systems is offered, it is generally available for the terminal codeline release of a program. Unless otherwise stated in this section, supported Oracle Solaris operating system software releases for which Extended Support for Operating Systems is offered and in the Extended Support lifecycle will receive Oracle Premier Support for Operating Systems or technical support for Oracle Solaris under Oracle Premier Support for Systems limited to the following:

- Program updates, fixes, security patches, and security alerts

- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Major product and technology releases for Oracle Solaris operating system software, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Access to Platinum Services as described at
- http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdfNon-technical customer service during normal business hours

Extended Support for Operating Systems does not include:
- Certification with most new third-party products/versions or most new Oracle programs

Extended Support for Operating Systems is not available for OpenSolaris, Trusted Solaris 8, Oracle Linux and Oracle VM.

Sustaining Support for Operating Systems

Sustaining Support for Operating Systems may be available for certain operating system software releases. Program releases eligible for Sustaining Support for Operating Systems will receive Oracle Premier Support for Operating Systems or technical support for the operating system under Oracle Premier Support for Systems limited to the following:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems, and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Critical patch updates for Oracle Solaris operating system software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Upgrade tools created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems period and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends).
- General maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Management Pack for Linux
- Right to use Oracle Clusterware for Oracle Linux. To access and download Oracle Clusterware for Oracle Linux, go to http://www.oracle.com/technetwork/database/clusterware/overview/index-096607.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to http://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-166778.html
- Non-technical customer service during normal business hours

Sustaining Support for Operating Systems does not include:
- New program updates, patches, fixes, security patches, security alerts, general maintenance releases, selected functionality releases, documentation updates
- New critical patch updates for Oracle Solaris operating system software
- New upgrade tools
- Certification with most new third-party products/versions or most new Oracle products

- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes
- Previously released fixes or updates that Oracle no longer supports.

Because program releases supported by Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited.

Oracle Premier Support for Oracle Retail and Hospitality Hardware

Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/corporate/acquisitions/micros/support/index.html
- Onsite hardware support for Oracle Retail and Hospitality Hardware specified as Field Replaceable Units in the "Oracle Retail and Hospitality Hardware Delivery Method Chart"
- Non-technical customer service during normal business hours

For onsite response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware only, if Oracle determines, in its sole discretion, that onsite support is appropriate, reasonable efforts will be made to have an engineer arrive at your location within the response time target guidelines below, except as otherwise specified herein. The response time target guidelines for Oracle Retail and Hospitality Hardware on a ship or other water vessel, regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's receipt of the malfunctioning hardware. Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion. Except for Severity 1, the response times specified in the guidelines below are during local business hours only. For Severity 1, onsite response time targets specified in the guidelines below are during extended business hours as follows: 9:00 am – 10:00 pm Monday – Sunday, including holidays. The distance specified in the guidelines is distance from an Oracle Service Location. Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

	Response Time Targets							
Severity Level	3 Hours	4 Hours	6 Hours	8 Hours	12 Hours	16 Hours	24 Hours	Reasonable Efforts
Severity 1	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	N/A	N/A	N/A	N/A	Greater than 125 miles
Severity 2	N/A	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	N/A	N/A	N/A	Greater than 125 miles
Severity 3	N/A	N/A	N/A	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	N/A	Greater than 125 miles
Severity 4	N/A	N/A	N/A	N/A	Within 30 miles	Within 31 – 75 miles	Within 76 – 125 miles	Greater than 125 miles

System Maintenance

You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

Replacement Oracle Retail and Hospitality Hardware

If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location in

accordance with the "Oracle Retail and Hospitality Delivery Method Chart" Oracle will use reasonable efforts to send replacement hardware to you consistent with the response time target guidelines above. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five (5) years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be readily available and the response times target guidelines for sending replacement hardware may be delayed.

Return of Malfunctioning Oracle Retail and Hospitality Hardware
If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within forty-five (45) days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged the then-current fee for the malfunctioning hardware.

Oracle Communications EAGLE Premier Support

Oracle Communications EAGLE Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for Oracle Communications EAGLE hardware products only. Oracle Communications EAGLE Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options)
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications EAGLE Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.
   - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

5. Additional Services Available for Purchase

Oracle Priority Service for Sun Ray Peripherals

Oracle Priority Service for Sun Ray Peripherals consists of:

- Advanced Parts Exchange for keyboards, monitors and country kits; with next business day delivery to your location
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Customer Data & Device Retention Service

Oracle Customer Data & Device Retention Service permits you to retain disk drive(s), flash cache and/or parts that may contain sensitive, confidential, or classified data that have been removed from your hardware system. For the purposes of this service, (i) a disk drive is defined as a spinning media device that stores data accessed by the server, storage array, or tape system, (ii) flash cache is defined as any device having the ability to store information on a solid state media that is re-writable, and (iii) a part is defined as any item in a server, storage device, or network device containing non-volatile random access memory.

Oracle Customer Data & Device Retention Service consists of the following:

- If Oracle, in its sole discretion, determines that a disk drive(s), flash cache and/or parts need to be replaced, Oracle will send a replacement disk drive(s), flash cache, and/or parts to your location. Oracle personnel will install the replacement disk drive(s), flash cache and/or part and return the failed memory component to you. Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below.

If you acquire Oracle Customer Data & Device Retention Service, you will:

- Provide access to your facilities, systems, and operating environment, including root access.
- Provide access to your personnel, including IT and operational staff
- Provide a designated point of contact
- Be responsible for the proper disposal/destruction of replaced disk drive(s), flash cache and/or parts.

If you add Oracle Customer Data & Device Retention Service, you must maintain Oracle Premier Support for Systems; you must acquire Oracle Customer Data & Device Retention Service for (i) all servers of the same model number, (ii) all storage devices of the same model number, and/or (iii) all networking devices of the same model number.

If you renew Oracle Customer Data & Device Retention Services, the renewal fee for such services will be based on the Oracle Customer Data & Device Retention Service pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Onsite Spares

Oracle Onsite Spares provides you with delivery and maintenance of parts at your designated location(s). This service includes only those parts that are specified on your order.

Oracle Onsite Spares consists of the following:

- Parts
- Maintenance and replacement of parts
- Setup of parts onsite
- Semi-annual cycle counts
- Retrieval of parts at end of Support Period

If you acquire Oracle Onsite Spares, you will:

- Provide a secure storage area for parts clearly marked "Property of Oracle. You will ensure that (i) entry to such secure area is restricted to your personnel directly involved in shipping and receiving parts, and (ii) all vehicle and pedestrian access to your warehouse premises is secured against unauthorized access.
- Provide a designated point of contact

In order to acquire Oracle Onsite Spares, you must maintain Oracle Premier Support for Systems.

Oracle will maintain title to and ownership of parts unless or until any such part is exchanged with a damaged or faulty part and installed on a hardware system. Also, with the transfer of title to a part to you, title to the identical damaged or faulty part is transferred to Oracle.

If you renew Oracle Onsite Spares, the renewal fee for such services will be based on the Oracle Onsite Spares pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Business Critical Service for Systems

Oracle offers a service to provide additional service-levels for systems running mission critical business functions. For information about the available service, please refer to http://www.oracle.com/us/corporate/contracts/bus-critical-service-for-systems-1927926.pdf

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Oracle Business Critical Service for Systems is not subject to the Reinstatement policies stated above.

Advanced Customer Support

If you acquire any of the below Advanced Customer Support services on your order, Oracle will provide the services described in the applicable exhibit(s) specified below:

- Oracle Priority Support
- Oracle Standard Systems Installations:
  - Oracle Standard System Installation ("OSSI") - Basic Service Exhibit
  - Oracle Standard System Installation ("OSSI") with Site Audit Services Exhibit
  - Oracle Standard System Installation ("OSSI") without Site Audit Services Exhibit
- Oracle Standard Software Installation and Configuration for Systems
- Oracle Engineered Systems Configuration Services
- Oracle Preproduction Readiness Review for Systems Service or Oracle Preproduction Readiness Review for Oracle Platinum Services
- Oracle Go-Live Support for Systems Service or Oracle Go-Live Support for Oracle Platinum Services
- Oracle Start-Up Pack for Engineered Systems

Oracle Tekelec Professional Services

If you acquire any of the below Tekelec Professional Services on your order, Oracle will provide the services described in the Tekelec Professional Services Descriptions.

- Oracle Communications Hardware Engineering Site Survey – Per Node Per Site
- Oracle Communications Hardware Installation – Per DC Frame or DC Application Frame enclosure extension
- Oracle Communications Hardware Installation – Per AC Frame
- Oracle Communications DC Hardware Extension Installation – Per Frame – Rack mount server and Shelf additions
- Oracle Communications Hardware Extension Installation – AC or DC Blade Server/Eagle Card/Switches – Per 16 cards/switches per site
- Oracle Communications AC Hardware Extension Installation – Per Frame – Rack mount servers and AC enclosure additions

6. Web-Based Customer Support Systems

My Oracle Support

My Oracle Support is Oracle's customer support web site for hardware support. Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle products are not currently supported under My Oracle Support: Oracle Retail and Hospitality Hardware.

Clarify SelfService, MS CRM, PTS, ZenDesk and Onyx

The following policy applies to Oracle Retail and Hospitality Hardware only:
Access to the following MICROS Systems web-based customer support systems: Clarify SelfService, MS CRM, PTS, ZenDesk and Onyx are governed by the Terms of Use posted on the applicable MICROS Systems web site. The terms of Use are subject to change and a copy of these terms is available upon request. Access to the MICROS Systems web-based customer support systems is limited to your designated technical contacts.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Oracle Premier Support for Systems and Oracle Premier Support for Operating Systems.

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your hardware system (e.g., Oracle Shared Shell for hardware)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Auto Service Request)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you. The tools may be subject to availability for selected products.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

Auto Service Request
Auto Service Request ("ASR") allows Oracle products which are ASR-enabled to automatically initiate a service request when specific hardware faults occur by sending fault telemetry information to Oracle. If the ASR enabled hardware is entitled to service, a service request will be initiated on your behalf. The specific hardware faults detected by ASR vary by product type, product version and operating system. Not all hardware faults are detected or sent to Oracle. The ASR fault coverage is subject to change by Oracle at any time and without prior notice.

8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at http://www.oracle.com/us/support/policies/index.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1.

9. Severity Definitions

Service requests for your covered hardware system may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the following severity definitions:

Severity 1
Your production use of the covered hardware system is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts
- System functionality failure causes data loss or renders system unstable
- System malfunction causes mission critical applications to restart, hang, or suspend

Except as otherwise specified herein, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For response efforts associated with Oracle Communications EAGLE Premier Support, please see the Oracle Communications EAGLE Premier Support section above.

24 Hour Commitment to Severity 1 Service Requests: OSS will work 24x7 until the issue is resolved or as long as useful progress can be made. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

Severity 2
You experience a severe loss of service. Important features are unavailable with no acceptable workaround, impaired or broken functionality with significant impact to applications, and/or frequent application failure but not data loss; however, operations can continue in a restricted fashion.

Severity 3
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

10. Onsite Response Time Targets for Hardware Support

Except as otherwise specified herein, response time targets for hardware support are as specified below. The response time target for Sun Ray Clients, regardless of severity level, is limited to Advanced Parts Exchange with next business day delivery to your location. The response time target for Acme Packet hardware, regardless of severity level, is limited to Advanced Parts Exchange with next business day shipment to your location. The response time targets for Tekelec hardware (i.e., Oracle Communications EAGLE hardware, Tekelec BNS and PIC), regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within forty-eight (48) hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware are as specified in the Oracle Premier Support for Oracle Retail and Hospitality Hardware section above.

Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

Severity 1
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below.

Within 2 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within 4 hours:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 2
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below. Onsite response times are during local business hours only.

Within 4 hours:	Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
Within same business day:	Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
Next Business Day:	Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

Severity 3
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location the next business day from the close of local business hours or at a later mutually agreed-upon time (e.g., scheduled maintenance window).

Note:
The geographic location of your covered hardware system may cause on-site service to be unavailable or may require additional charges or longer Severity 1, Severity 2 and Severity 3 response times. Oracle reserves the right, in its sole discretion, to adjust Severity 1, Severity 2 and Severity 3 on-site response times or charge additional fees based on the location of the covered hardware system. Actual response times are subject to acts and conditions beyond Oracle's control and, therefore, Oracle's response may be delayed. Oracle is not responsible for response delays caused by factors outside its control. You should contact an Oracle Support Sales representative for more details regarding availability for your covered hardware systems.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7100030	Spare: StorageTek LTO tape drive: 1 HP LTO5 full height SAS for StorageTek SL500, StorageTek SL3000, and StorageTek SL8500	Spare parts	$7,690.00	29%	$5,459.90	29%	$5,459.90
7100031	Spare: StorageTek LTO tape drive: 1 HP LTO5 4 Gb FC for StorageTek SL500, StorageTek SL3000, and StorageTek SL8500	Spare parts	$10,250.00	29%	$7,277.50	29%	$7,277.50
7100090	Sun Blade 6000 Virtualized 40 GbE Network Express Module	Network Adapters	$4,584.00	14%	$3,942.24	20%	$3,667.20
7100110	Spare: energy storage module	Spare parts	$252.00	29%	$178.92	29%	$178.92
7100235	Spare: HP LTO power cable	Spare parts	$60.00	29%	$42.60	29%	$42.60
7100262	1-phase high voltage 22 kVA PDU	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
7100265	1-phase high voltage 22 kVA PDU (for factory installation)	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
7100272	Spare: F20 flash accelerator	Spare parts	$7,818.00	29%	$5,550.78	29%	$5,550.78
7100283	Sun Blade PCIe-2 pass-through fabric expansion module (for factory installation)	Sun Blade Server Options	$219.00	15%	$186.15	18%	$179.58
7100311	Spare: Exadata X2-2 Apple service kit	Spare parts	$11,580.00	29%	$8,221.80	29%	$8,221.80
7100334	Spare: two 8 GB DDR3, 1333MHz low voltage registered DIMMs	Spare parts	$1,880.00	29%	$1,334.80	29%	$1,334.80
7100335	Spare: Intel ® Xeon ® E7-4820 8-core 2.00 GHz processor	Spare parts	$6,480.00	29%	$4,600.80	29%	$4,600.80
7100337	Spare: Intel ® Xeon ® E7-4860 10-core 2.26 GHz processor	Spare parts	$17,340.00	29%	$12,311.40	29%	$12,311.40
7100338	Spare: Intel ® Xeon ® E7-4870 10-core 2.40 GHz processor	Spare parts	$20,360.00	29%	$14,455.60	29%	$14,455.60
7100339	Spare: system board assembly	Spare parts	$6,600.00	29%	$4,686.00	29%	$4,686.00
7100340	Spare: memory riser card	Spare parts	$960.00	29%	$681.60	29%	$681.60
7100342	Spare: 22000 VA single phase low voltage PDU	Spare parts	$5,358.00	29%	$3,804.18	29%	$3,804.18
7100343	Spare: 22000 VA single phase high voltage PDU	Spare parts	$5,000.00	29%	$3,550.00	29%	$3,550.00
7100369	Spare: PSU DC power supply assembly	Spare parts	$4,050.00	29%	$2,875.50	29%	$2,875.50
7100402	Spare: FC assembly for HP LTO5 tape drive	Spare parts	$9,540.00	29%	$6,773.40	29%	$6,773.40
7100417	Sun Netra 6000 chassis DC with midplane, accessory kit with dongle and RJ45-DB9 adaptor, 9 server module filler panels, 20 PCIe Express Module filler panels, and 2 Network Express Module filler panels	Sun Netra 6000 Blade Chassis	$15,251.00	15%	$12,963.35	18%	$12,505.82
7100418	Sun Netra 6000 chassis AC with midplane, accessory kit with dongle and RJ45-DB9 adaptor, 9 server module filler panels, 20 PCIe Express Module filler panels, and 2 Network Express Module filler panels	Sun Netra 6000 Blade Chassis	$8,685.00	15%	$7,382.25	18%	$7,121.70
7100444	Spare: HP LTO5 fibre assembly	Spare parts	$9,410.00	29%	$6,681.10	29%	$6,681.10
7100480	Spare: 4 GB USB drive single-level cell unprogrammed	Spare parts	$260.00	29%	$184.60	29%	$184.60
7100485	Spare: virtualized 40 GbE network express module	Spare parts	$6,912.00	29%	$4,907.52	29%	$4,907.52
7100494	Spare: encryption bellsarius for IBM LTO4 and IBM LTO5 tape drives	Spare parts	$920.00	29%	$653.20	29%	$653.20
7100497	Solid filler panel kit	Sun Racks	$103.00	15%	$87.55	18%	$84.46
7100570	Wago DC plug connectors, pack of 10	Netra SPARC T3-1 Server	$165.00	15%	$140.25	18%	$135.30
7100584	Spare: PCIe fabric expansion module	Spare parts	$678.00	29%	$481.38	29%	$481.38
7100591	Spare: chassis management module for Sun Netra 6000 M2 modular system	Spare parts	$1,520.00	29%	$1,079.20	29%	$1,079.20
7100633	Sun Blade PCIe-2 pass-through fabric expansion module	Sun Blade Server Options	$285.00	15%	$242.25	18%	$233.70
7100921	Spare: snap-in rail assembly	Spare parts	$870.00	29%	$617.70	29%	$617.70

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7100922	Spare: bolt-on rail assembly	Spare parts	$890.00	29%	$631.90	29%	$631.90
7101048	Spare: meter riser FC, 50 micron, LC-LC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7101297	Spare: Infiniband gateway switch for Oracle Exalogic Elastic Cloud X2-2	Spare parts	$29,370.00	29%	$20,852.70	29%	$20,852.70
7101647	Spare: power distribution board assembly	Spare parts	$642.00	29%	$455.82	29%	$455.82
7101664	Oracle Solaris and Oracle VM Server for SPARC preinstall (for factory installation)	SPARC T4 Server Configured Options	$0.00	15%	$0.00	18%	$0.00
7102010	Spare: service processor assembly for SPARC T4-1 server	Spare parts	$654.00	29%	$464.34	29%	$464.34
7102011	Spare: logic board assembly for SPARC T4-1 server	Spare parts	$21,282.00	29%	$15,110.22	29%	$15,110.22
7102044	Spare: drive carrier with one 1 TB SATA HDD for Hitachi	Spare parts	$1,452.00	29%	$1,030.92	29%	$1,030.92
7102046	Spare: one 2 TB 7200 rpm 3.5-inch SATA HDD with bracket	Spare parts	$2,850.00	29%	$2,023.50	29%	$2,023.50
7102056	Spare: enclosure services for 1 drive tray with EMI gasket	Spare parts	$1,074.00	29%	$762.54	29%	$762.54
7102058	Spare: fan	Spare parts	$1,026.00	29%	$728.46	29%	$728.46
7102066	Spare: 13th drive carrier with one 1 TB SATA HDD for Hitachi	Spare parts	$1,704.00	29%	$1,209.84	29%	$1,209.84
7102069	Spare: one 2 TB 7200 rpm 3.5-inch SATA HDD with bracket for hot spare position	Spare parts	$3,036.00	29%	$2,155.56	29%	$2,155.56
7102078	Spare: battery	Spare parts	$852.00	29%	$604.92	29%	$604.92
7102109	Spare: I/O unit with K2 RAID	Spare parts	$6,294.00	29%	$4,468.74	29%	$4,468.74
7102110	Spare: cable assembly, 2 meters, 18 awg, C14 plug, SJT wire, 110 V	Spare parts	$48.00	29%	$34.08	29%	$34.08
7102113	Spare: cable assembly, 22 inches, DB9, female-female	Spare parts	$48.00	29%	$34.08	29%	$34.08
7102117	Spare: cable assembly, 0.5 meter, FC, HSSDC2/HSSDC2	Spare parts	$120.00	29%	$85.20	29%	$85.20
7102120	Spare: GbE 4-port network interface module for copper cable	Spare parts	$3,294.00	29%	$2,338.74	29%	$2,338.74
7102121	Spare: cable assembly, 2 meters, FC, HSSDC2/HSSDC2	Spare parts	$144.00	29%	$102.24	29%	$102.24
7102122	Spare: GbE 4-port network interface module for optical cable	Spare parts	$4,314.00	29%	$3,062.94	29%	$3,062.94
7102124	Spare: network interface module with 4 GB SAN adapter	Spare parts	$4,350.00	29%	$3,088.50	29%	$3,088.50
7102128	Spare: private interconnect module for Emulex SOC422	Spare parts	$8,874.00	29%	$6,300.54	29%	$6,300.54
7102133	Spare: PSU with cooling for drive trays	Spare parts	$1,044.00	29%	$741.24	29%	$741.24
7102134	Spare: network cable, 0.5 meter, cat 5E, blue	Spare parts	$42.00	29%	$29.82	29%	$29.82
7102135	Spare: optical SFP multi-mode transceiver	Spare parts	$180.00	29%	$127.80	29%	$127.80
7102136	Spare: optical cable, 2 meters, duplex multi-mode, 50/125 core, LC/LC	Spare parts	$102.00	29%	$72.42	29%	$72.42
7102137	Spare: optical cable, 0.5 meter, duplex multi-mode, 50/125 core, LC/LC	Spare parts	$96.00	29%	$68.16	29%	$68.16
7102138	Spare: optical cable, 1 meter, duplex single-mode, 50/125 core, SC/LC	Spare parts	$126.00	29%	$89.46	29%	$89.46
7102141	Spare: SFP module, multi-mode optical, 1 and 2 GB/sec, SAN	Spare parts	$258.00	29%	$183.18	29%	$183.18
7102355	Spare: module bezel slammer	Spare parts	$1,092.00	29%	$775.32	29%	$775.32
7102356	Spare: 4U rack rail kit	Spare parts	$348.00	29%	$247.08	29%	$247.08
7102357	Spare: 2U rack rail kit	Spare parts	$246.00	29%	$174.66	29%	$174.66
7102358	Spare: Rack Rail Kit, 2U Pilot	Spare parts	$516.00	29%	$366.36	29%	$366.36
7102359	Spare: module bezel 2U chassis	Spare parts	$666.00	29%	$472.86	29%	$472.86

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102360	Spare: ISCI HBA	Spare parts	$5,688.00	29%	$4,038.48	29%	$4,038.48
7102361	Spare: module bezel with automatic storage management and brick with EMI	Spare parts	$672.00	29%	$477.12	29%	$477.12
7102362	Spare: generic flyover module network interface module and iSCSI base	Spare parts	$3,846.00	29%	$2,730.66	29%	$2,730.66
7102363	Spare: module 1U pilot server with brackets	Spare parts	$6,270.00	29%	$4,451.70	29%	$4,451.70
7102364	Spare: generic PCIx PCIe flyover module network interface module and blank base	Spare parts	$4,086.00	29%	$2,901.06	29%	$2,901.06
7102365	Spare: enhanced 1U pilot server module with brackets	Spare parts	$7,560.00	29%	$5,367.60	29%	$5,367.60
7102366	Spare: 10 Gb PCIe HBA dual port	Spare parts	$4,206.00	29%	$2,986.26	29%	$2,986.26
7102369	Spare: cable kit, PC to Brick, 3.5 millimeters stereo mini-Jack-M/DB9-F/USB	Spare parts	$276.00	29%	$195.96	29%	$195.96
7102370	Spare: PBF optical SFP+ short range transceiver, 10 G ethernet	Spare parts	$1,548.00	29%	$1,099.08	29%	$1,099.08
7102371	Spare: PBR optical SFP+ short range transceiver, 8 G FC	Spare parts	$1,410.00	29%	$1,001.10	29%	$1,001.10
7102692	Spare: air filter	Spare parts	$300.00	29%	$213.00	29%	$213.00
7102693	Spare: DC Wago assembly kit	Spare parts	$144.00	29%	$102.24	29%	$102.24
12002105	Localized Power Cord Kit North American/Asian,RoHS-6 compliant	Other Server X-Options	$10.00	14%	$8.60	20%	$8.00
#10083243-Z-N	Spare: CORDSET,2,3,JAPAN,F/IEC320	Spare parts	$78.00	29%	$55.38	29%	$55.38
#10148031-N	Spare: TERM,LVD/SE,ULTRA-SCSI	Spare parts	$108.00	29%	$76.68	29%	$76.68
#10148031-Z-N	Spare: TERM,LVD/SE,ULTRA-SCSI	Spare parts	$108.00	29%	$76.68	29%	$76.68
#10187005-N	Spare: SCSI,UNIVSL,68MD-68MD,500MM	Spare parts	$109.00	29%	$77.39	29%	$77.39
#10187005-Z-N	Spare: SCSI,UNIVSL,68MD-68MD,500MM	Spare parts	$117.00	29%	$83.07	29%	$83.07
#10187012-Z-N	Spare: SCSI,UNIVSL,68MD-68VHDCI,5M	Spare parts	$306.00	29%	$217.26	29%	$217.26
#10187015-N	Spare: CAB ASSY,LVD,68MD-VHDCI,3M	Spare parts	$240.00	29%	$170.40	29%	$170.40
#10187016-N	Spare: CAB ASSY,LVD,68MD-VHDCI,5M	Spare parts	$254.00	29%	$180.34	29%	$180.34
#10187075-Z-N	Spare: TERMINATOR,SCSI3,68POS,DIFF	Spare parts	$84.00	29%	$59.64	29%	$59.64
#10421356-N	Spare: ELECTRIC LATCH, 12VDC, 450mA.	Spare parts	$596.00	29%	$423.16	29%	$423.16
#10501902-N	Spare: CMRA,VSN,12VDC,F2.0,4X,10T/100	Spare parts	$1,513.00	29%	$1,074.23	29%	$1,074.23
#10800160-N	Spare: LC DUPLEX COUPLING RECEPTACLES	Spare parts	$34.00	29%	$24.14	29%	$24.14
#10800316-Z-N	Spare: LC TO LC DPLX,0.5M,50/125,RSR	Spare parts	$57.00	29%	$40.47	29%	$40.47
#10800340-Z-N	Spare: LC-LC,DPLX,3M,50/125,RSR	Spare parts	$95.00	29%	$67.45	29%	$67.45
#10800614-N	Spare: 24 PORT ETHERNET SL3000	Spare parts	$641.00	29%	$455.11	29%	$455.11
#135-1204	Spare: Sun 10Gb QSFP Transcvr	Spare parts	$2,035.00	29%	$1,444.85	29%	$1,444.85
#135-1205	Spare: XCVR,10GBE/1GBE SFP+	Spare parts	$1,595.00	29%	$1,132.45	29%	$1,132.45
#150-1204-N	Spare: BATTERY 3V LITHIUM COI	Spare parts	$156.00	29%	$110.76	29%	$110.76
#180-1097-N	Spare: AC POWER CORD 115V	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-1662	Spare: power cord, Korea, 2.5 meters, KSC 8305 plug, IEC 320 C13 connector, 15 A, 250 V	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-1997	Spare: power cord, United Kingdom, 2.5 meters, BS 1363 plug, IEC-320-C13 connector, 10 A, 250 V	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-2004	Spare: international AC power cord	Spare parts	$30.00	29%	$21.30	29%	$21.30
#180-2005-N	Spare: DOM AC POWER CORD 4M	Spare parts	$140.00	29%	$99.40	29%	$99.40
#180-2082-N	Spare: POWER CORD STK 6540	Spare parts	$45.00	29%	$31.95	29%	$31.95
#180-2085	Spare: jumper cable, 2.5 meters, right angle plug, IEC-320-C13 connector, 13 A	Spare parts	$100.00	29%	$71.00	29%	$71.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
#180-2130	Spare: power cord, Israel, 2.5 meters, SI-32 plug, IEC60320-C13 connector, 10 A, 250 V	Spare parts	$50.00	29%	$35.50	29%	$35.50
#180-2164-N	Spare: IEC 320 C13 to NEMA 6-15P, 10 A, 250V, 2 meters, black	Spare parts	$43.00	29%	$30.53	29%	$30.53
#180-2243	Spare: power cord, Japan, 2.5 meters, PSE 6-15 plug, IEC-320-C13 connector, 15 A, 125 V	Spare parts	$42.00	29%	$29.82	29%	$29.82
#180-2244	Spare: power cord, Japan, 2.5 meters, PSE 6-15P plug, C13 connector, 15 A	Spare parts	$48.00	29%	$34.08	29%	$34.08
#180-2298	Spare: power cord, South Africa, 2.5 meters, SANS164-1 plug, IEC-320-C13 connector, 10 A, 250 V	Spare parts	$42.00	29%	$29.82	29%	$29.82
#180-2379-N	Spare: jumper cable, 1 meter, right angle plug, IEC-320-C13 connector, 13 A, 250 V	Spare parts	$35.00	29%	$24.85	29%	$24.85
#180-2380-N	Spare: jumper cable, 2 meters, right angle plug, IEC-320-C13 connector, 13 A, 250 V	Spare parts	$40.00	29%	$28.40	29%	$28.40
#180-2443	Spare: rack jumper cable, straight plug connector, 3 meters, 16 A	Spare parts	$55.00	29%	$39.05	29%	$39.05
#180-2449	Spare: power cord, India, 2.5 meters, IS 1293 plug, IEC-320-C13 connector, 10 A, 250 V	Spare parts	$60.00	29%	$42.60	29%	$42.60
#260800537-Z-N	Spare: FC,2,13GBD,LC,850NM,MM,OPTOXCV	Spare parts	$221.00	29%	$156.91	29%	$156.91
#300-2186-N	Spare: 660W DC D218 POWER SUP	Spare parts	$1,152.00	29%	$817.92	29%	$817.92
#300-2299	Spare: 760 W PSU	Spare parts	$726.00	29%	$515.46	29%	$515.46
#300-2304	Spare: 1200 W AC PSU, 12 V	Spare parts	$1,020.00	29%	$724.20	29%	$724.20
#300-2305	Spare: 1200 W DC PSU, 12 V	Spare parts	$2,780.00	29%	$1,973.80	29%	$1,973.80
#310-0228	Spare: HEATSINK, X4470	Spare parts	$336.00	29%	$238.56	29%	$238.56
#313818304	Spare: printed wire assembly HBX board	Spare parts	$678.00	29%	$481.38	29%	$481.38
#313819303	Spare: printed wire assembly HBY board	Spare parts	$1,104.00	29%	$783.84	29%	$783.84
#313830204	Spare: printed wire assembly HBO board	Spare parts	$288.00	29%	$204.48	29%	$204.48
#313838304	Spare: printed wire assembly HBLW board	Spare parts	$206.00	29%	$146.26	29%	$146.26
#313839304	Spare: printed wire assembly HBLY board	Spare parts	$180.00	29%	$127.80	29%	$127.80
#313907409	Spare:printed wiring assembly, RLE	Spare parts	$710.00	29%	$504.10	29%	$504.10
#313909511	Spare: printed wiring assembly, RLM	Spare parts	$1,690.00	29%	$1,199.90	29%	$1,199.90
#313935502	Spare: BEZEL,HP LTO/LTO2	Spare parts	$32.00	29%	$22.72	29%	$22.72
#313958206	Spare: printed wire assembly HBF board	Spare parts	$540.00	29%	$383.40	29%	$383.40
#313980501	Spare: radius control assembly	Spare parts	$60.00	29%	$42.60	29%	$42.60
#313994503	Spare: load plate	Spare parts	$90.00	29%	$63.90	29%	$63.90
#313998701	Spare: vacancy plate drive array	Spare parts	$60.00	29%	$42.60	29%	$42.60
#3143458-Z-N	Spare: T10A Power Supply, SL8500	Spare parts	$440.00	29%	$312.40	29%	$312.40
#314346801-N	Spare: 1200W DC PWR SUP SL3000	Spare parts	$1,188.00	29%	$843.48	29%	$843.48
#3144571-Z-N	Spare: BEZEL, UPPER, 9310/L5500, T10000	Spare parts	$32.00	29%	$22.72	29%	$22.72
#3145064-N	Spare: PWA, PUM	Spare parts	$5,629.00	29%	$3,996.59	29%	$3,996.59
#314526-N	Spare: PWA,RLB2	Spare parts	$94.00	29%	$66.74	29%	$66.74
#314821805	Spare: label multimedia kit	Spare parts	$1,123.00	29%	$797.33	29%	$797.33
#3148559-Z-N	Spare: MAGAZINE ASSEMBLY,SL500,LTO	Spare parts	$155.00	29%	$110.05	29%	$110.05
#3154489-Z-N	Spare: POWER SUPPLY	Spare parts	$1,152.00	29%	$817.92	29%	$817.92
#315464001-N	Spare: CABLE ASSY,TTI,T10000,4GB,SL85	Spare parts	$63.00	29%	$44.73	29%	$44.73
#350-1519-N	Spare: SERIAL CABLE SET(3)	Spare parts	$324.00	29%	$230.04	29%	$230.04
#350-1546	Spare: Exadata V2 cable management arm	Spare parts	$137.00	29%	$97.27	29%	$97.27
#350-1694	Spare: cable management arm	Spare parts	$1,263.00	29%	$896.73	29%	$896.73

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
#351-0011	Spare: system fan assembly for Netra SPARC T3-1 server	Spare parts	$320.00	29%	$227.20	29%	$227.20
#351-0012	Spare: hard drive fan assembly for Netra SPARC T3-1 server	Spare parts	$200.00	29%	$142.00	29%	$142.00
#370-4743-N	Spare: BATTERY ASSY SE 9960	Spare parts	$1,018.00	29%	$722.78	29%	$722.78
#370-6799-N	Spare: BATTERY MODULE SSE 3510	Spare parts	$2,149.00	29%	$1,525.79	29%	$1,525.79
#371-0239-N	Spare: PRINT CIRCUIT BRD 9985	Spare parts	$2,630.00	29%	$1,867.30	29%	$1,867.30
#371-0322-N	Spare: FIBRE SFP TRNSCVR SHT WL	Spare parts	$504.00	29%	$357.84	29%	$357.84
#371-1247-N	Spare: PRINTED CIRCUIT BRD ALPA	Spare parts	$250.00	29%	$177.50	29%	$177.50
#371-1446-N	Spare: REAR FAN CNTRLR ASSY	Spare parts	$324.00	29%	$230.04	29%	$230.04
#371-1448-N	Spare: FRONT IND MOD (FIM)	Spare parts	$610.00	29%	$433.10	29%	$433.10
#371-1451-N	Spare: 10-PORT, GbE, NEM SB6000	Spare parts	$1,187.00	29%	$842.77	29%	$842.77
#371-2210-N	Spare: BATTERY U20 M2, T5120	Spare parts	$54.00	29%	$38.34	29%	$38.34
#371-2216-N	Spare: SPARC64 VI 2-core 2.4 GHz processor	Spare parts	$9,624.00	29%	$6,833.04	29%	$6,833.04
#371-2482-N	Spare: 1 lithium-ion battery module, 2.5 V	Spare parts	$796.00	29%	$565.16	29%	$565.16
#371-2701-N	Spare: PWR DIST BRD FAN N T5220	Spare parts	$248.00	29%	$176.08	29%	$176.08
#371-2740-N	Spare: snap-in slide rail rackmount kit, 730 millimeters	Spare parts	$252.00	29%	$178.92	29%	$178.92
#371-2742-N	Spare: cable management arm	Spare parts	$90.00	29%	$63.90	29%	$63.90
#371-3038-N	Spare: SVP SUN STK 9990V 9985V	Spare parts	$9,950.00	29%	$7,064.50	29%	$7,064.50
#371-3043-N	Spare: 12V NIC BATTERY 9990V	Spare parts	$4,300.00	29%	$3,053.00	29%	$3,053.00
#371-3064-N	Spare: DISK ADAPTER 9985V	Spare parts	$24,600.00	29%	$17,466.00	29%	$17,466.00
#371-3074-N	Spare: 512GB MEMORY DIMM 9985V	Spare parts	$1,590.00	29%	$1,128.90	29%	$1,128.90
#371-3075-N	Spare: PCB SHARED MEMORY 9985V	Spare parts	$4,770.00	29%	$3,386.70	29%	$3,386.70
#371-3077-N	Spare: FC 8 PORT ADAPTER 9990V	Spare parts	$18,885.00	29%	$13,415.45	29%	$13,415.45
#371-3083-N	Spare: FIBRE SFP TRANSCEIVER	Spare parts	$761.00	29%	$540.31	29%	$540.31
#371-3253-N	Spare: LI ION BATTERY X4150	Spare parts	$995.00	29%	$706.45	29%	$706.45
#371-3638	Spare: Disk drive 300GB/15kmi	Spare parts	$4,157.00	29%	$2,951.47	29%	$2,951.47
#371-3783-N	Spare: PRINTED CIRCUIT BOARD 9985V	Spare parts	$4,896.00	29%	$3,476.16	29%	$3,476.16
#371-3789-N	Spare: FAN ASSY W/THERMAL DE 9985V	Spare parts	$1,484.00	29%	$1,053.64	29%	$1,053.64
#371-3790-N	Spare: FAN ASSEMBLY BOX 9985V	Spare parts	$4,818.00	29%	$3,420.78	29%	$3,420.78
#371-4201-N	Spare: 15KVA PDU	Spare parts	$4,227.00	29%	$3,001.17	29%	$3,001.17
#371-4203-N	Spare: CACHE MEMORY MODULE (1.	Spare parts	$20,885.00	29%	$14,828.35	29%	$14,828.35
#371-4295	Spare: 8 Gb/sec Single Fibre Channel PCIe HBA	Spare parts	$1,908.00	29%	$1,354.68	29%	$1,354.68
#371-4306	Spare: ASSY TOP, PCA,2P,FC,PCIE H	Spare parts	$2,832.00	29%	$2,010.72	29%	$2,010.72
#371-4324-N	Spare: PCI Express Single FC	Spare parts	$2,354.00	29%	$1,671.34	29%	$1,671.34
#371-4325-N	Spare: PCIe HOST BUS	Spare parts	$3,012.00	29%	$2,138.52	29%	$2,138.52
#371-4472-N	Spare: SVP HI RELIABILITY 9990V	Spare parts	$10,140.00	29%	$7,199.40	29%	$7,199.40
#371-4473-N	Spare: ENCRYPT DISK ADAPTER 9985V	Spare parts	$25,200.00	29%	$17,892.00	29%	$17,892.00
#371-4492	Spare: Disk drive 146 Gb/15kmi	Spare parts	$3,715.00	29%	$2,637.65	29%	$2,637.65
#371-4522	Spare: 8 Gb PCI express dual fibre channel module Qlogic	Spare parts	$4,650.00	29%	$3,301.50	29%	$3,301.50
#371-4666	Spare: 8 Gb PCI express dual fibre channel module Emulo	Spare parts	$4,700.00	29%	$3,337.00	29%	$3,337.00
#371-4676	Spare: SS6180 BTRY BACKUP UN	Spare parts	$1,620.00	29%	$1,150.20	29%	$1,150.20
#371-4791	Spare: slide rail rack kit	Spare parts	$765.00	29%	$543.15	29%	$543.15
#371-4812	Spare: SLIDE_RAIL,CMA,G3	Spare parts	$317.00	29%	$225.07	29%	$225.07

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#371-4919	Spare: screw-mount slide rail kit	Spare parts	$282.00	29%	$200.22	29%	$200.22
#371-4938	Spare: power distribution board assembly	Spare parts	$432.00	29%	$306.72	29%	$306.72
#371-4939	Spare: signal interface board	Spare parts	$800.00	29%	$568.00	29%	$568.00
#371-4941	Spare: SAS disk backplane	Spare parts	$440.00	29%	$312.40	29%	$312.40
#371-4942	Spare: PCIe mezzanine board	Spare parts	$858.00	29%	$609.18	29%	$609.18
#371-4976	Spare: 3-phase 15000 VA PDU, International	Spare parts	$4,446.00	29%	$3,156.66	29%	$3,156.66
#371-4977	Spare: 3-phase high voltage 24,000 VA PDU	Spare parts	$5,724.00	29%	$4,064.04	29%	$4,064.04
#371-4978	Spare: 3-phase high voltage 37,000 VA PDU	Spare parts	$7,314.00	29%	$5,192.94	29%	$5,192.94
#371-4982	Spare: 6 Gb SAS RAID PCI battery module	Spare parts	$460.00	29%	$326.60	29%	$326.60
#373-0339	Spare: BROCADE 4GB SW SFP	Spare parts	$330.00	29%	$234.30	29%	$234.30
#373-0341	Spare: BROCADE 4GB LW 10KM SF	Spare parts	$3,743.00	29%	$2,657.53	29%	$2,657.53
#373-0516	Spare: base with 2 PSUs for Brocade 7800 Extension Switch	Spare parts	$28,170.00	29%	$20,000.70	29%	$20,000.70
#375-3609	Spare: 8-port 6 Gb/sec SAS-2 RAID HBA	Spare parts	$1,170.00	29%	$830.70	29%	$830.70
#375-3616	Spare: Sun Dual 10GbE SFP+ PCIe2.0 ExpressModule	Spare parts	$2,675.00	29%	$1,899.25	29%	$1,899.25
#375-3617	Spare: dual 10 GbE SFP+ low profile	Spare parts	$2,340.00	29%	$1,661.40	29%	$1,661.40
#375-3640	Spare: PCIe 8PORT SAS2.0 INT	Spare parts	$714.00	29%	$506.94	29%	$506.94
#375-3641	Spare: 6 Gb SAS PCIe HBA, External	Spare parts	$775.00	29%	$550.25	29%	$550.25
#375-3643	Spare: RAID expansion module	Spare parts	$636.00	29%	$451.56	29%	$451.56
#375-3648	Spare: dual port 10 GbE fabric expansion module	Spare parts	$1,100.00	29%	$781.00	29%	$781.00
#375-3681	Spare: 10 GbE FCoE Converged Network Adapter CRD, dual port and SR optics	Spare parts	$4,575.00	29%	$3,248.25	29%	$3,248.25
#375-3682	Spare: Storage 10 GbE PCIe FCoE Converged Network Adapter: Qlogic	Spare parts	$3,175.00	29%	$2,254.25	29%	$2,254.25
#375-3684	Spare:Sun Storage Dual 10 GbE PCIe FCoE Converged Network Adapter: Qlogic CNA-SR	Spare parts	$5,025.00	29%	$3,567.75	29%	$3,567.75
#375-3685	Spare: 10 GbE FCoE ExpressModule Converged Network Adapter, dual port and twinax	Spare parts	$3,550.00	29%	$2,520.50	29%	$2,520.50
#375-3696	Spare: Sun InfiniBand QDR Host Channel Adapter PCIe: low profile	Spare parts	$4,160.00	29%	$2,953.60	29%	$2,953.60
#375-3697	Spare: SB QDR IB-HCA PCI-e EM(PTO)	Spare parts	$4,190.00	29%	$2,974.90	29%	$2,974.90
#375-3701	Spare: 8-port 6 Gb/sec SAS PCIe RAID HBA	Spare parts	$1,530.00	29%	$1,086.30	29%	$1,086.30
#380-1612	Spare: LTO4 HH SCSI INTERN DR	Spare parts	$4,464.00	29%	$3,169.44	29%	$3,169.44
#410273303	Spare: photoelectrics detector	Spare parts	$220.00	29%	$156.20	29%	$156.20
#410273704	Spare: base assembly detector	Spare parts	$140.00	29%	$99.40	29%	$99.40
#419603601	Spare: cable assembly	Spare parts	$186.00	29%	$132.06	29%	$132.06
#419604501	Spare: PDU cable assembly	Spare parts	$276.00	29%	$195.96	29%	$195.96
#419605001	Spare: fan tray	Spare parts	$350.00	29%	$248.50	29%	$248.50
#419606401	Spare: rail cable assembly	Spare parts	$140.00	29%	$99.40	29%	$99.40
#419608001	Spare: power supply cable assembly	Spare parts	$228.00	29%	$161.88	29%	$161.88
#419616301	Spare: jumper cable assembly	Spare parts	$40.00	29%	$28.40	29%	$28.40
#419621501	Spare: front door cable assembly	Spare parts	$60.00	29%	$42.60	29%	$42.60
#419626401	Spare: HBF jumper cable assembly	Spare parts	$190.00	29%	$134.90	29%	$134.90
#419629201	Spare: door stop keeper	Spare parts	$50.00	29%	$35.50	29%	$35.50
#419630101	Spare: bracket switch	Spare parts	$60.00	29%	$42.60	29%	$42.60
#419632601	Spare: upper right bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00
#419632701	Spare: upper left bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00

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#419633201	Spare: lower left bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00
#419633301	Spare: lower right bracket hinge	Spare parts	$200.00	29%	$142.00	29%	$142.00
#419633601	Spare: right door stop assembly	Spare parts	$230.00	29%	$163.30	29%	$163.30
#419634001	Spare: cable assembly	Spare parts	$550.00	29%	$390.50	29%	$390.50
#419634101	Spare: drive cable	Spare parts	$570.00	29%	$404.70	29%	$404.70
#419634301	Spare: HBZ cable assembly	Spare parts	$280.00	29%	$198.80	29%	$198.80
#4196417-Z-N	Spare: PDU ASSY,AC,1PH	Spare parts	$6,486.00	29%	$4,605.06	29%	$4,605.06
#4196426-Z-N	Spare: ROBOT ASSY	Spare parts	$17,284.00	29%	$12,271.64	29%	$12,271.64
#4196583-Z-N	Spare: BLOCK,BOTTOM CAP	Spare parts	$450.00	29%	$319.50	29%	$319.50
#419801101	Spare: HBS tray assembly	Spare parts	$680.00	29%	$482.80	29%	$482.80
#419802401	Spare: keypad assembly	Spare parts	$1,044.00	29%	$741.24	29%	$741.24
#419802701	Spare: electronics module assembly	Spare parts	$11,170.00	29%	$7,930.70	29%	$7,930.70
#419803704	HBZ module assembly	Spare parts	$3,020.00	29%	$2,144.20	29%	$2,144.20
#4198138-N	Spare: Cable Assy, AC 110V/20A, US	Spare parts	$462.00	29%	$328.02	29%	$328.02
#419887401	Spare: rail terminator assembly	Spare parts	$400.00	29%	$284.00	29%	$284.00
#419894002	Spare: rack alignment tool	Spare parts	$13,296.00	29%	$9,440.16	29%	$9,440.16
#4199000-N	Spare: COVER,SIDE,BASE/DEM,REAR	Spare parts	$1,542.00	29%	$1,094.82	29%	$1,094.82
#4199001-N	Spare: COVER,SIDE	Spare parts	$2,677.00	29%	$1,900.67	29%	$1,900.67
#419942201	Spare: printed wire assembly HBC board	Spare parts	$2,832.00	29%	$2,010.72	29%	$2,010.72
#4199502-N	Spare: PWA, HBCR	Spare parts	$2,550.00	29%	$1,810.50	29%	$1,810.50
#419951602	Spare: ethernet switch assembly	Spare parts	$4,900.00	29%	$3,479.00	29%	$3,479.00
#4199567-Z-N	Spare: CONTROLLER PWA EML 459861-001	Spare parts	$2,670.00	29%	$1,895.70	29%	$1,895.70
#511-1435	Spare: 8 slot disk backplane	Spare parts	$636.00	29%	$451.56	29%	$451.56
#511-1496	Spare: cluster heartbeat card	Spare parts	$660.00	29%	$468.60	29%	$468.60
#511-1525	Spare: 10 GB ethernet module	Spare parts	$1,296.00	29%	$920.16	29%	$920.16
#511-1548	Spare:8-SLOT HDD BACKPLANE, 1U	Spare parts	$749.00	29%	$531.79	29%	$531.79
#525-2146-N	Spare: SSCC NVRAM	Spare parts	$191.00	29%	$135.61	29%	$135.61
#530-3624	Spare: cable, SCSI-3/VHDCI, 68 pin	Spare parts	$159.00	29%	$112.89	29%	$112.89
#530-3627-N	Spare: external SCSI cable HD68 to VHDC, 10 meters	Spare parts	$323.00	29%	$229.33	29%	$229.33
#530-3629-N	Spare: ULTRA3 SCSI CABLE .8M	Spare parts	$95.00	29%	$67.45	29%	$67.45
#530-3630-N	Spare: 2 METER SCSI VHDCI CABLE	Spare parts	$202.00	29%	$143.42	29%	$143.42
#530-3632	Spare: SCSI cable, VHDCI/VHDCI, 68 pin	Spare parts	$370.00	29%	$262.70	29%	$262.70
#530-3882	Spare: 4X mini SAS cable, 1 meter, shielded	Spare parts	$220.00	29%	$156.20	29%	$156.20
#530-3883	Spare: 4X Mini SAS cable, 2 meters, shielded	Spare parts	$330.00	29%	$234.30	29%	$234.30
#530-3884	Spare: 3M,4X MINI SAS CBL,SHL	Spare parts	$342.00	29%	$242.82	29%	$242.82
#530-3888	Spare: disk drive power cable	Spare parts	$90.00	29%	$63.90	29%	$63.90
#530-3936-N	Spare: CBL,36P-DB15,USBX2,RJ45,SE	Spare parts	$284.00	29%	$201.64	29%	$201.64
#530-4349	Spare: FLEX_CIRCUIT CBL, X4470	Spare parts	$231.00	29%	$164.01	29%	$164.01
#530-4432-N	Spare: Ethernet Cable Exadata V2	Spare parts	$52.00	29%	$36.92	29%	$36.92
#530-4433-N	Spare: Ethernet Cable Exadata V2	Spare parts	$60.00	29%	$42.60	29%	$42.60
#530-4434-N	Spare: Ethernet Cable	Spare parts	$36.00	29%	$25.56	29%	$25.56
#530-4435-N	Spare: Ethernet Cable Exadata V2	Spare parts	$45.00	29%	$31.95	29%	$31.95
#530-4436-N	Spare: Ethernet Cable Exadata V2	Spare parts	$52.00	29%	$36.92	29%	$36.92
#530-4437-N	Spare: ETHERNET CABLE EXADATAV2	Spare parts	$45.00	29%	$31.95	29%	$31.95
#530-4438-N	Spare: RJ45 to RJ45 Cabel EXADATA V2	Spare parts	$39.00	29%	$27.69	29%	$27.69

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#530-4441	Spare: SUN 10GE SFP+ TWINX PASSIVE CO	Spare parts	$274.00	29%	$194.54	29%	$194.54
#530-4442	Spare: SUN 10GE SFP+ TWINX PASSIVE CO	Spare parts	$330.00	29%	$234.30	29%	$234.30
#530-4443	Spare: SUN 10GE SFP+ TWINX PASSIVE CO	Spare parts	$463.00	29%	$328.73	29%	$328.73
#530-4444	Spare: Sun 10Gbps QSFP to QSFP Cbl 1m	Spare parts	$275.00	29%	$195.25	29%	$195.25
#530-4445	Spare: Sun 10Gbps QSFP to QSFP Cbl 3m	Spare parts	$325.00	29%	$230.75	29%	$230.75
#530-4446	Spare: Sun 10Gbps QSFP to QSFP Cbl 5m	Spare parts	$450.00	29%	$319.50	29%	$319.50
#530-4449	Spare: XCVR, 850NM, 1/10GBPS DUA	Spare parts	$995.00	29%	$706.45	29%	$706.45
#530-4450	Spare: Sun 10Gbps QSFPtoSFP+ Cble 1m	Spare parts	$775.00	29%	$550.25	29%	$550.25
#530-4451	Spare: Sun 10Gbps QSFPtoSFP+ Cble 3m	Spare parts	$1,090.00	29%	$773.90	29%	$773.90
#530-4452	Spare: Sun 10Gbps QSFPtoSFP+ Cble 5m	Spare parts	$1,450.00	29%	$1,029.50	29%	$1,029.50
#530-4480	Spare: OPT SPLTR,10M,QSFP,10GBPS	Spare parts	$1,174.00	29%	$833.54	29%	$833.54
#530-4481	Spare: OPT SPLTR,20M,QSFP,10GBPS	Spare parts	$1,409.00	29%	$1,000.39	29%	$1,000.39
#530-4482	Spare: OPT SPLTR,50M,QSFP,10GBPS	Spare parts	$2,115.00	29%	$1,501.65	29%	$1,501.65
#530-4502	Spare: blue ethernet cable, 10 feet	Spare parts	$70.00	29%	$49.70	29%	$49.70
#530-4526	Spare: green ethernet cable, 7 feet	Spare parts	$50.00	29%	$35.50	29%	$35.50
#530-4527	Spare: yellow ethernet cable, 7 feet	Spare parts	$50.00	29%	$35.50	29%	$35.50
#537-1081-N	Spare: FC optical cable LC/LC, 2 meters	Spare parts	$131.00	29%	$93.01	29%	$93.01
#537-1082-N	Spare: FC optical cable LC/LC, 5 meters	Spare parts	$149.00	29%	$105.79	29%	$105.79
#537-1083-N	Spare: FC optical cable LC/LC, 15 meters	Spare parts	$187.00	29%	$132.77	29%	$132.77
#537-1084-N	Spare: FC OPTCL CBL, LC/LC, 25M	Spare parts	$192.00	29%	$136.32	29%	$136.32
#537-1085-N	Spare: FC optical cable LC/LC, 50 meters	Spare parts	$300.00	29%	$213.00	29%	$213.00
#541-3490	Spare: disk backplane connector	Spare parts	$850.00	29%	$603.50	29%	$603.50
#541-3495-N	Spare: Sun Datacenter InfiniBand 36 port switch	Spare parts	$30,790.00	29%	$21,860.90	29%	$21,860.90
#541-3539	Spare: FAN_MODULE, X4470	Spare parts	$280.00	29%	$198.80	29%	$198.80
#541-4084	Spare: riser assembly	Spare parts	$486.00	29%	$345.06	29%	$345.06
#541-4085	Spare: express riser assembly	Spare parts	$420.00	29%	$298.20	29%	$298.20
#541-4124	Spare: fan board assembly	Spare parts	$618.00	29%	$438.78	29%	$438.78
#541-4222	Spare: fan assembly	Spare parts	$432.00	29%	$306.72	29%	$306.72
#541-4223	Spare: power distribution assembly	Spare parts	$780.00	29%	$553.80	29%	$553.80
#541-4303	Spare: 24 slot disk backplane	Spare parts	$1,386.00	29%	$984.06	29%	$984.06
#542-0287	Spare: 600GB10K,SAS2,SFF,MAR L	Spare parts	$2,250.00	29%	$1,597.50	29%	$1,597.50
#542-0382	Spare: PCIe riser card	Spare parts	$1,100.00	29%	$781.00	29%	$781.00
#542-0388	Spare: 300 GB 10000 rpm SAS HDD	Spare parts	$1,071.00	29%	$760.41	29%	$760.41
#542-0391	Spare: DVD tray assembly	Spare parts	$870.00	29%	$617.70	29%	$617.70
#542-0422	Spare: 300 GB 10000 rpm 3.7 millisecond SAS HDD	Spare parts	$890.00	29%	$631.90	29%	$631.90
#542-0423	Spare: 600 GB 10000 rpm SAS HDD	Spare parts	$1,600.00	29%	$1,136.00	29%	$1,136.00
#560-2937-N	Spare: CABLE KIT EXADATA V2	Spare parts	$252.00	29%	$178.92	29%	$178.92
#560-2951	Spare: CABLE KIT, X4450	Spare parts	$375.00	29%	$266.25	29%	$266.25
#560-2959	Spare: cable kit	Spare parts	$306.00	29%	$217.26	29%	$217.26
#560-2963	Spare: cable kit	Spare parts	$250.00	29%	$177.50	29%	$177.50
1109A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 Low Profile adapter incorporating Intel 82599 10 Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. ATO option	Network Adaptors	$1,580.00	14%	$1,358.80	20%	$1,264.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
1110A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 ExpressModule incorporating Intel82599 10Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. ATO-option	Network Adapters	$1,628.00	14%	$1,400.08	20%	$1,302.40
2123A	Sun SFP+ to 1000 Base-T adapter (for factory installation)	Network Transceivers	$448.00	14%	$385.28	20%	$358.40
2124A	QSFP parallel fiber optics short wave transceiver (for factory installation)	10 Gigabit Ethernet Switch Options	$1,595.00	15%	$1,355.75	18%	$1,307.90
2129A	Dual rate transceiver: SFP+ SR. Support 1 Gb/sec and 10 Gb/sec dual rate (for factory installation)	Network Transceivers	$840.00	14%	$722.40	20%	$672.00
2352A	2 memory DIMM slot filler (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
2364A	Cable management arm (for factory installation)	Other Server Configured Options	$40.00	6%	$37.60	6%	$37.60
2365A	Tool-less rackmount rail kit (for factory installation)	Other Server Configured Options	$146.00	6%	$137.24	6%	$137.24
333A-25-10-AR	Power cord: Argentina, 2.5 meters, IRAM2073 plug, C13 co	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-AU	Power cord: Australia, 2.5 meters, SA3112 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-BR	Power cord: Brazil, 2.5 meters, NBR14136 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-CH	Power cord: Switzerland, 2.5 meters, SEV1011 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-CN	Power cord: China, 2.5 meters, GB2099 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-DK	Power cord: Denmark, 2.5 meters, DEMKO107 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-EURO	Power cord: Europe, 2.5 meters, CEE7/VII plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-IL	Power cord: Israel, 2.5 meters, SI-32 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-IN	Power cord: India, 2.5 meters, IS1293 plug, C13 connector, 10 A (for factory installation)	Power Cords	$30.00	14%	$25.80	20%	$24.00
333A-25-10-IT	Power cord: Italy, 2.5 meters, CEI23 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-10-KR	Power cord: Korea, 2.5 meters, KSC8305 plug, C13 connector, 10 A (for factory installation)	Power Cords	$20.00	14%	$17.20	20%	$16.00
333A-25-10-TW	Power cord: Taiwan, 2.5 meters, CNS10917 plug, C13 connector, 10 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333A-25-10-UK	Power cord: UK, 2.5 meters, BS1363A plug, C13 connector, 10 A (for factory installation)	Power Cords	$19.00	14%	$16.34	20%	$15.20
333A-25-10-ZA	Power cord: South Africa, 2.5 meters, SANS164 plug, C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-15-JP	Power cord: Japan, 2.5 meters, PSE5-15 plug, C13 connector, 15 A (for factory installation)	Power Cords	$32.00	14%	$27.52	20%	$25.60
333A-25-15-NEMA	Power cord: North America and Asia, 2.5 meters, 5-15P plug, C13 connector, 15 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333A-25-15-TW	Power cord: Taiwan, 2.5 meters, CNS10917 plug, C13 connector, 15 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333F-20-10-NEMA	Power cord: North America and Asia, 2 meters, 5-15P plug C13 connector, 10 A (for factory installation)	Power Cords	$13.00	14%	$11.18	20%	$10.40
333F-25-15-JP	Power cord: Japan, 2.5 meters, PSE6-15 plug, C13 connector, 15 A (for factory installation)	Power Cords	$32.00	14%	$27.52	20%	$25.60
333G-25-10-TW	Power cord 250V: Taiwan, 2.5 meter, NEMA6-20 plug, IEC60320-C13 connector, 10A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
333J-40-15-NEMA	Power cord: North America and Asia, 4 meters, L6-20P plug, C13 connector, 15 A (for factory installation)	Power Cords	$50.00	14%	$43.00	20%	$40.00
333R-40-10-309	Power cord: International, 4 meters, IEC309-IP44 plug, C13 connector, 10 A (for factory installation)	Power Cords	$75.00	14%	$64.50	20%	$60.00
333V-20-15-C14	Power cord: Sun Rack jumper, straight, 2 meters, C14 plug C13 connector, 15 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333V-30-15-C14	Power cord: Sun Rack jumper, straight, 3 meters, C14 plug C13 connector, 15 A (for factory installation)	Power Cords	$25.00	14%	$21.50	20%	$20.00
333W-10-13-C14RA	Power cord: Sun Rack jumper, 1 meter, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$45.00	14%	$38.70	20%	$36.00
333W-25-13-C14RA	Power cord: Sun Rack jumper, 2.5 meters, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$49.00	14%	$42.14	20%	$39.20
334J-40-20-NEMA	Power cord, North America/Asia, 4 meters, NEMA L6-20P plug, IEC60320-C19 connector, 20 A, 250 VAC rated	Power Cords	$45.00	14%	$38.70	20%	$36.00
334R-40-16-309	Power cord, International, 4 meters, IEC309-IP44 plug, IEC60320-C19 connector, 16 A	Power Cords	$45.00	14%	$38.70	20%	$36.00
334T-40-16-309	Power cord, International, 4 meters, IEC309-IP67 watertight plug, IEC60320-C19 connector, 20 A	Power Cords	$50.00	14%	$43.00	20%	$40.00
4061A	19-inch 4-post slide mount kit with adjustable slide rails (for factory installation)	Sun Netra Rack Kits	$995.00	15%	$845.75	18%	$815.90
4242A	Sun InfiniBand QDR Host Channel Adapter PCIe: low profile (for factory installation)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
4243A	Sun InfiniBand QDR Host Channel Adapter PCIe Express Module (for factory installation)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
4460A-N	Sun Blade Server Module slot filler panel for Sun Blade Modular System chassis. RoHS-5. Factory Integration.	Sun Blade Server Options	$0.00	15%	$0.00	18%	$0.00
4462A-N	PCIe ExpressModule slot filler panel for Sun Blade Modular System chassis. RoHS-5. Factory Integration.	Sun Blade Server Options	$0.00	15%	$0.00	18%	$0.00
4623A	Dongle Cable II with RJ45 serial, video connector and RJ45-to-DB9 adaptor (for factory installation)	Sun Blade Server Options	$45.00	15%	$38.25	18%	$36.90
4871A-Z-N	Sun Dual 10GbE Fabric Expansion Module (FEM) for Sun blade server module. The FEM uses Intel 82599 controller. Connects Sun server Modules to 10 GbE Network Express Module (NEM). RoHS-5, ATO-option.	Network Adapters	$720.00	14%	$619.20	20%	$576.00
5394A	PCIe filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
5562A-Z	Sun dual speed 10 GbE SFP+ long reach pluggable transceiver (for factory installation)	Network Transceivers	$1,840.00	14%	$1,582.40	20%	$1,472.00
5879A-N	Memory filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
5894A-N	Solaris 10 pre-installation for Sun Fire X4170, X4270 and X4275 servers. For Factory Integration Only.	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
5897A-N	3.5-inch HDD filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
6000A-N	Sun Crypto Accelerator 6000 PCIe Card	Network Encryption Cards	$9,950.00	14%	$8,557.00	20%	$7,960.00
6331A-N	2.5-inch HDD filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7901A-4	19-inch 2-post rackmount kit (for factory installation)	Sun Netra Rack Kits	$325.00	15%	$276.25	18%	$266.50
7904A-4	600 by 600 millimeters rackmount kit (for factory installation)	Sun Netra Rack Kits	$210.00	15%	$178.50	18%	$172.20
8099A-4	19-inch 4-post slide mount kit (for factory installation)	Sun Netra Rack Kits	$910.00	15%	$773.50	18%	$745.20
8224A-N	SAS cable kit (for factory installation)	Netra SPARC Server Options	$45.00	15%	$38.25	18%	$36.90
8371A	DVD bay filler panel (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
8392A	Oracle OVM pre-installation (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
B61301	Oracle Standard System Installation Service, Without Site Audit: Servers - Group I	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B61304	Oracle Standard System Installation Service, Site Audit: Servers - Group II	Enterprise Installation Services	$1,575.00	0%	$1,575.00	0%	$1,575.00
B61307	Oracle Standard System Installation Service, Site Audit: Servers - Group III	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61310	Oracle Standard System Installation Service, Site Audit: Servers - Group IV	Enterprise Installation Services	$8,400.00	0%	$8,400.00	0%	$8,400.00
B61313	Oracle Standard System Installation Service, Site Audit: Servers - Group V	Enterprise Installation Services	$12,600.00	0%	$12,600.00	0%	$12,600.00
B61470	Oracle Standard System Installation Service, Site Audit: Servers - Group VI	Enterprise Installation Services	$21,000.00	0%	$21,000.00	0%	$21,000.00
B61473	Oracle Standard System Installation Service, Basic: Storage Disk - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B61476	De-Installation Service, Servers - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B61477	De-Installation Service, Servers - Group II	Enterprise Installation Services	$788.00	0%	$788.00	0%	$788.00
B61478	De-Installation Service, Servers - Group III	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B61479	De-Installation Service, Servers - Group IV	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61480	De-Installation Service, Servers - Group V	Enterprise Installation Services	$6,300.00	0%	$6,300.00	0%	$6,300.00
B61481	De-Installation Service Fee, Servers - Group VI	Enterprise Installation Services	$10,500.00	0%	$10,500.00	0%	$10,500.00
B61482	De-Installation Service, Storage Disk - Group I	Enterprise Installation Services	$131.00	0%	$131.00	0%	$131.00
B61968	Oracle Standard System Installation Service, Without Site Audit: Storage Disk - Group II	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B61971	Oracle Standard System Installation Service, Without Site Audit: Storage Disk - Group III	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B61974	Oracle Standard System Installation Service, Site Audit: Storage Disk - Group IV	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61977	Oracle Standard System Installation Service, Basic: Storage Tape - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B61980	Oracle Standard System Installation Service, Basic: Storage Tape - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B61983	Oracle Standard System Installation Service, Without Site Audit: Storage Tape - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B61986	Oracle Standard System Installation Service, Without Site Audit: Storage Tape - Group IV	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B61989	Oracle Standard System Installation Service, Site Audit: Storage Tape - Group V	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B61992	Oracle Standard System Installation Service, Site Audit: Storage Tape - Group VI	Enterprise Installation Services	$14,700.00	0%	$14,700.00	0%	$14,700.00
B61995	Oracle Standard System Installation Service, Racks - Basic	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B61998	Oracle Standard System Installation Service, Basic: Switches - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62001	Oracle Standard System Installation Service, Without Site Audit: Switches - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62004	Oracle Standard System Installation Service, Without Site Audit: Switches - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B62007	Oracle Standard System Installation Service, Without Site Audit: Switches - Group IV	Enterprise Installation Services	$1,575.00	0%	$1,575.00	0%	$1,575.00
B62010	De-Installation Service, Storage Disk - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62011	De-Installation Service, Storage Disk - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
B62012	De-Installation Service, Storage Disk - Group IV	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B62013	De-Installation Service, Storage Tape - Group I	Enterprise Installation Services	$131.00	0%	$131.00	0%	$131.00
B62014	De-Installation Service, Storage Tape - Group II	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62015	De-Installation Service, Storage Tape - Group III	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62016	De-Installation Service, Storage Tape - Group IV	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B62017	De-Installation Service, Storage Tape - Group V	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B62018	De-Installation Service, Storage Tape - Group VI	Enterprise Installation Services	$7,350.00	0%	$7,350.00	0%	$7,350.00
B62019	De-Installation Service, Racks	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62020	De-Installation Service, Switches - Group I	Enterprise Installation Services	$131.00	0%	$131.00	0%	$131.00
B62021	De-Installation Service, Switches - Group II	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B62022	De-Installation Service, Switches - Group III	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B62023	De-Installation Service, Switches - Group IV	Enterprise Installation Services	$788.00	0%	$788.00	0%	$788.00
B63937	Oracle Standard System Installation Service, Basic: Upgrade - Group I	Enterprise Installation Services	$263.00	0%	$263.00	0%	$263.00
B63938	Oracle Standard System Installation Service, Basic: Upgrade - Group II	Enterprise Installation Services	$525.00	0%	$525.00	0%	$525.00
B63939	Oracle Standard System Installation Service, Basic: Upgrade - Group III	Enterprise Installation Services	$1,050.00	0%	$1,050.00	0%	$1,050.00
B63940	Oracle Standard System Installation Service, Basic: Upgrade - Group IV	Enterprise Installation Services	$1,575.00	0%	$1,575.00	0%	$1,575.00
B63941	Oracle Standard System Installation Service, Basic: Upgrade - Group V	Enterprise Installation Services	$2,100.00	0%	$2,100.00	0%	$2,100.00
B63942	Oracle Standard System Installation Service, Basic: Upgrade - Group VI	Enterprise Installation Services	$4,200.00	0%	$4,200.00	0%	$4,200.00
B63943	Oracle Standard System Installation Service, Basic: Upgrade - Group VII	Enterprise Installation Services	$6,300.00	0%	$6,300.00	0%	$6,300.00
B63944	Oracle Standard System Installation Service,Basic: Upgrade - Group VIII	Enterprise Installation Services	$8,400.00	0%	$8,400.00	0%	$8,400.00
B63945	Oracle Standard System Installation Service, Basic: Upgrade - Group IX	Enterprise Installation Services	$10,500.00	0%	$10,500.00	0%	$10,500.00
CEC19-LCO-NUP	Sun Ray Software - Named User Plus Perpetual	Sun Ray Server Software	$100.00	15%	$85.00	18%	$82.00
CEC19-LCO-SRD	Sun Ray Software – Sun Ray Device Perpetual	Sun Ray Server Software	$100.00	15%	$85.00	18%	$82.00
CEC19-T02-NUP	Sun Ray Software - Named User Plus 2 Year	Sun Ray Server Software	$35.00	15%	$29.75	18%	$28.70
CEC19-T02-SRD	Sun Ray Software - Sun Ray Device 2 Year	Sun Ray Server Software	$35.00	15%	$29.75	18%	$28.70
CEC19-T03-NUP	Sun Ray Software - Named User Plus 3 Year	Sun Ray Server Software	$50.00	15%	$42.50	18%	$41.00
CEC19-T03-SRD	Sun Ray Software - Sun Ray Device 3 Year	Sun Ray Server Software	$50.00	15%	$42.50	18%	$41.00
CEC19-T04-NUP	Sun Ray Software - Named User Plus 4 Year	Sun Ray Server Software	$60.00	15%	$51.00	18%	$49.20
CEC19-T04-SRD	Sun Ray Software - Sun Ray Device 4 Year	Sun Ray Server Software	$60.00	15%	$51.00	18%	$49.20
CEC19-T05-NUP	Sun Ray Software - Named User Plus 5 Year	Sun Ray Server Software	$70.00	15%	$59.50	18%	$57.40
CEC19-T05-SRD	Sun Ray Software - Sun Ray Device 5 Year	Sun Ray Server Software	$70.00	15%	$59.50	18%	$57.40
L88861	StorageTek QFS Client - Server Perpetual	Oracle Sun QFS Software	$3,250.00	15%	$2,762.50	18%	$2,665.00
L88863	StorageTek QFS Client - Server 2 Year	Oracle Sun QFS Software	$1,138.00	15%	$967.30	18%	$933.16
L88864	StorageTek QFS Client - Server 3 Year	Oracle Sun QFS Software	$1,625.00	15%	$1,381.25	18%	$1,332.50
L88865	StorageTek QFS Client - Server 4 Year	Oracle Sun QFS Software	$1,950.00	15%	$1,657.50	18%	$1,599.00
L88866	StorageTek QFS Client - Server 5 Year	Oracle Sun QFS Software	$2,275.00	15%	$1,933.75	18%	$1,865.50
L88867	StorageTek QFS - Processor Perpetual	Oracle Sun QFS Software	$950.00	15%	$807.50	18%	$779.00
L88869	StorageTek QFS - Processor 2 Year	Oracle Sun QFS Software	$333.00	15%	$283.05	18%	$273.06
L88870	StorageTek QFS - Processor 3 Year	Oracle Sun QFS Software	$475.00	15%	$403.75	18%	$389.50

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L88871	StorageTek QFS - Processor 4 Year	Oracle Sun QFS Software	$570.00	15%	$484.50	18%	$467.40
L88872	StorageTek QFS - Processor 5 Year	Oracle Sun QFS Software	$665.00	15%	$565.25	18%	$545.30
L90617	Oracle Solaris Cluster, Enterprise Edition - Processor Perpetual	Oracle Solaris Cluster Software	$3,000.00	16%	$2,520.00	50%	$1,500.00
L90619	Oracle Solaris Cluster, Enterprise Edition - Processor 2 Year	Oracle Solaris Cluster Software	$1,050.00	16%	$882.00	50%	$525.00
L90620	Oracle Solaris Cluster, Enterprise Edition - Processor 3 Year	Oracle Solaris Cluster Software	$1,500.00	16%	$1,260.00	50%	$750.00
L90621	Oracle Solaris Cluster, Enterprise Edition - Processor 4 Year	Oracle Solaris Cluster Software	$1,800.00	16%	$1,512.00	50%	$900.00
L90622	Oracle Solaris Cluster, Enterprise Edition - Processor 5 Year	Oracle Solaris Cluster Software	$2,100.00	16%	$1,764.00	50%	$1,050.00
RA-SS2CF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
RA-SS2CM-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
RA-SS2NF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
RA-SS2NF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
RB-SS2CF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
RB-SS2CM-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
SE3X4A11Z	SAS cable kit for installation of internal RAID card	SPARC T3 Server X-Options	$12.00	15%	$10.20	18%	$9.84
SE3X7XA1Z	10 GbE XFP XAUI adapter card	SPARC T3 Server X-Options	$395.00	15%	$335.75	18%	$323.90
SE3X7XT1Z	10 GbE short reach XFP transceiver	SPARC T3 Server X-Options	$499.00	15%	$424.15	18%	$409.18
SE3X7XT2Z	10 GbE long reach XFP transceiver	SPARC T3 Server X-Options	$995.00	15%	$845.75	18%	$815.90
SE3Y4A11Z	SAS cable kit for installation of internal RAID card (for factory installation)	SPARC T3 Server Configured Options	$12.00	15%	$10.20	18%	$9.84
SE3Y7XA1Z	10 GbE XFP XAUI adapter card (for factory installation)	SPARC T3 Server Configured Options	$395.00	15%	$335.75	18%	$323.90
SE3Y7XT1Z	10 GbE short reach XFP transceiver (for factory installation)	SPARC T3 Server Configured Options	$499.00	15%	$424.15	18%	$409.18
SE3Y7XT2Z	10 GbE long reach XFP transceiver (for factory installation)	SPARC T3 Server Configured Options	$995.00	15%	$845.75	18%	$815.90
SE4X5XC1Z	SPARC T3-2 10 Gb Network Module QFSP quad port XAUI adapter card	SPARC T3 Server X-Options	$499.00	15%	$424.15	18%	$409.18
SE4Y5XC1Z	SPARC T3-2 10 Gb Network Module QFSP quad port XAUI	SPARC T3-2 Server	$499.00	15%	$424.15	18%	$409.18
SE6X3G12Z	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00
SE6X3K11Z	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
SE6Y3G12Z	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket (for factory installation)	Server Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
SE6Y3K11Z	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket (for factory installation)	Server Hard Disk Drives	$615.00	14%	$528.90	20%	$492.00
SE6Y5RF1Z	Memory filler panel (for factory installation)	SPARC T3 Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SE6Y9MF1Z	Filler panel for disk drives (for factory installation)	SPARC T3 Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SELX9P11P	Power cord: North America and Asia, 4 meters, NEMA L6-20P plug, IEC60320-C19 connector, 20 A	Power Cords	$99.00	14%	$85.14	20%	$79.20

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SELX9P21P	Power cord: International, 4.0 meters, IEC309-IP44 plug, IEC60320-C19 connector, 16 A	Power Cords	$68.00	14%	$58.48	20%	$54.40
SELX9P31P	Power cord: global jumper, straight plug-connector, 2.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A	Power Cords	$57.00	14%	$49.02	20%	$45.60
SELX9P61P	Power cord: Argentina, 4 meters, IRAM2073 plug, IEC60320-C19 connector, 16 A	Power Cords	$63.00	14%	$54.18	20%	$50.40
SELX9P81Z	Power cord: Europe, 4.0 meters, CEE7/VII plug, IEC60320-C19 connector, 16 A	Power Cords	$29.00	14%	$24.94	20%	$23.20
SELX9P91Z	Power cord: Global jumper, straight plug-connector, 1.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A	Power Cords	$27.00	14%	$23.22	20%	$21.60
SELY9P11Z	Power cord: North America and Asia, 4 meters, NEMA L6-20P plug, IEC60320-C19 connector, 20 A (for factory installation)	Power Cords	$65.00	14%	$55.90	20%	$52.00
SELY9P21Z	Power cord: International, 4.0 meters, IEC309-IP44 plug, IEC60320-C19 connector, 16 A (for factory installation)	Power Cords	$39.00	14%	$33.54	20%	$31.20
SELY9P31Z	Power cord: global jumper, straight plug-connector, 2.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A (for factory installation)	Power Cords	$29.00	14%	$24.94	20%	$23.20
SELY9P61Z	Power cord: Argentina, 4.0 meters, IRAM2073 plug, IEC60320-C19 connector, 16 A (for factory installation)	Power Cords	$34.00	14%	$29.24	20%	$27.20
SELY9P81Z	Power cord: Europe, 4.0 meters, CEE7/VII plug, IEC60320-C19 connector, 16 A (for factory installation)	Power Cords	$22.00	14%	$18.92	20%	$17.60
SELY9P91Z	Power cord: Global jumper, straight plug-connector, 1.5 meters, IEC60320-2-2 sheet I (C20) plug, IEC60320-C19 connector, 20 A (for factory installation)	Power Cords	$20.00	14%	$17.20	20%	$16.00
SG-EMFCOE2-Q-SR	Sun Storage Dual 10 GbE PCIe FCoE Converged Network Adapter: Qlogic and SR optics (for factory installation)	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
SG-EMFCOE2-Q-TA	Sun Storage Dual 10 GbE FCoE ExpressModule Converged Network Adapter: Qlogic, 2 port and Twinax (for factory installation)	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
SG-PCIE1FC-EM8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA single port Emulex (for factory installation)	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
SG-PCIE1FC-QF8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA single port QLogic (for factory installation)	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
SG-PCIE2FC-EB4-Z-N	Sun Storagetek PCI-E Enterprise 4Gb FC Host Bus Adapter, Emulex, ExpressModule Form Factor, Dual Port, factory configurable, RoHS 6 compliant.	Host Bus Adapters	$1,395.00	14%	$1,199.70	20%	$1,116.00
SG-PCIE2FC-EM8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA dual port Emulex (for factory installation)	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-PCIE2FC-QF8-Z	StorageTek 8 Gb Fibre Channel PCIe HBA dual port QLogic (for factory installation)	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-PCIE8SAS-EB-Z-N	Sun Storagetek (TM) EM SAS Host Bus Adapter, ExpressModule form factor, Eight Port, RoHS 6 compliant, factor configure option	Host Bus Adapters	$550.00	14%	$473.00	20%	$440.00
SG-PCIEFCGBE-E8-N	Sun StorageTek Dual 8 Gb FC Dual 1 GbE HBA in ExpressModule form factor, RoHS-6 compliant, Emulex factory configure.	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20
SG-PCIEFCGBE-Q8-N	Sun StorageTek Dual 8 Gb FC Dual 1 GbE HBA in ExpressModule form factor, RoHS-6 compliant, Qlogic. factory configure.	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20

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SG-PCIEFCOE2-Q-SR	Sun Storage 10 GbE PCIe FCoE Converged Network Adapter: Qlogic low profile, dual port and SR optics (for factory installation)	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
SG-PCIEFCOE2-Q-TA	Sun Storage 10 GbE PCIe FCoE Converged Network Adapter: Qlogic low profile, dual port and Twin-AX (for factory installation)	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
SG-SAS6-EM-Z	Sun Storage 6 Gb SAS ExpressModule HBA: 8 port (for factory installation)	Host Bus Adapters	$468.00	14%	$402.48	20%	$374.40
SG-SAS6-EXT-Z	Sun Storage 6 Gb SAS PCIe HBA: 8 port (for factory installation)	Host Bus Adapters	$297.00	14%	$255.42	20%	$237.60
SG-SAS6-INT-Z	Sun Storage 6 Gb SAS PCIe HBA, Internal: 8 port (for factory installation)	Host Bus Adapters	$270.00	14%	$232.20	20%	$216.00
SG-SAS6-REM-Z	Sun Storage 6 Gb SAS REM HBA: 8 port (for factory installation)	Host Bus Adapters	$270.00	14%	$232.20	20%	$216.00
SG-SAS6-R-INT-Z	Sun Storage 6 Gb SAS PCIe RAID HBA, Internal: 8 port and 512 MB memory (for factory installation)	Host Bus Adapters	$699.00	14%	$601.14	20%	$559.20
SG-SAS6-R-REM-Z	Sun Storage 6 Gb SAS REM RAID HBA: 8 port and 512 MB memory (for factory installation)	Host Bus Adapters	$708.00	14%	$608.88	20%	$566.40
SG-XEMFCOE2-Q-SR	Sun Storage Dual 10 GbE PCIe FCoE Converged Network Adapter: Qlogic and SR optics	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
SG-XEMFCOE2-Q-TA	Sun Storage Dual 10 GbE FCoE ExpressModule Converged Network Adapter: Qlogic, 2 port and Twinax	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
SG-XPCIE1FC-QF8-N	Sun StorageTek 8 Gb FC PCIe host bus adaptor, single port includes standard and low profile brackets, low profil form factor. RoHS 6 compliant, Qlogic, x-option	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
SG-XPCIE2FC-EM8-N	Sun StorageTek 8 Gb FC PCIe host bus adapter, dual port includes standard and low profile brackets, low profile form factor. RoHS 6 compliant, Emulex, x-option	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-XPCIE2FC-QF8-N	Sun StorageTek 8 Gb FC PCIe host bus adapter, dual port includes standard and low profile brackets, low profile form factor. RoHS 6 compliant, Qlogic, x-option	Host Bus Adapters	$2,399.00	14%	$2,063.14	20%	$1,919.20
SG-XPCIEFCGBE-Q8-N	Sun StorageTek Dual 8 Gb FC Dual 1 GbE HBA in ExpressModule form factor, RoHS-6 compliant, Qlogic. X-Option.	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20
SG-XPCIESAS-S7-Z	Sun StorageTek 8-port external SAS PCIe HBA for Sun Storage 7000 Unified Storage System	Host Bus Adapters	$649.00	14%	$558.14	20%	$519.20
SGX-SAS6-INT-Z	Sun Storage 6 Gb SAS PCIe HBA, Internal: 8 port	Host Bus Adapters	$333.00	14%	$286.38	20%	$266.40
SGX-SAS6-REM-Z	Sun Storage 6 Gb SAS REM HBA: 8 port	Host Bus Adapters	$333.00	14%	$286.38	20%	$266.40
SGX-SAS6-R-INT-Z	Sun Storage 6 Gb SAS PCIe RAID HBA, Internal: 8 port and 512 MB memory	Host Bus Adapters	$839.00	14%	$721.54	20%	$671.20
SGX-SAS6-R-REM-Z	Sun Storage 6 Gb SAS REM RAID HBA: 8 port and 512 MB memory	Host Bus Adapters	$850.00	14%	$731.00	20%	$680.00
SLCIS-LCO-1929	Oracle Solaris Legacy Containers (1 to 4 socket server) - Socket Perpetual	Oracle Solaris Legacy Containers	$2,000.00	15%	$1,680.00	50%	$1,000.00
SLCIS-LCO-2929	Oracle Solaris Legacy Containers (5+ socket server) - Socket Perpetual	Oracle Solaris Legacy Containers	$4,000.00	15%	$3,360.00	50%	$2,000.00
SOLZS-10KC9A9S-IP-N	Oracle Solaris 10 5/09 Operating System SPARC Pre-Install (for factory installation)	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SOLZS-10LC9A9S-IP-N	Oracle Solaris 10 10/09 Operating System SPARC Pre-Install (for factory installation)	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SOLZS-10M9A9S-FI-N	Oracle Solaris 10 preInstall UFS root	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00
SOLZS-10M9A9S-IP-N	Oracle Solaris 10 preInstall ZFS root	CMT Server Configured Options	$0.00	15%	$0.00	18%	$0.00

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SR-1042E-N	Rack, 42-1000-600mm wide, shipping loaded	Sun Racks	$2,349.00	15%	$1,996.65	18%	$1,926.18
SR-1042-N	Rack, 42-1000-600mm wide, empty shipping only	Sun Racks	$1,649.00	15%	$1,401.65	18%	$1,352.18
SR-10K-IEC309-N	Sun Rack II 10kVA PDU, Single Phase, 48 Supplied Amps Max, IEC309 on 4m captive cord, Data Center Two 32A IEC309-IP44-2P3W 250VAC (25A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering (INTERNATIONAL)	Sun Racks	$900.00	15%	$765.00	18%	$738.00
SR-10K-L630-N	Sun Rack II 10kVA PDU, Single Phase, 48 Supplied Amps Max, NEMA L6-30P on 4m captive cords, Data Center Two 30A NEMA L6-30R (30A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$900.00	15%	$765.00	18%	$738.00
SR-1242E-N	Sun Rack, 42U, 1200mm depth, 600mm width, included Enterprise Packaging suitable for shipping fully loaded	Sun Racks	$2,849.00	15%	$2,421.65	18%	$2,336.18
SR-1242-N	Sun Rack II, 42U, 1200mm depth, 600mm width, empty shipping only (do not install product inside the rack while it is on this pallet)	Sun Racks	$2,149.00	15%	$1,826.65	18%	$1,762.18
SR-15K-IEC309-4P-N	Sun Rack II 15kVA PDU, 3-Phase, 69 Supplied Amps Max, IEC309 on 4m captive cord, Data Center One 60A IEC309-IP67-3P4W 250VAC (60A breaker), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
SR-15K-IEC309-U5P	3-phase high voltage 15 kVA PDU (UL and EN 300 386 compliant, for factory installation)	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
SR-15K-L630-N	Sun Rack II 15kVA PDU, Single Phase, 72 Supplied Amps Max, NEMA L6-30P on 4m captive cords, Data Center Three 30A NEMA L6-30R (30A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
SR-37K-IEC309-4P-N	Sun Rack II 37kVA PDU, 3-Phase, 180 Supplied Amps Max IEC309 on 4m captive cords, Data Center Three 60A IEC309-IP67-3P4W 250VAC (60A breakers), 45 C13 and 9 C19 Outlets in 9 Groups, Current Metering.	Sun Racks	$2,250.00	15%	$1,912.50	18%	$1,845.00
SR-37K-IEC309-U5P	3-phase high voltage 37 kVA PDU (UL and EN 300 386 compliant, for factory installation)	Sun Racks	$2,360.00	15%	$2,006.00	18%	$1,935.20
SR-JUMP-1MC13	Power cord: Sun Rack 2 jumper, 1 meter, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$29.00	14%	$24.94	20%	$23.20
SR-JUMP-1MC19	Power cord, Sun Rack 2 Jumper, 1 meter, IEC60320-2-2 Sheet I (C20) right angle plug, IEC60320-1-C19 connector, 20 A	Power Cords	$36.00	14%	$30.96	20%	$28.80
SR-JUMP-2MC13	Power cord: Sun Rack 2 jumper, 2 meters, C14RA plug, C13 connector, 13 A (for factory installation)	Power Cords	$29.00	14%	$24.94	20%	$23.20
SR-JUMP-2MC19	Power cord, Sun Rack 2 Jumper, 2 meters, IEC60320-2-2 sheet I (C20) right angle plug, IEC60320-1-C19 connector, 20 A	Power Cords	$36.00	14%	$30.96	20%	$28.80
SR-JUMPKIT-N	Jumper Cable Start Up Kit: qty 10 of 1 meter C13 plugs + qty 10 of 2 meter C13 plugs + qty 2 1 meter C19 plugs + Qty 2 2meter C19 plugs	Sun Racks	$198.00	15%	$168.30	18%	$162.36
TA-2.0M-SAS	SAS cable: 2 meters, mini shielded, array to host connection (for factory installation)	Disk Drives	$150.00	14%	$129.00	20%	$120.00
TTAI9-LCO-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus Perpetual	Secure Global Desktop Software	$250.00	16%	$210.00	50%	$125.00

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TTAI9-T02-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 2 Year	Secure Global Desktop Software	$88.00	16%	$73.92	50%	$44.00
TTAI9-T03-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 3 Year	Secure Global Desktop Software	$125.00	16%	$105.00	50%	$62.50
TTAI9-T04-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 4 Year	Secure Global Desktop Software	$150.00	16%	$126.00	50%	$75.00
TTAI9-T05-NUP	Oracle Secure Global Desktop for Microsoft Windows, AS/400, Solaris, Unix and Mainframe - Named User Plus 5 Year	Secure Global Desktop Software	$175.00	16%	$147.00	50%	$87.50
TTVI9-LCO-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus Perpetual	Virtual Desktop Infrastructure Software	$150.00	28%	$108.00	34%	$99.00
TTVI9-LCO-SRD	Oracle Virtual Desktop Infrastructure – Sun Ray Device Perpetual	Virtual Desktop Infrastructure Software	$150.00	28%	$108.00	34%	$99.00
TTVI9-T02-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 2 Year	Virtual Desktop Infrastructure Software	$53.00	28%	$38.16	34%	$34.98
TTVI9-T02-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 2 Year	Virtual Desktop Infrastructure Software	$53.00	28%	$38.16	34%	$34.98
TTVI9-T03-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 3 Year	Virtual Desktop Infrastructure Software	$75.00	28%	$54.00	34%	$49.50
TTVI9-T03-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 3 Year	Virtual Desktop Infrastructure Software	$75.00	28%	$54.00	34%	$49.50
TTVI9-T04-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 4 Year	Virtual Desktop Infrastructure Software	$90.00	28%	$64.80	34%	$59.40
TTVI9-T04-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 4 Year	Virtual Desktop Infrastructure Software	$90.00	28%	$64.80	34%	$59.40
TTVI9-T05-NUP	Oracle Virtual Desktop Infrastructure - Named User Plus 5 Year	Virtual Desktop Infrastructure Software	$105.00	28%	$75.60	34%	$69.30
TTVI9-T05-SRD	Oracle Virtual Desktop Infrastructure - Sun Ray Device 5 Year	Virtual Desktop Infrastructure Software	$105.00	28%	$75.60	34%	$69.30
TTWI9-LCO-NUP	Oracle Secure Global Desktop for Microsoft Windows only - Named User Plus Perpetual	Secure Global Desktop Software	$150.00	16%	$126.00	50%	$75.00
TTWI9-T02-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 2 Year	Secure Global Desktop Software	$53.00	16%	$44.52	50%	$26.50
TTWI9-T03-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 3 Year	Secure Global Desktop Software	$75.00	16%	$63.00	50%	$37.50
TTWI9-T04-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 4 Year	Secure Global Desktop Software	$90.00	16%	$75.60	50%	$45.00
TTWI9-T05-NUP	Oracle Secure Global Desktop for Microsoft Windows - Named User Plus 5 Year	Secure Global Desktop Software	$105.00	16%	$88.20	50%	$52.50
X1109A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 Low Profile adapter incorporating Intel 82599 10 Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. X-option	Network Adapters	$1,896.00	14%	$1,630.56	20%	$1,516.80
X1110A-Z	Sun Dual 10GbE SFP+ PCIe 2.0 ExpressModule incorporating Intel82599 10Gigabit Ethernet controller and supporting pluggable SFP+ Transceivers. ROHS-5. X-option	Network Adapters	$1,954.00	14%	$1,680.44	20%	$1,563.20
X1132A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 0.8m; (RoHS-6)	Disk Drives	$95.00	14%	$81.70	20%	$76.00
X1134A-Z-N	Cable, SCSI, SCSI-3/SCSI-3, 68-pin, 0.8m; (RoHS-6)	Sun Blade Server Options	$85.00	15%	$80.75	18%	$77.90

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X1136A-Z-N	Cable, SCSI, VHDCI/VHDCI, 68-pin, 0.8m; (RoHS-6)	Disk Drives	$95.00	14%	$81.70	20%	$76.00
X1138A-Z-N	Cable, SCSI, VHDCI/VHDCI,68-pin, 2m; (RoHS-6)	Disk Drives	$95.00	14%	$81.70	20%	$76.00
X1139A-Z-N	Cable, SCSI, SCSI-3/SCSI-3, 68-pin, 2m; (RoHS-6)	Sun Blade Server Options	$95.00	15%	$80.75	18%	$77.90
X2073A-N	Sun Blade 6000 Ethernet Switched NEM 24p 10 GbE: 14 uplink ports	Network Adapters	$9,516.00	14%	$8,183.76	20%	$7,612.80
X2074A-F	Sun 10 Gigabit Ethernet Switch: 1 RU switch with 72 ports Front-to-rear airflow	10 Gigabit Ethernet Switches	$42,956.00	15%	$36,512.60	18%	$35,223.92
X2074A-R	Sun 10 Gigabit Ethernet Switch: 1 RU switch with 72 ports Rear-to-front airflow	10 Gigabit Ethernet Switches	$43,056.00	15%	$36,597.60	18%	$35,305.92
X2121A-1M-N	QSFP to QSFP passive copper cable: 1 meter	Network Cables	$140.00	14%	$120.40	20%	$112.00
X2121A-2M	QSFP passive copper cable: 2 meters	Network Cables	$168.00	14%	$144.48	20%	$134.40
X2121A-3M-N	QSFP to QSFP passive copper cable: 3 meters	Network Cables	$180.00	14%	$154.80	20%	$144.00
X2121A-5M-N	QSFP to QSFP passive copper cable: 5 meters	Network Cables	$252.00	14%	$216.72	20%	$201.60
X2123A	Sun SFP+ to 1000 Base-T adapter	Network Transceivers	$538.00	14%	$462.68	20%	$430.40
X2124A-N	QSFP parallel fiber optics short wave transceiver	10 Gigabit Ethernet Switch Options	$1,595.00	15%	$1,355.75	18%	$1,307.90
X2125A-1M-N	Twinax Passive Copper Cable splitter: 1 meter	Network Cables	$380.00	14%	$326.80	20%	$304.00
X2125A-3M-N	Twinax Passive Copper Cable splitter: 3 meters	Network Cables	$548.00	14%	$471.28	20%	$438.40
X2125A-5M-N	Twinax Passive Copper Cable splitter: 5 meters	Network Cables	$880.00	14%	$756.80	20%	$704.00
X2127A-10M	QSFP optical cable splitter: 10 meters, MPO to 4 LC	Network Cables	$708.00	14%	$608.88	20%	$566.40
X2127A-20M	Optical Cable splitter: 20 meters MPO to 4 LC connector	Network Cables	$848.00	14%	$729.28	20%	$678.40
X2127A-50M	QSFP optical cable splitter: 50 meters, MPO to 4 LC	Network Cables	$1,276.00	14%	$1,097.36	20%	$1,020.80
X2129A-N	Dual rate transceiver: SFP+ SR. Support 1 Gb/sec and 10 Gb/sec dual rate	Network Transceivers	$1,008.00	14%	$866.88	20%	$806.40
X2130A-1M-N	Twinax Passive Copper Cable: 1 meter	Network Cables	$164.00	14%	$141.04	20%	$131.20
X2130A-3M-N	Twinax Passive Copper Cable: 3 meters	Network Cables	$212.00	14%	$182.32	20%	$169.60
X2130A-5M-N	Twinax Passive Copper Cable: 5 meters	Network Cables	$280.00	14%	$240.80	20%	$224.00
X2364A	Cable management arm	Other Server X-Options	$100.00	14%	$86.00	20%	$80.00
X2365A	Tool-less rackmount rail kit	Other Server X-Options	$222.00	14%	$190.92	20%	$177.60
X2826A-Z	Sun Network QDR InfiniBand Gateway Switch with 32 InfiniBand ports and 8 ethernet ports.	Infiniband Switches	$20,140.00	28%	$14,500.80	34%	$13,292.40
X311L-N	Power cord: North America and Asia, 2.5 meters, 5-15P plug, C13 connector, 15 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X312E-N	Power cord: China, 2.5 meters, GB2099 plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X312F-N	Power cord: Argentina, 2.5 meters, IRAM2073 plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X312G-N	Power cord: Korea, 2.5 meters, KSC8305 plug C13 connector, 10 A	Power Cords	$20.00	14%	$17.20	20%	$16.00
X312L-N	Power cord: Europe, 2.5 meters, CEE7/VII plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X314L-N	Power cord: Switzerland, 2.5 meters, SEV1011 plug, C13 connector, 10 A	Power Cords	$25.00	14%	$21.50	20%	$20.00
X317L-N	Power cord: UK, 2.5 meters, BS1363A plug, C13 connector, 10 A	Power Cords	$19.00	14%	$16.34	20%	$15.20
X320A-N	Power Cord: : North America direct to wall for Sun Fire 3800-4810 server, Sun Fire V490 server, and Sun Fire V890 server (PTO)	Power Cords	$13.00	14%	$11.18	20%	$10.40
X332A-N	Power cord: Taiwan, 2.5 meters, CNS10917 plug, C13 connector, 10 A	Power Cords	$25.00	14%	$21.50	20%	$20.00

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X332T-N	Power cord: International, 4 meters, IEC309-IP44 plug, C13 connector, 10 A	Power Cords	$75.00	14%	$64.50	20%	$60.00
X333A-25-10-BR-N	Localized power cord, Brazil, 2.5 meter, 10Amp rated, Plug NBR14136 with ground,Connector IEC60320-1-C13.	Power Cords	$13.00	14%	$11.18	20%	$10.40
X333A-25-10-IL-N	Localized Power Cord Kit Israel, SI-32 plug, IEC60320-C13 connector 10A, 250VAC rated, 2.5meter RoHS-6 compliant.	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333A-25-10-IN-N	Localized power cord, India, 2.5 meter, 10Amp rated, Plug NBR14136 with ground,Connector IEC60320-1-C13	Power Cords	$30.00	14%	$25.80	20%	$24.00
X333A-25-10-ZA-N	Localized power cord, South Africa, 2.5 meter, 10Amp rated, Plug SANS164 with ground,Connector IEC60320-1-C13.	Power Cords	$13.00	14%	$11.18	20%	$10.40
X333A-25-15-JP-N	Power cord: Japan, 2.5 meters, PSE6-15 plug, C13 connector, 15 A	Power Cords	$32.00	14%	$27.52	20%	$25.60
X333A-25-15-TW-N	Power Cord: : Taiwan 125 VAC 15 amps 2.5 meters (PTO)	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333F-25-15-JP-N	Localized Power Cord Kit Japan, PSE 6-15P plug, IEC6032 C13 connector 15A, 250VAC rated, 2.5meter, RoHS-6 compliant.	Power Cords	$32.00	14%	$27.52	20%	$25.60
X333G-25-10-TW	Power cord: Taiwan, 2.5 meters, NEMA6-20 plug, IEC60320 C13 connector, 10 A, 250 V	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333V-20-15-C14-N	Rack Jumper Cable, Straight Plug Connector, 2.0 meter, 15Amp rated, Plug IEC60320-2-2 Sheet E (C14) Connector IEC60320-1-C13	Power Cords	$25.00	14%	$21.50	20%	$20.00
X333V-30-15-C14-N	Rack Jumper Cable, Straight Plug Connector, 3.0 meter, 15Amp rated, Plug IEC60320-2-2 Sheet E (C14), Connector IEC60320-1-C13	Power Cords	$25.00	14%	$21.50	20%	$20.00
X340L-N	Power cord: North America and Asia, 4 meters, L6-20P plug, C13 connector, 15 A	Power Cords	$50.00	14%	$43.00	20%	$40.00
X3830A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 4m; (RoHS-6)	Disk Drives	$145.00	14%	$124.70	20%	$116.00
X3830B-Z-N	Cable, SCSI VHDCI/VHDCI, 68-pin, 4m; (RoHS-6)	Disk Drives	$145.00	14%	$124.70	20%	$116.00
X3831A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 10m; (RoHS-6)	Disk Drives	$195.00	14%	$167.70	20%	$156.00
X3831B-Z-N	Cable, SCSI, VHDCI/VHDCI, 68-pin, 10m; (RoHS-5)	Disk Drives	$195.00	14%	$167.70	20%	$156.00
X3832A-Z-N	Cable, SCSI, SCSI-3/VHDCI, 68-pin, 2m; (RoHS-6)	Disk Drives	$100.00	14%	$86.00	20%	$80.00
X3837A-N	5 meter Null Ethernet Cable, RoHS-6	Other Server X-Options	$125.00	14%	$107.50	20%	$100.00
X383L-N	Power cord: Denmark, 2.5 meters, DEMKO107 plug, C13 connector, 10 A	Power Cords	$25.00	14%	$21.50	20%	$20.00
X384L-N	Power cord: Italian, 2.5 meters, CEI23 plug, C13 connector 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X386L-N	Power cord: Australia, 2.5 meters, SA3112 plug, C13 connector, 10 A	Power Cords	$13.00	14%	$11.18	20%	$10.40
X4061A-N	19-inch 4-post slide mount kit with adjustable slide rails	Sun Netra Rack Kits	$995.00	15%	$845.75	18%	$815.90
X4234A-Z-N	Sun Netra 2U servers: air filter 10 pack for chassis, which supports 2 HDD	Other Server X-Options	$250.00	14%	$215.00	20%	$200.00
X4242A	Sun InfiniBand QDR Host Channel Adapter PCIe: low profile (for on-site upgrade)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
X4243A	Sun InfiniBand QDR Host Channel Adapter PCIe Express Module (for on-site upgrade)	Infiniband Host Channel Adapters	$2,295.00	14%	$1,973.70	20%	$1,836.00
X4353A-Z-N	Sun Netra 2U servers: air filter 10 pack for chassis, which supports 4 HDD	Other Server X-Options	$250.00	14%	$215.00	20%	$200.00
X4453A	Air filter, pack of 10 for 2 RU, 4 HDD	Netra SPARC T3-1 Server	$250.00	15%	$212.50	18%	$205.00

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X4622A-N	Sun Blade 6000 Family Dongle Cable II with RJ45 Serial, 2xUSB, Video Connectors and RJ45-to-DB9 adapter. RoHS 5. X-option	Sun Blade Server Options	$60.00	15%	$51.00	18%	$49.20
X4871A-Z-N	Sun Blade server module: Sun Dual 10 GbE Fabric Expansion Module	Network Adapters	$864.00	14%	$743.04	20%	$691.20
X4911A	One 8 GB DDR3-1333 registered low-voltage DIMM	Other Server X-Options	$219.00	14%	$188.34	20%	$175.20
X5074A-Z-N	PWR CORD, QTY 4, AC INPUT, 20A (AMER: L6-20P to IEC 320, 4m) for the Sun Blade 6000 or the Sun Blade 6000 P Modular System, RoHS-6	Sun Blade Server Options	$154.00	15%	$130.90	18%	$126.28
X5075A-Z-N	PWR CORD, QTY 4, AC INPUT, 16A (EPAC: IEC 309 to IEC 320, 4m) for the Sun Blade 6000 or the Sun Blade 6000 P Modular System, RoHS-6	Sun Blade Server Options	$86.00	15%	$73.10	18%	$70.52
X5077A-Z-N	PWR CORD, QTY 4, AC INPUT, 20A (IEC 320-C19 to IEC 320-C20, 2.0 M) Optional cords for connecting a rack mounted Sun Blade Modular System chassis to a Modular Power System (MPS). RoHS-6.	Other Server X-Options	$20.00	14%	$17.20	20%	$16.00
X5180A-N	Air Filter pack containing 10 foam filter to be used as replacement filters in the system behind the front bezel, for use with the Netra X4450 and Netra T5440. ROHS-6 Compliant.	Other Server X-Options	$290.00	14%	$249.40	20%	$232.00
X5562A-Z	Sun dual speed 10 GbE SFP+ long reach pluggable transceiver	Network Transceivers	$2,208.00	14%	$1,898.88	20%	$1,766.40
X5915A-N	2 Sun 30 A to 20 A AC power adapters with 30 A AC branch input with NEMA L6-30P plug and NEMA L6-20R receptacle, 4 meters	Sun Blade Server Options	$1,364.00	15%	$1,159.40	18%	$1,118.48
X6000A-N	Sun Crypto Accelerator 6000 SSL/IPsec Accelerator with keystore and FIPs support, PCI card. RoHS: 6 compliant.	Network Encryption Cards	$9,950.00	14%	$8,557.00	20%	$7,960.00
X7251A-N	Netra CT 820 Server air filter 5 per pack.	Sun Netra T5220 Server	$395.00	15%	$335.75	18%	$323.90
X7901A-4-N	19-inch 2-post rackmount kit	Sun Netra Rack Kits	$325.00	15%	$276.25	18%	$266.50
X7904A-4-N	600 by 600 millimeters rackmount kit	Sun Netra Rack Kits	$210.00	15%	$178.50	18%	$172.20
X8096A-4-N	19-inch 4-post slide mount kit	Sun Netra Rack Kits	$910.00	15%	$773.50	18%	$746.20
X8224A-N	SAS cable kit	Netra SPARC Server Options	$118.00	15%	$100.30	18%	$96.76
X9237-1-A-N	Power Jumper Cable, 1.0meter (qty 1), for Sun Rack 900/1000. RoHS-6 compliant.	Power Cords	$45.00	14%	$38.70	20%	$36.00
X9238-1-A-N	Power Jumper Cable, 2.5 meter (qty 1), for Sun Rack 900/1000. RoHS-6 compliant.	Power Cords	$49.00	14%	$42.14	20%	$39.20
X949A-4-N	Wago DC plug connectors, 10-pack for all Netra servers, Sun Fire X4100, X4100 M2, X4200, X4200 M2 and storage (except Netra ft 1800). X-Option. RoHS-6	Other Server X-Options	$165.00	14%	$141.90	20%	$132.00
X9732A-Z-N	2M LC to LC FC Optical Cable RoHS-6 compliant	Disk Drives	$65.00	14%	$55.90	20%	$52.00
X9733A-Z-N	5M LC to LC FC Optical Cable RoHS-6 compliant	Disk Drives	$80.00	14%	$68.80	20%	$64.00
X9734A-Z-N	15M LC to LC FC Optical Cable RoHS-6 Compliant.	Disk Drives	$105.00	14%	$90.30	20%	$84.00
X9736A-Z-N	25M LC to LC FC Optical Cable. RoHS-6 Compliant.	Disk Drives	$180.00	14%	$154.80	20%	$144.00
X9738A-Z-N	50M LC to LC FC Optical Cable. RoHS-6 Compliant.	Disk Drives	$230.00	14%	$197.80	20%	$184.00
XRA-SS2CF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
XRA-SS2CM-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
XRA-SS2NF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with mounting bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00
XRA-SS2NF-600G10K2	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$739.00	14%	$635.54	20%	$591.20
XRB-SS2CF-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00

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XRB-SS2CM-300G10K2	One 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Server Hard Disk Drives	$415.00	14%	$356.90	20%	$332.00
XSESS118FU-N	StorageTek SAS RAID HBA: 8 port, internal for Fujitsu (for factory installation)	Host Bus Adapters	$599.00	14%	$515.14	20%	$479.20
XSR-1042E-N	Sun Rack, 42U, 1000 depth, 600mm width, packaging suitable for shipping fully loaded	Sun Racks	$2,349.00	15%	$1,996.65	18%	$1,926.18
XSR-1042-N	Sun Rack, 42U, 1000 depth, 600mm width, empty shipping only (do not install product inside the rack while it is on th pallet)	Sun Racks	$1,649.00	15%	$1,401.65	18%	$1,352.18
XSR-10K-IEC309-N	1-phase high voltage 10 kVA PDU for non-EU countries	Sun Racks	$900.00	15%	$765.00	18%	$738.00
XSR-10K-L630-N	Sun Rack II 10kVA PDU, Single Phase, 48 Supplied Amps Max, NEMA L6-30P on 4m captive cords, Data Center Two 30A NEMA L6-30R (30A breakers), 42 C13 and 6 C19 Outlets in 6 Groups, Current Metering.	Sun Racks	$900.00	15%	$765.00	18%	$738.00
XSR-1242E-N	Sun Rack, 42U, 1200 depth, 600mm width, packaging suitz	Sun Racks	$2,849.00	15%	$2,421.65	18%	$2,336.18
XSR-1242-N	Sun Rack, 42U, 1200 depth, 600mm width, empty shipping only (do not install product inside the rack while it is on th pallet)	Sun Racks	$2,149.00	15%	$1,826.65	18%	$1,762.18
XSR-15KIEC309-4P-N	3-phase low voltage 15 kVA PDU for non-EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
XSR-15KIEC309-U5P	3-phase high voltage 15 kVA PDU (UL and EN 300 386 compliant)	Sun Racks	$1,300.00	15%	$1,105.00	18%	$1,066.00
XSR-15K-L630-N	1-phase low voltage 15 kVA PDU for non-EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
XSR-37KIEC309-4P-N	Sun Rack II 37kVA PDU, 3-Phase, 180 Supplied Amps Max IEC309 on 4m captive cords, Data Center Three 60A IEC309-4P67-3P4W 250VAC (60A breakers), 45 C13 and 9 C19 Outlets in 9 Groups, Current Metering.	Sun Racks	$2,250.00	15%	$1,912.50	18%	$1,845.00
XSR-37KIEC309-U5P	3-phase high voltage 37 kVA PDU (UL and EN 300 386 compliant)	Sun Racks	$2,360.00	15%	$2,006.00	18%	$1,935.20
XSR-CLIPNUT-N	Sun Rack II Clip Nut/Screw Kit, M6x1 Nut, M6x1x12mm Screw, Qty 32 EA	Sun Racks	$60.00	15%	$51.00	18%	$49.20
XSR-JUMP-1MC13-N	Single Jumper Cable 1 meter (C13 plug)	Power Cords	$29.00	14%	$24.94	20%	$23.20
XSR-JUMP-1MC19-N	Single Jumper Cable 1 meter (C19 plug)	Power Cords	$36.00	14%	$30.96	20%	$28.80
XSR-JUMP-2MC13-N	Single Jumper Cable 2 meter (C13 plug)	Power Cords	$29.00	14%	$24.94	20%	$23.20
XSR-JUMP-2MC19-N	Single Jumper Cable 2 meter (C19 plug)	Power Cords	$36.00	14%	$30.96	20%	$28.80
XSR-JUMPKIT-N	Jumper Cable Start Up Kit: qty 10 of 1 meter C13 plugs + qty 10 of 2 meter C13 plugs + qty 2 1 meter C19 plugs + Qty 2 2meter C19 plugs	Sun Racks	$198.00	15%	$168.30	18%	$162.36
XSR-JUMPPAC1MC13-N	Jumper Cable Kit: qty 10 mix of 1 meter cable (C13 plug)	Sun Racks	$89.00	15%	$75.65	18%	$72.98
XSR-JUMPPAC2MC13-N	Jumper Cable Kit: qty 10 mix of 2 meter cable (C13 plug)	Sun Racks	$89.00	15%	$75.65	18%	$72.98
XTA-0.5M-SAS-N	Sun Storage 0.5m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$95.00	14%	$81.70	20%	$76.00
XTA-1.0M-SAS-N	Sun Storage 1.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$110.00	14%	$94.60	20%	$88.00
XTA-2.0M-SAS-N	Sun Storage 2.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$150.00	14%	$129.00	20%	$120.00
XTA-3.0M-SAS-N	Sun Storage 3.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$175.00	14%	$150.50	20%	$140.00
XTA-6.0M-SAS-N	Sun Storage 6.0m, mini, shielded, SAS cable; For connection between array and host; RoHS-6	Disk Drives	$325.00	14%	$279.50	20%	$260.00
7100115	Spare: cable, 2 meter IB QSFP copper	Spare parts	$258.00	29%	$183.18	29%	$183.18
7100274	SAS cable: 3 meters, 2x1 (for factory installation)	Tape Options	$200.00	24%	$152.00	34%	$132.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7100275	SAS cable: 3 meters, 2x1	Tape Options	$200.00	24%	$152.00	34%	$132.00
7100276	4X mini SAS cable: 3 meters, 1x1, shielded (for factory installation)	Tape Options	$120.00	24%	$91.20	34%	$79.20
7100277	4X mini SAS cable: 3 meters, 1x1, shielded	Tape Options	$120.00	24%	$91.20	34%	$79.20
7100477	Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, UTP	Network Adapters	$888.00	14%	$763.68	20%	$710.40
7100479	Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, UTP (for factory installation)	Network Adapters	$740.00	14%	$636.40	20%	$592.00
7100481	Sun Dual Port GbE PCIe 2.0 Low Profile Adapter, MMF	Network Adapters	$1,142.00	14%	$982.12	20%	$913.60
7100482	Sun Dual Port GbE PCIe 2.0 Low Profile Adapter, MMF (for factory installation)	Network Adapters	$952.00	14%	$818.72	20%	$761.60
7100483	Sun Quad Port GbE PCIe 2.0 ExpressModule, UTP	Network Adapters	$1,109.00	14%	$953.74	20%	$887.20
7100484	Sun Quad Port GbE PCIe 2.0 ExpressModule, UTP (for factory installation)	Network Adapters	$924.00	14%	$794.64	20%	$739.20
7100486	Sun Quad Port GbE PCIe 2.0 ExpressModule, MMF	Network Adapters	$2,549.00	14%	$2,192.14	20%	$2,039.20
7100487	Sun Quad Port GbE PCIe 2.0 ExpressModule, MMF (for factory installation)	Network Adapters	$2,124.00	14%	$1,826.64	20%	$1,699.20
7100488	Sun Dual Port 10GBase-T Adapter	Network Adapters	$1,498.00	14%	$1,288.28	20%	$1,198.40
7100490	Sun Dual Port 10GBase-T ExpressModule	Network Adapters	$1,788.00	14%	$1,535.96	20%	$1,428.80
7100492	Sun Dual Port 10GBase-T ExpressModule (for factory installation)	Network Adapters	$1,488.00	14%	$1,279.68	20%	$1,190.40
7100563	Sun Dual Port 10GBase-T Adaptor (for factory installation)	Network Adapters	$1,248.00	14%	$1,073.28	20%	$998.40
7100730	One 8 GB DDR3-1600 DIMM (for factory installation)	Other Server Configured Options	$152.00	6%	$142.88	6%	$142.88
7100731	32 GB DDR3-1066 DIMM (for factory installation)	Sun Fire X4170 M2 Server	$1,182.00	14%	$1,016.52	20%	$945.60
7100733	One 16 GB DDR3-1600 DIMM (for factory installation)	Other Server Configured Options	$302.00	6%	$283.88	6%	$283.88
7100734	Oracle Solaris preinstall (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7100735	Oracle VM preinstall (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7100790	One 8 GB DDR3-1600 DIMM	Other Server X-Options	$182.00	14%	$156.52	20%	$145.60
7100792	32 GB DDR3-1066 DIMM	Sun Fire X4170 M2 Server	$1,418.00	14%	$1,219.48	20%	$1,134.40
7100794	One 16 GB DDR3-1600 DIMM	Other Server X-Options	$362.00	14%	$311.32	20%	$289.60
7100879	StorageTek SL8500 modular library system: base module with 1,448 physical slots and 1,450 activated slots	Sun StorageTek SL8500 Modular Library System	$202,395.00	24%	$153,820.20	34%	$133,580.70
7100880	StorageTek SL8500 modular library system: activation permit for 100 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$4,000.00	24%	$3,040.00	34%	$2,640.00
7100881	StorageTek SL8500 modular library system: activation permit for 250 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$9,500.00	24%	$7,220.00	34%	$6,270.00
7100882	StorageTek SL8500 modular library system: activation permit for 500 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$17,500.00	24%	$13,300.00	34%	$11,550.00
7100883	StorageTek SL8500 modular library system: activation permit for 1,000 cartridge slots	Sun StorageTek SL8500 Modular Library Features	$30,000.00	24%	$22,800.00	34%	$19,800.00
7100885	Rail kit for base frame	System	$4,536.00	24%	$3,447.36	34%	$2,993.76
7100886	Rail kit for 1 expansion frame	System	$7,903.00	24%	$6,006.28	34%	$5,215.98
7100888	Rail kit for 2 expansion frames	System	$10,103.00	24%	$7,678.28	34%	$6,667.98
7100889	Rail kit for 3 expansion frames	System	$16,074.00	24%	$12,216.24	34%	$10,608.84
7100891	Rail kit for 4 expansion frames	System	$18,995.00	24%	$14,436.20	34%	$12,536.70
7100892	Rail kit for 5 expansion frames	System	$21,612.00	24%	$16,425.12	34%	$14,263.92
7100894	Assembly for N+1 power	System	$1,147.00	24%	$871.72	34%	$757.02

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7100898	StorageTek SL8500 modular library system: cartridge expansion frame with 1,728 physical slots and no activated cartridge slots. Separately priced activation permit required	Sun StorageTek SL8500 Modular Library System	$20,778.00	24%	$15,791.28	34%	$13,713.48
7100900	Cartridge CAP magazine with 13 physical slots (for onsite assembly)	Sun StorageTek SL8500 Modular Library System	$132.00	24%	$100.32	34%	$87.12
7100908	Redundant cartridge access port	System	$6,427.00	24%	$4,884.52	34%	$4,241.82
7100917	Performance redundant electronics	System	$8,825.00	24%	$6,707.00	34%	$5,824.50
7100919	Pass-thru port mechanisms	System	$32,419.00	24%	$24,638.44	34%	$21,396.54
7100924	Hub for intra-library communications	System	$2,414.00	24%	$1,834.64	34%	$1,593.24
7100926	Pass-thru port frame	System	$8,100.00	24%	$6,916.00	34%	$6,006.00
7100928	Redundant handbots	System	$39,575.00	24%	$30,077.00	34%	$26,119.50
7100929	Single-phase power	System	$3,981.00	24%	$3,025.56	34%	$2,627.46
7100930	Delta power	System	$3,843.00	24%	$2,920.68	34%	$2,536.38
7100931	DC, 1,200 W PSU	System	$751.00	24%	$570.76	34%	$495.66
7100932	StorageTek SL8500 modular library system: activation permit for redundant TCP/IP host interface	Sun StorageTek SL8500 Modular Library Features	$15,000.00	24%	$11,400.00	34%	$9,900.00
7100936	StorageTek SL8500 Partitioning - Integrated Software Option - per Tape Library Metric	Sun StorageTek SL8500 Modular Library Features	$10,000.00	24%	$7,600.00	34%	$6,600.00
7100938	Wye power	System	$3,856.00	24%	$2,930.56	34%	$2,544.96
7100942	6 rack unit rack	System	$3,426.00	24%	$2,603.76	34%	$2,261.16
7100945	StorageTek SL8500 modular library system: activation permit for 100 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$4,800.00	24%	$3,648.00	34%	$3,168.00
7100946	StorageTek SL8500 modular library system: activation permit for 250 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$11,400.00	24%	$8,664.00	34%	$7,524.00
7100947	StorageTek SL8500 modular library system: activation permit for 500 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$21,000.00	24%	$15,960.00	34%	$13,860.00
7100948	StorageTek SL8500 modular library system: activation permit for 1,000 cartridge slots, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$36,000.00	24%	$27,360.00	34%	$23,760.00
7100962	Brocade 300 Switch: activation permit for 8 FC ports. Includes eight 8 Gb SFP short wave optic modules	Brocade Hardware	$4,500.00	24%	$3,420.00	34%	$2,970.00
7100968	StorageTek LTO tape drive: 1 HP LTO5 6 Gb SAS for StorageTek SL500	LTO5 Tape Drives	$14,000.00	24%	$10,640.00	34%	$9,240.00
7101234	One 512 GB SATA SSD 2.5-inch version 2 read-flash accelerator with martin bracket. Minimum 2010.Q3.3 or later appliance software required.	Sun Unified Storage System Options	$4,478.00	24%	$3,403.28	34%	$2,955.48
7101263	Spare: AST2100 chassis management module	Spare parts	$1,128.00	29%	$800.88	29%	$800.88
7101366	StorageTek SL8500 modular library system: performance kit	Sun StorageTek SL8500 Modular Library System	$10,590.00	24%	$8,048.40	34%	$6,989.40
7101409	StorageTek SL500 modular library system: activation permit for second port on dual fibre card, for after original system installation	Sun StorageTek SL500 Modular Library System	$1,000.00	24%	$760.00	34%	$660.00
7101546	StorageTek LTO tape drive: 1 HP LTO5 half height 6 Gb SAS with rackmount	Entry Level LTO 5 Tape Drives	$6,500.00	24%	$4,940.00	34%	$4,290.00
7101568	Netra SPARC T4-2 Server: 4RU base AC with 2 SPARC T4 8-Core processor 2.85 GHz	Netra SPARC T4-2 Server	$36,884.00	15%	$31,351.40	18%	$30,244.88

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7101657	Spare: one 8 GB DDR3-1600 registered DIMM	Spare parts	$480.00	29%	$340.80	29%	$340.80
7101658	Spare: one 16 GB DDR3-1600 registered DIMM	Spare parts	$1,536.00	29%	$1,090.56	29%	$1,090.56
7101750	StorageTek SL150 modular tape library: base unit with 30 slots and 1 LTO5 half-height 8 Gb FC tape drive	SL150 Tape Library	$6,075.00	24%	$4,617.00	34%	$4,009.50
7101751	Spare: Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, UTP	Spare parts	$1,050.00	29%	$745.50	29%	$745.50
7101752	Spare: Sun Quad Port GbE PCIe 2.0 Low Profile Adapter, MMF	Spare parts	$2,022.00	29%	$1,435.62	29%	$1,435.62
7101753	Spare: Sun Quad Port GbE PCIe 2.0 ExpressModule, UTP	Spare parts	$1,254.00	29%	$890.34	29%	$890.34
7101754	Spare: Sun Quad Port GbE PCIe 2.0 ExpressModule, MMF	Spare parts	$3,030.00	29%	$2,151.30	29%	$2,151.30
7101755	Spare: Sun Dual Port 10 GbE PCIe 2.0 Low Profile Adapter Base-T	Spare parts	$1,926.00	29%	$1,367.46	29%	$1,367.46
7101756	Spare: Sun Dual Port 10 GbE PCIe 2.0 ExpressModule, Base-T	Spare parts	$2,250.00	29%	$1,597.50	29%	$1,597.50
7101758	Heatsink (for factory installation)	Other Server Configured Options	$20.00	6%	$18.80	6%	$18.80
7101760	StorageTek SL150 modular tape library: base unit with 30 slots and 1 LTO5 half-height 6 Gb SAS tape drive	SL150 Tape Library	$5,833.00	24%	$4,433.08	34%	$3,849.78
7101761	StorageTek LTO tape drive: 1 HP LTO5 half-height 6 Gb SAS for StorageTek SL150 (for factory installation)	LTO5 Tape Drives (SL150)	$2,470.00	24%	$1,877.20	34%	$1,630.20
7101762	StorageTek LTO tape drive: 1 HP LTO5 half-height 8 Gb FC for StorageTek SL150 (for factory installation)	LTO5 Tape Drives (SL150)	$2,713.00	24%	$2,061.88	34%	$1,790.58
7101763	StorageTek SL150 modular tape library: expansion module with 30 slots (for factory installation)	SL150 Tape Library Options	$793.00	24%	$602.68	34%	$523.38
7101769	StorageTek SL150 modular tape library: power supply (for factory installation)	SL150 Tape Library Options	$223.00	24%	$169.48	34%	$147.18
7101770	StorageTek SL150 modular tape library: expansion module with 30 slots	SL150 Tape Library Options	$968.00	24%	$735.68	34%	$638.88
7101771	StorageTek SL150 modular tape library: power supply	SL150 Tape Library Options	$267.00	24%	$202.92	34%	$176.22
7101772	StorageTek LTO tape drive: 1 HP LTO5 half-height 6 Gb SAS for StorageTek SL150	LTO5 Tape Drives (SL150)	$2,964.00	24%	$2,252.64	34%	$1,956.24
7101773	StorageTek LTO tape drive: 1 HP LTO5 half-height 8 Gb FC for StorageTek SL150	LTO5 Tape Drives (SL150)	$3,255.00	24%	$2,473.80	34%	$2,148.30
7101774	StorageTek SL150 modular library: pair of magazines: 1 left and 1 right	SL150 Tape Library Options	$198.00	24%	$150.48	34%	$130.68
7101883	Brocade SW200R Switch: activation permit for 4 FC ports	Brocade software	$2,100.00	24%	$1,596.00	34%	$1,386.00
7101905	Spare: service processor for Netra SPARC T4-1 server	Spare parts	$900.00	29%	$639.00	29%	$639.00
7101908	FC cable assembly: 6 meters, optical, duplex, multi-mode, 50/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$54.00	15%	$45.90	18%	$44.28
7101914	Ethernet cable assembly: 5 meters, CAT 5E, green	Pillar Axiom SAN Storage System Options	$13.00	15%	$11.05	18%	$10.66
7101915	Ethernet cable assembly: 2 meters, CAT 5E UTP patch, red	Pillar Axiom SAN Storage System Options	$7.00	15%	$5.95	18%	$5.74
7101918	Ethernet cable assembly: 5 meters, SFP+ 10GbE direct attach passive copper cable	Pillar Axiom SAN Storage System Options	$206.00	15%	$175.10	18%	$168.92
7101919	FC cable assembly: 3 meters, optical, duplex, multi-mode, 50/125 core, LC-LC	Pillar Axiom SAN Storage System Options	$48.00	15%	$40.80	18%	$39.36
7101920	FC cable assembly: 6 meters, optical, duplex, multi-mode, 50/125 core, LC-LC	Pillar Axiom SAN Storage System Options	$55.00	15%	$46.75	18%	$45.10
7101921	FC cable assembly: 10 meters, optical, duplex, multi-mode, 50/125 core, LC-LC	Pillar Axiom SAN Storage System Options	$64.00	15%	$54.40	18%	$52.48
7101922	FC cable assembly: 3 meters, optical, duplex, multi-mode, 50/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$46.00	15%	$39.10	18%	$37.72

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7101923	Pillar Axiom SSD Brick with thirteen 50 GB SSDs (for factory installation)	Pillar Axiom SAN Storage System Options	$34,282.00	15%	$29,139.70	18%	$28,111.24
7101924	Pillar Axiom SSD Brick with thirteen 200 GB SSDs (for factory installation)	Pillar Axiom SAN Storage System Options	$127,346.00	15%	$108,244.10	18%	$104,423.72
7101925	Power cord: 3 meters, 18 AWG, 3 conductor, SJT wire, NEMA 5-15 plug, black, 110 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$9.00	15%	$7.65	18%	$7.38
7101926	Pillar Axiom Fibre Channel Brick with twelve 300 GB 15000 rpm 3.5-inch FC HDDs (for factory installation)	Pillar Axiom SAN Storage System Options	$17,909.00	15%	$15,222.65	18%	$14,685.38
7101927	Pillar Axiom Fibre Channel Brick with twelve 600 GB 15000 rpm 3.5-inch FC HDDs (for factory installation)	Pillar Axiom SAN Storage System Options	$23,346.00	15%	$19,844.10	18%	$19,143.72
7101929	Pillar Axiom SATA Brick with thirteen 2 TB 7200 rpm 3.5-inch SATA HDDs (for factory installation)	Pillar Axiom SAN Storage System Options	$21,863.00	15%	$18,583.55	18%	$17,927.66
7101930	Rackmounted slammer installation cable kit for 1 SOC422 slammer with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$1,102.00	15%	$936.70	18%	$903.64
7101931	Rackmounted slammer installation cable kit for 2 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$2,930.00	15%	$2,490.50	18%	$2,402.60
7101932	Rackmounted slammer installation cable kit for 3 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$5,114.00	15%	$4,346.90	18%	$4,193.48
7101934	Pillar Axiom Brick rackmounted installation optical cable kit (for factory installation)	Pillar Axiom SAN Storage System Options	$754.00	15%	$640.90	18%	$618.28
7101935	Installation cable kit with 1 SOC422 slammer with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$1,102.00	15%	$936.70	18%	$903.64
7101936	FC cable assembly: 10 meters, optical, duplex, multi-mode, 50/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$65.00	15%	$55.25	18%	$53.30
7101937	FC cable assembly: 3 meters, optical, duplex, single-mode, 8.3 /125 core, LC-LC	Pillar Axiom SAN Storage System Options	$60.00	15%	$51.00	18%	$49.20
7101938	FC cable assembly: 3 meters, optical, duplex, multi-mode, 8.3/125 core, SC-LC	Pillar Axiom SAN Storage System Options	$50.00	15%	$42.50	18%	$41.00
7101939	Installation cable kit with 2 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$2,930.00	15%	$2,490.50	18%	$2,402.60
7101940	Installation cable kit with 3 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$5,114.00	15%	$4,346.90	18%	$4,193.48
7101941	Installation cable kit with 4 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$7,434.00	15%	$6,318.90	18%	$6,095.88
7101942	Pillar Axiom Brick installation optical cable kit (for factory installation)	Pillar Axiom SAN Storage System Options	$754.00	15%	$640.90	18%	$618.28
7101945	Rackmounted slammer installation cable kit for 4 SOC422 slammers with optical connectors (for factory installation)	Pillar Axiom SAN Storage System Options	$7,434.00	15%	$6,318.90	18%	$6,095.88
7101948	Pillar Axiom Replication Engine 4 Gb FC PCIe HBA: 4 port (for factory installation)	Pillar Axiom SAN Storage System Options	$6,600.00	15%	$5,610.00	18%	$5,412.00
7101960	Power cord: ASM, 3 meters, 18 AWG, 3 conductor, SJT wire, C14 plug, black, 110/240 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$12.00	15%	$10.20	18%	$9.84
7101969	FC cable assembly: 2 meters, SFP to HSSDC2 passive	Pillar Axiom SAN Storage System Options	$125.00	15%	$106.25	18%	$102.50
7101972	FC cable assembly: 0.5 meter, SFP to SFP passive	Pillar Axiom SAN Storage System Options	$86.00	15%	$73.10	18%	$70.52
7101973	Pillar Axiom Pilot with 4 GB memory, rackmounted (for factory installation)	Pillar Axiom SAN Storage System Options	$8,164.00	15%	$6,939.40	18%	$6,694.48

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7101974	Pillar Axiom Pilot with 4 GB memory (for factory installation)	Pillar Axiom SAN 600 Storage System	$8,164.00	15%	$6,939.40	18%	$6,694.48
7101975	FC cable assembly: 1 meter, SFP to SFP passive	Pillar Axiom SAN Storage System Options	$96.00	15%	$81.60	18%	$78.72
7101976	Pillar Axiom Replication Engine with 32 GB memory (for factory installation)	Pillar Axiom SAN Storage System Options	$19,302.00	15%	$16,406.70	18%	$15,827.64
7101980	FC cable assembly: 2 meters, SFP to SFP passive	Pillar Axiom SAN Storage System Options	$114.00	15%	$96.90	18%	$93.48
7101987	Power cord: 15 feet, NEMA L5-30P plug, 30 A, 120 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$209.00	15%	$177.65	18%	$171.38
7101990	Power cord: 15 feet, NEMA L6-30P plug, 30 A, 220 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$209.00	15%	$177.65	18%	$171.38
7101991	Slammer optical cable kit	Pillar Axiom SAN Storage System Options	$905.00	15%	$769.25	18%	$742.10
7101995	Power cord: 15 feet, IEC309 2P+E plug, 16 A (for factory installation)	Pillar Axiom SAN Storage System Options	$67.00	15%	$56.95	18%	$54.94
7101998	Power cord: 15 feet, IEC309 2P+E plug, 32 A (for factory installation)	Pillar Axiom SAN Storage System Options	$311.00	15%	$264.35	18%	$255.02
7101999	PDU assembly: 3-phase, domestic, NEMA L21-30P plug, 30 A (for factory installation)	Pillar Axiom SAN Storage System Options	$5,028.00	15%	$4,273.80	18%	$4,122.96
7102003	Pillar Axiom SSD Brick with thirteen 50 GB SSDs	Pillar Axiom SAN Storage System Options	$41,138.00	15%	$34,967.30	18%	$33,733.18
7102005	Pillar Axiom SSD Brick with thirteen 200 GB SSDs	Pillar Axiom SAN Storage System Options	$152,815.00	15%	$129,892.75	18%	$125,308.30
7102006	PDU with mounting brackets, 30 A (for factory installation)	Pillar Axiom SAN Storage System Options	$1,055.00	15%	$896.75	18%	$865.10
7102007	Pillar Axiom Fibre Channel Brick with twelve 300 GB 15000 rpm 3.5-inch FC HDDs	Pillar Axiom SAN Storage System Options	$21,491.00	15%	$18,267.35	18%	$17,622.62
7102020	Brick copper cable kit	Pillar Axiom SAN Storage System Options	$1,908.00	15%	$1,621.80	18%	$1,564.56
7102021	Pillar Axiom Secure WORMfs - Integrated Software Option - per Management Controller Metric	Pillar Axiom SAN Storage System Features	$25,000.00	15%	$21,250.00	18%	$20,500.00
7102022	Pillar Axiom Storage Domains - Integrated Software Optio - per Management Controller Metric	Pillar Axiom SAN Storage System Features	$25,000.00	15%	$21,250.00	18%	$20,500.00
7102023	42U cabinet with rails (for factory installation)	Pillar Axiom SAN Storage System Options	$9,709.00	15%	$8,252.65	18%	$7,961.38
7102024	Pillar Axiom Copy Services Bundle - Integrated Software Option - per Management Controller Metric	Pillar Axiom SAN Storage System Features	$30,000.00	15%	$25,500.00	18%	$24,600.00
7102025	Rack baying kit (for factory installation)	Pillar Axiom SAN Storage System Options	$61.00	15%	$51.85	18%	$50.02
7102026	Pillar Axiom MaxRep Replication for NAS - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage System Features	$1,000.00	15%	$850.00	18%	$820.00
7102027	Pillar Axiom Fibre Channel Brick with twelve 600 GB 15000 rpm 3.5-inch FC HDDs	Pillar Axiom SAN Storage System Options	$28,015.00	15%	$23,812.75	18%	$22,972.30
7102029	Pillar Axiom SATA Brick with thirteen 2TB 7200 rpm 3.5-inch SATA HDDs	Pillar Axiom SAN Storage System Options	$26,236.00	15%	$22,300.60	18%	$21,513.52
7102030	Pillar Axiom 600 2 Gb FC PCIx HBA with NDMP tape backup	Pillar Axiom SAN Storage System Options	$558.00	15%	$474.30	18%	$457.56
7102031	Rack stabilizer kit (for factory installation)	Pillar Axiom SAN Storage System Options	$79.00	15%	$67.15	18%	$64.78
7102032	Pillar Axiom 600 1 Gb iSCSI PCIx TOE HBA: 2 port	Pillar Axiom SAN Storage System Options	$3,409.00	15%	$2,897.65	18%	$2,795.38
7102033	Add-on slammer optical cable kit for 1 slammer series 2/3 to 1 slammer series 2/3	Pillar Axiom SAN Storage System Options	$2,470.00	15%	$2,099.50	18%	$2,025.40
7102034	Add-on slammer optical cable kit for 1 slammer series 2/3 to 2 slammer series 2/3	Pillar Axiom SAN Storage System Options	$2,775.00	15%	$2,358.75	18%	$2,275.50
7102035	Add-on slammer optical cable kit for 2 slammer series 2/3 to 1 slammer series 2/3	Pillar Axiom SAN Storage System Options	$4,943.00	15%	$4,201.55	18%	$4,053.26
7102142	Pillar Axiom Pilot with 2 GB memory (for factory installation)	Pillar Axiom SAN 600 Storage System	$6,874.00	15%	$5,842.90	18%	$5,636.68

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102143	Pillar Axiom Pilot with 2 GB memory, rackmounted pilot (for factory installation)	Pillar Axiom SAN 600 Storage System	$6,874.00	15%	$5,842.90	18%	$5,636.68
7102154	Pillar Axiom MaxRep Asynchronous Replication - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$1,200.00	15%	$1,020.00	18%	$984.00
7102155	Pillar Axiom MaxRep Asynchronous Replication with Application Protection - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$2,550.00	15%	$2,167.50	18%	$2,091.00
7102156	Pillar Axiom MaxRep Synchronous Replication - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$1,440.00	15%	$1,224.00	18%	$1,180.80
7102157	Pillar Axiom MaxRep Synchronous Replication with Application Protection - Integrated Software Option - per Terabyte Metric (for factory installation)	Pillar Axiom SAN Storage Replication Features	$3,000.00	15%	$2,550.00	18%	$2,460.00
7102254	Pillar Axiom Brick installation copper cable kit	Pillar Axiom SAN Storage System Options	$958.00	15%	$814.30	18%	$785.56
7102257	Add-on slammer copper cable kit for 1 slammer with SOC422 to 2 slammer with 7197	Pillar Axiom SAN Storage System Options	$1,957.00	15%	$1,663.45	18%	$1,604.74
7102259	Add-on slammer copper cable kit for 2 slammer with SOC422 to 1 slammer with 7197	Pillar Axiom SAN Storage System Options	$3,681.00	15%	$3,128.85	18%	$3,018.42
7102260	Add-on slammer copper cable kit for 1 slammer with SOC422 to 1 slammer with SOC422	Pillar Axiom SAN Storage System Options	$1,202.00	15%	$1,021.70	18%	$985.64
7102261	Add-on slammer copper cable kit for 1 slammer with SOC422 to 2 slammer with SOC422	Pillar Axiom SAN Storage System Options	$1,318.00	15%	$1,120.30	18%	$1,080.76
7102262	Add-on slammer copper cable kit for 2 slammer with SOC422 to 2 slammer with SOC422	Pillar Axiom SAN Storage System Options	$2,458.00	15%	$2,089.30	18%	$2,015.56
7102263	Ehternet cable assembly: 0.5 meter, CAT 5E UTP patch, blue	Pillar Axiom SAN Storage System Options	$6.00	15%	$5.10	18%	$4.92
7102266	Power cord: ASM, 3 meters, 18 AWG, 3 conductor, SJT wire, C14 plug, black, 110/240 VAC rated	Pillar Axiom SAN Storage System Options	$14.00	15%	$11.90	18%	$11.48
7102274	PDU assembly: 3-phase, domestic, NEMA L21-30P plug, 30 A	Pillar Axiom SAN Storage System Options	$6,034.00	15%	$5,128.90	18%	$4,947.88
7102277	PDU with mounting brackets: North America, NEMA L6-30P plug, 30 A	Pillar Axiom SAN Storage System Options	$1,266.00	15%	$1,076.10	18%	$1,038.12
7102278	42U cabinet with rails	Pillar Axiom SAN Storage System Options	$7,939.00	15%	$6,748.15	18%	$6,509.98
7102279	Rack baying kit	Pillar Axiom SAN Storage System Options	$73.00	15%	$62.05	18%	$59.86
7102280	Rack stabilizer kit	Pillar Axiom SAN Storage System Options	$95.00	15%	$80.75	18%	$77.90
7102282	Power cord: Australia, 15 feet, 56P320 plug, IEC320 C19 connector, 16 A, 250 VAC rated	Pillar Axiom SAN Storage System Options	$405.00	15%	$344.25	18%	$332.10
7102284	Power cord: Australia, 9 feet, 56P322 plug, hard wire, 24 A (for factory installation)	Pillar Axiom SAN Storage System Options	$465.00	15%	$395.25	18%	$381.30
7102285	Power cord: Australia, 15 feet, 56P320 plug, IEC320 C19 connector, 16 A, 250 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$336.00	15%	$285.60	18%	$275.52
7102286	Power cord: Australia, 15 feet, 56P315S plug, IEC320 C19 connector, 15 A, 250 VAC rated (for factory installation)	Pillar Axiom SAN Storage System Options	$215.00	15%	$182.75	18%	$176.30
7102287	Upgrade slammer copper cable kit for 2 slammers with SOC422 (for factory installation)	Pillar Axiom SAN Storage System Options	$1,305.00	15%	$1,109.25	18%	$1,070.10
7102288	Upgrade add-on slammer copper cable kit for 1 slammer with SOC422 (for factory installation)	Pillar Axiom SAN Storage System Options	$499.00	15%	$424.15	18%	$409.18
7102337	Oracle ZFS Storage Appliance Replication - Integrated Software Option - per Management Controller Metric	Sun ZFS Storage System Features	$15,000.00	24%	$11,400.00	34%	$9,900.00
7102338	Oracle ZFS Storage Appliance Cloning - Integrated Software Option - per Management Controller Metric	Sun ZFS Storage System Features	$7,500.00	24%	$5,700.00	34%	$4,950.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102460	Netra SPARC T4-2 Server: 4RU base DC with 2 SPARC T4 8-Core processor 2.85 GHz	Netra SPARC T4-2 Server	$41,136.00	15%	$34,965.60	18%	$33,731.52
7102498	Netra SPARC T4-1 server : 2RU AC base chassis with 1 SPARC T4 8-Core Processor 2.85 GHz	Netra SPARC T4-1 Server	$19,840.00	15%	$16,864.00	18%	$16,268.80
7102499	Netra SPARC T4-1 server : 2RU DC base chassis with 1 SPARC T4 8-Core Processor 2.85 GHz	Netra SPARC T4-1 Server	$21,984.00	15%	$18,686.40	18%	$18,026.88
7102610	Spare: 8 GB SFP short wave	Spare parts	$642.00	29%	$455.82	29%	$455.82
7102672	Spare: SSD sleeve	Spare parts	$84.00	29%	$59.64	29%	$59.64
7102673	Spare: SSD hub	Spare parts	$84.00	29%	$59.64	29%	$59.64
7102674	Spare: rack set, end, 1EF	Spare parts	$234.00	29%	$166.14	29%	$166.14
7102675	Spare: rack set, end, 5EF	Spare parts	$426.00	29%	$302.46	29%	$302.46
7102676	Spare: cable assembly, 48 V	Spare parts	$324.00	29%	$230.04	29%	$230.04
7102677	Spare: end stop, upper left	Spare parts	$108.00	29%	$76.68	29%	$76.68
7102678	Spare: end stop, upper right	Spare parts	$108.00	29%	$76.68	29%	$76.68
7102679	Spare: end stop floor, left	Spare parts	$114.00	29%	$80.94	29%	$80.94
7102680	Spare: end stop floor, right	Spare parts	$108.00	29%	$76.68	29%	$76.68
7102681	Spare: cable assembly	Spare parts	$132.00	29%	$93.72	29%	$93.72
7102682	Spare: cable assembly, jumper	Spare parts	$54.00	29%	$38.34	29%	$38.34
7102740	Four 2.5-inch drive slots and 1 DVD-RW disk cage	Other Server Configured Options	$506.00	6%	$477.52	6%	$477.52
7102741	Eight 2.5-inch drive slots, 1 DVD-RW disk cage, and rear slot disk filler panel	Other Server Configured Options	$722.00	6%	$678.68	6%	$678.68
7102742	Twenty-four 2.5-inch drive slots disk cage and two 2.5-inch drive rear slots disk cage	Other Server Configured Options	$1,214.00	6%	$1,141.16	6%	$1,141.16
7102743	Twelve 3.5-inch drive slots disk cage and two 2.5-inch drive rear slots disk cage	Other Server Configured Options	$1,108.00	6%	$1,041.52	6%	$1,041.52
7102744	Eight 2.5-inch drive slots disk cage	Other Server Configured Options	$538.00	6%	$505.72	6%	$505.72
7102745	Heat sink (for factory installation)	Other Server Configured Options	$28.00	6%	$26.32	6%	$26.32
7102748	PCIe filler panel (for factory installation)	Other Server Configured Options	$2.00	6%	$1.88	6%	$1.88
7102752	Spare: power distribution board	Spare parts	$1,674.00	29%	$1,188.54	29%	$1,188.54
7102753	Spare: air filter assembly	Spare parts	$648.00	29%	$460.08	29%	$460.08
7102754	Spare: system fan assembly	Spare parts	$638.00	29%	$451.56	29%	$451.56
7102755	Spare: rear fan assembly	Spare parts	$600.00	29%	$426.00	29%	$426.00
7102756	Spare: 1 motherboard and tray assembly for Netra SPARC T4-2 server	Spare parts	$35,238.00	29%	$25,018.98	29%	$25,018.98
7102757	Spare: LED board assembly for Netra SPARC T4-2 server	Spare parts	$330.00	29%	$234.30	29%	$234.30
7102762	Spare: 1000 W 12 V PSU	Spare parts	$930.00	29%	$660.30	29%	$660.30
7102763	Spare: 2U CPU heat sink	Spare parts	$226.00	29%	$161.88	29%	$161.88
7102764	Spare: left indicator	Spare parts	$216.00	29%	$153.36	29%	$153.36
7102765	Spare: right indicator	Spare parts	$390.00	29%	$276.90	29%	$276.90
7102766	Spare: fan module	Spare parts	$275.00	29%	$195.96	29%	$195.96
7102767	Spare: motherboard assembly	Spare parts	$10,314.00	29%	$7,322.94	29%	$7,322.94
7102769	Spare: rear disk backplane	Spare parts	$426.00	29%	$302.46	29%	$302.46
7102770	Spare: 2U SAS disk expander	Spare parts	$3,192.00	29%	$2,266.32	29%	$2,266.32
7102772	Spare: 24-disk backplane with bracket	Spare parts	$1,800.00	29%	$1,278.00	29%	$1,278.00
7102773	Spare: four 2.5-inch disk backplane	Spare parts	$498.00	29%	$353.58	29%	$353.58
7102774	Spare: interlock cable, 125 millimeters	Spare parts	$84.00	29%	$59.64	29%	$59.64
7102775	Spare: 8-disk 2U cable kit	Spare parts	$426.00	29%	$302.46	29%	$302.46

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7102776	Spare: 12-disk 2U cable kit	Spare parts	$480.00	29%	$340.80	29%	$340.80
7102777	Spare: four 3.5-inch disk backplane	Spare parts	$498.00	29%	$353.58	29%	$353.58
7102779	Spare: 6-disk backplane board	Spare parts	$780.00	29%	$553.80	29%	$553.80
7102780	Spare: 8-disk backplane board	Spare parts	$780.00	29%	$553.80	29%	$553.80
7102781	Spare: single fan module	Spare parts	$210.00	29%	$149.10	29%	$149.10
7102782	Spare: motherboard assembly tray	Spare parts	$7,920.00	29%	$5,623.20	29%	$5,623.20
7102783	Spare: USB front cable	Spare parts	$378.00	29%	$268.38	29%	$268.38
7102784	Spare: LED alarm indicator with cable	Spare parts	$390.00	29%	$276.90	29%	$276.90
7102785	Spare: power distribution board	Spare parts	$684.00	29%	$485.64	29%	$485.64
7102786	Spare: PCIe riser board	Spare parts	$384.00	29%	$272.64	29%	$272.64
7102787	Spare: 1 Intel(R) Xeon(R) E5-2658 8-core 2.1 GHz processor	Spare parts	$5,442.00	29%	$3,863.82	29%	$3,863.82
7102789	Spare: heat sink	Spare parts	$192.00	29%	$136.32	29%	$136.32
7102792	Spare: cable kit	Spare parts	$198.00	29%	$140.58	29%	$140.58
7102793	Spare: RAID SAS cable kit	Spare parts	$174.00	29%	$123.54	29%	$123.54
7102795	Spare: 600 W PSU, 12 V	Spare parts	$708.00	29%	$502.68	29%	$502.68
7102797	One 8 GB DDR3-1600 registered DIMM	Netra Server X3-2	$182.00	15%	$154.70	18%	$149.24
7102800	One 16 GB DDR3-1600 registered DIMM	Netra Server X3-2	$362.00	15%	$307.70	18%	$296.84
7102802	SAS cable kit	Netra Server X3-2	$44.00	15%	$37.40	18%	$36.08
7102805	Spare: 1U heat sink CPU	Spare parts	$204.00	29%	$144.84	29%	$144.84
7102807	Spare: motherboard assembly	Spare parts	$5,658.00	29%	$4,017.18	29%	$4,017.18
7102808	Spare: fan module	Spare parts	$150.00	29%	$106.50	29%	$106.50
7102810	Spare: 1U single riser card	Spare parts	$204.00	29%	$144.84	29%	$144.84
7102812	Spare: double stacked riser card	Spare parts	$258.00	29%	$183.18	29%	$183.18
7102814	Spare: 3.5-inch indicator	Spare parts	$306.00	29%	$217.26	29%	$217.26
7102816	Spare: 2.5-inch indicator	Spare parts	$246.00	29%	$174.66	29%	$174.66
7102818	Spare: cable kit	Spare parts	$642.00	29%	$455.82	29%	$455.82
7102869	High bandwidth QSFP optical cable: 10 meters, MPO to MPO	Network Cables	$948.00	14%	$815.28	20%	$758.40
7102870	High bandwidth QSFP optical cable: 20 meters, MPO to MPO	Network Cables	$1,233.00	14%	$1,060.38	20%	$986.40
7102871	High bandwidth QSFP optical cable: 50 meters, MPO to MPO	Network Cables	$1,953.00	14%	$1,679.58	20%	$1,562.40
7102883	Spare: base chassis for StorageTek SL150	Spare parts	$1,440.00	29%	$1,022.40	29%	$1,022.40
7102886	Spare: expansion chassis for StorageTek SL150	Spare parts	$1,128.00	29%	$800.88	29%	$800.88
7102887	Spare: robot assembly	Spare parts	$4,638.00	29%	$3,292.98	29%	$3,292.98
7102888	Spare: POWER SUPPLY	Spare parts	$564.00	29%	$400.44	29%	$400.44
7102891	Spare: set of left and right magazine	Spare parts	$474.00	29%	$336.54	29%	$336.54
7102892	Spare: operator panel	Spare parts	$1,056.00	29%	$749.76	29%	$749.76
7102893	Spare: library expansion controller printed circuit assembly	Spare parts	$306.00	29%	$217.26	29%	$217.26
7102894	Spare: library control module printed circuit assembl	Spare parts	$138.00	29%	$97.98	29%	$97.98
7102895	Spare: StorageTek LTO tape drive: 1 LTO5 6 Gb SAS for SL150	Spare parts	$6,018.00	29%	$4,272.78	29%	$4,272.78
7102896	Spare: StorageTek LTO tape drive: 1 LTO5 8 Gb FC for SL150	Spare parts	$6,594.00	29%	$4,681.74	29%	$4,681.74

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7102898	Pillar Axiom NAS Slammer with eight 1 Gb/sec copper por and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,194.00	15%	$29,064.90	18%	$28,039.08
7102899	Pillar Axiom NAS Slammer with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$35,214.00	15%	$29,931.90	18%	$28,875.48
7102900	Pillar Axiom NAS Slammer with four 10 Gb/sec copper ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$39,188.00	15%	$33,309.80	18%	$32,134.16
7102901	Pillar Axiom NAS Slammer with four 10 Gb/sec optical por and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,284.00	15%	$35,941.40	18%	$34,672.88
7102902	Pillar Axiom iSCSI Slammer with four 1 Gb/sec copper po and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$40,378.00	15%	$34,321.30	18%	$33,109.96
7102903	Pillar Axiom Fibre Channel SAN Slammer with four 4 Gb/s FC ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,705.00	15%	$29,499.25	18%	$28,458.10
7102904	Pillar Axiom Fibre Channel SAN Slammer with four 8 Gb/s FC ports and 48 GB cache with HE PSU, rackmounted (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,039.00	15%	$35,733.15	18%	$34,471.98
7102905	Pillar Axiom NAS Slammer with eight 1 Gb/sec copper por and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,194.00	15%	$29,064.90	18%	$28,039.08
7102906	Pillar Axiom NAS Slammer with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$35,214.00	15%	$29,931.90	18%	$28,875.48
7102907	Pillar Axiom NAS Slammer with four 10 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$39,188.00	15%	$33,309.80	18%	$32,134.16
7102908	Pillar Axiom NAS Slammer with four 10 Gb/sec optical por and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,284.00	15%	$35,941.40	18%	$34,672.88
7102909	Pillar Axiom iSCSI Slammer with four 1 Gb/sec copper po and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$40,387.00	15%	$34,328.95	18%	$33,117.34
7102910	Pillar Axiom Fibre Channel SAN Slammer with four 4 Gb/s FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$34,705.00	15%	$29,499.25	18%	$28,458.10
7102911	Pillar Axiom Fibre Channel SAN Slammer with four 8 Gb/s FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN 600 Storage System	$42,038.00	15%	$35,732.30	18%	$34,471.16
7102912	Pillar Axiom NAS Slammer with eight 1 Gb/sec copper por and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$41,033.00	15%	$34,878.05	18%	$33,647.06
7102913	Pillar Axiom NAS Slammer with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$42,257.00	15%	$35,918.45	18%	$34,650.74
7102914	Pillar Axiom NAS Slammer with four 10 Gb/sec copper ports and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$47,025.00	15%	$39,971.25	18%	$38,560.50
7102915	Pillar Axiom NAS Slammer with four 10 Gb/sec optical por and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$50,740.00	15%	$43,129.00	18%	$41,606.80
7102916	Pillar Axiom iSCSI Slammer with four 1 Gb/sec copper po and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$48,465.00	15%	$41,195.25	18%	$39,741.30

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7102917	Pillar Axiom Fibre Channel Slammer with four 4 Gb FC por and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$41,655.00	15%	$35,406.75	18%	$34,157.10
7102918	Pillar Axiom Fibre Channel Slammer with four 8 Gb/sec FC ports and 48 GB cache with HE PSU	Pillar Axiom SAN 600 Storage System	$50,466.00	15%	$42,896.10	18%	$41,382.12
7102919	Pillar Axiom NAS Slammer upgrade with eight 1 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$34,194.00	15%	$29,064.90	18%	$28,039.08
7102920	Pillar Axiom NAS Slammer upgrade with eight 1 Gb/sec optical ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$35,214.00	15%	$29,931.90	18%	$28,875.48
7102921	Pillar Axiom NAS Slammer upgrade with four 10 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$39,188.00	15%	$33,309.80	18%	$32,134.16
7102922	Pillar Axiom NAS Slammer upgrade with four 10 Gb/sec optical ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$42,284.00	15%	$35,941.40	18%	$34,672.88
7102923	Pillar Axiom iSCSI Slammer upgrade with four 1 Gb/sec copper ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$40,387.00	15%	$34,328.95	18%	$33,117.34
7102924	Pillar Axiom Fibre Channel SAN Slammer upgrade with four 4 Gb/sec FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$34,705.00	15%	$29,499.25	18%	$28,458.10
7102925	Pillar Axiom Fibre Channel Slammer upgrade with four 8 Gb/sec FC ports and 48 GB cache with HE PSU (for factory installation)	Pillar Axiom SAN Storage System Options	$42,038.00	15%	$35,732.30	18%	$34,471.16
7102926	Pillar Axiom Replication Engine add-on with 32 GB memory (for factory installation)	Pillar Axiom SAN Storage System Options	$23,162.00	15%	$19,687.70	18%	$18,992.84
7102927	Pillar Axiom MaxRep Asynchronous Replication add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$1,200.00	15%	$1,020.00	18%	$984.00
7102928	Pillar Axiom MaxRep Asynchronous Replication with Application Protection add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$2,550.00	15%	$2,167.50	18%	$2,091.00
7102929	Pillar Axiom MaxRep Synchronous Replication add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$1,440.00	15%	$1,224.00	18%	$1,180.80
7102930	Pillar Axiom MaxRep Synchronous Replication with Application Protection add-on - Integrated Software Option - per Terabyte Metric	Pillar Axiom SAN Storage Replication Features	$3,000.00	15%	$2,550.00	18%	$2,460.00
7102975	Netra Server X3-2: 2 RU DC base chassis with motherboard and 6 HDDs and DVD	Netra Server X3-2	$5,194.00	15%	$4,414.90	18%	$4,259.08
7102976	Netra Server X3-2: 2 RU AC base chassis with motherboard and 6 HDDs and DVD	Netra Server X3-2	$5,048.00	15%	$4,290.80	18%	$4,139.36
7102978	Netra Server X3-2: 2 RU DC base chassis with motherboard and 8 HDDs	Netra Server X3-2	$5,108.00	15%	$4,341.80	18%	$4,188.56
7102979	Netra Server X3-2: 2 RU AC base chassis with motherboard and 8 HDDs	Netra Server X3-2	$4,930.00	15%	$4,190.50	18%	$4,042.60
7102980	1 Intel(R) Xeon(R) E5-2658 8-core 2.1 GHz processor (for factory installation)	Netra Server X3-2	$1,780.00	15%	$1,513.00	18%	$1,459.60
7102981	Heat sink (for factory installation)	Netra Server X3-2	$26.00	15%	$22.10	18%	$21.32
7102982	One 8 GB DDR3-1600 registered DIMM (for factory installation)	Netra Server X3-2	$152.00	15%	$129.20	18%	$124.64
7102983	Oracle System Assistant (for factory installation)	Netra Server X3-2	$0.00	15%	$0.00	18%	$0.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7102984	One 16 GB DDR3-1600 registered DIMM (for factory installation)	Netra Server X3-2	$302.00	15%	$256.70	18%	$247.64
7102986	SAS cable kit (for factory installation)	Netra Server X3-2	$34.00	15%	$28.90	18%	$27.88
7102989	Spare: cooling tray tool	Spare parts	$2,124.00	29%	$1,508.04	29%	$1,508.04
7103040	Spare: 6-disk air filter	Spare parts	$258.00	29%	$183.18	29%	$183.18
7103041	Spare: 8-disk air filter	Spare parts	$252.00	29%	$178.92	29%	$178.92
7103042	Spares: 2 wago DC connectors	Spare parts	$396.00	29%	$281.16	29%	$281.16
7103058	Spare: cable, 50 meters, MPO high bandwidth QSFP	Spare parts	$2,934.00	29%	$2,083.14	29%	$2,083.14
7103059	Spare: cable, 20 meters, MPO high bandwidth QSFP	Spare parts	$1,854.00	29%	$1,316.34	29%	$1,316.34
7103060	Spare: cable, 10 meters, MPO high bandwidth QSFP	Spare parts	$1,428.00	29%	$1,013.88	29%	$1,013.88
7103063	Spare: 32 GB DIMM	Spare parts	$7,584.00	29%	$5,384.64	29%	$5,384.64
7103064	Spare: 24 disk 2U cable kit	Spare parts	$462.00	29%	$328.02	29%	$328.02
7103065	Spare: 4 GB USB flash memory	Spare parts	$186.00	29%	$132.06	29%	$132.06
7103071	Netra Blade X3-2B: base blade assembly (for factory installation)	Netra Blade X3-2B	$2,100.00	15%	$1,785.00	18%	$1,722.00
7103087	Oracle System Assistant (for factory installation)	Netra Blade X3-2B	$0.00	15%	$0.00	18%	$0.00
7103118	Spare: optical cable, 1 meter, duplex, multi-mode, 50/125 core, LC-LC	Spare parts	$90.00	29%	$63.90	29%	$63.90
7103119	Spare: optical cable, 3 meters, duplex, multi-mode, 50/125 core, LC-LC	Spare parts	$102.00	29%	$72.42	29%	$72.42
7103120	Spare: cable, 2 meters, CAT 5E UTP patch, red	Spare parts	$30.00	29%	$21.30	29%	$21.30
7103122	Spare: cable, 1 meter, passive, SFP to SFP	Spare parts	$174.00	29%	$123.54	29%	$123.54
7103123	Spare: cable, 0.5 meter, passive, SFP to SFP,	Spare parts	$162.00	29%	$115.02	29%	$115.02
7103124	Spare: cable, 2 meters, passive, SFP to HSSDC2	Spare parts	$216.00	29%	$153.36	29%	$153.36
7103131	Spare: cable assembly with USB	Spare parts	$30.00	29%	$21.30	29%	$21.30
7103132	Spare: 8 Gb FC PCIe HBA with optical interface: 2 port	Spare parts	$7,062.00	29%	$5,014.02	29%	$5,014.02
7103314	Spare: tape drive clutch tool	Spare parts	$426.00	29%	$302.46	29%	$302.46
7103315	spare: tape drive leader bundle	Spare parts	$360.00	29%	$255.60	29%	$255.60
7103316	spare: tape drive retaining strip	Spare parts	$42.00	29%	$29.82	29%	$29.82
7103317	spare: tape drive splicing block	Spare parts	$294.00	29%	$208.74	29%	$208.74
7103318	spare: tape drive splicing tabs	Spare parts	$66.00	29%	$46.86	29%	$46.86
7103365	StorageTek Virtual Library Extension: capacity upgrade with 330 TB effective capacity	StorageTek Virtual Library Extension	$146,656.00	15%	$124,657.60	18%	$120,257.92
7103428	StorageTek Virtual Storage Manager 5: activation permit for 1 TB effective capacity	StorageTek Virtual Storage Manager Features	$18,000.00	24%	$13,680.00	34%	$11,880.00
7103494	Spare: 4-Core Motherboard	Spare parts	$20,976.00	29%	$14,892.96	29%	$14,892.96
7103495	Netra SPARC T4-1 server: 2 RU AC base chassis with 1 SPARC T4 4-core processor 2.85 GHz	Netra SPARC T4-1 (4 core) Server	$12,395.00	15%	$10,535.75	18%	$10,163.90
7103496	Netra SPARC T4-1 server: 2 RU DC base chassis with 1 SPARC T4 4-core processor 2.85 GHz	Netra SPARC T4-1 (4 core) Server	$13,735.00	15%	$11,674.75	18%	$11,262.70
7103527	Spare: cable kit for RAID expansion module	Spare parts	$156.00	29%	$110.76	29%	$110.76
7103529	Spare: one 8 GB DDR3-1600 DIMM	Spare parts	$480.00	29%	$340.80	29%	$340.80
7103530	Spare: one 16 GB DDR3-1600 DIMM	Spare parts	$1,536.00	29%	$1,090.56	29%	$1,090.56
7103568	Spare: high efficiency power supply assembly	Spare parts	$1,200.00	29%	$852.00	29%	$852.00
7103792	Spare: Sun Netra X6270 M3 server module	Spare parts	$6,882.00	29%	$4,886.22	29%	$4,886.22
7103942	Spare: C4 Quad Core, eShanghai Motherboard, w/Flyover, Slammer, w/loader, HSF	Spare parts	$24,000.00	29%	$17,040.00	29%	$17,040.00
7103958	Spare: cable,powor,15ft,c19 to nema,125v,20a	Spare parts	$102.00	29%	$72.42	29%	$72.42

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7103959	Spare: cable,power,15ft,c19 to nema,250v,20a	Spare parts	$96.00	29%	$68.16	29%	$68.16
7103960	Spare: cable,power,15ft,c19 to nema,120v,20a	Spare parts	$54.00	29%	$38.34	29%	$38.34
7103961	Spare: cable,optical,duplex,multimode,50/125 core,sc-lc,3-meter	Spare parts	$132.00	29%	$93.72	29%	$93.72
7103962	Spare: cable,optical,duplex,multimode,62.5/125 core,lc-lc,3-meter	Spare parts	$180.00	29%	$127.80	29%	$127.80
7103963	Spare: cable,optical,duplex,multimode,62.5/125 core,sc-lc,3-meter	Spare parts	$132.00	29%	$93.72	29%	$93.72
7103964	Spare: cable,cat-5e network,5m,green	Spare parts	$30.00	29%	$21.30	29%	$21.30
7103965	Spare: cable,optical,duplex,singlemode,8.3/125 core,sc-lc,3-meter	Spare parts	$150.00	29%	$106.50	29%	$106.50
7103966	Spare: cable,sfp to sfp passive,2m long	Spare parts	$192.00	29%	$136.32	29%	$136.32
7103967	Spare: cable,sfp+ 10gbe direct attach passive copper,5m	Spare parts	$372.00	29%	$264.12	29%	$264.12
7103973	Spare: asm,3-phase pdu,30a,nema,l21-30p plug,domestic	Spare parts	$10,056.00	29%	$7,139.76	29%	$7,139.76
7103974	Spare: hba,fibre channel to pci-x	Spare parts	$930.00	29%	$660.30	29%	$660.30
7103975	Spare: cable,optical,duplex,singlemode,8.3 /125 core,lc-lc,meter	Spare parts	$198.00	29%	$140.58	29%	$140.58
7103996	StorageTek Tape Analytics for StorageTek SL8500 modular library system - Integrated Software Option - per Tape Library Metric	Tape Library Features	$32,000.00	24%	$24,320.00	34%	$21,120.00
7103997	StorageTek Tape Analytics for StorageTek SL3000 modular library system - Integrated Software Option - per Tape Library Metric	Tape Library Features	$16,000.00	24%	$12,160.00	34%	$10,560.00
7104018	Spare: brush assembly	Spare parts	$3,600.00	29%	$2,556.00	29%	$2,556.00
7104075	Spare: StorageTek LTO tape drive: 1 IBM LTO5 8 GB FC for StorageTek SL8500, StorageTek SL3000, and StorageTek SL500	Spare parts	$32,256.00	29%	$22,901.76	29%	$22,901.76
7104076	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL8500 and IBM AS400	Entry Level LTO 5 Tape Drives	$28,250.00	24%	$21,470.00	34%	$18,645.00
7104105	Spare: service processor for Netra SPARC T4-2 server	Spare parts	$720.00	29%	$511.20	29%	$511.20
7104106	Spare: two 32 GB DDR3-1066 low voltage registered DIMMs	Spare parts	$13,200.00	29%	$9,372.00	29%	$9,372.00
7104117	Spare: tape drive rackmount fan assembly	Spare parts	$636.00	29%	$451.56	29%	$451.56
7104118	Spare: tape drive fan assembly for StorageTek SL8500	Spare parts	$576.00	29%	$408.96	29%	$408.96
7104119	Spare: tape drive fan assembly for StorageTek SL3000	Spare parts	$516.00	29%	$366.36	29%	$366.36
7104120	Spare: library operator panel for StorageTek SL500	Spare parts	$3,192.00	29%	$2,266.32	29%	$2,266.32
7104198	One 16 GB DDR3-1066 registered DIMM (for factory installation)	SPARC T4 Server Configured Options	$690.00	15%	$586.50	18%	$565.80
7104199	One 16 GB DDR3-1066 registered DIMM	SPARC T4 Server X-Options	$828.00	15%	$703.80	18%	$678.96
7104200	One 32 GB DDR3-1066 registered DIMM (for factory installation)	SPARC T4 Server Configured Options	$2,000.00	15%	$1,700.00	18%	$1,640.00
7104201	One 32 GB DDR3-1066 registered DIMM	SPARC T4 Server X-Options	$2,400.00	15%	$2,040.00	18%	$1,968.00
7104412	Spare: cable assembly, European Union, 15 feet, 16 A	Spare parts	$30.00	29%	$21.30	29%	$21.30
7104413	Spare: cable assembly, European Union, 15 feet, 16 A	Spare parts	$138.00	29%	$97.98	29%	$97.98
7104414	Spare: one 600 GB 15000 rpm 3.5-inch FC HDD with bracket	Spare parts	$2,088.00	29%	$1,482.48	29%	$1,482.48
7104415	Spare: one 300 GB 15000 rpm 3.5-inch FC HDD with bracket	Spare parts	$2,550.00	29%	$1,810.50	29%	$1,810.50
7104444	Spare: one 16GB DDR3-1066 DIMM	Spare parts	$888.00	29%	$630.48	29%	$630.48
7104445	Spare: one 32GB DDR3-1066 DIMM	Spare parts	$4,932.00	29%	$3,501.72	29%	$3,501.72

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7104568	Spare: blank cable labels	Spare parts	$324.00	29%	$230.04	29%	$230.04
7104613	Spare: cable kit	Spare parts	$270.00	29%	$191.70	29%	$191.70
7104615	Spare: Intel(R) Xeon(R) E5-2630L 6-core 2.0 GHz processor	Spare parts	$4,278.00	29%	$3,037.38	29%	$3,037.38
7104900	Single processor I/O cover kit (for factory installation)	Other Server Configured Options	$10.00	6%	$9.40	6%	$9.40
7104901	Single processor I/O cover kit (for factory installation)	Other Server Configured Options	$40.00	6%	$37.60	6%	$37.60
7104916	Spare: cooling fan tray	Spare parts	$840.00	29%	$596.40	29%	$596.40
7104917	Spare: 300 W AC PSU	Spare parts	$3,600.00	29%	$2,556.00	29%	$2,556.00
7104918	Spare: Cisco Catalyst 4948E Ethernet Switch	Spare parts	$93,564.00	29%	$66,430.44	29%	$66,430.44
7104930	One 16 GB DDR3-1066 registered DIMMs (for factory installation)	SPARC T4 Server Configured Options	$690.00	15%	$586.50	18%	$565.80
7104931	One 16 GB DDR3-1066 registered DIMMs	SPARC T4 Server X-Options	$828.00	15%	$703.80	18%	$678.96
7104966	Spare: operator panel for StorageTek SL150 modular tape library for OEM	Spare parts	$1,068.00	29%	$758.28	29%	$758.28
7105054	Spare: one 16 GB DDR3-1066 DIMM	Spare parts	$786.00	29%	$558.06	29%	$558.06
#160-3993-N	Spare: 1 lithium system board battery, 3 V	Spare parts	$96.00	29%	$68.16	29%	$68.16
#350-1312-N	Spare: fan module for Sun Datacenter Infiniband switches	Spare parts	$912.00	29%	$647.52	29%	$647.52
#371-4198	Spare: 10 kVA single phase PDU with L6-30P plugs	Spare parts	$3,822.00	29%	$2,713.62	29%	$2,713.62
#371-4200	Spare: 10 kVA single phase PDU with IEC 60309 plugs	Spare parts	$3,534.00	29%	$2,509.14	29%	$2,509.14
#371-4779	Spare: 32-port keyboard, video and mouse switch	Spare parts	$16,866.00	29%	$11,974.86	29%	$11,974.86
#371-4780	Spare: KMM drawer with US keyboard	Spare parts	$4,584.00	29%	$3,254.64	29%	$3,254.64
#419843204	Spare: printed wiring assembly HBT, HBT2	Spare parts	$3,192.00	29%	$2,266.32	29%	$2,266.32
#501-7439-N	Spare: single 10 GbE XAUI adaptor	Spare parts	$804.00	29%	$570.84	29%	$570.84
#501-7843	Spare: 2-slot rear HDD backplane	Spare parts	$180.00	29%	$127.80	29%	$127.80
333U-10-10-C14	Power cord: Jumper, 1.0 meter, straight IEC60320-2-2 Sheet E (C14) plug, right angle IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
333V-02-10-C14	Power cord: Jumper, straight plug-connector, 0.2 meter, IEC60320-2-2 Sheet E (C14) plug, IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
333V-10-10-C14	Power cord: Jumper, straight plug-connector, 1.0 meter, IEC60320-2-2 Sheet E (C14) plug, IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
333V-29-10-NPLG	Power cord: Jumper, 2.9 meters, IEC60320-1-C13 connector, 10 A, 250 VAC	Tape Options	$40.00	24%	$30.40	34%	$26.40
9840D-EKEY-A-N	Encryption for StorageTek T9840D tape drives: activation permit for 1 tape drive	Tape Encryption	$5,000.00	24%	$3,800.00	34%	$3,300.00
ACSLS-0001	StorageTek Automated Cartridge System Library Software (ACSLS) - Server Perpetual	StorageTek Automated Cartridge System Library Software	$15,000.00	15%	$12,750.00	18%	$12,300.00
ACSLS-0001-T02	StorageTek Automated Cartridge System Library Software (ACSLS) - server 2 Year	StorageTek Automated Cartridge System Library Software	$5,250.00	15%	$4,462.50	18%	$4,305.00
ACSLS-0001-T03	StorageTek Automated Cartridge System Library Software (ACSLS) - Server 3 Year	StorageTek Automated Cartridge System Library Software	$7,500.00	15%	$6,375.00	18%	$6,150.00
ACSLS-0001-T04	StorageTek Automated Cartridge System Library Software (ACSLS) - Server 4 Year	StorageTek Automated Cartridge System Library Software	$9,000.00	15%	$7,650.00	18%	$7,380.00
ACSLS-0001-T05	StorageTek Automated Cartridge System Library Software (ACSLS) - Server 5 Year	StorageTek Automated Cartridge System Library Software	$10,500.00	15%	$8,925.00	18%	$8,610.00
ACSLS-HA-0001	Sun Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent – Server Perpetual	StorageTek Automated Cartridge System Library Software	$15,000.00	15%	$12,750.00	18%	$12,300.00

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ACSLS-HA-0001-T02	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent - Server 2 year	StorageTek Automated Cartridge System Library Software	$5,250.00	15%	$4,462.50	18%	$4,305.00
ACSLS-HA-0001-T03	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent - Server 3 Year	StorageTek Automated Cartridge System Library Software	$7,500.00	15%	$6,375.00	18%	$6,150.00
ACSLS-HA-0001-T04	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent - Server 4 year	StorageTek Automated Cartridge System Library Software	$9,000.00	15%	$7,650.00	18%	$7,380.00
ACSLS-HA-0001-T05	StorageTek Automated Cartridge System Library Software (ACSLS) High-Availability (HA) Agent -Server 5 Year	StorageTek Automated Cartridge System Library Software	$10,500.00	15%	$8,925.00	18%	$8,610.00
CABLE10148031-Z-N	Ultra SCSI cable: LVD/SE	Tape Options	$80.00	24%	$60.80	34%	$52.80
CABLE10187000-Z-N	SCSI cable: 3 meters, 68MD-68MD	Tape Options	$100.00	24%	$76.00	34%	$66.00
CABLE10187003-Z-N	SCSI cable: 6 meters, 68MD-68VHDCI	Tape Options	$176.00	24%	$133.76	34%	$116.16
CABLE10187008-Z-N	SCSI cable: universal, 3 meters, 68MD-68MD	Tape Options	$109.00	24%	$82.84	34%	$71.94
CABLE10187009-Z-N	SCSI cable: universal, 5 meters, 68MD-68MD	Tape Options	$137.00	24%	$104.12	34%	$90.42
CABLE10187010-Z-N	SCSI cable: universal, 10 meters, 68MD-68MD	Tape Options	$230.00	24%	$174.80	34%	$151.80
CABLE10187011-Z-N	SCSI cable: universal, 3 meters, 68MD-68VHDCI	Tape Options	$166.00	24%	$126.16	34%	$109.56
CABLE10187012-Z-N	SCSI cable: universal, 5 meters, 68MD-68VHDCI	Tape Options	$188.00	24%	$142.88	34%	$124.08
CABLE10187013-Z-N	SCSI cable: universal, 10 meters, 68MD-68VHDCI	Tape Options	$231.00	24%	$175.56	34%	$152.46
CABLE10187014-Z-N	SCSI cable: universal, 2 meters, 68MD-68VHDCI	Tape Options	$168.00	24%	$127.68	34%	$110.88
CABLE10187015-Z-N	SCSI cable: LVD, 3 meters, 68MD-VHDCI	Tape Options	$156.00	24%	$118.56	34%	$102.96
CABLE10187016-Z-N	SCSI cable: LVD, 5 meters, 68MD-VHDCI	Tape Options	$171.00	24%	$129.96	34%	$112.86
CABLE10187017-Z-N	SCSI cable: LVD, 10 meters, 68MD-VHDCI	Tape Options	$198.00	24%	$150.48	34%	$130.68
CABLE10187033-Z-A	StorageTek cable assembly: 8 feet, 24 awg, shld, cat5E (for factory installation)	Tape Options	$22.00	24%	$16.72	34%	$14.52
CABLE10187033-Z-N	Cable assembly: 8 feet, 24 awg, shld, cat 5E	Tape Options	$22.00	24%	$16.72	34%	$14.52
CABLE10187034-Z-A	StorageTek cable assembly: 35 feet, 24 awg, shld, cat5E (for factory installation)	Tape Options	$32.00	24%	$24.32	34%	$21.12
CABLE10187034-Z-N	Cable assembly: 35 feet, 24 awg, shld, cat 5E	Tape Options	$32.00	24%	$24.32	34%	$21.12
CABLE10187035-Z-A	StorageTek cable assembly: 50 inch, 24 awg, shld, cat5E (for factory installation)	Tape Options	$29.00	24%	$22.04	34%	$19.14
CABLE10187035-Z-N	Cable assembly: 50 inches, 24 awg, shld, cat 5E	Tape Options	$29.00	24%	$22.04	34%	$19.14
CABLE10187037-Z-A	StorageTek cable assembly: 55 feet, 24 awg, shld, cat5E (for factory installation)	Tape Options	$43.00	24%	$32.68	34%	$28.38
CABLE10187037-Z-N	Cable assembly: 55 feet, 24 awg, shld, cat 5E	Tape Options	$43.00	24%	$32.68	34%	$28.38
CABLE10800285-Z-N	ESCON-ESCON cable: plenum, 13 meters, 62.5/125	Tape Options	$112.00	24%	$85.12	34%	$73.92
CABLE10800288-Z-N	ESCON-ESCON cable: plenum, 107 meters, 62.5/125	Tape Options	$473.00	24%	$359.48	34%	$312.18
CABLE10800292-Z-N	ESCON-ESCON cable: riser, 107 meters, 62.5/125	Tape Options	$430.00	24%	$326.80	34%	$283.80
CABLE10800294-Z-N	FC cable: plenum, 10 meters, duplex, SC-SC, 50/125	Tape Options	$64.00	24%	$48.64	34%	$42.24
CABLE10800295-Z-N	FC cable: plenum, 50 meters, duplex, SC-SC, 50/125	Tape Options	$141.00	24%	$107.16	34%	$93.06
CABLE10800298-Z-N	FC cable: riser, 50 meters, duplex, SC-SC, 50/125	Tape Options	$129.00	24%	$98.04	34%	$85.14
CABLE10800302-Z-A	StorateTek FC cable: 3 meters, duplex, single mode, riser, LC-LC connectors (for factory installation)	Tape Options	$62.00	24%	$47.12	34%	$40.92
CABLE10800304-Z-N	FC cable: riser, 100 meters, duplex, LC-SC, 9/125	Tape Options	$204.00	24%	$155.04	34%	$134.64
CABLE10800305-Z-N	FC cable: plenum, 100 meters, duplex, LC-LC, 9/125	Tape Options	$232.00	24%	$176.32	34%	$153.12

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
CABLE10800306-Z-A	StorageTek FC cable: 100 meters, 9/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$207.00	24%	$157.32	34%	$136.62
CABLE10800306-Z-N	FC cable: riser, 100 meters, duplex, LC-LC, 9/125	Tape Options	$207.00	24%	$157.32	34%	$136.62
CABLE10800307-Z-A	StorageTek FC cable: OM2, 1 meter, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$59.00	24%	$44.84	34%	$38.94
CABLE10800307-Z-N	StorageTek FC cable: OM2, 1 meter, 50/125, duplex, riser, LC-LC connectors	Tape Options	$59.00	24%	$44.84	34%	$38.94
CABLE10800308-Z-A	StorageTek FC cable: OM2, 2 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800308-Z-N	StorageTek FC cable: OM2, 2 meters, 50/125, duplex, riser, LC-LC connectors	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800310-Z-A	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$76.00	24%	$57.76	34%	$50.16
CABLE10800310-Z-N	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, riser, LC-LC connectors	Tape Options	$76.00	24%	$57.76	34%	$50.16
CABLE10800313-Z-A	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, plenum, LC-LC connectors (for factory installation)	Tape Options	$79.00	24%	$60.04	34%	$52.14
CABLE10800313-Z-N	StorageTek FC cable: OM2, 10 meters, 50/125, duplex, plenum, LC-LC connectors	Tape Options	$79.00	24%	$60.04	34%	$52.14
CABLE10800316-Z-N	FC cable: riser, 0.5 meter, duplex, LC-LC, 50/125	Tape Options	$57.00	24%	$43.32	34%	$37.62
CABLE10800317-Z-N	FC cable: riser, 10 meters, duplex, LC-SC, 50/125	Tape Options	$73.00	24%	$55.48	34%	$48.18
CABLE10800320-Z-N	FC cable: plenum, 10 meters, duplex, LC-SC, 50/125	Tape Options	$76.00	24%	$57.76	34%	$50.16
CABLE10800321-Z-N	FC cable: plenum, 50 meters, duplex, LC-SC, 50/125	Tape Options	$164.00	24%	$124.64	34%	$108.24
CABLE10800325-Z-N	ESCON-MT-RJ cable: riser, 31 meters, 62.5/125	Tape Options	$143.00	24%	$108.68	34%	$94.38
CABLE10800326-Z-N	ESCON-MT-RJ cable: riser, 61 meters, 62.5/125	Tape Options	$188.00	24%	$142.88	34%	$124.08
CABLE10800327-Z-N	ESCON-MT-RJ cable: plenum, 13 meters, 62.5/125	Tape Options	$86.00	24%	$65.36	34%	$56.76
CABLE10800330-Z-A	StorageTek FC cable: 10 meters, 9/125, duplex, plenum, LC-LC connectors (for factory installation)	Tape Options	$74.00	24%	$56.24	34%	$48.84
CABLE10800330-Z-N	FC cable: plenum 10 meters, duplex, LC-LC, 9/125	Tape Options	$74.00	24%	$56.24	34%	$48.84
CABLE10800331-Z-A	StorageTek FC cable: 10 meters, 9/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$72.00	24%	$54.72	34%	$47.52
CABLE10800332-Z-A	StorageTek FC cable: 50 meters, 9/125, duplex, plenum, LC-LC connectors (for factory installation)	Tape Options	$144.00	24%	$109.44	34%	$95.04
CABLE10800332-Z-N	FC cable: plenum, 50 meters, duplex, LC-LC, 9/125	Tape Options	$144.00	24%	$109.44	34%	$95.04
CABLE10800333-Z-A	StorageTek FC cable: 50 meters, 9/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$132.00	24%	$100.32	34%	$87.12
CABLE10800333-Z-N	FC cable: riser, 50 meters, duplex, LC-LC, 9/125	Tape Options	$132.00	24%	$100.32	34%	$87.12
CABLE10800334-Z-N	FC cable: plenum, 10 meters, duplex, LC-SC, 9/125	Tape Options	$72.00	24%	$54.72	34%	$47.52
CABLE10800340-Z-A	StorageTek FC cable: 3 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800340-Z-N	FC cable: riser, 3 meters, duplex, LC-LC, 50/125	Tape Options	$63.00	24%	$47.88	34%	$41.58
CABLE10800341-Z-A	StorageTek FC cable: 5 meters, 50/125, duplex, riser, LC-LC connectors (for factory installation)	Tape Options	$66.00	24%	$50.16	34%	$43.56
CABLE10800341-Z-N	FC cable: riser, 5 meters, duplex, LC-LC, 50/125	Tape Options	$66.00	24%	$50.16	34%	$43.56
CABLE10800345-Z-N	FC cable: riser, 2 meters, duplex, LC-SC, 50/125	Tape Options	$55.00	24%	$41.80	34%	$36.30
CABLE10800346-Z-N	FC cable: riser, 5 meters, duplex, LC-SC, 50/125	Tape Options	$64.00	24%	$48.64	34%	$42.24
CLUSTEREDVTSS1M-N	StorageTek Virtual Storage Manager System: activation permit to cluster VSM systems together in a disaster recovery environment	Sun StorageTek Virtual Storage Manager System (VSM 4)	$50,000.00	24%	$38,000.00	34%	$33,000.00

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DS2-4URK-19U	Sun disk shelf: universal rail kit for 19-inch depth racks (for factory installation)	Sun Unified Storage System Options	$230.00	24%	$174.80	34%	$151.80
ELS-0001	StorageTek Enterprise Library Software - Server Perpetual	StorageTek Enterprise Library Software	$30,000.00	24%	$22,800.00	34%	$19,800.00
ELS-0001-T02	StorageTek Enterprise Library Software - Server 2 year	StorageTek Enterprise Library Software	$10,500.00	24%	$7,980.00	34%	$6,930.00
ELS-0001-T03	StorageTek Enterprise Library Software - Server 3 year	StorageTek Enterprise Library Software	$15,000.00	24%	$11,400.00	34%	$9,900.00
ELS-0001-T04	StorageTek Enterprise Library Software - Server 4 year	StorageTek Enterprise Library Software	$18,000.00	24%	$13,680.00	34%	$11,880.00
ELS-0001-T05	StorageTek Enterprise Library Software - Server 5 year	StorageTek Enterprise Library Software	$21,000.00	24%	$15,960.00	34%	$13,860.00
L88662	StorageTek Storage Archive Manager - Processor 2 Year	Storage Archive Manager	$10,500.00	22%	$8,190.00	50%	$5,250.00
L88663	StorageTek Storage Archive Manager - Processor 3 Year	Storage Archive Manager	$15,000.00	22%	$11,700.00	50%	$7,500.00
L88664	StorageTek Storage Archive Manager - Processor 4 Year	Storage Archive Manager	$18,000.00	22%	$14,040.00	50%	$9,000.00
L88665	StorageTek Storage Archive Manager - Processor 5 Year	Storage Archive Manager	$21,000.00	22%	$16,380.00	50%	$10,500.00
L88855	StorageTek Availability Suite - Terabyte Perpetual	StorageTek Availability Suite Software	$10,000.00	15%	$8,500.00	18%	$8,200.00
L88857	StorageTek Availability Suite - Terabyte 2 Year	StorageTek Availability Suite Software	$3,500.00	15%	$2,975.00	18%	$2,870.00
L88858	StorageTek Availability Suite - Terabyte 3 Year	StorageTek Availability Suite Software	$5,000.00	15%	$4,250.00	18%	$4,100.00
L88859	StorageTek Availability Suite - Terabyte 4 Year	StorageTek Availability Suite Software	$6,000.00	15%	$5,100.00	18%	$4,920.00
L88860	StorageTek Availability Suite - Terabyte 5 Year	StorageTek Availability Suite Software	$7,000.00	15%	$5,950.00	18%	$5,740.00
L93798	StorageTek Tape Analytics - Server Perpetual	StorageTek Tape Analytics Software	$1,000.00	15%	$850.00	34%	$660.00
L93800	StorageTek Tape Analytics - Server 2 Year	StorageTek Tape Analytics Software	$350.00	15%	$297.50	34%	$231.00
L93801	StorageTek Tape Analytics - Server 3 Year	StorageTek Tape Analytics Software	$500.00	15%	$425.00	34%	$330.00
L93802	StorageTek Tape Analytics - Server 4 Year	StorageTek Tape Analytics Software	$600.00	15%	$510.00	34%	$396.00
L93803	StorageTek Tape Analytics - Server 5 Year	StorageTek Tape Analytics Software	$700.00	15%	$595.00	34%	$462.00
LCM-0001	Library Content Manager - CPU, Perpetual	StorageTek Library Content Manager Software	$30,000.00	15%	$25,500.00	18%	$24,600.00
LTO4HH-HPSA1URK2-N	StorageTek LTO tape drive: 1 HP LTO4 half height 3 Gb SAS for rackmount	LTO4 Tape Drives	$4,100.00	24%	$3,116.00	34%	$2,706.00
LTO4HH-HPSA-1URK-N	StorageTek LTO tape drive: 1 HP LTO4 half height 3 Gb SAS with rackmount (for factory installation)	LTO4 Tape Drives	$4,500.00	24%	$3,420.00	34%	$2,970.00
LTO4HH-HPSC-1UR2-N	StorageTek LTO tape drive: 1 HP LTO4 half height SCSI fo rackmount	LTO4 Tape Drives	$4,100.00	24%	$3,116.00	34%	$2,706.00
LTO4HH-HPSC-1URK-N	StorageTek LTO tape drive: 1 HP LTO4 half height SCSI with rackmount (for factory installation)	LTO4 Tape Drives	$4,500.00	24%	$3,420.00	34%	$2,970.00
LTO5HH-HPSA-1URK2Z	StorageTek LTO tape drive: 1 bare HP LTO5 half-height SAS tape drive for second bay in 1 U rackmount	Entry Level LTO 5 Tape Drives	$5,500.00	24%	$4,180.00	34%	$3,630.00
LTO5HH-HPSA-DT-Z	StorageTek LTO tape drive: 1 bare HP LTO5 half-height SAS tape drive in desktop enclosure configuration	Entry Level LTO 5 Tape Drives	$5,750.00	24%	$4,370.00	34%	$3,795.00
LTO5-HP8FC-SL3000Z	StorageTek LTO tape drive: 1 HP LTO5 8 Gb FC tape drive for StorageTek SL3000 modular library system	LTO5 Tape Drives	$15,840.00	24%	$12,038.40	34%	$10,454.40
LTO5-HP8FC-SL500Z	StorageTek LTO tape drive: 1 HP LTO5 8 Gb FC tape drive for StorageTek SL500 modular library system	LTO5 Tape Drives	$14,936.00	24%	$11,351.36	34%	$9,857.76
LTO5-HP8FC-SL85Z	StorageTek LTO tape drive: 1 HP LTO5 8 Gb FC tape drive for StorageTek SL8500 modular library system	LTO5 Tape Drives	$19,060.00	24%	$14,485.60	34%	$12,579.60
LTO5-IB8FC-SL3000Z	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL3000	LTO5 Tape Drives	$15,840.00	24%	$12,038.40	34%	$10,454.40
LTO5-IB8FC-SL500Z	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL500	LTO5 Tape Drives	$17,000.00	24%	$12,920.00	34%	$11,220.00
LTO5-IB8FC-SL85Z	StorageTek LTO tape drive: 1 IBM LTO5 8 Gb FC for StorageTek SL8500	LTO5 Tape Drives	$19,060.00	24%	$14,485.60	34%	$12,579.60
LTO-ENCRYPT-ACTIVE	Encryption for StorageTek LTO tape drives: activation permit for 1 tape drive	LTO Tape Drive Features	$1,000.00	24%	$760.00	34%	$660.00

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MCLTO4-CASE-HOR-N	StorageTek LTO4 tape media: horizontal label, jewel case, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-CASEUNLBL-N	StorageTek LTO4 tape media: no label, jewel case, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-CASE-VERT-N	StorageTek LTO4 tape media: vertical label, jewel case, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-LBPK-HOR-N	StorageTek LTO4 tape media: horizontal label, library pack, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-LBPKUNLBL-N	StorageTek LTO4 tape media: no label, library pack, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-LBPK-VERT-N	StorageTek LTO4 tape media: vertical label, library pack, pack of 20	Tape Media	$697.00	24%	$529.72	29%	$494.87
MCLTO4-WORM-HOR-N	StorageTek LTO4 tape media: WORM, horizontal label, jewel case, pack of 20	Tape Media	$867.00	24%	$658.92	29%	$615.57
MCLTO4-WORM-UNL-N	StorageTek LTO4 tape media: WORM, no label, jewel case pack of 20	Tape Media	$867.00	24%	$658.92	29%	$615.57
MCLTO4-WORM-VERT-N	StorageTek LTO4 tape media: WORM, vertical label, jewel case, pack of 20	Tape Media	$867.00	24%	$658.92	29%	$615.57
MCLTO5-CASE-HOR	StorageTek LTO media: horizontal label, jewel case, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-CASE-UNLBL	StorageTek LTO media: no label, jewel case, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-CASE-VERT	StorageTek LTO media: vertical label, jewel case, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-LBPK-HOR	StorageTek LTO media: horizontal label, library pack, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-LBPK-UNLBL	StorageTek LTO media: no label, library pack, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-LBPK-VERT	StorageTek LTO media: vertical label, library pack, pack of 20	Tape Media	$621.00	24%	$471.96	29%	$440.91
MCLTO5-WORM-HOR	StorageTek LTO5 tape media: WORM, horizontal label, jewel case, packof 20	Tape Media	$791.00	24%	$601.16	29%	$561.61
MCLTO5-WORM-UNL	StorageTek LTO5 tape media: WORM , no label, jewel case pack of 20	Tape Media	$791.00	24%	$601.16	29%	$561.61
MCLTO5-WORM-VERT	StorageTek LTO5 tape media: WORM, vertical label, jewel case, pack of 20	Tape Media	$791.00	24%	$601.16	29%	$561.61
MCLTOCL-5PK-LBL-N	StorageTek LTO universal cleaning cartridge: labeled, pack of 5	Tape Media	$328.00	24%	$249.28	29%	$232.88
MCLTOCL-5PKUNLBL-N	StorageTek LTO universal cleaning cartridge: no label, pack of 5	Tape Media	$327.00	24%	$248.52	29%	$232.17
MCT10K2CL-5PK-LBL	StorageTek T10000 cleaning cartridges: universal, labeled, pack of 5	Tape Media	$822.00	24%	$624.72	29%	$583.62
MCT10K2CL-5PK-ULBL	StorageTek T10000 cleaning cartridges: universal, no label, pack of 5	Tape Media	$812.00	24%	$617.12	29%	$576.52
MCT10K2S-UNLBL	StorageTek T10000 T2 tape cartridge: sport, no label, not initialized, pack of 20	Tape Media	$3,699.00	24%	$2,811.24	29%	$2,626.29
MCT10K2-UNLBL	StorageTek T10000 T2 tape cartridge: no label, not initialized, pack of 20	Tape Media	$5,440.00	24%	$4,134.40	29%	$3,862.40
MCT10K2V-SP-UNLBL	StorageTek T10000 T2 tape cartridge: volsafe sport, no label, not initialized, pack of 20	Tape Media	$3,869.00	24%	$2,940.44	29%	$2,746.99
MCT10K2V-UNLBL	StorageTek T10000 T2 tape cartridge: volsafe, no label, not initialized, pack of 20	Tape Media	$5,610.00	24%	$4,263.60	29%	$3,983.10
MCT10K-UNLBL-N	StorageTek T10000 tape cartridge: data, no label, not initialized, pack of 20	Tape Media	$2,860.00	24%	$2,173.60	29%	$2,030.60

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MCT10S-UNLBL-N	StorageTek T10000 tape cartridge: sport, no label, not initialized, pack of 20	Tape Media	$2,100.00	24%	$1,596.00	29%	$1,491.00
MCT10V-SP-UNLBL-N	StorageTek T10000 tape cartridge: volsafe sport, no label, not initialized, pack of 20	Tape Media	$2,500.00	24%	$1,900.00	29%	$1,775.00
MCT10V-UNLBL-N	StorageTek T10000 tape cartridge: volsafe, no label, not initialized, pack of 20	Tape Media	$3,500.00	24%	$2,660.00	29%	$2,485.00
NUTIS-111-2011	StorageTek Storage Archive Manager - Processor Perpetual	Storage Archive Manager	$30,000.00	22%	$23,400.00	50%	$15,000.00
PWRCORD10083243-A	Power cord: Japan, 2.5 meters, METI plug, IEC60320-1-C13 connector, 15 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083243-N	Power cord: Japan, 2.5 meters, METI plug, IEC60320-1-C13 connector, 15 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083244-A	Power cord: Australia, 2.5 meters, SA3112 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083244-N	Power cord: Australia, 2.5 meters, SA3112 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083245-A	Power cord: Italy, 2.5 meters, CEI23 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083245-N	Power cord: Italy, 2.5 meters, CEI23 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10083246-A	Power cord: Switzerland, 2.5 meters, SEV1011 plug, 10 A, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083246-N	Power cord: Switzerland, 2.5 meters, SEV1011 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10083247-A	Power cord: United Kingdom, 2.5 meters, BS1363A plug, 10 A, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$30.00	24%	$22.80	34%	$19.80
PWRCORD10083247-N	Power cord: United Kingdom, 2.5 meters, BS1363A plug, IEC60320-1-C13 connector, 10 A	Tape Options	$30.00	24%	$22.80	34%	$19.80
PWRCORD10083248-A	Power cord: Denmark, 2.5 meters, DEMKO107 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$90.00	24%	$68.40	34%	$59.40
PWRCORD10083248-N	Power cord: Denmark, 2.5 meters, DEMKO107 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$90.00	24%	$68.40	34%	$59.40
PWRCORD10083636-A	Power cord: South Africa, 2.5 meters, BS546 plug, IEC60320-1-C13 connector, 16 A (for factory installation)	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD10083636-N	Power cord: South Africa, 2.5 meters, BS546 plug, IEC60320-1-C13 connector, 16 A	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD10187018-A	Power cord: Europe, 2.5 meters, CEE 7/VII plug, IEC60320-C13 connector, 10 A (for factory installation)	Tape Options	$20.00	24%	$15.20	34%	$13.20
PWRCORD10187018-N	Power cord: Europe, 2.5 meters, CEE 7/VII plug, IEC60320-C13 connector, 10 A	Tape Options	$20.00	24%	$15.20	34%	$13.20
PWRCORD10187019-A	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$15.00	24%	$11.40	34%	$9.90
PWRCORD10187019-N	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 10 A	Tape Options	$15.00	24%	$11.40	34%	$9.90
PWRCORD10187020-A	Power cord: North America and Asia, 3.0 meters, NEMA 6-15P plug, IEC60320-1-C13 connector, 13 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187020-N	Power cord: North America and Asia, 3 meters, NEMA 6-15P plug, IEC60320-1-C13 connector, 13 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187021-N	Power cord: North America, 2.5 meters, C19 connector, 13 A	Tape Options	$35.00	24%	$26.60	34%	$23.10

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PWRCORD10187023-N	Power cord: North America, 2.5 meters, C19 connector, 15 A	Tape Options	$185.00	24%	$140.60	34%	$122.10
PWRCORD10187024-A	Power cord: North America and Asia, 2.5 meters, NEMA L6-15P plug, IEC60320-1-C13 connector, 13 A (for factory installation)	Tape Options	$155.00	24%	$117.80	34%	$102.30
PWRCORD10187025-N	Power cord: North America, 3 meters, C19 connector, 13 A	Tape Options	$115.00	24%	$87.40	34%	$75.90
PWRCORD10187026-N	5	Tape Options	$150.00	24%	$114.00	34%	$99.00
PWRCORD10187028-N	Power cord: Japan, 2.5 meters, C19 connector, 15 A	Tape Options	$190.00	24%	$144.40	34%	$125.40
PWRCORD10187029-N	Power cord: Australia, 2.5 meters, C19 connector, 10 A	Tape Options	$145.00	24%	$110.20	34%	$95.70
PWRCORD10187030-N	Power cord: Italy, 2.5 meters, C19 connector, 10 A	Tape Options	$105.00	24%	$79.80	34%	$69.30
PWRCORD10187031-N	Power cord: United Kingdom, 2.5 meters, C19 connector, 10 A	Tape Options	$70.00	24%	$53.20	34%	$46.20
PWRCORD10187032-N	Power cord: South Africa, 2.5 meters, C19 connector, 16 A	Tape Options	$130.00	24%	$98.80	34%	$85.80
PWRCORD10187045-A	Power cord: Jumper, 2.5 meters, C14 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$10.00	24%	$7.60	34%	$6.60
PWRCORD10187045-N	Power cord: Jumper, 2.5 meters, C14 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$10.00	24%	$7.60	34%	$6.60
PWRCORD10187047-N	Sun StorageTek CORD,3,PWR,F,IEC320,HAR,NOPLG, RoHS-5	Tape Options	$110.00	24%	$83.60	34%	$72.60
PWRCORD10187048-A	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187048-N	Power cord: North America and Asia, 2.3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187055-N	Sun StorageTek CORD,18,3,SVT,1M,M/SHFRT, RoHS-5	Tape Options	$20.00	24%	$15.20	34%	$13.20
PWRCORD10187057-A	Power cord: Jumper, 3.0 meters, C14 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187057-N	Power cord: Jumper, 3 meters, C14 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$40.00	24%	$30.40	34%	$26.40
PWRCORD10187061-A	Power cord: North America and Asia, 3.0 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A (for factory installation)	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187061-N	Power cord: North America and Asia, 3 meters, NEMA 5-15P plug, IEC60320-1-C13 connector, 15 A	Tape Options	$35.00	24%	$26.60	34%	$23.10
PWRCORD10187064-N	Sun StorageTek CordSet,SJT,IEC320,18AWG,8IN, RoHS-5	Tape Options	$25.00	24%	$19.00	34%	$16.50
PWRCORD10187065-N	5	Tape Options	$130.00	24%	$98.80	34%	$85.80
PWRCORD10187067-N	Cord,SVT,C13 M&F,1M	Tape Options	$0.00	24%	$0.00	34%	$0.00
PWRCORD10187086-A	Power cord: Taiwan, 2.5 meters, CNS10917 plug, IEC60320-1-C13 connector, 10 A (for factory installation)	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD10187086-N	Power cord: Taiwan, 2.5 meters, CNS10917 plug, IEC60320-1-C13 connector, 10 A	Tape Options	$50.00	24%	$38.00	34%	$33.00
PWRCORD419728301-N	Power cord: North America, 10 feet	Tape Options	$635.00	24%	$482.60	34%	$419.10
SG-XSWBRO10GE-24P	Brocade DCX Backbone: 24-port 10 GbE FCoE blade	Brocade Hardware	$92,999.00	24%	$70,679.24	34%	$61,379.34
SGXSWBRO1GECPSFP-N	Brocade 7800 Extension Switch: 1 GbE copper SFP	Brocade Hardware	$495.00	24%	$376.20	34%	$326.70
SGXSWBRO300-8P8G-N	Brocade 300 Switch with eight 8 Gb activated ports and E_port license	Brocade Hardware	$6,159.00	24%	$4,680.84	34%	$4,064.94
SGXSWBRO300-8PNE-N	Brocade 300 Switch with eight 4 Gb activated ports	Brocade Hardware	$4,395.00	24%	$3,340.20	34%	$2,900.70
SG-XSWBRO3X50-RK-N	Brocade rack rail kit	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00

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SGXSWBRO4100-UPG-N	Brocade 5000 Switch: activation permit for 4 FC ports	Brocade Hardware	$7,800.00	24%	$5,928.00	34%	$5,148.00
SGXSWBRO48KFCI-Z-N	Brocade 48000 Director: activation permit for FCIP WAN connectivity	Brocade software	$30,000.00	24%	$22,800.00	34%	$19,800.00
SG-XSWBRO49-16UP-N	Brocade 5300 Switch: activation permit for CUP	Brocade Hardware	$16,995.00	24%	$12,916.20	34%	$11,216.70
SG-XSWBRO49-CUP-N	Brocade 5300 Switch: activation permit for CUP	Brocade software	$14,995.00	24%	$11,396.20	34%	$9,896.70
SG-XSWBRO49-EXF-N	Brocade 5300 Switch: activation permit for extended fabric	Brocade software	$5,995.00	24%	$4,556.20	34%	$3,956.70
SGXSWBRO5100ANLK-N	Brocade 5100 Switch: activation permit for adaptive networking	Brocade software	$7,595.00	24%	$5,772.20	34%	$5,012.70
SGXSWBRO5100EBLK-N	Brocade 5100 Switch: activation permit for trunking, advanced performance monitoring, fabric watch, extended fabrics and adaptive networking	Brocade software	$18,595.00	24%	$14,132.20	34%	$12,272.70
SGXSWBRO5100IRLK-N	Brocade 5100 Switch: activation permit for integrated routing	Brocade software	$23,595.00	24%	$17,932.20	34%	$15,572.70
SGXSWBRO5100PD8L-N	Brocade 5100 Switch: activation permit for 8 additional ports. Includes eight 8 Gb SFP long wave optic modules	Brocade Hardware	$28,995.00	24%	$22,036.20	34%	$19,136.70
SGXSWBRO5100POD8-N	Brocade 5100 Switch: activation permit for 8 additional ports. Includes eight 8 Gb SFP short wave optic modules	Brocade Hardware	$7,764.00	24%	$5,900.64	34%	$5,124.24
SGXSWBRO5300ANLK-N	Brocade 5300 Switch: activation permit for adaptive networking. Includes 80 activated shortwave 8 Gb/sec SFPs	Brocade software	$11,595.00	24%	$8,812.20	34%	$7,652.70
SGXSWBRO5300EBLK-N	Brocade 5300 Switch: activation permit for trunking, advanced performance monitoring, fabric watch, extended fabrics and adaptive networking	Brocade software	$29,595.00	24%	$22,492.20	34%	$19,532.70
SGXSWBRO5300IRLK-N	Brocade 5300 Switch: activation permit for integrated routing	Brocade software	$35,595.00	24%	$27,052.20	34%	$23,492.70
SGXSWBRO5300PD8L-N	Brocade 5300 Switch: activation permit for 16 additional ports. Includes eight 8 Gb SFP long wave optic modules	Brocade Hardware	$52,995.00	24%	$40,276.20	34%	$34,976.70
SGXSWBRO5300POD8-N	Brocade 5300 Switch: activation permit for 16 additional ports. Includes eight 8 Gb SFP short wave optic modules	Brocade Hardware	$23,995.00	24%	$18,236.20	34%	$15,836.70
SGXSWBRO7800016UP-N	Brocade 7800 Extension Switch: activation permit for 16 additional ports	Brocade Hardware	$61,995.00	24%	$47,116.20	34%	$40,916.70
SGXSWBRO7800-22P-N	Brocade 7800 Extension Switch with four 8 Gb FC activated ports and two 1 GbE activated ports	Brocade Hardware	$18,995.00	24%	$14,436.20	34%	$12,536.70
SG-XSWBRO7800-AE-N	Brocade 7800 Extension Switch: activation permit for adva	Brocade software	$10,795.00	24%	$8,204.20	34%	$7,124.70
SGXSWBRO7800-CUP-N	CUP	Brocade software	$5,975.00	24%	$4,541.00	34%	$3,943.50
SG-XSWBRO7800-EB-N	Brocade 7800 Extension Switch: activation permit for trunking, advanced performance monitoring, fabric watch, extended fabrics and adaptive networking	Brocade software	$15,995.00	24%	$12,156.20	34%	$10,556.70
SG-XSWBRO7800-IR-N	Brocade 7800 Extension Switch: activation permit for integrated routing	Brocade software	$14,100.00	24%	$10,716.00	34%	$9,306.00
SGXSWBRO8GB-16NS-N	Brocade DCX Backbone: 16-port 8 Gb blade	Brocade Hardware	$38,995.00	24%	$29,636.20	34%	$25,736.70
SGXSWBRO8GB-32NS-N	Brocade DCX Backbone: 32-port 8 Gb blade	Brocade Hardware	$61,695.00	24%	$46,888.20	34%	$40,718.70
SGXSWBRO8GB-48NS-N	Brocade DCX Backbone: 48-port 8 Gb blade	Brocade Hardware	$83,495.00	24%	$63,456.20	34%	$55,106.70
SGXSWBRO8GBM16W8-N	Brocade DCX Backbone: 16-port 8 Gb blade with sixteen short wave 8 Gb SFPs	Brocade Hardware	$40,300.00	24%	$30,628.00	34%	$26,598.00
SGXSWBRO8GBM32W8-N	Brocade DCX Backbone: 32-port 8 Gb blade with 16 short wave 8 Gb SFPs	Brocade Hardware	$63,500.00	24%	$48,260.00	34%	$41,910.00
SGXSWBRO8GBM48W8-N	Brocade DCX Backbone: 48-port 8 Gb blade with 16 short wave 8 Gb SFPs	Brocade Hardware	$88,500.00	24%	$67,260.00	34%	$58,410.00
SGXSWBRODCX4-CUP-N	Brocade DCX-4S Backbone: activation permit for CUP	Brocade software	$23,195.00	24%	$17,628.20	34%	$15,308.70

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SGXSWBRODCX4IRLK-N	Brocade DCX-4S Backbone: activation permit for integrated routing	Brocade software	$45,995.00	24%	$34,956.20	34%	$30,356.70
SG-XSWBRODCX-CUP-N	Brocade DCX Backbone: activation permit for CUP	Brocade software	$26,000.00	24%	$19,760.00	34%	$17,160.00
SGXSWBRODCX-IRLK-N	Brocade DCX Backbone: activation permit for integrated routing	Brocade software	$51,995.00	24%	$39,516.20	34%	$34,316.70
SGXSWBROFX82422P-N	Brocade DCX Backbone: 22-port blade with 12 FC ports activated and ten 1 GbE ports activated	Brocade Hardware	$105,995.00	24%	$80,556.20	34%	$69,956.70
SGXSWBROFX824-AE-N	Brocade FX8-24 Extension Blade: activation permit for advanced extension	Brocade software	$14,995.00	24%	$11,396.20	34%	$9,896.70
SGXSWBROFX824EUP-N	Brocade FX8-24 Extension Blade: activation permit for two 10 GbE ports	Brocade software	$38,995.00	24%	$29,636.20	34%	$25,736.70
SGXSWBROPWR-AUST-N	Power cord: Australia, 1.8 meter, AS3112 plug, IEC60320-C19 connector	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SG-XSWBROPWR-EU-N	Power cord: Europe, 1.8 meter, CEE7-7 plug, IEC60320-C19 connector	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROPWRNA110-N	Power cord: North America, 1.8 meter, NEMA 5-20 plug, IEC60320-C19 connector, 110 A	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROPWRNA250-N	Power cord: North America, 1.8 meter, NEMA L6-20P plug, IEC60320-C19 connector, 250 A	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROPWROTHER-N	Power cord: countries other than North America, Europe and Australia, 1.8 meter, EC60309 plug, IEC60320-C19 connector	Brocade Hardware	$250.00	24%	$190.00	34%	$165.00
SGXSWBROSFP10ES1-N	Brocade 10 GbE SFP+ short range optic module	Brocade Hardware	$1,295.00	24%	$984.20	34%	$854.70
SGXSWBROSFP10ES8-N	Brocade 10 GbE SFP+ short range optic module, pack of 8	Brocade Hardware	$6,795.00	24%	$5,164.20	34%	$4,484.70
SGXSWBROSFP10GEL-N	Brocade 10 GbE SFP+ long range optic module	Brocade Hardware	$3,495.00	24%	$2,656.20	34%	$2,306.70
SG-XSWBROSFP1GE-N	Brocade 1 GbE copper optic module for FCIP	Brocade Hardware	$450.00	24%	$342.00	34%	$297.00
SG-XSWBROSFP-1M1PK	Brocade 10 GbE SFP+ direct attached copper optic module: 1 meter	Brocade Hardware	$249.00	24%	$189.24	34%	$164.34
SG-XSWBROSFP-3M1PK	Brocade 10 GbE SFP+ direct attached copper optic module: 3 meters	Brocade Hardware	$279.00	24%	$212.04	34%	$184.14
SGXSWBROSFP4ELWL-N	Brocade 4 Gb SFP optic module: 30 kilometers	Brocade Hardware	$3,995.00	24%	$3,036.20	34%	$2,636.70
SGXSWBROSFP4GLWS-N	Brocade 4 Gb SFP long wave optic module: 4 kilometers	Brocade Hardware	$745.00	24%	$566.20	34%	$491.70
SGXSWBROSFP4GSWS-N	Brocade 4 Gb SFP short wave optic module	Brocade Hardware	$125.00	24%	$95.00	34%	$82.50
SGXSWBROSFP4LLWS-N	Brocade 4 Gb SFP long wave optic module: 10 kilometers	Brocade Hardware	$1,200.00	24%	$912.00	34%	$792.00
SG-XSWBROSFP-5M1PK	Brocade 10 GbE SFP+ direct attached copper optic module: 5 meters	Brocade Hardware	$339.00	24%	$257.64	34%	$223.74
SGXSWBROSFP8ELWL-N	Brocade 8 Gb SFP extra long wave optic module: 25 kilometers	Brocade Hardware	$9,195.00	24%	$6,988.20	34%	$6,068.70
SGXSWBROSFP8GLWS-N	Brocade 8 Gb SFP long wave optic module: 10 kilometers	Brocade Hardware	$3,095.00	24%	$2,352.20	34%	$2,042.70
SGXSWBROSFP8GSWS-N	Brocade 8Gb SFP short wave optic module	Brocade Hardware	$399.00	24%	$303.24	34%	$263.34
SL3000-1CAP-Z	Cartridge access port	System	$5,155.00	24%	$3,917.80	34%	$3,402.30
SL3000-1CEM-Z	Cartridge expansion module with 438-620 physical slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$4,000.00	24%	$3,040.00	34%	$2,640.00
SL3000-1DCPWR-Z	DC, 1200 W PSU	System	$876.00	24%	$665.76	34%	$578.16
SL3000-25SLOT	StorageTek SL3000 modular library system: activation permit for 25 cartridge slots	Sun StorageTek SL3000 Modular Library System	$2,500.00	24%	$1,900.00	34%	$1,650.00
SL3000-2TCPIP	StorageTek SL3000 modular library system: activation permit for redundant TCP/IP host interface	Sun StorageTek SL3000 Modular Library System	$5,155.00	24%	$3,917.80	34%	$3,402.30

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SL3000-BASE-Z	StorageTek SL3000 modular library system: base module with 1 drive array with 8 slots, no activated cartridge slots and 205 - 421 physical slots for EU countries. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$52,217.00	24%	$39,684.92	34%	$34,463.22
SL3000-CAPMAG-Z	Cartridge magazine with 13 physical slots (for onsite assembly)	Sun StorageTek SL3000 Modular Library System	$500.00	24%	$380.00	34%	$330.00
SL3000-DRVARRAY-Z	One drive array with 8 slots	System	$2,273.00	24%	$1,727.48	34%	$1,500.18
SL3000-DUALBOT-Z	Dual robot with key	System	$36,082.00	24%	$27,422.32	34%	$23,814.12
SL3000-EMDCPWR-Z	DC, 200 W PSU	System	$875.00	24%	$665.76	34%	$578.16
SL3000-IPWCD30220	Power cord: International, 4 meters, 330 P6W plug, L6-30R connector, 30 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
SL3000K-1000SLOT	StorageTek SL3000 modular library system: activation permit for 1,000 cartridge slots	Sun StorageTek SL3000 Modular Library System	$68,763.00	24%	$52,259.88	34%	$45,383.58
SL3000K-100-SLOT	StorageTek SL3000 modular library system: activation permit for 100 cartridge slots	Sun StorageTek SL3000 Modular Library System	$8,763.00	24%	$6,659.88	34%	$5,783.58
SL3000K-200-SLOT	StorageTek SL3000 modular library system: activation permit for 200 cartridge slots	Sun StorageTek SL3000 Modular Library System	$15,773.00	24%	$11,987.48	34%	$10,410.18
SL3000K-2FCPORT	StorageTek SL3000 modular library system: activation permit for dual FC port	Sun StorageTek SL3000 Modular Library System	$3,500.00	24%	$2,660.00	34%	$2,310.00
SL3000K-500-SLOT	StorageTek SL3000 modular library system: activation permit for 500 cartridge slots	Sun StorageTek SL3000 Modular Library System	$36,082.00	24%	$27,422.32	34%	$23,814.12
SL3000K-700-SLOT	StorageTek SL3000 modular library system: activation permit for 700 cartridge slots	Sun StorageTek SL3000 Modular Library System	$44,250.00	24%	$33,630.00	34%	$29,205.00
SL3000K-DEM200-Z	StorageTek SL3000 modular library system: drive expansion module with 1 drive array with 8 slots, 200 activated cartridge slots, and 230-498 physical slots. Separately priced activation permit required for deactivated components	Sun StorageTek SL3000 Modular Library System	$21,340.00	24%	$16,218.40	34%	$14,084.40
SL3000K-PART	StorageTek SL3000 Partitioning - Integrated Software Option - per Tape Library Metric	Sun StorageTek SL3000 Modular Library System	$8,247.00	24%	$6,267.72	34%	$5,443.02
SL3000-LEFTAEM-Z	Left access expansion module	System	$25,000.00	24%	$19,000.00	34%	$16,500.00
SL3000-OPPANL-Z	Operator panel	System	$3,093.00	24%	$2,350.68	34%	$2,041.38
SL3000-PDU110-Z	AC, 20 A, 100-120 V PDU	System	$1,082.00	24%	$822.32	34%	$714.12
SL3000-PDU240-Z	AC, 30 A, 200-240 V PDU	System	$1,082.00	24%	$822.32	34%	$714.12
SL3000-PWCD20110	Power cord: United States and Japan, 3.6 meters, L5-20Pplug, L5-20R connector, 20 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
SL3000-PWCD30220	Power cord: United Sates, 3.6 meters, L6-30P plug, L6-30R connector, 30 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
SL3000-REDELCT-Z	StorageTek SL3000 modular library system: redundant electronics (for onsite assembly)	Sun StorageTek SL3000 Modular Library System	$27,000.00	24%	$20,520.00	34%	$17,820.00
SL3000-RIGHTAEM-Z	Right access expansion module	System	$25,000.00	24%	$19,000.00	34%	$16,500.00
SL3000-WARRAY-Z	2 cartridge magazines with 23 physical cartridge slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$1,031.00	24%	$783.56	34%	$680.46
T10C-4FC-SW-30Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC for StorageTek SL3000	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
T10C-4FC-SW-85Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC for StorageTek SL8500	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
T10C-4FC-SW-RK1Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC rackmount	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
T10C-4FI-LW-30Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON for StorageTek SL3000	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00

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T10C-4FI-LW-85Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON for StorageTek SL8500	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00
T10C-4FI-LW-RK1Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON rackmount	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00
T10C-FC/FI-CKITZ	StorageTek T10000C or StorageTek T10000D tape drive: FC to FICON conversion kit	Enterprise Tape Drive Conversion Options	$7,000.00	24%	$5,320.00	34%	$4,620.00
T10K-EKEY-A-N	Encryption for StorageTek T10000 tape drives: activation permit for 1 tape drive	Tape Encryption	$5,000.00	24%	$3,800.00	34%	$3,300.00
VLE50HZ-POWER-Z	1-phase high voltage 50 Hz 10 kVA PDU (for factory installation)	StorageTek Virtual Library Extension	$10,384.00	15%	$8,826.40	18%	$8,514.88
VLE60HZ-POWER-Z	1-phase low voltage 60 Hz 10 kVA PDU (for factory installation)	StorageTek Virtual Library Extension	$11,216.00	15%	$9,533.60	18%	$9,197.12
VSM4-2.5TBCAP1-M-N	StorageTek Virtual Storage Manager System 4: activation permit for 1.25 TB – 2.5 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$125,000.00	24%	$95,000.00	34%	$82,500.00
VSM4-5.0TB-CAP1M-N	StorageTek Virtual Storage Manager System 4: activation permit for 2.5 TB – 5 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$250,000.00	24%	$190,000.00	34%	$165,000.00
VSM4-7.4TB-CAP1M-N	StorageTek Virtual Storage Manager System 4: activation permit for 5 TB – 7.4 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$240,000.00	24%	$182,400.00	34%	$158,400.00
VSM4-ESC32CH-CBM-N	StorageTek Virtual Storage Manager System 4: LOP channel interface conversion bill	Sun StorageTek Virtual Storage Manager System (VSM 4)	$192,500.00	24%	$146,300.00	34%	$127,050.00
VSM5E1.25TBCAPAD-N	StorageTek Virtual Storage Manager System 5e: activation permit for 0.8 TB – 1.25 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 5)	$164,050.00	24%	$124,678.00	34%	$108,273.00
VSME1.25TB-CAP1M-N	StorageTek Virtual Storage Manager System 4e: activation permit for .8 TB – 1.25 TB effective capacity	Sun StorageTek Virtual Storage Manager System (VSM 4)	$164,050.00	24%	$124,678.00	34%	$108,273.00
VSM-IMP-EXPMGMTM-N	Storage Advanced Management Policies software	Sun StorageTek Virtual Storage Manager System (VSM 5)	$25,000.00	24%	$19,000.00	34%	$16,500.00
X2821A-Z-N	Sun Datacenter Switch IB-36 is a 1RU 36 port managed QDR InfiniBand Switch. The switch utilizes standard QSFP connectors. Comes with redundant power supplies.	Infiniband Switches	$14,980.00	28%	$10,785.60	34%	$9,886.80
X984/T10K-2GB-LW-N	Single 2 GB long wave SFP for single port to dual port upgrades and short wave to long wave conversions	Tape Options	$2,000.00	24%	$1,520.00	34%	$1,320.00
X984/T10K-2GB-SW-N	Single 2 GB short wave SFP for single port to dual port upgrades and long wave to short wave conversions	Tape Options	$2,000.00	24%	$1,520.00	34%	$1,320.00
XL5-SL500-DPCK	StorageTek LTO5 FC dual port conversion kit for installation of a second data port in StorageTek LTO5 drive tray assembly	LTO Conversion Options	$500.00	24%	$380.00	34%	$330.00
XL5-SL85-SL30-DPCK	StorageTek LTO5 FC dual port conversion kit for installation of a second data port in StorageTek LTO5 drive tray assembly	LTO Conversion Options	$500.00	24%	$380.00	34%	$330.00
XSL24-48-SAS-CBL-N	StorageTek SL24 tape autoloader and StorageTek SL48 tape library: external mini SAS to mini SAS fan-out cable, 2 meters	Sun StorageTek SL24 Tape Autoloader	$250.00	24%	$190.00	34%	$165.00
XSL3000-1000SLOT-F	StorageTek SL3000 modular library system: activation permit for 1,000 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$68,763.00	24%	$52,259.88	34%	$45,383.58
XSL3000-100-SLOT-F	StorageTek SL3000 modular library system: activation permit for 100 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$8,763.00	24%	$6,659.88	34%	$5,783.58
XSL3000-200-SLOT-F	StorageTek SL3000 modular library system: activation permit for 200 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$15,773.00	24%	$11,987.48	34%	$10,410.18

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XSL3000-25-SLOT-F	StorageTek SL3000 modular library system: activation permit for 25 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$2,500.00	24%	$1,900.00	34%	$1,650.00
XSL3000-2FCPORT-F	StorageTek SL3000 modular library system: activation permit for dual FC port, for after original system installation	Sun StorageTek SL3000 Modular Library System	$3,500.00	24%	$2,660.00	34%	$2,310.00
XSL3000-2TCPIP-F	StorageTek SL3000 modular library system: activation permit for redundant TCP/IP host interface, for after original system installation	Sun StorageTek SL3000 Modular Library System	$5,155.00	24%	$3,917.80	34%	$3,402.30
XSL3000-500-SLOT-F	StorageTek SL3000 modular library system: activation permit for 500 cartridge slots, for after original system installation	Sun StorageTek SL3000 Modular Library System	$36,082.00	24%	$27,422.32	34%	$23,814.12
XSL3000-AEM-LFT-N	StorageTek SL3000 modular library system: left access expansion module	Sun StorageTek SL3000 Modular Library System	$25,000.00	24%	$19,000.00	34%	$16,500.00
XSL3000-AEM-RT-Z-N	StorageTek SL3000 modular library system: right access expansion module	Sun StorageTek SL3000 Modular Library System	$25,000.00	24%	$19,000.00	34%	$16,500.00
XSL3000-CAP-MAG-N	CAP magazine with 13 physical slots	System	$500.00	24%	$380.00	34%	$330.00
XSL3000-CAP-Z-N	26 cartridge access port slots	System	$5,155.00	24%	$3,917.80	34%	$3,402.30
XSL3000-CEM-Z-N	StorageTek SL3000 modular library system: cartridge expansion module with 438-620 physical slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$9,278.00	24%	$7,051.28	34%	$6,123.48
XSL3000-DCPWR-Z-N	StorageTek SL3000 X-Option, DC Power Supply (PS), Used	System	$876.00	24%	$665.76	34%	$578.16
XSL3000-DEM200-F	StorageTek SL3000 modular library system: drive expansion module with 1 drive array with 8 slots, 200 activated cartridge slots, and 230-498 physical slots upgrade. Separately priced activation permit required for deactivated components	Sun StorageTek SL3000 Modular Library System	$21,340.00	24%	$16,218.40	34%	$14,084.40
XSL3000-DRVARY-Z-N	Sun StorageTek SL3000 X-Option, Drive Array (DA), Adds 8 additional drive slots, 2 DAs can be added to BM, 3 DAs can be added to DEM, Cannot add DAs to CEMs, Power options determine max drive support, RoHS-5	Sun StorageTek SL3000 Modular Library System	$2,273.00	24%	$1,727.48	34%	$1,500.18
XSL3000-EM-DCPWR-N	Sun StorageTek SL3000 X-Option, 200 Watt DC Power Supply (PS), Used for Electronics Module, Used in 110V and 240V libraries, Only needed if N+1 and 2N are required See manuals, RoHS-5	Sun StorageTek SL3000 Modular Library System	$876.00	24%	$665.76	34%	$578.16
XSL3000-IPC30220-N	Power cord: International, 4 meters, 330 P6W wall end plug L6-30R library end plug, 220 VAC, 30 A	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
XSL3000K-2FCCARD	StorageTek SL3000 modular library system: dual FC control card	Sun StorageTek SL3000 Modular Library System	$2,900.00	24%	$2,204.00	34%	$1,914.00
XSL3000K-DUALBOT-N	StorageTek SL3000 X-Option, DualBot feature, Second robot, Requires 240 VAC 30 Amp AC PDU, Requires 2 PEMs or 2 AEMs, 2 CEM/PEM conversion labels included. MUST REQUEST HARDWARE ACTIVATION KEY. ROHS-5.	Sun StorageTek SL3000 Modular Library System	$36,082.00	24%	$27,422.32	34%	$23,814.12
XSL3000-OP-PANL-N	Sun StorageTek SL3000 X-Option, Operations Panel (OP), Color Touch Screen, 9.63 W x 7.25 H, One OP can be added to BM, Cannot add OP to DEM/CEM/PEM/AEM, RoHS-5	Sun StorageTek SL3000 Modular Library System	$3,093.00	24%	$2,350.68	34%	$2,041.38
XSL3000-PART-F	StorageTek SL3000 Partitioning - Integrated Software Option - per Tape Library Metric, for after original system installation	Sun StorageTek SL3000 Modular Library System	$8,247.00	24%	$6,267.72	34%	$5,443.02

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XSL3000-PC20110-N	Sun StorageTek SL3000 X-Option, US/Japan 12 ft./3.6 m. Power Cord, 110 VAC 20 Amp 10 AWG, L5-20P Wall End Plug, L5-20R Library End Plug, RoHS-5	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
XSL3000-PC30220-N	Sun StorageTek SL3000 X-Option, US 12 ft Power Cord, 220 VAC 30 Amp 10 AWG, L6-30P Wall End Plug, L6-30R Library End Plug, RoHS-5	Sun StorageTek SL3000 Modular Library System	$52.00	24%	$39.52	34%	$34.32
XSL3000-PDU-110-N	Sun StorageTek SL3000 X-Option, AC Power Distribution Unit (PDU), 100-127 VAC 20 Amp, See manuals for drive/power requirements, Second PDU required for 2N power, Used in Base Module and DEM, RoHS-5	Sun StorageTek SL3000 Modular Library System	$1,082.00	24%	$822.32	34%	$714.12
XSL3000-PDU-240-N	Sun StorageTek SL3000 X-Option, AC Power Distribution Unit (PDU), 200-240 VAC 30 Amp, See manuals for drive/power requirements, Second PDU required for 2N, Used in Base Module and DEM, RoHS-5	Sun StorageTek SL3000 Modular Library System	$1,082.00	24%	$822.32	34%	$714.12
XSL3000-REDELCT-Z	Redundant electronics	System	$27,000.00	24%	$20,520.00	34%	$17,820.00
XSL3000-W-ARRAY-N	StorageTek SL3000 modular library system: window cartridge arrays for base module and DEM only, increases physical capacity 23 slots. Separately priced activation permit required	Sun StorageTek SL3000 Modular Library System	$1,031.00	24%	$783.56	34%	$680.46
XSL48-PWR-Z-N	StorageTek SL48 tape library: redundant power supply	Sun StorageTek SL48 Tape Library	$400.00	24%	$304.00	34%	$264.00
XSL500KBASE30-50-F	StorageTek SL500 modular library system: activation permit for remaining LTO base unit cartridge slots, for after original system installation	Sun StorageTek SL500 Modular Library System	$2,500.00	24%	$1,900.00	34%	$1,650.00
XSL500K-DEMSLOTS-F	StorageTek SL500 modular library system: LTO drive expansion module: activation permit for 1/3 of module slots	Sun StorageTek SL500 Modular Library System	$7,000.00	24%	$5,320.00	34%	$4,620.00
X-SL500K-PARTNG-F	StorageTek SL500: Partitioning- hardware activation permit required	Sun StorageTek SL500 Modular Library System	$3,000.00	24%	$2,280.00	34%	$1,980.00
XSL8500-0EF-RAIL-N	Rails for 0 expansion frame	System	$5,444.00	24%	$4,137.44	34%	$3,593.04
XSL8500-1EF-RAIL-N	Rails for 1 expansion frame	System	$9,483.00	24%	$7,207.08	34%	$6,258.78
XSL8500-1PH-Z-N	Single-phase power	System	$4,777.00	24%	$3,630.52	34%	$3,152.82
XSL8500-2EF-RAIL-N	Rails for 2 expansion frames	System	$12,124.00	24%	$9,214.24	34%	$8,001.84
XSL8500-3EF-RAIL-N	Rails for 3 expansion frames	System	$19,289.00	24%	$14,659.64	34%	$12,730.74
XSL8500-4BOT-Z-N	4 HandBots	System	$47,490.00	24%	$36,092.40	34%	$31,343.40
XSL8500-4EF-RAIL-N	Rails for 4 expansion frames	System	$22,794.00	24%	$17,323.44	34%	$15,044.04
XSL8500-5EF-RAIL-N	Rails for 5 expansion frames	System	$25,934.00	24%	$19,709.84	34%	$17,116.44
XSL8500-DELTAZ-N	Delta power	System	$4,611.00	24%	$3,504.36	34%	$3,043.26
XSL8500-DR-PWR-Z-N	DC, 1,200 W PSU	System	$902.00	24%	$685.52	34%	$595.32
XSL8500-DTCPIP-N	StorageTek SL8500 modular library system: activation permit for redundant TCP/IP host interface, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$18,000.00	24%	$13,680.00	34%	$11,880.00
XSL8500-ETHRNT-Z	Internal ethernet switch	System	$2,044.00	24%	$1,553.44	34%	$1,349.04
XSL8500-EXP-FRZ-N	Expansion frame. Separately priced activation permit required	Sun StorageTek SL8500 Modular Library System	$24,934.00	24%	$18,949.84	34%	$16,456.44
XSL8500-MAG13-Z-N	13 slot magazine for CAP	System	$158.00	24%	$120.08	34%	$104.28
XSL8500-MTCPIP-N	StorageTek SL8500 modular library system: activation permit for multiple TCPIP interface connections to HSC or ACSLS host in a pass-thru port complex, for after original system installation	Sun StorageTek SL8500 Modular Library Features	$18,000.00	24%	$13,680.00	34%	$11,880.00
X-SL8500P-BLANK-N	Pass-thru port frame	System	$10,920.00	24%	$8,299.20	34%	$7,207.20

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XSL8500P-MECH-Z-N	Pass-thru port mechanisms for upgrade	System	$38,903.00	24%	$29,566.28	34%	$25,675.98
XSL8500-RACK-Z-N	6 rack unit rack	System	$4,112.00	24%	$3,125.12	34%	$2,713.92
XSL8500-SVDR-Z-N	Service safety door	System	$6,131.00	24%	$4,659.56	34%	$4,046.46
XSL8500-TSOP-Z-N	Touchscreen op panel	System	$7,298.00	24%	$5,546.48	34%	$4,816.68
XSL8500-UPG-CAP-N	StorageTek SL8500 modular library system: redundant CAP	Sun StorageTek SL8500 Modular Library System	$7,713.00	24%	$5,861.88	34%	$5,090.58
XSL8500-UPG-PART-N	StorageTek SL8500 Partitioning for after original system installation - Integrated Software Option - per Tape Library Metric	Sun StorageTek SL8500 Modular Library Features	$12,000.00	24%	$9,120.00	34%	$7,920.00
XSL8500-WYE-Z-N	Wye power	System	$4,627.00	24%	$3,516.52	34%	$3,053.82
XSL8501P-HUB-Z-N	Hub for intra-library communications	System	$2,896.00	24%	$2,200.96	34%	$1,911.36
XT10C-4-LW-RK1-2Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FICON second rackmount	Sun StorageTek T10000C Tape Drive (MVS)	$37,000.00	24%	$28,120.00	34%	$24,420.00
XT10C-4-SW-RK1-2Z	StorageTek T10000 tape drive: 1 T10000C 4 Gb FC second rackmount	Sun StorageTek T10000C Tape Drive (Open)	$30,000.00	24%	$22,800.00	34%	$19,800.00
XT10K-4GB-LW-Z-N	StorageTek T10000A, StorageTek T10000B or StorageTek T10000C tape drive: 4 Gb FC or FICON, long wave upgrade from single port to dual port and conversion from short to long wave	Sun StorageTek T10000B Tape Drive (Open)	$2,000.00	24%	$1,520.00	34%	$1,320.00
XT10K-4GB-SW-Z-N	StorageTek T10000A, StorageTek T10000B or StorageTek T10000C tape drive: 4 Gb FC or FICON, short wave upgrade from single port to dual port and conversion from long to short wave	Sun StorageTek T10000B Tape Drive (Open)	$2,000.00	24%	$1,520.00	34%	$1,320.00
XTA7320-CUK	Cluster upgrade kit to convert 2 Sun ZFS Storage 7320 to 1 cluster configuration with 2 cluster cards and 3 RJ45 cables	Sun ZFS Storage 7320 System	$660.00	24%	$501.60	34%	$435.60
XTA7420-CUK	Cluster upgrade kit to convert from 2 Sun ZFS Storage 7420 to 1 cluster configuration with 2 cluster cards and 3 RJ45 cables	Sun ZFS Storage 7420 System	$660.00	24%	$501.60	34%	$435.60
7105149	Oracle Fabric Interconnect F1-15: base with 20 InfiniBand ports and 15 I/O module slots for non-EU countries	Fabric Interconnect F1-15	$36,970.00	15%	$31,424.50	18%	$30,315.40
7105150	Oracle Fabric Interconnect F1-4: base with 20 InfiniBand ports and 4 I/O module slots for non-EU countries	Fabric Interconnect F1-4	$34,440.00	15%	$29,274.00	18%	$28,240.80
7105381	Sun Storage 10 GbE PCIe FCoE converged network adapter: Qlogic, low profile, dual port and SR optics	Host Bus Adapters	$3,499.00	14%	$3,009.14	20%	$2,799.20
7105382	Sun Storage 10GbE PCIe FCoE converged network adapter: Qlogic, low profile, dual port and Twinax	Host Bus Adapters	$2,299.00	14%	$1,977.14	20%	$1,839.20
7105387	Sun Storage 6 Gb SAS PCIe HBA: 8 port	Host Bus Adapters	$356.00	14%	$306.16	20%	$284.80
7105388	Sun Storage 6 Gb SAS ExpressModule HBA: 8 port	Host Bus Adapters	$562.00	14%	$483.32	20%	$449.60
7105391	Sun StorageTek 8 Gb FC PCIe HBA: Emulex, single port, standard and low profile brackets	Host Bus Adapters	$1,249.00	14%	$1,074.14	20%	$999.20
7105393	StorageTek Dual 8 Gb Fibre Channel Dual GbE ExpressModule HBA: Emulex	Host Bus Adapters	$2,089.00	14%	$1,796.54	20%	$1,671.20
7105394	Sun Storage 6 Gb SAS PCIe HBA: low profile	Host Bus Adapters	$699.00	14%	$601.14	20%	$559.20
7105146	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for non-EU countries (for factory installation)	I/O Modules	$9,373.00	15%	$7,967.05	18%	$7,685.86
7105130	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for non-EU countries (for factory installation)	I/O Modules	$10,344.00	15%	$8,792.40	18%	$8,482.08
7105131	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for non-EU countries (for factory installation)	I/O Modules	$12,621.00	15%	$10,727.85	18%	$10,349.22

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7105132	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for non-EU countries (for factory installation)	I/O Modules	$11,947.00	15%	$10,154.95	18%	$9,796.54
7105133	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for non-EU countries	I/O Modules	$11,248.00	15%	$9,560.80	18%	$9,223.36
7105134	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for non-EU countries	I/O Modules	$12,412.00	15%	$10,550.20	18%	$10,177.84
7105135	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for non-EU countries	I/O Modules	$15,145.00	15%	$12,873.25	18%	$12,418.90
7105136	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for non-EU countries	Network Cables	$14,337.00	14%	$12,329.82	20%	$11,469.60
7105148	Twinax passive copper cable: 2 meters	Network Cables	$143.00	14%	$122.98	20%	$114.40
7105175	QSFP to CX-4 InfiniBand copper cable: 2 meters	Network Cables	$154.00	14%	$132.44	20%	$123.20
7105173	QSFP to CX-4 InfiniBand copper cable: 3 meters	Network Cables	$190.00	14%	$163.40	20%	$152.00
7105171	QSFP to CX-4 InfiniBand copper cable: 5 meters	Network Cables	$283.00	14%	$243.38	20%	$226.40
7105345	Power cord: Australia, 2.5 meters, C19 connector, 15 A (for factory installation)	Network Cables	$48.00	14%	$41.28	20%	$38.40
7105346	Power cord: Japan, 2.5 meters, C19 connector, 15 A, 125 VAC (for factory installation)	Network Cables	$39.00	14%	$33.54	20%	$31.20
7105347	Power cord: Japan, 2.5 meters, C19 connector, 15 A, 250 VAC (for factory installation)	Network Cables	$37.00	14%	$31.82	20%	$29.60
7105348	Power cord: North America and Asia, 2.5 meters, C19 connector, 15 A, 250 VAC (for factory installation)	Network Cables	$29.00	14%	$24.94	20%	$23.20
7105349	Power cord: North America and Asia, 2.5 meters, NEMA 6-15P plug, C19 connector, 15 A, 250 V (for factory installation)	Network Cables	$32.00	14%	$27.52	20%	$25.60
7105350	Power cord: global jumper, straight plug-connector, 1.8 meter, C14 plug, C19 connector, 15 A (for factory installation)	Network Cables	$27.00	14%	$23.22	20%	$21.60
7105351	Power cord: global jumper, straight plug-connector, 2.4 meters, C20 plug, C19 connector, 20 A (for factory installation)	Network Cables	$48.00	14%	$41.28	20%	$38.40
7105352	Power cord: UK, 2.5 meters, C19 connector, 13 A, 250 VAC (for factory installation)	Network Cables	$46.00	14%	$39.56	20%	$36.80
7105353	Power cord: Europe, 2.5 meters, C19 connector, 15 A, 250 VAC (for factory installation)	Network Cables	$39.00	14%	$33.54	20%	$31.20
7105354	Power cord: India, 2.5 meters, C19 connector, 16 A, 250 VAC (for factory installation)	Network Cables	$50.00	14%	$43.00	20%	$40.00
L96163	Oracle SDN - Physical Server Perpetual	Oracle SDN	$1,300.00	20%	$1,040.00	25%	$975.00
L96165	Oracle SDN - Physical Server 2 Year	Oracle SDN	$455.00	20%	$364.00	25%	$341.25
L96166	Oracle SDN - Physical Server 3 Year	Oracle SDN	$650.00	20%	$520.00	25%	$487.50
L96167	Oracle SDN - Physical Server 4 Year	Oracle SDN	$780.00	20%	$624.00	25%	$585.00
L96168	Oracle SDN - Physical Server 5 Year	Oracle SDN	$910.00	20%	$728.00	25%	$682.50
7105432	SPARC T4-1 server: base with 1 SPARC T4 8-core 2.85 GHz processor (for factory installation)	SPARC T4-1 Server	$19,148.00	15%	$16,275.80	18%	$15,701.36
7105248	Spare: POWER SUPPLY	Spare parts	$1,092.00	29%	$775.32	29%	$775.32
7105250	Spare: fan tray	Spare parts	$390.00	29%	$276.90	29%	$276.90
7105251	Spare: management I/O module	Spare parts	$1,146.00	29%	$813.66	29%	$813.66
7105252	Spare: bezel	Spare parts	$450.00	29%	$319.50	29%	$319.50
7105253	Spare: POWER SUPPLY	Spare parts	$1,074.00	29%	$762.54	29%	$762.54
7105254	Spare: fan tray	Spare parts	$438.00	29%	$310.98	29%	$310.98

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7105257	Spare: QDR fabric board	Spare parts	$26,034.00	29%	$18,484.14	29%	$18,484.14
7105260	Spare: QDR InfiniBand managed switch with reverse airflow and 2 PSUs	Spare parts	$29,928.00	29%	$21,248.88	29%	$21,248.88
7105271	Spare: Twinax passive copper cable: 2 meters (for factory installation)	Spare parts	$216.00	29%	$153.36	29%	$153.36
7105272	Spare: Twinax passive copper cable: 7 meters (for factory installation)	Spare parts	$372.00	29%	$264.12	29%	$264.12
7105286	Spare: QSFP to CX-4 QDR InfiniBand copper cable: 2 meters, 26 AWG	Spare parts	$234.00	29%	$166.14	29%	$166.14
7104064	Spare: SFP short wave 8 GB FC transceiver	Spare parts	$468.00	29%	$332.28	29%	$332.28
7104066	Spare: SFP long wave 8 GB FC transceiver	Spare parts	$1,590.00	29%	$1,128.90	29%	$1,128.90
7100268	Spare: printed wire assembly PCIe card	Spare parts	$10,734.00	29%	$7,621.14	29%	$7,621.14
7103427	StorageTek Virtual Storage Manager System 6: 10 TB effective capacity increment. HW activation permit	StorageTek Virtual Storage Manager Features	$5,000.00	24%	$3,800.00	34%	$3,300.00
7103389	StorageTek Virtual Storage Manager System 6: upgrade, effective capacity 10 – 300 TB Separately priced hardware activation permit required.	StorageTek Virtual Storage Manager System (VSM 6)	$217,104.00	24%	$164,999.04	34%	$143,288.64
7100296	StorageTek Virtual Storage Manager System 6: long wave FICON interface (for factory installation)	StorageTek Virtual Storage Manager System (VSM 6)	$21,020.00	24%	$15,975.20	34%	$13,873.20
7100290	StorageTek Virtual Storage Manager System 6: long wave FICON interface	StorageTek Virtual Storage Manager System (VSM 6)	$25,224.00	24%	$19,170.24	34%	$16,647.84
7100292	StorageTek Virtual Storage Manager System 6: short wave FICON interface	StorageTek Virtual Storage Manager System (VSM 6)	$7,272.00	24%	$5,526.72	34%	$4,799.52
7105379	Sun Blade 6000 chassis with midplane, accessory kit with dongle and RJ45-DB9 adapter, 9 server module filler panels, 20 Express Module filler panels, and 2 Network Express Module filler panels (standard configuration)	Sun Blade 6000 Chassis	$8,645.00	15%	$7,348.25	18%	$7,088.90
7105397	Sun Blade 6000 GbE 10-port Pass-Thru NEM	Sun Blade Server Options	$495.00	15%	$420.75	18%	$405.90
7103539	Brocade DCX 8510-8 Backbone: chassis	Brocade Hardware	$143,511.00	24%	$109,068.36	34%	$94,717.26
7103540	Brocade DCX 8510-4 Backbone: chassis	Brocade Hardware	$80,421.00	24%	$61,119.96	34%	$53,077.86
7103542	Brocade DCX 8510 Backbone: 48-port 16 Gb blade	Brocade Hardware	$86,487.00	24%	$65,730.12	34%	$57,081.42
7103543	Brocade 16 Gb SFP+ short wave optic module	Brocade Hardware	$780.00	24%	$592.80	34%	$514.80
7103544	Brocade 16 Gb SFP+ long wave optic module: 10 kilometers distance	Brocade Hardware	$3,390.00	24%	$2,576.40	34%	$2,237.40
7103545	Brocade 10 Gb SFP+ short wave optic module	Brocade Hardware	$663.00	24%	$503.88	34%	$437.58
7103547	Brocade 10 Gb SFP+ long wave optic module	Brocade Hardware	$2,094.00	24%	$1,591.44	34%	$1,382.04
7103548	Brocade DCX 8510 Backbone: activation permit for inter-chassis link with sixteen 64 Gb QSFPs	Brocade Hardware	$2,037.00	24%	$1,548.12	34%	$1,344.42
7103549	Brocade DCX Backbone: upgrade kit for 16 Gb upgrade	Brocade Hardware	$80,856.00	24%	$61,450.56	34%	$53,364.96
7103553	Brocade 6510 Fibre Channel Switch with twenty-four 16 Gb activated ports	Brocade Hardware	$26,046.00	24%	$19,794.96	34%	$17,190.36
7103554	Brocade 6510 Fibre Channel Switch: activation permit for twelve 16 Gb SFPs	Brocade Hardware	$16,563.00	24%	$12,587.88	34%	$10,931.58
7103555	Brocade 6510 Fibre Channel Switch: activation permit for twelve 8 Gb SFPs	Brocade Hardware	$12,741.00	24%	$9,683.16	34%	$8,409.06
7103556	Brocade 6510 Fibre Channel Switch: activation permit for 10 Gb FC extension	Brocade Hardware	$22,293.00	24%	$16,942.68	34%	$14,713.38
7103769	Brocade DCX-4S Backbone: upgrade kit for 16 Gb upgrade	Brocade Hardware	$57,606.00	24%	$43,780.56	34%	$38,019.96
7103770	Rack rail kit	Brocade Hardware	$282.00	24%	$214.32	34%	$186.12

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
L96171	Brocade Network Advisor: Enterprise Bundle - Server Perpetual	Brocade SAN Software	$52,145.00	24%	$39,630.20	34%	$34,415.70
L96174	Brocade Network Advisor: Performance Plus - Server Perpetual	Brocade SAN Software	$20,860.00	24%	$15,853.60	34%	$13,767.60
L96177	Brocade Network Advisor: Upgrade from Performance Plus to Enterprise Bundle - Server Perpetual	Brocade SAN Software	$34,415.00	24%	$26,155.40	34%	$22,713.90
7105053	Two 16 GB DDR3-1066 DIMMs (for factory installation)	Other Server Configured Options	$444.00	6%	$417.36	6%	$417.36
7105342	Oracle Fabric Interconnect F1-15: base with 20 InfiniBand ports and 15 I/O module slots for EU countries	Fabric Interconnect F1-15	$35,970.00	15%	$31,424.50	18%	$30,315.40
7105341	Oracle Fabric Interconnect F1-4: base with 20 InfiniBand ports and 4 I/O module slots for EU countries	Fabric Interconnect F1-4	$34,440.00	15%	$29,274.00	18%	$28,240.80
7105344	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for EU countries (for factory installation)	I/O Modules	$9,373.00	15%	$7,967.05	18%	$7,685.86
7105362	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for EU countries (for factory installation)	I/O Modules	$10,344.00	15%	$8,792.40	18%	$8,482.08
7105363	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for EU countries (for factory installation)	I/O Modules	$12,621.00	15%	$10,727.85	18%	$10,349.22
7105364	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for EU countries (for factory installation)	I/O Modules	$11,947.00	15%	$10,154.95	18%	$9,796.54
7105365	Oracle Fabric Interconnect Ten Port 1 Gb Ethernet Module for EU countries	I/O Modules	$11,248.00	15%	$9,560.80	18%	$9,223.36
7105366	Oracle Fabric Interconnect Single Port 10 Gb Ethernet Module for EU countries	I/O Modules	$12,412.00	15%	$10,550.20	18%	$10,177.84
7105367	Oracle Fabric Interconnect Quad Port 10 Gb Ethernet Module for EU countries	I/O Modules	$15,145.00	15%	$12,873.25	18%	$12,418.90
7105368	Oracle Fabric Interconnect Dual Port 8 Gb Fibre Channel Module for EU countries	I/O Modules	$14,337.00	15%	$12,186.45	18%	$11,756.34
7104435	StorageTek LTO tape drive: 1 IBM LTO6 8 Gb FC for StorageTek SL8500	LTO6 Tape Drives: High-End Libraries	$22,430.00	24%	$17,046.80	34%	$14,803.80
7104436	StorageTek LTO tape drive: 1 IBM LTO6 8 Gb FC for StorageTek SL3000	LTO6 Tape Drives: Midrange Libraries	$18,648.00	24%	$14,172.48	34%	$12,307.68
7105236	One 8 GB DDR3-1066 registered DIMMs (for factory installation)	Netra SPARC Server Options	$280.00	15%	$238.00	18%	$229.60
7105237	One 8 GB DDR3-1066 registered DIMMs	Netra SPARC Server Options	$336.00	15%	$285.60	18%	$275.52
7105181	High bandwidth QSFP optical cable: 5 meters, MPO to MPO (for factory installation)	Network Cables	$840.00	14%	$722.40	20%	$672.00
7105193	High bandwidth QSFP optical cable: 100 meters, MPO to MPO (for factory installation)	Network Cables	$2,860.00	14%	$2,459.60	20%	$2,288.00
7105199	High bandwidth QSFP optical cable: 5 meters, MPO to MPO	Network Cables	$840.00	14%	$722.40	20%	$672.00
7105206	High bandwidth QSFP optical cable: 100 meters, MPO to MPO	Network Cables	$2,860.00	14%	$2,459.60	20%	$2,288.00
7105137	Twinax passive copper cable: 1 meter (for factory installation)	Network Cables	$183.00	14%	$157.38	20%	$146.40
7105139	Twinax passive copper cable: 2 meters (for factory installation)	Network Cables	$143.00	14%	$122.98	20%	$114.40
7105140	Twinax passive copper cable: 3 meters (for factory installation)	Network Cables	$152.00	14%	$130.72	20%	$121.60
7105141	Twinax passive copper cable: 5 meters (for factory installation)	Network Cables	$244.00	14%	$209.84	20%	$195.20
7105169	QSFP to QSFP passive copper cable: 1 meter (for factory installation)	Network Cables	$139.00	14%	$119.54	20%	$111.20

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7105172	QSFP to QSFP passive copper cable: 2 meters (for factory installation)	Network Cables	$184.00	14%	$158.24	20%	$147.20
7105174	QSFP to QSFP passive copper cable: 3 meters (for factory installation)	Network Cables	$180.00	14%	$154.80	20%	$144.00
7105177	QSFP to QSFP passive copper cable: 5 meters (for factory installation)	Network Cables	$252.00	14%	$216.72	20%	$201.60
7105182	High bandwidth QSFP optical cable: 10 meters, MPO to MPO (for factory installation)	Network Cables	$723.00	14%	$621.78	20%	$578.40
7105186	High bandwidth QSFP optical cable: 20 meters, MPO to MPO (for factory installation)	Network Cables	$1,057.00	14%	$909.02	20%	$845.60
7105191	High bandwidth QSFP optical cable: 50 meters, MPO to MPO (for factory installation)	Network Cables	$1,838.00	14%	$1,580.68	20%	$1,470.40
7104926	Two 16 GB DDR3-1066 DIMMs	Other Server X-Options	$533.00	14%	$458.38	20%	$426.40
7105243	PDU with mounting brackets: EMEA and APAC, IEC309 32A plug, 30 A	Pillar Axiom SAN Storage System Options	$1,505.00	15%	$1,279.25	18%	$1,234.10
7105244	PDU with mounting brackets: Australia, 56P332 plug, 30 A	Pillar Axiom SAN Storage System Options	$3,024.00	15%	$2,570.40	18%	$2,479.68
7104196	One 8 GB DDR3-1066 registered DIMM (for factory installation)	SPARC T4 Server Configured Options	$280.00	15%	$238.00	18%	$229.60
7104197	One 8 GB DDR3-1066 registered DIMM	SPARC T4 Server X-Options	$336.00	15%	$285.60	18%	$275.52
7104443	Spare: one 8 GB DDR3-1066 DIMM	Spare parts	$360.00	29%	$255.60	29%	$255.60
7105308	Spare: 2000 W AC PSU	Spare parts	$1,674.00	29%	$1,188.54	29%	$1,188.54
7103017	Spare: Brocade 16 Gb SFP+ short wave optic module	Spare parts	$1,560.00	29%	$1,107.60	29%	$1,107.60
7103018	Spare: Brocade 16 Gb SFP+ long wave optic module: 10 kilometers distance	Spare parts	$6,780.00	29%	$4,813.80	29%	$4,813.80
7103019	Spare: Brocade 10 Gb FC SFP+ long wave optic module: 10 kilometers distance	Spare parts	$4,188.00	29%	$2,973.48	29%	$2,973.48
7103020	Spare: Brocade 10 Gb FC SFP+ short wave optic module	Spare parts	$1,326.00	29%	$941.46	29%	$941.46
7103021	Spare: Brocade 64 Gb QSFP short wave optic module	Spare parts	$4,074.00	29%	$2,892.54	29%	$2,892.54
7103030	Spare: worldwide name (WWN) cover for Brocade DCX 8510-4 Backbone	Spare parts	$2,412.00	29%	$1,712.52	29%	$1,712.52
7103033	Spare: worldwide name (WWN) cover for Brocade DCX 8510-8 Backbone	Spare parts	$2,412.00	29%	$1,712.52	29%	$1,712.52
7103034	Spare: fixed rack mount kit for Brocade 6510 Fibre Channel Switch	Spare parts	$564.00	29%	$400.44	29%	$400.44
7103023	Spare: chassis for Brocade 6510 Fibre Channel Switch	Spare parts	$47,790.00	29%	$33,930.90	29%	$33,930.90
7103025	Spare: 48-port 16 Gb blade for Brocade DCX 8510 Backbone	Spare parts	$172,974.00	29%	$122,811.54	29%	$122,811.54
7103028	Spare: chassis for Brocade DCX 8510-4 Backbone	Spare parts	$95,664.00	29%	$67,921.44	29%	$67,921.44
7103029	Spare: core blade for Brocade DCX 8510-4 Backbone	Spare parts	$57,606.00	29%	$40,900.26	29%	$40,900.26
7103031	Spare: chassis for Brocade DCX 8510-8 Backbone	Spare parts	$115,692.00	29%	$82,141.32	29%	$82,141.32
7103032	Spare: core blade for Brocade DCX 8510-8 Backbone	Spare parts	$80,856.00	29%	$57,407.76	29%	$57,407.76
7104570	Spare: StorageTek LTO tape drive: 1 IBM LTO6 8 Gb FC for StorageTek SL8500 and StorageTek SL3000	Spare parts	$11,082.00	29%	$7,868.22	29%	$7,868.22
7105029	Spare: two 16 GB DDR3-1066 registered DIMMs	Spare parts	$1,380.00	29%	$979.80	29%	$979.80
7105028	Spare: 1U-2U slim rail cable management arm	Spare parts	$168.00	29%	$119.28	29%	$119.28
7101833	Spare: motherboard for Netra SPARC T4-1 server	Spare parts	$17,736.00	29%	$12,592.56	29%	$12,592.56
#300-2259	Spare: 5740 W AC PSU	Spare parts	$4,230.00	29%	$3,003.30	29%	$3,003.30
7105792	3-phase low voltage 15 kVA PDU for EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
7105793	1-phase low voltage 15 kVA PDU for EU countries	Sun Racks	$1,200.00	15%	$1,020.00	18%	$984.00
7105794	1-phase high voltage 10 kVA PDU for EU countries	Sun Racks	$900.00	15%	$765.00	18%	$738.00

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7104449	StorageTek LTO tape drive: 1 HP LTO6 half-height 8 Gb FC for StorageTek SL150	LTO6 Tape Drives: Entry Level	$4,272.00	24%	$3,246.72	34%	$2,819.52
7104473	StorageTek LTO tape drive: 1 HP LTO6 half-height 8 Gb FC for StorageTek SL150 (for factory installation)	LTO6 Tape Drives: Entry Level	$3,560.00	24%	$2,705.60	34%	$2,349.60
7104450	StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb SAS for StorageTek SL150	LTO6 Tape Drives: Entry Level	$3,777.00	24%	$2,870.52	34%	$2,492.82
7104474	StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb SAS for StorageTek SL150 (for factory installation)	LTO6 Tape Drives: Entry Level	$3,148.00	24%	$2,392.48	34%	$2,077.68
7104451	StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL8500	LTO6 Tape Drives: High-End Libraries	$22,430.00	24%	$17,046.80	34%	$14,803.80
7104452	StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL3000	LTO6 Tape Drives: Midrange Libraries	$18,648.00	24%	$14,172.48	34%	$12,307.68
7104453	StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL500	LTO6 Tape Drives: Midrange Libraries	$14,936.00	24%	$11,351.36	34%	$9,857.76
7105726	Oracle Linux preinstall (for factory installation)	Other Server Configured Options	$0.00	6%	$0.00	6%	$0.00
7104476	StorageTek SL150 modular library system: base with 30 activated cartridge slots, 1 HP LTO6 half-height 6 Gb SAS tape drive, and rackmounting kit	SL150 Tape Library	$6,795.00	24%	$5,164.20	34%	$4,484.70
7104475	StorageTek SL150 modular tape library: base unit with 30 slots and 1 HP LTO6 half-height 8 Gb FC tape drive	SL150 Tape Library	$7,190.00	24%	$5,464.40	34%	$4,745.40
#418614701	Spare: hardware FRU kit	Spare parts	$204.00	29%	$144.84	29%	$144.84
7103872	Spare: 580 W AC power cooling module	Spare parts	$1,812.00	29%	$1,286.52	29%	$1,286.52
7103873	Spare: I/O module	Spare parts	$2,844.00	29%	$2,019.24	29%	$2,019.24
7103874	Spare: 2U chassis with midplane	Spare parts	$3,534.00	29%	$2,508.14	29%	$2,508.14
7103875	Spare: 4U chassis with midplane	Spare parts	$4,770.00	29%	$3,386.70	29%	$3,386.70
7103877	Spare: one 300 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Spare parts	$690.00	29%	$489.90	29%	$489.90
7103878	Spare: one 900 GB 10000 rpm 2.5-inch SAS-2 HDD with bracket	Spare parts	$1,722.00	29%	$1,222.62	29%	$1,222.62
7105032	Spare: one 50 GB SLC SATA SSD with bracket for hot spare position	Spare parts	$4,896.00	29%	$3,476.16	29%	$3,476.16
7105033	Spare: one 50 GB SLC SATA SSD with bracket	Spare parts	$4,716.00	29%	$3,348.36	29%	$3,348.36
7105034	Spare: one 200 GB SLC SATA SSD with bracket for hot spare position	Spare parts	$13,494.00	29%	$9,580.74	29%	$9,580.74
7105035	Spare: one 200 GB SLC SATA SSD with bracket	Spare parts	$13,278.00	29%	$9,427.38	29%	$9,427.38
7106158	Spare: 1U-2U remote battery upgrade kit	Spare parts	$492.00	29%	$349.32	29%	$349.32
#541-3765	Spare: Sun Network 10 GbE Switch 72p	Spare parts	$56,928.00	29%	$40,418.88	29%	$40,418.88
7105062	Spare: Velcro(TM) tape, 25 yard roll	Spare parts	$282.00	29%	$200.22	29%	$200.22
7105638	Spare: SFP+ 10GbE Twinax cable: 2 meters	Spare parts	$312.00	29%	$221.52	29%	$221.52
7105640	Spare: QDR InfiniBand QSFP optical cable: 5 meters	Spare parts	$900.00	29%	$639.00	29%	$639.00
7105644	Spare: high bandwidth QSFP optical cable: 100 meters, MPO to MPO	Spare parts	$4,806.00	29%	$3,412.26	29%	$3,412.26
7105645	Spare: power cord, Australia, 2.5 meters, C19 connector, 15 A	Spare parts	$72.00	29%	$51.12	29%	$51.12
7105646	Spare: power cord, Japan, 2.5 meters, C19 connector, 15 A, 125 VAC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7105647	Spare: power cord, Japan, 2.5 meters, C19 connector, 15 A, 250 VAC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7105648	Spare: power cord, North America and Asia, 2.5 meters, NEMA 5-15P plug, C19 connector, 15 A, 125 VAC	Spare parts	$48.00	29%	$34.08	29%	$34.08

Form No. DTMB-3522 (Rev. 4/2012)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CONTRACT NO. 071B4300149
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
Oracle America, Inc. 500 Oracle Parkway Redwood Shores, CA 94065	Joe Mudroch	joe.mudroch@oracle.com
	TELEPHONE	CONTRACTOR #, MAIL CODE
	314-477-4418	(2) 94-2805249 (000)

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR (CCI):	DTMB	Reid Sisson	517-241-1638	SissonR@michigan.gov
BUYER:	DTMB	Whitnie Zuker	517-284-7030	zukerw@michigan.gov

CONTRACT SUMMARY:

Oracle Software and Technical Support Services

INITIAL TERM	EFFECTIVE DATE	INITIAL EXPIRATION DATE	AVAILABLE OPTIONS
5 years	August 29, 2014	August 28, 2019	Three (3), one-year
PAYMENT TERMS	**F.O.B**	**SHIPPED**	**SHIPPED FROM**
Net 30	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☒ YES ☐ NO
MINIMUM DELIVERY REQUIREMENTS:			
N/A			
MISCELLANEOUS INFORMATION:			
N/A			
ESTIMATED CONTRACT VALUE AT TIME OF EXECUTION:	**$65,000,000.00**		

THIS IS NOT AN ORDER: This Contract is awarded on the basis of our inquiry bearing the solicitation #0071141114B0000937. Orders for delivery will be issued directly by the Department of Technology, Management & Budget through the issuance of a Purchase Order Form.

$65,000,000.00 has been initially allocated for Oracle Licensed Software and Oracle Software Updates and Technical Support. Additional funding for hardware, additional software, consulting services, advanced customer support services, training, cloud services, and/or any other services or products made available for purchase by Oracle (to the extent the Contract Agreement is amended to permit the sale and purchase of such products and/or services), etc. may be allocated at later date per State Ad Board Approval on August 26, 2014.

Form No. DTMB-3522 (Rev. 4/2012)

Notice of Contract #: 071B4300149

FOR THE CONTRACTOR:	FOR THE STATE:
Oracle America, Inc.	Sharon W Maynard
Firm Name	Signature
Deborah Vaughn	Sharon Walenga-Maynard, Sourcing Director
Authorized Agent Signature	Name/Title
Deborah Vaughn, Contracts Manager	DTMB Procurement
Authorized Agent (Print or Type)	Enter Name of Agency
8/29/14	8/29/14
Date	Date

Article 1

1.000 Contract Identification

1.001 CONTRACT REQUEST

The purpose of the attached Software License and Service Agreement (this "Contract" or "SLSA") is to provide the State of Michigan, Department of Technology, Management and Budget (DTMB) with a contract vehicle for the procurement of Oracle Software and Technical Support Services.

This Contract is authorized to be available and used by all government branches of the State of Michigan, by all Michigan Local Units of Government, and by any other Authorized Contract Users (as such term is defined in the SLSA).

This Contract is for a period of five (5) years beginning August 29, 2014 through August 28, 2019. Pursuant to Section 8.1 of the SLSA, the Contract may be renewed for up to three (3) additional one-year periods.

1.100 Scope of Contract

1.101 SCOPE OF CONTRACT

Subject to the terms and conditions of the SLSA, Contractor will make available for purchase the following products and services to the extent Contractor is making such products and services available to its other customers:

A. All Oracle Technology software products, including but not limited to:
   a. Oracle Database, including Enterprise Edition Options, and Database Enterprise Management Packs
   b. Siebel CRM
   c. Oracle Fusion Middleware Products
   d. Oracle Peoplesoft
   e. Oracle Hyperion and Business Intelligence
   f. Oracle Primavera
   g. Oracle E-Business Suite Applications, limited to Financial and Discrete Manufacturing

B. Oracle Software Update and Technical Support for all purchased software products.

C. The parties agree that the Contract may be amended to permit the sale and purchase of, including but not limited to, hardware, additional software, consulting services, advanced customer services, training, cloud services, and/or any other services or products made available for purchase by Contractor.

1.102 OUT OF SCOPE - RESERVED

1.103 ENVIRONMENT - RESERVED

1.104 WORK AND DELIVERABLES - RESERVED

1.200 Roles and Responsibilities

1.201 CONTRACTOR STAFF, ROLES, AND RESPONSIBILITIES

Points of Contact

The following is Contractor's Points of Contact (POC) for DTMB/MiDEAL authorized personnel to facilitate inquiries and communications relating to the Contract:

Deborah Vaughn
Contracts
Phone 703-364-0925

or

Oracle - main number
Redwood Shores, California
650-506-7000

or

Oracle – Public Sector business unit
Reston, Virginia
703-478-9000 or via email at State-local-agreements_us@oracle.com

1.202 STATE STAFF, ROLES, AND RESPONSIBILITIES

The State shall provide a Contract Compliance Inspector (CCI) whose duties shall include, but not be limited to, supporting the management of the Contract.

1.203 OTHER ROLES AND RESPONSIBILITIES - RESERVED

1.300 Planning and Reporting - Reserved

1.301 PROJECT PLAN - RESERVED

1.302 REPORTS

Quarterly Reporting
Contractor will report, within one month and ten (10) days following the end of each quarter to DTMB, all purchases made by the SOM and MiDEAL partners from this Contract. At a minimum, the report shall include:

- PO Number
- PO Date
- Customer Name (State Agency/Municipality)
- Bill to contact name & address, and ship to customer name
- Manufacturer item number (if available)
- Manufacturer/Subcontractor name
- Product/Services Engagement Description
- Invoiced amounts by category (Cost of Software, Hardware, Support, Training, Deliverable, Hours, etc. Total Invoice)
- Invoice # and Invoice Date
- State the extended invoice price for each product or service
- Quantity (if available)
- Shipping Cost, required for Expedited Delivery only
- Total invoice amount

Reporting formats must be submitted to the State's CCI for approval within ten (10) business days after the execution of the Contract. Once both parties have agreed to the format of the report, it shall become the standard to follow for the duration of the contract.

1.400 Project and Operations Management - RESERVED

1.500 Acceptance Criteria for Services - RESERVED

1.600 Compensation and Payment

1.601 COMPENSATION AND PAYMENT

Contractor will provide pricing and discount terms for Programs and Technical Support services, per the terms and conditions of the attached SLSA.

To the extent Contractor is willing to provide an additional discount with respect to a product or service, such discount will be set forth in the applicable sales' quotation.

Contractor will submit an Administrative Fee, per the terms and conditions of the attached SLSA.

Invoicing
Contractor will submit itemized invoices to

DTMB – Financial Services
Accounts Payable
P.O. Box 30026
Lansing, MI 48909
or
DTMB-Accounts-Payable@michigan.gov

Invoices will provide and itemize, as applicable:

- Contract number;
- Purchase Order number
- Contractor name, address, phone number, and Federal Tax Identification Number;
- Description of any commodities, including quantity ordered (as per Contractor invoicing standards);
- Price for each item;
- Net invoice price for each item;
- Other applicable service charges, if any;
- Total invoice price; and
- Payment terms

1.602 HOLDBACK - RESERVED

SOFTWARE LICENSE AND SERVICE AGREEMENT

This Software License and Services Agreement (the "Agreement") is between Oracle America, Inc. with its principal place of business at 500 Oracle Parkway, Redwood City, CA 94055 ("Oracle") and the State of Michigan ("State", "Customer" or "you"). The terms of this Agreement shall apply to each Program license granted and to all Services provided by Oracle pursuant to this Agreement. When completed and executed by both parties, an Order Form shall evidence the Program licenses granted and the services to be provided.

All public entities located within the State of Michigan, including, but not limited to, departments, institutions, institutions of higher education, agencies, legislative, executive or judicial bodies, offices, authorities, posts, committees, institutions, boards, or political subdivisions created by law to exercise sovereign power or to perform governmental duties of the State, cities, counties, towns and political subdivisions (each such entity, an "Authorized Contract User") may also order Programs and Services from Oracle in accordance with the terms and conditions of this Agreement. By placing an order under this Agreement, each Authorized Contract User agrees to be bound by the terms and conditions of the applicable ordering document and this Agreement and, for the purposes of such order, "Customer", "you" and "your" as used in this Agreement shall be deemed to refer to such Authorized Contract User, unless indicated otherwise herein. Each Authorized Contract User shall be responsible for its breach(es) of such terms and conditions. "Parties" shall mean Customer and Oracle, and each of us may be referred to individually as a "party."

Notwithstanding the foregoing, each Authorized Contract User must provide a valid sales tax exemption certificate prior to placing an order pursuant to this Agreement.

This Agreement covers the sale or purchase of Programs and Technical Support services only, and may not be utilized for the sale or purchase of hardware, cloud services, consulting services, advanced customer support services, or any other services, whether Program-related services or otherwise (other than Technical Support services). For the avoidance of doubt, on-site services shall NOT be ordered through this Agreement.

I. DEFINITIONS

1.1 **"Commencement date"** shall mean the date of shipment of tangible media, or if no delivery of tangible media is necessary, the effective date set forth on the relevant Order Form.

1.2 **"Limited Production Program"** shall be a Program which does not appear on the Price List or which is designated as Limited Production by Oracle.

1.3 **"Order Form", "Ordering Document", "ordering document"** or **"order"** shall mean the document by which Customer orders Program licenses and Services, and which is agreed to by the parties. The Order Form shall reference the Effective Date of this Agreement.

1.4 **"Programs"** shall mean (a) the computer software owned or distributed by Oracle for which Customer is granted a license pursuant to this Agreement; (b) the user and installation guides and manuals for use of the software, which may be delivered with the Programs and accessed at http://oracle.com/contracts ("Documentation"); and (c) Updates. Programs shall be used in the United States.

1.5 **"Price List"** shall mean Oracle's applicable standard commercial fee schedule that is in effect when a Program license or any other product or service is ordered by Customer.

1.6 **"Separate Terms"** refers to separate license terms that are specified in the Program Documentation, readmes or notice files and that apply to Separately Licensed Third Party Technology.

1.7 **"Separately Licensed Third Party Technology"** refers to third party technology that is licensed under Separate Terms and not under the terms of this Agreement.

1.8 **"Services"** refers to Technical Support services which you have ordered.

1.9 **"Supported Program License"** shall mean a Program license for which Customer has ordered Technical Support for the relevant time period.

1.10 **"Technical Support"** shall mean Program support provided under Oracle's policies in effect on the date Technical Support is ordered.

1.11 **"Update"** shall mean any Program update acquired through Technical Support.

1.12 **"User"** unless otherwise specified on the Order Form, shall mean an individual authorized by Customer to use specified Programs, regardless of whether the individual is actively using the Programs at any given time.

II. PROGRAM LICENSE

2.1 Rights Granted

A. Oracle grants to Customer a nonexclusive, non-assignable (except as otherwise specified herein), royalty free, perpetual (unless otherwise specified in the Order Form), license to use the Programs Customer obtains under this Agreement pursuant to an Order Form, as follows:

i. to use the Programs solely for Customer's own internal business operations and subject to the terms of this Agreement, including the definitions and rules set forth in the order and the Documentation.

ii. to use the Documentation provided with the Programs in support of customer's authorized use of the Programs; and

iii. to make a sufficient number of copies of the Programs for your licensed use and one copy of each Program media. All titles, trademarks, and copyright and restricted rights notices shall be reproduced in such copies. All copies of the Programs are subject to the terms of this Agreement.

Customer shall not copy or use the Programs (including the Documentation) except as otherwise specified in this Agreement or an Order Form. Customer shall have the right to allow Customer's third party agents ("Agents") to use the Programs for Customer's internal business operations so long as Customer is responsible for Agents' use of the Programs in accordance with the terms of this Agreement. For Programs that are specifically designed to allow your customers (which may include State agencies) and suppliers to interact with you in the furtherance of your internal business operations, such use is allowed under this Agreement.

Upon payment for the Services, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under the Agreement ("deliverables").

B. Customer agrees not to cause or permit the reverse engineering (unless required by law for interoperability), disassembly or decompilation of the Programs (the foregoing prohibition includes but is not limited to review of data structures or similar materials produced by Programs).

C. Oracle or its licensors shall retain all title, copyright and other intellectual proprietary rights in the Programs and anything delivered under the Agreement. Customer does not acquire any rights, express or implied, in the Programs, other than those specified in this Agreement.

D. You may not:

a. remove or modify any Program markings or any notice of Oracle's or its licensors' proprietary rights;

b. make the Programs or materials resulting from the Services available in any manner to any third party for use in the third party's business operations (unless such access is expressly

permitted for the specific Program license or materials from the Services you have acquired); or

c. subject to the non-disclosure provisions contained in Section 7.1 of this Agreement, disclose results of any Program benchmark tests without Oracle's prior written consent.

E. To use a Program specified on an Order Form, Customer may need to use third party technology embedded in or delivered with the ordered Programs. Oracle may provide certain notices to you in the Documentation, readmes or notice files in connection with such third party technology. Third party technology will be licensed to you either under the terms of the Agreement or, if specified in the Documentation, readmes or notice files, under Separate Terms. Your rights to use Separately Licensed Third Party Technology under Separate Terms are not restricted in any way by the Agreement. However, for clarity, notwithstanding the existence of a notice, third party technology that is not Separately Licensed Third Party Technology shall be deemed part of the Programs and is licensed to you under the terms of the Agreement.

If you are permitted under an Order Form to distribute the Programs, You must include with the distribution all such notices and any associated source code for Separately Licensed Third Party Technology as specified, in the form and to the extent such source code is provided by Oracle, and you must distribute Separately Licensed Third Party Technology under Separate Terms (in the form and to the extent Separate Terms are provided by Oracle). Notwithstanding the foregoing, your rights to the Programs are solely limited to the rights granted in your order.

F. You may order trial Programs, or Oracle may include additional Programs with your order which you may use for trial, non-production purposes only. You may not use the trial Programs to provide or attend third party training on the content and/or functionality of the Programs. You have 30 days from the Commencement Date to evaluate these Programs. To use any of these Programs after the 30 day trial period, you must obtain a license for such Programs from Oracle or an authorized reseller. If you decide not to obtain a license for any Program after the 30-day trial period, you will cease using and promptly delete any such Programs from your computer systems. Programs licensed for trial purposes are provided "as is" and Oracle does not provide Technical Support or offer any warranties for these Programs.

If, when you install the Programs licensed by you under an ordering document, a Program that is not licensed by you is inadvertently loaded and left on a computer, then you will not be charged license fees for such unlicensed Program provided that you have not used (loading alone does not constitute use) the unlicensed Program and that you promptly remove such unlicensed Program when it is discovered.

2.2 Transfer and Assignment

A. You may not assign, give or transfer the Programs and/or any Services or an interest in them to another individual or entity, without the prior written consent of Oracle. Notwithstanding the foregoing, upon advance written notice to Oracle, you may transfer your rights to the Programs and/or any Services acquired under this Agreement to another State of Michigan Executive Agency or the Michigan Economic Development Corp. due to a consolidation or transfer of your statutory duties by Executive Order of the Governor of Michigan; provided that such assignee entity agrees in writing to the terms and conditions of the Agreement and the applicable Ordering Document. You may not grant a security interest in or finance the acquisition of any Programs or Services acquired under this Agreement.

B. The foregoing shall not be construed to limit the rights you may otherwise have with respect to third party technology or Separately Licensed Third Party Technology licensed under open source or similar license terms.

C. The prohibition on the assignment or transfer of the Programs or any interest in them under this Section 2.2 of this Agreement shall apply to all Programs licensed under this Agreement, except to the extent that such prohibition is rendered unenforceable under applicable law.

2.3 Verification

Upon 45 days written notice ("Audit Notice"), Oracle may, at its expense, audit Customer's use of the Programs. Any such audit shall be conducted during regular business hours and shall not unreasonably interfere with Customer's business activities. Customer agrees to cooperate with Oracle's audit and provide reasonable assistance and access to information. If an audit reveals that Customer has underpaid fees to Oracle, Customer shall either (i) pay within 30 days of written notification any fees applicable to your use of the Programs in excess of your license rights or (ii) promptly cease usage of the applicable Programs and promptly delete all copies of the Program from your hardware, network, etc., and promptly pay Oracle applicable fees as for the unlicensed usage in accordance with the price list and discounts set forth in this Agreement. If you do not pay, Oracle can end (a) Technical Support, (b) Program licenses ordered under the Agreement and related agreements and/or (c) the Agreement. You agree that Oracle shall not be responsible for any of your costs incurred in cooperating with the audit. Notwithstanding the foregoing, upon your written request received by Oracle within 5 days of receipt by you of the Audit Notice, Oracle will provide for your review an audit plan that Oracle anticipates utilizing, provided that such review may not exceed a 5 day period. You may, within such 5 day period, provide Oracle with any concerns or questions about the audit plan. Oracle will work cooperatively with you to agree on a final audit plan.

Audits shall be conducted no more than once annually.

2.4 Delivery and Installation

You are responsible for installation of the Programs unless the Programs have been pre-installed by Oracle on the hardware you are purchasing under the order or unless you purchase installation services from Oracle for those Programs.

Oracle has made available to you for electronic download at the electronic delivery web site located at the following Internet URL: http://edelivery.oracle.com the Programs listed in the Programs and Program Support Service Offerings section of the applicable order. Through the Internet URL, you can access and electronically download to your location the latest production release as of the effective date of the applicable order of the software and related Program Documentation for each Program listed. Provided that you have continuously maintained technical support for the listed Programs, you may continue to download the Programs and related Program Documentation. Please be advised that not all Programs are available on all hardware/operating system combinations. For the most recent Program availability please check the electronic delivery web site specified above. You acknowledge that Oracle is under no further delivery obligation with respect to Programs under the applicable order, electronic download or otherwise unless otherwise stated in your Order Form.

If ordered, Oracle will deliver the tangible media to the delivery address specified on the applicable order. You agree to pay applicable media and shipping charges. The applicable shipping terms for the delivery of tangible media are: FCA Shipping Point, Prepaid, and Add.

III. TECHNICAL SERVICES

3.1 Technical Support Services

Technical Support services ordered by Customer will be provided under Oracle's Technical Support policies in effect and attached hereto as Appendix B on the date Technical Support services are provided, subject to the payment by Customer of the applicable fees. You agree to cooperate with Oracle and provide the access, resources, materials, personnel, information and consents that Oracle may require in order to perform the technical support services. The Technical Support policies are incorporated in the Agreement as Appendix B and Appendix B shall be amended annually to include Oracle's then current Technical Support Policies. The Technical Support policies are subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of technical support services provided for supported Programs during the period for which fees for technical support have been paid. You should review the policies prior to entering into the order for the applicable technical support services.

Technical Support is effective upon the Commencement Date unless otherwise stated in your Order Form.

Software Update License & Support (or any successor technical support offering to Software Update License & Support, "SULS") acquired with your order may be renewed annually and, if you renew SULS for the same number of licenses for the same Programs, for the first and second renewal years the fee

for SULS will not increase by more than 3% over the prior year's fees. If your order is fulfilled by an authorized reseller, the fee for SULS for the first renewal year will be the price quoted to you by your authorized reseller; the fee for SULS for the second renewal year will not increase by more than 3% over the prior year's fees.

If you decide to purchase technical support for any Program license within a license set, you are required to purchase technical support at the same level for all licenses within that license set. You may desupport a subset of licenses in a license set only if you agree to terminate that subset of licenses. The technical support fees for the remaining licenses will be priced in accordance with the technical support policies in effect at the time of termination. Oracle's license set definition is available in the current technical support policies. If you decide not to purchase technical support, you may not update any unsupported Program licenses with new versions of the Program.

IV. TERM AND TERMINATON

4.1 Term

If not otherwise specified on the Order Form, each Program license granted under this Agreement shall remain in effect perpetually unless the licenses or this Agreement is terminated as provided for in this Agreement.

4.2 Termination by Customer

Customer may terminate any Program license at any time; however, termination shall not relieve Customer's obligations specified in Section 4.4.

4.3 Termination by Oracle or Customer

If either of us breaches a material term of the Agreement and fails to correct the breach within 30 days of written specification of the breach, then the breaching party is in default and the non-breaching party may terminate the Agreement. If Oracle terminates the Agreement as specified in the preceding sentence, you must pay within 30 days all amounts which have accrued prior to such termination, as well as all sums remaining unpaid for Programs ordered and/or Services received under the Agreement. Except for nonpayment of fees, the non-breaching party may agree in its sole discretion to extend the 30-day period for so long as the breaching party continues reasonable efforts to cure the breach. You agree that if you are in default under the Agreement, you may not use those Programs or Services that are related or subject to such breach.

You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. If you end this Agreement as specified in the preceding sentence, you agree you must pay within 30 days all amounts which have accrued prior to the end of this Agreement, as well as all sums remaining unpaid for Programs ordered and/or Services received under this Agreement. For the sake of clarity, Authorized Contract Users may not modify or terminate this Agreement.
If you have used an Oracle Financing Division contract to pay for the fees due under an order and you are in default under that contract, you may not use the Programs and/or Services that are subject to such contract.

4.4 Customer's Obligation

Customer's payment obligation is payable only and solely from funds appropriated for the purpose of this Agreement. All funds for payments after the end of the current fiscal year are subject to the availability of a legislative appropriation for the purpose of this agreement. Payments during subsequent fiscal periods are dependent upon the same action. Customer agrees to give Oracle written notice of such nonappropriation within thirty (30) days after it receives notice of such non-appropriation; provided, however that such non-appropriation of funds shall not relieve Customer's obligation to pay fees that have accrued, for which Customer has received products and/or service(s) under this Agreement; provided, further, that: (1) with each executed order, you must have provided both of the following: (a) a signed ordering document referencing the Agreement, and (b) a purchase order; and (2) your signature on an ordering document referencing the Agreement and issuance of a purchase order by you shall signify to Oracle that all funds for the order, which funds are or will become, pursuant to such order, due and payable in the then current fiscal year, have been fully appropriated and are available and no longer subject to any appropriations contingency.

4.5 Effect of Termination

Termination of this Agreement or any license shall not limit either party from pursuing other remedies available to it, including injunctive relief, nor shall such termination relieve Customer's obligation to pay all fees that have accrued or are otherwise owed by Customer under any Order Form or other similar ordering document under this Agreement, for which Customer has received licenses(s) and/or services(s) under this Agreement. The parties' rights and obligations under Sections 2.1B, 2.1C, 2.1E, and 2.3A, and Articles IV, V, VI and VII, and other provisions which by their nature are intended to survive, shall survive termination of this Agreement.

4.6 Handling of Programs upon Termination

If a license granted under an Ordering Document expires or otherwise terminates, Customer shall (a) cease using the applicable Programs, and (b) certify to Oracle within one month after expiration or termination that customer has destroyed or had returned to Oracle the Programs and all copies. This requirement applies to copies in all forms, partial and completed, in all types of media and computer memory, and whether or not modified or merged into other materials.

V. INDEMNITY, WARRANTIES, REMEDIES

5.1 Infringement Indemnity

Oracle will, at its sole cost and expense, defend and indemnify Customer against a claim (and for the damages, liabilities, costs and expenses awarded by the court to the third party claiming infringement or the settlement agreed to by Oracle)that any information, design, specification, instruction, software, data, hardware or material (collectively, "Material") furnished to you by Oracle and used by you infringes a third party's intellectual property rights, provided that: (a) Customer notifies Oracle in writing within 30 days of the claim (or sooner if required by law); provided however that your failure to notify Oracle within 30 days or sooner if required by law, shall only relieve Oracle of its obligation to indemnify you under this paragraph if Oracle's defense of such claim is materially prejudiced by such failure; (b)

Oracle has sole control of the defense and all related settlement negotiations, subject to approval and consent of the Michigan Attorney General; and (c) Customer provides Oracle with the assistance, information and authority (subject to approval and consent of the Michigan Attorney General) necessary to perform Oracle's obligations under this Section. Reasonable out-of-pocket expenses incurred by Customer in providing such assistance will be reimbursed by Oracle.

Oracle shall have no liability for any claim of infringement based on use of a superseded or altered release of Programs in the infringement which would have been avoided by the use of a current unaltered release of the Programs which Oracle provides to Customer, or if you alter the Material or use it outside the scope of use identified in the user documentation, or if you continue to use the applicable Material after the end of the license to use that Material. Oracle will not indemnify the Recipient to the extent that an infringement claim is based upon any information, design, specification, instruction, software, data, or material not furnished by you. Oracle will not indemnify you for any portion of an infringement claim that is based upon the combination of any Material with any products or services not provided by Oracle. Solely with respect to Separately Licensed Third Party Technology that is part of or is required to use a Program and that is used: (a) in unmodified form; (b) as part of or as required to use a Program; and (c) in accordance with the license grant for the relevant Program and all other terms and conditions of this Agreement, Oracle will indemnify you for infringement claims for Separately Licensed Third Party Technology to the same extent as Oracle is required to provide infringement indemnification for the Program under the terms of this Agreement. Oracle will not indemnify you for infringement caused by your actions against any third party if the Program(s) as delivered to you and used in accordance with the terms of this Agreement would not otherwise infringe any third party intellectual property rights. Oracle will not indemnify you for any intellectual property infringement claim(s) known to you at the time license rights are obtained.

In the event the Material is held or believed by Oracle to infringe, Oracle shall have the option, at its expense, to (a) modify the Material to be non-infringing; (b) obtain for customer a license to continue using the Material; or (c) terminate the license for the infringing Material and refund the license fees paid for the Material and any unused prepaid technical support fees. If such return materially affects Oracle's ability to meet its obligation under the relevant order, then Oracle may, at its option and upon 30 days prior written notice, terminate the order.

In the event that the Material is Separately Licensed Third Party Technology and the associated Separate Terms do not allow termination of the license, in lieu of ending the license for the Material, Oracle may end the license for, and require return of, the Program associated with that Separately Licensed Third Party Technology and shall refund any Program license fees you may have paid to Oracle for the Program.

This Section 5.1 states Oracle's entire liability and customer's exclusive remedy for infringement claims or damages.

5.2 Indemnification For Bodily Injury and Personal Property Damage

Oracle shall defend and indemnify Customer, its agents and employees from and against all claims, damages, losses and expenses arising out of or resulting from the performance of services by Oracle while on Customer's premises under this Agreement, provided that any such claim, damage, loss or expenses (1) is attributable to bodily injury, sickness, disease or death or to injury to or destruction of tangible personal property (excluding the services itself, software, data, files and documentations) and (2) is caused in whole or in part by the negligent act or omission to act by Oracle and its subcontractors; provided however, that (a) Customer notifies Oracle within thirty (30) days of the Customer's receipt of a claim (or sooner if required by law); provided however that the Customer's failure to notify Oracle within 30 days or soon if required by law, shall only relive Oracle of its obligations to indemnify you under this paragraph if oracle's defense of such claims is materially prejudiced by such failure; (b) Oracle has sole control of the defense and all related settlement negotiations, subject to approval and consent of the Michigan Attorney General; and (c) Customer gives Oracle the information, authority (subject to approval and consent of the Michigan Attorney General) and reasonable assistance necessary to perform the above; reasonable out-of-pocket expenses incurred by Customer in providing such assistance will be reimbursed by Oracle.

In any and all claims against Customer or any of its agents or employees by any employee or Oracle, any subcontractor, anyone directly or indirectly employed by any of them or anyone of them, may be liable, the indemnification obligation under this Agreement shall not be limited in any way by the amount or type of damages, compensation or benefits payable by or for Oracle or any subcontractor under Workmen's Compensation acts, disability benefits acts or other employee benefit acts.

The obligations of Oracle under this Agreement shall not extend to the liability of the Customer, its agents or employees arising out of (1) the preparation or approval of maps, drawings, opinions, reports, surveys, Change Orders, designs or specifications, or (2) the giving of or the failure to give directions or instructions by the Customer, its agents or employees provided such giving or failure to give is the primary cause of the injury or failure.

Oracle shall have no liability for any claim of bodily injury and/or tangible personal property damage arising from use of software or hardware. **This Section states the parties' entire liability and exclusive remedy for bodily injury and property damage.**

5.3 Warranties and Disclaimers

A. Program Warranty

Oracle warrants (1) for a period of one year from the Commencement Date that each Program licensed to Customer will operate in all material respects as described in the applicable Program Documentation and (2) as of the effective date of the ordering document under which such Program is licensed, unless otherwise disclosed to you in such ordering document or applicable Documentation, Oracle has not designed such Program to contain any Disabling Devices. For the purpose of this Section, a "Disabling Device" shall mean code intentionally embedded in a

program by Oracle for the sole purpose of completely halting all use of the Program on conditions set by Oracle.

B. Media Warranty

Oracle warrants the tapes, diskettes or other media to be free of defects in materials and workmanship under normal use for 90 days from the Commencement Date.

C. Services Warranty

Oracle warrants that Technical Support services will be performed in a professional manner consistent with industry standards. You must notify Oracle of any Technical Support service deficiencies within 90 days from performance of the deficient service.

D. Virus Warranty

During the warranty period specified above in this Section for the applicable Program or service, Oracle warrants that the programs and software deliverables resulting from the services shall be designed by Oracle so that they do not purposely contain any virus or other contaminants that may be used to access, alter, delete, threaten, infect, assault, vandalize, defraud, disrupt, damages, disable, inhibit, or shut down your computer systems, databases or software in a manner other than in accordance with the terms of this Agreement ("Virus"). In the event that upon delivery any Program or software deliverables resulting from the services contains a Virus, then upon your written notice, as Oracle's sole liability and your exclusive remedy, (a) Oracle will provide you with another copy of the Program or software deliverables resulting from the services free of the Virus, and (b) if Oracle is unable to provide the Program or software deliverables resulting from the services free of the Virus within 30 days of receiving notice of the Virus, you may end your license for the Program or software deliverables resulting from the services that contains the Virus and recover of the fees paid for such license or service and any unused, prepaid technical support fees you have paid for the Program license.

E. Disclaimers

TO THE EXTENT NOT PROHIBITED BY LAW, THE WARRANTIES ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, OR CONDITIONS INCLUDING THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

ORACLE DOES NOT WARRANT THAT THE PROGRAMS WILL MEET CUSTOMER'S REQUIREMENTS, THAT THE PROGRAMS WILL OPERATE IN THE COMBINATIONS WHICH CLIENT MAY SELECT FOR USE, THAT THE OPERATIONS OF THE PROGRAMS WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT ALL PROGRAM ERRORS WILL BE CORRECTED. LIMITED PRODUCTION PROGRAMS, PRE-PRODUCTION RELEASES OF PROGRAMS, AND COMPUTER-BASED TRAINING PRODUCTS ARE DISTRIBUTED "AS IS."

5.4 Exclusive Remedies

For any breach of the warranties contained in Section 5.3 Customer's exclusive remedy, and Oracle's entire liability shall be:

A. **For Programs**

The correction of Program errors that cause breach of the warranty, or if Oracle is unable to substantially correct the errors of the applicable Program in a commercially reasonable manner, Customer shall be entitled to recover the fees paid to Oracle for the Program license and any unused prepaid technical support fees you have paid for the Program licenses.

B. **For Media**

The replacement of defective media returned within 90 days of the Commencement Date

C. **For Services**

The re-performance of the deficient Services, or if Oracle is unable to substantially correct the deficiency in a commercially reasonable manner, Customer shall be entitled to end the deficient Service and recover the fees paid to Oracle for the deficient services.

VI PAYMENT PROVISION

6.1 Invoicing and Payment

All fees payable to Oracle are due and payable 30 days from the invoice date. Technical Support fees shall be invoiced annually in arrears. The period of performance for Technical Support services is effective upon the Commencement Date. Program fees are invoiced as of the Commencement Date. All other applicable fees shall be payable 30 days from the invoice date, and shall be deemed overdue if they remain unpaid thereafter. Customer agrees to applicable media and shipping charges. Customer shall issue a purchase order, or alternative document acceptable to Oracle, on or before the Effective Date of the applicable Order Form. You understand that You may receive multiple invoices for the products and services you ordered.

In entering into payment obligations under an order, you agree and acknowledge that you have not relied on the future availability of any hardware, program or updates. However, (a) if you order technical support, the preceding sentence does not relieve Oracle of its obligation to provide such technical support under this Agreement, if and when available, in accordance with Oracle's then current technical support policies, and (b) the preceding sentence does not change the rights granted to you under an order and this Agreement.

VII. GENERAL TERMS

7.1 Nondisclosure

By virtue of this Agreement, the parties may have access to information that is confidential to one another ("Confidential Information"). Confidential information shall be limited to the Programs and all information clearly identified as confidential at the time of disclosure. We each agree to disclose only information that is required for the performance of obligations under this Agreement.

A party's Confidential Information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party:(b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on disclosure; or (d) is independently developed by the other party. Except as otherwise provided for in this section, Customer shall not disclose the results of any benchmark tests of the Programs to any third party without Oracle's prior written approval.

Subject to applicable law, the parties agree to hold each other's Confidential Information in confidence during the term of this Agreement and for a period of three years after date of the disclosing party's disclosure of the Confidential Information to the receiving party. We may disclose Confidential Information only to those employees or agents or subcontractors who are required to protect it against unauthorized disclosure in a manner no less protective than under this Agreement. Nothing shall prevent either party from disclosing the terms or pricing under this Agreement or orders submitted under this Agreement in any legal proceeding arising from or in connection with this Agreement or disclosing the Confidential Information to a governmental entity as required by law.

Notwithstanding the foregoing, the parties acknowledge that you are subject to the Michigan Freedom of Information Act, 1976 Public Act No. 442, as amended, MCL 15.231, et seq. ("FOIA"). In the event you receive a valid request for Oracle's Confidential Information pursuant to applicable law, you will provide Oracle with reasonable notice of such request and give Oracle an opportunity to object to or limit any such disclosure, subject to your obligations to otherwise comply with FOIA.

7.2 Governing Law

This Agreement, and all matters arising out of or relating to this Agreement, shall be governed by the laws of the State of Michigan, and shall be deemed to be executed in Ingham County, Michigan.

7.3 Jurisdiction

Any legal action or proceeding relating to this Agreement shall be instituted in a state or federal court in Ingham County, Michigan, Oracle and Customer agree to submit to the jurisdiction of, and agree that venue is proper in, these courts in any such legal action or proceeding.

7.4 Limitation of Liability

IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, DATA OR DATA USE, INCURRED BY EITHER PARTY OR ANY THIRD PARTY, WHETHER IN AN ACTION IN CONTRACT OR TORT, EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT WITH RESPECT TO THE EXCLUSIVE INFRINGEMENT INDEMNIFICATION ABOVE, ORACLE'S LIABILITY FOR DAMAGES HEREUNDER, WHETHER IN AN ACTION IN CONTRACT OR TORT OR OTHERWISE, SHALL IN NO EVENT EXCEED THE AMOUNT OF FEES PAID BY CUSTOMER UNDER THIS AGREEMENT, AND IF SUCH DAMAGES RESULT FROM CUSTOMER'S USE OF THE PROGRAM OR SERVICES, SUCH LIABILITY SHALL BE LIMITED TO FEES PAID FOR THE RELEVANT PROGRAM OR SERVICES GIVING RISE TO THE LIABILITY.

Oracle's obligation to indemnify for claim(s) of bodily injury and tangible personal property damage under Section 5.2 (Indemnification For Bodily Injury and Property Damage) shall apply without regard to whether the damages under such claim(s) exceed the limit on liability set forth in the second sentence of the first paragraph of this section.

The provisions of this Agreement allocate the risks between Oracle and customer. Oracle's pricing reflects this allocation of risk and the limitation of liability specified herein.

7.5 Severability

In the event any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of this Agreement will remain in full force, and such provision shall be replaced with a provision consistent with the purpose and intent of this Agreement.

7.6 Waiver

The waiver by either party of any default or breach of this Agreement shall not constitute a waiver of any other or subsequent default or breach.

7.7 Export Administration

Customer agrees to comply fully with all relevant export laws and regulations of the United states ("Export Laws") to assure that neither the Programs nor any direct product thereof are (1) exported, directly or indirectly, in violation of Export Law; or (2) are intended to be used for any purposes prohibited by the Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation.

7.8 Relationship between the Parties

Oracle is an independent contractor; nothing in this Agreement shall be construed to create a partnership, joint venture or agency relationship between the parties.

7.9 Order of Precedence

You agree that this Agreement and the information which is incorporated into this Agreement by written reference (including reference to information contained in a URL specifically identified in this

Agreement (which, for the avoidance of doubt, includes information contained in any URLs linked to the original URL or subsequent URLs) or referenced policy specifically identified in this Agreement), together with the applicable order, are the complete agreement for the products and/or services ordered by you and supersede all prior or contemporaneous agreements or representations, written or oral, regarding such products and/or services.

For the avoidance of doubt, the only URLs (which includes any URLs linked to the original URL or subsequent URLs) applicable to this Agreement are those URLs which pertain to the subject matter of the provisions or definitions of this Agreement in which the original URL was found or referenced.

Notwithstanding the foregoing, if any information contained in a URL or policy includes a disclaimer stating that such information may not be incorporated into any contract and does not constitute a contract or a commitment to any specific terms, then that information will not be deemed to be incorporated into this Agreement.

The Oracle Processor Core Factor Table is attached hereto as Appendix C and shall be amended annually to include Oracle's then current Oracle Processor Core Factor Table.

It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal or any other similar non-Oracle document and no terms included in any such purchase order, portal or other non-Oracle document shall apply to the products and/or services ordered. In the event of any inconsistencies between the terms of an order and this Agreement, this Agreement shall take precedence, unless otherwise specified in the ordering document. Notwithstanding the foregoing, the parties agree that to the extent an ordering document sets forth transaction-specific terms that were expressly negotiated by the parties to the ordering document, such transaction-specific terms in the ordering document shall control. This Agreement and orders may not be modified and the rights and restrictions may not be altered or waived except in a writing signed by authorized representatives of you and of Oracle. Any notice required under this Agreement shall be provided to the other party in writing.

VIII. Miscellaneous

8.1 Term of the Agreement

Orders may be placed under this Agreement for 5 years from the Effective Date of this Agreement. After the initial term of this Agreement, by mutual written amendment to this Agreement, the parties may extend the term of this Agreement for not more than three additional one-year terms. All Programs and Technical Support services as ordered under this Agreement shall be under Oracle's standard fees and policies in effect at the time of such order. The current pricing and discount terms are attached hereto as Appendix A and shall be updated annually.

8.2 Liability Insurance

For the purpose of this Section, "State" includes its departments, divisions, agencies, offices, commissions, officers, employees, and agents; and "Contractor" shall mean Oracle.

(a) The Contractor must provide proof that it has obtained the minimum levels of insurance coverage indicated or required by law, whichever is greater. The insurance must protect the State from claims that may arise out of, or result from, or are alleged to arise out of, or result from, the Contractor's performance or the performance of a subcontractor performing services under this Agreement, including any person directly or indirectly employed by the Contractor or such subcontractor, or any person for whose acts the Contractor or such subcontractor may be liable.

(b) The Contractor waives all rights against the State for the recovery of damages that are covered by the insurance policies the Contractor is required to maintain under this Section. The Contractor's failure to obtain and maintain the required insurance will not limit this waiver.

(c) All insurance coverage provided relative to this Contract is primary and non-contributing to any comparable liability insurance (including self-insurance) carried by the State.

(d) The State, in its sole discretion, may approve the use of a fully-funded self-insurance program in place of any specified insurance identified in this Section.

(e) Unless the State approves otherwise, any insurer must have an A.M. Best rating of "A" or better and a financial size of VII or better, or if those ratings are not available, a comparable rating from an insurance rating agency approved by the State. All policies of insurance must be issued by companies that have been approved to do business in the State.

(f) Where specific coverage limits are listed in this Section, they represent the minimum acceptable limits. If the Contractor's policy contains higher limits, the State is entitled to coverage to the extent of the higher limits.

(g) The Contractor must maintain all required insurance coverage throughout the term of this Contract and any extensions. However, in the case of claims-made Commercial General Liability policies, the Contractor must secure tail coverage for at least three (3) years following the termination of this Contract.

(h) The Contractor must provide, within five (5) business days, written notice to the Director of the Department of Technology, Management and Budget, Procurement and Strategic Service Provider Partnership Office ("DTMB-Procurement") if any policy required under this section is cancelled. The notice must include the applicable Contract or Purchase Order number.

(i) The minimum limits of coverage specified are not intended, and may not be construed, to limit any liability or indemnity of the Contractor to any indemnified party or other persons.

(j) The Contractor is responsible for the payment of all deductibles.

(k) If the Contractor fails to pay any premium for a required insurance policy, or if any insurer cancels or significantly reduces any required insurance without the State's approval, the State may, after giving the Contractor at least 30 days' notice, pay the premium or procure similar insurance coverage

from another company or companies. The State may deduct any part of the cost from any payment due the Contractor, or require the Contractor to pay that cost upon demand.

(l) In the event the State approves the representation of the State by the insurer's attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Michigan Attorney General.

(m) The Contractor is required to pay for and provide the type and amount of insurance checked ☑ below:

☑ **(i) Commercial General Liability**

Minimal Limits:

$2,000,000 General Aggregate Limit other than Products/Completed Operations;

$2,000,000 Products/Completed Operations Aggregate Limit;

$1,000,000 Personal & Advertising Injury Limit; and

$1,000,000 Each Occurrence Limit.

Additional Requirements:

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the Commercial General Liability certificate. The Contractor also agrees to provide evidence that the insurance policy contains a waiver of subrogation by the insurance company.

The Products/Completed Operations sublimit requirement may be satisfied by evidence of the manufacturer's Commercial General Liability Insurance. The manufacturer must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the Commercial General Liablity certificate and must provide evidence that the policy contains a waiver of subrogation by the insurance company.

☑ **(iii) Motor Vehicle**

Minimal Limits:

If a motor vehicle is used in relation to the Contractor's performance, the Contractor must have vehicle liability insurance on the motor vehicle for bodily injury and property damage as required by law.

☑ **(v) Workers' Compensation**

Minimal Limits:

The Contractor must provide Workers' Compensation coverage according to applicable laws governing work activities in the state of the Contractor's domicile. If the applicable coverage is provided by a self-insurer, the Contractor must provide proof of an approved self-insured authority by the jurisdiction of domicile.

For employees working outside of the state of the Contractor's domicile, the Contractor must provide certificates of insurance proving mandated coverage levels for the jurisdictions where the employees' activities occur.

Additional Requirements:

The Contractor must provide the applicable certificates of insurance and a list of states where the coverage is applicable. Contractor must provide proof that the Workers' Compensation insurance policies contain a waiver of subrogation by the insurance company, except where such a provision is prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

☑ **(vi) Employers Liability**

Minimal Limits:

$100,000 Each Incident;

$100,000 Each Employee by Disease

$500,000 Aggregate Disease

Additional Requirements:

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the certificate.

☑ **(viii) Professional Liability (Errors and Omissions)**

Minimal Limits:

$3,000,000 Each Occurrence

$3,000,000 Annual Aggregate

☑ **(ix) Cyber Liability**

Minimal Limits:

$1,000,000 Each Occurrence

$1,000,000 Annual Aggregate

Additional Requirements:

Insurance should cover (a)unauthorized acquisition, access, use, physical taking, identity theft, mysterious disappearance, release, distribution or disclosures of personal and corporate information; (b) Transmitting or receiving malicious code via the insured's computer system; (c) Denial of service attacks or the inability to access websites or computer systems.

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the certificate.

8.3 Segmentation

The purchase of any products and related services are all separate offers and separate from any other order for any products and related services or other services you may receive or have received from Oracle. You understand that you may purchase any products and related services or other services independently of any other products or services. Your obligation to pay for (a) any products and related services is not contingent on performance of any other services or delivery of any other products or (b) other services is not contingent on delivery of any products or performance of any additional/other service.

8.4 Force Majeure

Neither of us shall be responsible for failure or delay of performance if caused by: an act of war, hostility, or sabotage; act of God; pandemic, electrical, internet, or telecommunication outage that is not caused by the obligated party; government restrictions (including the denial or cancellation of any export, import or other license); other event outside the reasonable control of the obligated party. We both will use reasonable efforts to mitigate the effect of a force majeure event. If such event continues for more than 30 days, either of us may cancel unperformed services and affected orders upon written notice. This section does not excuse either party's obligation to take reasonable steps to follow its normal disaster recovery procedures or your obligation to pay for products and services ordered or delivered.

8.5 Notice

If the parties have a dispute or if you wish to provide a notice under the Indemnification section of the Agreement, or if you become subject to insolvency or other similar legal proceedings, you will promptly send written notice to: Oracle America, Inc., 500 Oracle Parkway, Redwood City, California, United States, 94065, Attention: General Counsel, Legal Department and Oracle shall promptly send written notice to: State of Michigan Procurement, Attention: Reid Sisson, PO Box 30026, 530 West Allegan, Lansing Michigan 48909.

8.6 Other

A. Products and services deliverables are not designed for or specifically intended for use in nuclear facilities or other hazardous applications. You agree that it is your responsibility to ensure safe use of products and service deliverables in such applications.

B. The Uniform Computer Information Transactions Act does not apply to the Agreement or orders placed under it.

C. You understand that Oracle's business partners, including any third party firms retained by you to provide consulting services, are independent of Oracle and are not Oracle's agents. Oracle is not liable for nor bound by any acts of any such business partner unless (i) the business partner is providing services as an Oracle subcontractor in furtherance of an order placed under the Agreement and (ii) only to the same extent as Oracle would be responsible for the performance of Oracle resources under that order.

8.7 Successor Products

If Oracle makes successor products available for the Oracle Programs ("new software") that includes substantially similar functionality and features as a Program for which you have purchased a Program license ("old software"), Oracle will provide you with a migration path from the old software to the new software and the right to use the new software under this Agreement and the applicable ordering document at no charge, provided that (i) you are current on technical support for the old software; (ii) this right shall only apply to new software that is available in production release status on the operating system identified by you at the time of the request; and (iii) Oracle is currently making available, at no charge, such migration path from the old software to the new software to its other supported customers.

If Oracle does not provide to all of its supported customers a migration path from the old software to the new software at no additional charge, then Oracle will provide you with the right to use under this Agreement and the applicable ordering document at no additional charge only the functionality and features contained in the new software that is substantially similar to the functionality and features contained in the old software, provided that you shall not have the right to use, nor shall you use, any additional functionality or features in such new software.

Technical support is provided in accordance with Oracle's Technical Support Policies.

8.8 Legal Effect

Oracle accepts this Agreement by signing two copies of this Agreement and returning them to DTMB-Procurement. The Agreement shall be effective on the Effective Date, which shall be the date set forth on the signature page hereto, on which date both parties shall have signed the Agreement to show acceptance of its terms. This Agreement may be executed in any number of counterparts and by different parties in separate counterparts, each of which when so executed shall be deemed to be an original and all of which taken together shall constitute one and the same agreement. Signature pages may be detached from multiple separate counterparts and attached to a single counterpart. Delivery of an executed signature page of this Agreement by facsimile transmission or other electronic transmission shall be as effective as delivery of a manually executed counterpart hereof.

8.9 Attachments, Appendices **and Exhibits**
All Attachments, Appendices and Exhibits affixed to this Agreement are incorporated in their entirety and form part of this Agreement.

8.10 Ordering

An Authorized Contract User must execute an Oracle ordering document and issue an approved written Purchase Order, Blanket Purchase Order, Direct Voucher or Procurement Card Order to order any products or services under this Agreement. All orders are subject to the terms and conditions of this Agreement.

8.11 Contract Administration

A. ISSUING OFFICE
DTMB-Procurement is the sole point of contact in the State with regard to all procurement and contractual matters relating to this Agreement. The DTMB-Procurement Contract Administrator for this Contract is:

Whitnie Zuker
Buyer
Procurement
Department of Technology, Management and Budget
Mason Bldg, 2nd Floor
PO Box 30026
Lansing, MI 48909
zukerw@michigan.gov
517-335-5306

or such other DTMB-Procurement Administrator as shall be notified by DTMB-Procurement to Oracle in writing.

B CONTRACT COMPLIANCE INSPECTOR
The Director of DTMB-Procurement directs the person named below, or his or her designee, to monitor and coordinate the activities for this Agreement on a day-to-day basis during its term. **Monitoring Contract activities does not imply the authority to change, modify, clarify, amend, or otherwise alter the prices, terms, conditions and specifications of this Agreement. DTMB-Procurement is the only State office authorized to change, modify, amend, alter or clarify the prices, specifications, terms and conditions of this Agreement (upon written consent of Oracle).** The Contract Compliance Inspector for this Agreement is:

Reid Sisson
Program Manager
Michigan Dept. of Technology Management & Budget
Strategic Service Provider Partnerships
517-241-1638
SissonR@michigan.gov

8.12 Administrative Fee and Reporting

Oracle must remit an administrative fee on all software sales transacted under this Agreement, and remit the fee within 30 days after the end of each quarter. The State's fiscal year begins October 1 of each year. The administrative fee equals one percent (1%) of the total quarterly software sales reported. The administrative fee will apply to new license purchases only, and shall not apply to Services including, but not limited to, first year technical support and renewal of technical support. Oracle must pay the administrative fee by check payable to the State of Michigan. Oracle must identify the check as an "Administrative Fee" and include the following information with the payment: the applicable Contract Number, the total quarterly software sales by volume and dollar amount, and the quarter covered.

The administrative fee payments shall be made by check payable to the State of Michigan and mailed to:

The Department of Technology, Management and Budget
Financial Services – Cashier Unit
Lewis Cass Building
320 South Walnut St.
P.O. Box 30681
Lansing, MI 48909

8.13 Media Releases

News releases (including promotional literature and commercial advertisements) pertaining to this Agreement shall not be made without prior written State approval, except as otherwise required by law.

8.14 Electronic Payment Requirement

Electronic transfer of funds is required for payments on State Contracts. Contractors are required to register with the State electronically at http://www.cpexpress.state.mi.us. As stated in Public Act 431 of 1984, all contracts that the State enters into for the purchase of goods and services shall provide that payment shall be made by electronic fund transfer (EFT).

8.15 Taxes

A. EMPLOYMENT TAXES

Contractor shall collect and pay all applicable federal, state, and local employment taxes, including the taxes.

B. SALES AND USE TAXES

Contractor shall register and remit sales and use taxes on taxable sales of tangible personal property or services delivered into the State.

8.16 Compliance with Laws

Oracle shall comply with all laws to the extent that such laws, by their terms, are expressly applicable to Oracle's delivery of programs or services under this Agreement and impose obligations directly upon Oracle in its role as an information technology services provider with respect to the programs delivered

or services performed under this Agreement. Notwithstanding the foregoing sentence, to the extent you may provide Oracle access to health, payment card or other sensitive personal information that requires the application of specific regulatory, legal or industry data security obligations, you and Oracle agree to specify such security obligations in the applicable order for services. Your data may be maintained in one of several Oracle data centers globally and/or accessed by Oracle's global personnel as required to perform services under this Agreement. You remain responsible for providing any notices and obtaining any consents necessary for Oracle to access and process your data as specified in the applicable order for services.

8.17 Inspection and Records

For a period of seven (7) years from the effective date of an ordering document under this Agreement, you shall have the right to audit records relating to invoices and payments for the Programs licensed thereunder and any services provided to you thereunder, upon reasonable written notice to Oracle, no more than one time per year, at your cost, and provided that such audit does not unreasonably interfere with Oracle's normal business operations. You shall have the right to contract a third-party audit firm to conduct such an audit, provided that such third-party audit firm agrees to Oracle's standard nondisclosure terms.

8.18 Dispute Resolution

In the event of any dispute or disagreement (including, without limitation, any dispute or disagreement involving alleged errors in the amount of underpaid fees due Oracle as a result of an audit conducted pursuant to Section 2.3) between the parties arising out of or relating to this Agreement (the "dispute"), the parties will endeavor to resolve the dispute in accordance with this section. Either party may invoke this section by providing the other party written notice of its decision to do so, including a description of the issues subject to the dispute. Each party will appoint a Vice President (or equal level) to discuss the dispute and no formal proceedings for the judicial resolution of such dispute, except for the seeking of equitable relief, may begin until Vice President concludes, after a good faith effort to resolve the dispute, that resolution through continued discussion is unlikely. The parties shall refrain from exercising any termination right and shall continue to perform their respective obligations under this Agreement and any related ordering document while the parties endeavor to resolve the dispute under this section, provided that, any party alleged to be in breach promptly makes good faith efforts to cure the breach and pursues the cure in good faith.

8.19 Federal and State Requirements

A. NONDISCRIMINATION

In the performance of this Agreement, Oracle agrees not to discriminate against any employee or applicant for employment, with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, and marital status, physical or mental disability. Oracle further agrees that every subcontract entered into for the performance of this Agreement or any purchase order resulting from this Agreement will contain a provision requiring non-discrimination in employment, as specified here, binding upon such subcontractor. This covenant is required under the

Elliot Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, et seq., and the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, et seq., and any breach of this provision may be regarded as a material breach of this Agreement.

B. UNFAIR LABOR PRACTICES

Under 1980 PA 278, MCL 423.321, et seq. (the "Labor Act"), the State shall not award a contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled under section 2 of the Labor Act. This information is compiled by the United States National Labor Relations Board. Oracle shall not enter into a contract with a subcontractor, manufacturer, or supplier, in each case, which subcontractor, manufacturer, or supplier is providing products or Services under this Agreement, if such subcontractor's, manufacturer's, or supplier's name appears in this register. Under section 4 of 1980 PA 278, MCL 423.324, the State may void any contract if, after award of the contract, the name of contractor as an employer or the name of the subcontractor, manufacturer or supplier of the contractor appears in the register.

C. WORKPLACE SAFETY AND DISCRIMINATORY HARASSMENT

In performing Services for the State, Oracle shall comply with the Department of Civil Services Rule 2-20 regarding Workplace Safety and Rule 1-8.3 regarding Discriminatory Harassment. In addition, Oracle shall comply with Civil Service regulations and any applicable agency rules provided to Oracle at least 30 days prior to the expected start date for any such Services. For Civil Service Rules, see http://www.mi.gov/mdcs/0,1607,7-147-6877---,00.html.

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The Effective Date of this Agreement shall be August 28, 2014 (the "Effective Date")

Executed by the State of Michigan, Department of Technology, Management and Budget (DTMB):

Authorized Signature: Sharon Walenga Maynard

Name: Sharon Walenga-Maynard

Title: Sourcing Director

Signature Date: 8/28/14

Executed by Oracle America, Inc.:

Authorized Signature: Deborah Vaughn

Name: Deborah Vaughn

Title: Contracts Manager

Signature Date: 4/27/14

APPENDIX A
PRICING AND DISCOUNT SCHEDULE

Appendix A
Pricing and Discount Schedule

A. Pricing and Discounting Terms for New Program Licenses and First-Year Technical Support

The following pricing and discounting terms for new Program licenses and first-year technical support services are hereby incorporated into the Agreement:

1. Price Lists[1]. For a period of one (1) year from the effective date of this Agreement, the "Price Lists" in the Agreement shall be defined as the following Price Lists (attached as **Attachment 1** to this Appendix A):

   a. Oracle Technology Global Price List, dated August 7, 2013
   b. Oracle Business Intelligence Applications Global Price List, dated June 1, 2014
   c. Oracle E-Business Suite Applications Global Price List, dated August 8,
   d. Oracle Siebel CRM Pricing, dated April 14, 2014
   e. PeopleSoft Component Global Price List, dated August 7, 2014
   f. JD Edwards Component Global Price List, dated August 7, 2014
   g. Oracle Primavera Global Price List, dated July 30, 2014[2]
   h. Oracle Engineered Systems Price List, dated July 17, 2014[3]
   i. Oracle CRM On Demand Pricing, dated July 25, 2014[4]

2. Pricing and Discounting Terms.

   a. For a period of one (1) year from the effective date of this Master Agreement, You may acquire licenses for the Programs listed on the Price Lists, provided such Programs are available in production release when ordered, and provided You have continuously maintained technical support for your existing licenses, by paying Oracle the fees specified for such licenses on the Price Lists less the discount set forth below in section 3 of this Appendix A. You may also acquire first-year Software Update License & Support ("SULS") for such Programs by paying Oracle the fees specified for such services on the Price Lists, less the discount set forth below.

3. Discounts.

   a. **Non-Exa Software.** For a period of one (1) year from the effective date of this Agreement, a discount of 44.45% shall apply to the fees listed on the Price Lists for program licenses and first-year SULS acquired pursuant to the terms of this Agreement.
   b. **Exa Software.** For a period of one (1) year from the effective date of this Agreement, a discount of 19.20% shall apply to the fees listed on the Oracle Engineered Systems Price List for program licenses and first-year SULS acquired pursuant to the terms of this Agreement.
   c. If, and when, the Price Lists are updated or replaced in the Agreement, this discount shall no longer apply, and discounting terms shall be re-negotiated

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[1] Any discounts provided in Section A.3 of this Exhibit shall not apply toward any third-party products (including but not limited to the following products: Micro Focus International Ltd.,), CRM On Demand, any products priced in advance of availability, or any products with controlled availability.

[2] Discount schedule in agreement does not apply to the Cloud/SaaS offerings in the Primavera Global Price List.

[3] The attached Oracle Engineered Systems Price List, dated July 17, 2014 is a current Oracle Engineered Systems Price List. Any discounts provided for Software products shall be applied against the then-current Oracle Engineered Systems Price List

[4] Discounts do not apply to CRM On Demand Pricing.

4. Exclusions: For the avoidance of any doubt, the discounts provided in Section A.1.3 above shall not apply to the following:

   a. any third-party products, including but not limited to Micro Focus International Ltd., Business Objects, Ascential, and JWALK products;
   b. any grandfathered Primavera products or any Primavera products with controlled availability;
   c. any CRM OnDemand products; and
   d. any products priced in advance of availability or with controlled availability

5. Any updates or changes to the pricing and discounting terms provided in this Appendix A (Pricing) shall be made by written amendment to this Agreement.

Attachment 1 to Appendix A:
Price Lists[1]

a. Oracle Technology Global Price List, dated August 7, 2013
b. Oracle Business Intelligence Applications Global Price List, dated June 1, 2014
c. Oracle E-Business Suite Applications Global Price List, dated August 8, 2014
d. Oracle Siebel CRM Pricing, dated April 14, 2014
e. PeopleSoft Component Global Price List, dated August 7, 2014
f. JD Edwards Component Global Price List, dated August 7, 2014
g. Oracle Primavera Global Price List, dated July 30, 2014[2]
h. Oracle Engineered Systems Price List, dated July 17, 2014[3]
i. Oracle CRM On Demand Pricing, dated July 25, 2014[4]

[1] Any discounts provided in Section A.3 of this Exhibit shall not apply toward any third-party products (including but not limited to the following products: Micro Focus International Ltd.,), CRM On Demand, any products priced in advance of availability, or any products with controlled availability

[2] Discount schedule in agreement does not apply to the Cloud/SaaS offerings in the Primavera Global Price List.

[3] The attached Oracle Engineered Systems Price List, dated July 17, 2014 is a current Oracle Engineered Systems Price List. Any discounts provided for Software products shall be applied against the then-current Oracle Engineered Systems Price List.

[4] Discounts do not apply to CRM On Demand Pricing.

Oracle Technology Global Price List

August 7, 2014

Software Investment Guide

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Section I

Prices in USA (Dollar)

Oracle Database

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Database Products				
Oracle Database				
Standard Edition One	180	39.60	5,800	1,276.00
Standard Edition	350	77.00	17,500	3,850.00
Enterprise Edition	950	209.00	47,500	10,450.00
Personal Edition	460	101.20	-	-
Mobile Server	-	-	23,000	5,060.00
NoSQL Database Enterprise Edition	200	44	10,000	2,200.00
Enterprise Edition Options:				
Multitenant	350	77.00	17,500	3,850.00
Real Application Clusters	460	101.20	23,000	5,060.00
Real Application Clusters One Node	200	44.00	10,000	2,200.00
Active Data Guard	230	50.60	11,500	2,530.00
Partitioning	230	50.60	11,500	2,530.00
Real Application Testing	230	50.60	11,500	2,530.00
Advanced Compression	230	50.60	11,500	2,530.00
Advanced Security	300	66.00	15,000	3,300.00
Label Security	230	50.60	11,500	2,530.00
Database Vault	230	50.60	11,500	2,530.00
OLAP	460	101.20	23,000	5,060.00
Advanced Analytics	460	101.20	23,000	5,060.00
Spatial and Graph	350	77.00	17,500	3,850.00
TimesTen Application-Tier Database Cache	460	101.20	23,000	5,060.00
Database In-Memory	460	101.20	23,000	5,060.00
Retail Data Model	800	176.00	40,000	8,800.00
Communications Data Model	1,500	330.00	50,000	11,000.00
Airlines Data Model	800	176.00	40,000	8,800.00
Utilities Data Model	800	176.00	40,000	8,800.00
Database Enterprise Management				
Diagnostics Pack	150	33.00	7,500	1,650.00
Tuning Pack	100	22.00	5,000	1,100.00
Database Lifecycle Management Pack	240	52.80	12,000	2,640.00
Data Masking and Subsetting Pack	230	50.60	11,500	2,530.00
Cloud Management Pack for Oracle Database	100	22.00	5,000	1,100.00

	License Price	Software Update License & Support	Licensing Metric	Minimum
Secure Backup	3,500	770.00	Per Tape Drive	-

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
TimesTen				
TimesTen In-Memory Database	460	101.20	23,000	5,060.00
Berkeley Database				
Berkeley DB - High Availability	-	-	9,800	2,156.00

	Per Wireless Handset	Software Update License & Support	Processor License	Software Update License & Support
Berkeley DB - Transactional Data Store	6	1.32	5,800	1,276.00
Berkeley DB - Concurrent Data Store	6	1.32	1,800	396.00
Berkeley DB - Data Store	6	1.32	900	198.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Berkeley DB - Transactional Data Store	-	-	5,800	1,276.00
Berkeley DB - Concurrent Data Store	-	-	1,800	396.00
Berkeley DB - Data Store	-	-	900	198.00
Berkeley DB Java Edition - High Availability	-	-	9,800	2,156.00
Berkeley DB Java Edition - Transactional Data Store	-	-	5,800	1,276.00
Berkeley DB Java Edition - Concurrent Data Store	-	-	1,800	396.00
Berkeley DB XML - High Availability	-	-	13,800	3,036.00
Berkeley DB XML - Transactional Data Store	-	-	8,100	1,782.00
Berkeley DB XML - Concurrent Data Store	-	-	2,600	572.00
Berkeley DB XML - Data Store	-	-	1,800	396.00
Other Products				
Audit Vault and Database Firewall	-	-	6,000	1,320.00
Cloud File System	100	22.00	5,000	1,100.00
Big Data Connectors	-	-	2,000	440.00

	License Price	Software Update License & Support	Licensing Metric
Key Vault	50,000	11,000.00	Per Server

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Section I

	Named User Plus	Software Update License & Support	Computer License	Software Update License & Support
Integration Products				
Database Gateway for Sybase	-	-	17,500	3,850.00
Database Gateway for SQL Server	-	-	17,500	3,850.00
Database Gateway for Informix	-	-	17,500	3,850.00
Database Gateway for Teradata	-	-	109,500	24,090.00
Database Gateway for DRDA	-	-	46,000	10,120.00
Database Gateway for APPC	-	-	46,000	10,120.00
Database Gateway for WebSphere MQ	-	-	46,000	10,120.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Rdb Products				
Rdb Server Products				
Rdb Enterprise Edition	950	209.00	47,500	10,450.00
CODASYL DBMS	950	209.00	-	-
Rdb Server Options:				
TRACE	120	26.40	5,800	1,276.00
Rdb Development, Query and Reporting Tools				
Programmer for Rdb	1,200	264.00	-	-
CDD/ Repository	5,800	1,276.00	-	-
CDD/R Runtime	-	-	5,800	1,276.00

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Section II

Oracle Fusion Middleware

Prices in USA (Dollar)

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Java Platform Products				
Java SE Advanced Desktop	40	8.80	-	-
Java SE Advanced	100	22.00	5,000	1,100.00
Java SE Suite	300	66.00	15,000	3,300.00
Application Server Products				
TopLink and Application Development Framework	120	26.40	5,800	1,276.00
WebLogic Server Standard Edition	200	44.00	10,000	2,200.00
WebLogic Server Enterprise Edition	500	110.00	25,000	5,500.00
WebLogic Suite	900	198.00	45,000	9,900.00
Web Tier	100	22.00	5,000	1,100.00
Internet Application Server Standard Edition	230	50.60	11,500	2,530.00
Internet Application Server Enterprise Edition	700	154.00	35,000	7,700.00
GlassFish Server	100	22.00	5,000	1,100.00
Coherence Standard Edition	100	22.00	4,600	1,012.00
Coherence Enterprise Edition	230	50.60	11,500	2,530.00
Coherence Grid Edition	500	110.00	25,000	5,500.00
API Gateway	1,100	242.00	55,000	12,100.00
BPEL Process Manager	1,200	264.00	60,000	13,200.00
WebLogic Integration	1,400	308.00	70,000	15,400.00
Service Registry	920	202.40	46,000	10,120.00
Enterprise Repository	2,900	638.00	145,000	31,900.00
SOA Suite for Non Oracle Middleware	1,500	330.00	75,000	16,500.00
Business Process Management Standard Edition	800	176.00	-	-
Unified Business Process Management Suite for Non Oracle Middleware	1,150	253.00	57,500	12,650.00
Event Processing	1,000	220.00	50,000	11,000.00
Forms and Reports	460	101.20	23,000	5,060.00
Managed File Transfer	600	132.00	30,000	6,600.00

	License Price	Software Update License & Support	Licensing Metric
Mobile Suite Technology			
Mobile Suite	45,000	9,900.00	Processor
Mobile Suite Client Runtime	100	22.00	Named User Plus
	50,000	11,000.00	Application Developed
Mobile Application Framework	110	24.20	Named User Plus
	55,000	12,100.00	Application Developed

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Data Integration Technology				
Data Service Integrator	1,440	316.80	72,000	15,840.00
Data Integrator Enterprise Edition	900	198.00	30,000	6,600.00
Enterprise Data Quality Profiling for Data Integration	-	-	100,000	22,000.00
Enterprise Data Quality Audit and Dashboard for Data Integration	-	-	50,000	11,000.00
Enterprise Data Quality Real-Time Processing for Data Integration	-	-	100,000	22,000.00
Enterprise Data Quality Batch Processing for Data Integration			100,000	22,000.00
Enterprise Data Quality Address Verification Server for Data Integration			63,360	13,926.00
Data Integration Suite	-	-	70,000	15,400.00
GoldenGate	350	77.00	17,500	3,850.00
GoldenGate for Non Oracle Database	350	77.00	17,500	3,850.00
GoldenGate for Mainframe	2,000	440.00	100,000	22,000.00
GoldenGate Veridata	600	132.00	30,000	6,600.00
GoldenGate for Teradata Replication Services	350	77.00	17,500	3,850.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
WebLogic Suite Options:				
BPEL Process Manager Option	460	101.20	23,000	5,060.00
Service Bus	460	101.20	23,000	5,060.00
SOA Suite for Oracle Middleware	1,200	264.00	57,500	12,650.00
Unified Business Process Management Suite	1,150	253.00	57,500	12,650.00
WebLogic Coherence Grid Edition Option	200	44.00	10,000	2,200.00
Application Server Enterprise Management				
WebLogic Server Management Pack Enterprise Edition	240	52.80	12,000	2,640.00
SOA Management Pack Enterprise Edition	500	110.00	25,000	5,500.00
Management Pack for Oracle Coherence	70	15.40	3,500	770.00
Management Pack for Oracle GoldenGate	70	15.40	3,500	770.00
Cloud Management Pack for Oracle Fusion Middleware	100	22.00	5,000	1,100.00
Management Pack for Oracle Data Integrator	205	45.10	6,900	1,518.00
Fusion Middleware Adapters:				
Application Adapters	350	77.00	17,500	3,850.00
Oracle E-Business Suite Adapter	350	77.00	17,500	3,850.00
Cloud Adapters	350	77.00	17,500	3,850.00
Integration Adapter for SAP R/3	350	77.00	17,500	3,850.00
Integration Adapter for JD Edwards World	350	77.00	17,500	3,850.00
Mainframe and TP-Monitor Adapters	-	-	34,500	7,590.00
Changed Data Capture Adapters	-	-	60,000	13,200.00
Application Adapters for Data Integration	60	19.80	3,000	660.00
GoldenGate Application Adapters	-	-	20,000	4,400.00
Application Adapters for Warehouse Builder	-	-	2,300	506.00
B2B for RosettaNet	690	151.80	34,500	7,590.00
B2B for EDI	690	151.80	34,500	7,590.00
Healthcare Adapter	690	151.80	34,500	7,590.00
B2B for ebXML	230	50.60	11,500	2,530.00

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	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Tuxedo and Adapters				
Tuxedo	1,800	396.00	50,000	13,200.00
Tuxedo Jolt	-	-	9,000	1,980.00
Service Architecture Leveraging Tuxedo (SALT)	-	-	12,000	2,640.00
Tuxedo System and Applications Monitor Plus (TSAM Plus)	-	-	14,000	3,080.00
Tuxedo Mainframe Adapter for SNA	-	-	22,000	4,840.00
Tuxedo Mainframe Adapter for TCP	-	-	22,000	4,840.00
Tuxedo JCA Adapter	-	-	22,000	4,840.00
Tuxedo Application Runtime for CICS and Batch	-	-	22,000	4,840.00
Tuxedo Application Runtime for Batch	-	-	9,000	1,980.00
Tuxedo Application Runtime for IMS	-	-	19,500	4,290.00
Tuxedo Application Rehosting Workbench	42,500	9,350.00	-	-
Tuxedo Message Queue	-	-	18,000	3,960.00
MessageQ	-	-	6,000	1,320.00
Application Integration Architecture				
Application Integration Architecture Foundation Pack	920	202.40	46,000	10,120.00
Business Intelligence Technology Products				
Business Intelligence				
Standard Edition One	1,200	264.00	-	-
Suite Enterprise Edition Plus	2,000	440.00	221,250	48,675.00
Suite Enterprise Edition Plus Upgrade Only	230	50.60	34,500	7,590.00
Server Enterprise Edition	350	77.00	51,800	11,396.00
Business Intelligence Publisher	460	101.20	46,000	10,120.00
Business Intelligence Foundation Suite	3,675	808.50	300,000	66,000.00
Disconnected Analytics	580	127.60	-	-
Server Administrator	5,800	1,276.00	-	-
Scorecard and Strategy Management	995	218.90	89,550	19,701.00
Business Intelligence Mobile	360	79.20	-	-
Business Intelligence Server Enterprise Edition Options:				
Interactive Dashboard	580	127.60	86,500	19,030.00
Delivers	350	77.00	51,800	11,396.00
Answers	580	127.60	86,500	19,030.00
Office Plug-In	230	50.60	34,500	7,590.00
Reporting and Publishing	460	101.20	70,000	15,400.00
Business Intelligence Suite Enterprise Edition Plus Options:				
Business Intelligence Management Pack	230	50.60	11,500	2,530.00
Business Intelligence Data Integration Technology				
Data Integrator for Oracle Business Intelligence	690	151.80	23,000	5,060.00
Informatica PowerCenter and PowerConnect Adapters	690	151.80	25,300	5,566.00

	License Price	Software Update License & Support	Licensing Metric
Real-Time Decision (RTD) Technology			
Real-Time Decision Server	92,000	20,240.00	Processor

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Hyperion Business Intelligence Technology				
Essbase Plus	2,900	638.00	138,000	30,360.00
Hyperion Interactive Reporting	800	176.00	69,000	15,180.00
Hyperion SQR Production Reporting	460	101.20	23,000	5,060.00
Hyperion Financial Reporting	520	114.40	40,500	8,910.00
Hyperion Web Analysis	520	114.40	40,500	8,910.00
Endeca Business Intelligence				
Endeca Information Discovery Studio	2,000	440.00	180,000	39,600.00
Endeca Information Discovery Integrator	690	151.80	23,000	5,060.00
Endeca Server	-	-	50,000	11,000.00
Endeca Text Enrichment	-	-	15,000	3,300.00
Endeca Text Enrichment with Sentiment Analytics	-	-	45,000	9,900.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
WebCenter Products				
WebCenter Suite Plus	4,000	880.00	200,000	44,000.00
WebCenter Portal	2,500	550.00	125,000	27,500.00
WebCenter Content	3,450	759.00	172,500	37,950.00
WebCenter Sites	2,000	440.00	100,000	22,000.00
WebCenter Sites Satellite Server	500	110.00	25,000	5,500.00
WebCenter Universal Content Management	2,300	506.00	115,000	25,300.00
WebCenter Imaging	1,840	404.80	92,000	20,240.00
WebCenter Forms Recognition	2,000	440	100,000	22,000.00
WebCenter Enterprise Capture	1,200	264.00	60,000	13,200.00
WebCenter Capture	-	-	7,000	1,540.00
WebCenter Distributed Capture	1,200	264.00	-	-
WebCenter Real-Time Collaboration	100	22.00	20,000	4,400.00
WebCenter Sites Options:				
WebCenter Sites Mobile Option	400	88.00	20,000	4,400.00

	License Price	Software Update License & Support	Licensing Metric
WebCenter Sites Mobility Server	30,000	6,600.00	Server

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
WebCenter Adapters:				
WebCenter Applications Adapter	-	-	20,000	4,400.00
WebCenter Adapter for EMC Documentum	-	-	11,500	2,530.00
WebCenter Adapter for IBM FileNet	-	-	11,500	2,530.00
WebCenter Adapter for IBM Lotus Domino	-	-	11,500	2,530.00
WebCenter Adapter for Microsoft SharePoint	-	-	11,500	2,530.00
WebCenter Adapter for Symantec Enterprise Vault	-	-	11,500	2,530.00
WebCenter Adapter Framework	-	-	11,500	2,530.00
WebCenter Management				
Management Pack for WebCenter	240	52.80	12,000	2,640.00

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Prices in USA (Dollar)

Section II

	License Price	Software Update License & Support	Licensing Metric	Minimum
Identity Management Products				
Enterprise Identity Services Suite	4,400	968.00	Named User Plus	-
	220,000	48,400.00	Processor	1
Identity Governance Suite	3,600	792.00	Named User Plus	
	180,000	39,600.00	Processor	1
Entitlements Server	35,000	7,700.00	Processor	1
	700	154.00	Named User Plus	
Entitlements Server Security Module	35,000	7,700.00	Processor	1
	700	154.00	Named User Plus	
Directory Services Plus	12	2.64	Employee User	2000
	4.00	0.8800	Non Employee User - External	5000
	50,000	11,000.00	Processor	
Access Manager	25	5.5	Employee User	2,000
	6	1.32	Non Employee User - External	5,000
Identity Federation	35,000	7,700.00	Processor	1
Identity Manager	70	15.40	Employee User	2,000
	6	1.32	Non Employee User - External	5,000
Identity Manager Connector	46,000	10,120.00	Connector	1
Mobile Security Suite	85	18.70	Employee User	2,000
	8	1.76	Non Employee User - External	5,000
Secure Mobile Mail Manager	50	11.00	Named User Plus	10
Enterprise Single Sign-On Suite Plus	85	18.70	Named User Plus	-
Access Management Suite Plus	180,000	39,600.00	Processor	1
	3,600	792.00	Named User Plus	
Identity and Access Management Suite Plus	110	24.20	Employee User	-
	15	3.30	Non Employee User - External	-
Identity Management Enterprise Management Management Pack Plus for Identity Management	8.00	1.76	Employee User	-
	2.00	0.44	Non Employee User - External	-
	25,000	5,500	Processor	
Tools				
Discoverer Desktop Edition	1,200	264.00	Named User Plus	-
Programmer	1,200	264.00	Named User Plus	-
Internet Developer Suite	5,800	1,276.00	Named User Plus	-

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Section III

Prices in USA (Dollar)

Applications and Systems Management

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Database Enterprise Management				
Diagnostics Pack	150	33.00	7,500	1,650.00
Tuning Pack	100	22.00	5,000	1,100.00
Database Lifecycle Management Pack	240	52.80	12,000	2,640.00
Data Masking and Subsetting Pack	230	50.60	11,500	2,530.00
Cloud Management Pack for Oracle Database	100	22.00	5,000	1,100.00
Application Server Enterprise Management				
WebLogic Server Management Pack Enterprise Edition	240	52.80	12,000	2,640.00
SOA Management Pack Enterprise Edition	500	110.00	25,000	5,500.00
Management Pack for Oracle Coherence	70	15.40	3,500	770.00
Management Pack for Oracle GoldenGate	70	15.40	3,500	770.00
Cloud Management Pack for Oracle Fusion Middleware	100	22.00	5,000	1,100.00
Management Pack for Oracle Data Integrator	205	45.10	6,900	1,518.00
Business Intelligence Management				
Business Intelligence Management Pack	230	50.60	11,500	2,530.00
WebCenter Management				
Management Pack for WebCenter	240	52.80	12,000	2,640.00

	License Price	Software Update License & Support	Licensing Metric	Minimum
Identity Management Enterprise Management				
Management Pack Plus for Identity Management	8.00	1.76	Employee User	-
	2.00	0.44	Non Employee User - External	-
	25,000	5,500	Processor	

	License Price	Software Update License & Support	Licensing Metric	Minimum
Other Infrastructure Management				
Configuration Management Pack for Applications	5,000	1,100.00	Per Processor	-
	100	22.00	Per Named User Plus	-
System Monitoring Plug-in for Non Oracle Databases	1,800	396.00	Per Processor	-
	35	7.70	Per Named User Plus	-
System Monitoring Plug-in for Non Oracle Middleware	1,800	396.00	Per Processor	-
	35	7.70	Per Named User Plus	-
Management Pack for Non-Oracle Middleware	9,500	2,090.00	Per Processor	-
	190	41.80	Per Named User Plus	-
Data Masking and Subsetting Pack for Non-Oracle Databases	11,500	2,530.00	Per Processor	-
	230	50.60	Per Named User Plus	-
Service Management				
Real User Experience Insight	8,000	1,760.00	Per Processor	10
	160	35.20	Per Named User Plus	500

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Application Testing				
Load Testing Developer Edition	8,000	1,760.00	-	-
Load Testing Controller	-	-	7,000	1,540.00
Load Testing	100	22.00	-	-
Load Testing Accelerator for Web Services	25	5.50	-	-
Application Replay Pack	100	22.00	5,000	1,100.00
Load Testing Accelerator for Oracle Database	25	5.50	-	-
Functional Testing	8,000	1,760.00	-	-
Functional Testing Accelerator for Web Services	2,000	440.00	-	-
Test Manager	2,000	440.00	-	-
Cloud Management Pack for Testing	100	22.00	5,000	1,100.00

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Section III

Prices in USA (Dollar)

	Collaboration			
	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
Collaboration				
Beehive Enterprise Collaboration Server	275	60.50	55,000	12,100.00

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Section IV

Prices in USA (Dollar)

Oracle Application Specific Technology Products

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support	Employee (for HCM)	Software Update License & Support
Application Server Products						
WebLogic Suite for Oracle Applications	180	39.60	18,000	3,960.00	54	11.88
Coherence Enterprise Edition for Oracle Applications	46	10.12	4,600	1,012.00	14	3.08
WebLogic Suite Options for Oracle Applications:						
BPEL Process Manager Option for Oracle Applications	92	20.24	9,200	2,024.00	27	5.94
SOA Suite for Oracle Middleware for Oracle Applications	240	52.80	23,000	5,060.00	72	15.84
Unified Business Process Management Suite for Oracle Applications	230	50.60	23,000	5,060.00	69	15.18
Application Management						
Application Management Pack for Oracle Fusion Applications	50	11.00	5,000	1,100.00	15	3.30
WebCenter Products						
WebCenter Portal for Oracle Applications	350	77.00	50,000	11,000.00	105	23.10
WebCenter Imaging for Oracle Applications	368	80.96	36,800	8,096.00	110	24.20
Identity Management Product						
Identity and Access Management Suite Plus for Oracle Applications	9	1.98	80,000	17,600.00	9	1.98
Business Intelligence Technology Products						
Business Intelligence Publisher for Oracle Applications	60	13.20	18,400	4,048.00	18	3.96
Business Intelligence Foundation Suite for Oracle Applications	500	110.00	180,000	39,600.00	150	33.00
Business Intelligence Suite Enterprise Edition Plus for Oracle Applications	267	58.74	85,000	18,700.00	80	17.60
Data Integration Technology Product						
Data Integrator Enterprise Edition for Oracle Applications	180	39.60	12,000	2,640.00	27	5.94
GoldenGate for Oracle Applications	140	30.80	7,000	1,540.00	-	-
Endeca Business Intelligence						
Endeca Discovery Foundation for Oracle Applications	750	165.00	18,750	4,125.00		
Database Product						
Oracle Database Enterprise Edition Option:						
TimesTen Application-Tier Database Cache for Oracle Applications	184	40.48	9,200	2,024.00		
Berkeley Database						
Berkeley DB – High Availability for Oracle Applications	-	-	3,920	862.40	-	-
Berkeley DB – Transactional Data Store for Oracle Applications	-	-	2,320	510.40	-	-
Berkeley DB Java Edition – High Availability for Oracle Applications	-	-	3,920	862.40	-	-
Berkeley DB Java Edition – Transactional Data Store for Oracle	-	-	2,320	510.40	-	-

Application Specific Technology Products Licensing Rules and General Notes

Programs that contain "for Oracle Applications" in the program name are limited use programs. These limited use programs may only be used with "eligible" Oracle application programs that contain the following prefixes in the program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance and Oracle Primavera. For these prefixes designated above with a "*" not all programs with that prefix are eligible for use with the "for Oracle Applications" limited use programs. For a list of excluded programs please review the Applications Licensing Table, which may be accessed at http://www.oracle.com/us/corporate/pricing/application-licensing-table-070571.pdf.

Notwithstanding anything above, Business Intelligence Suite Enterprise Edition Plus for Oracle Applications may only be used with "eligible" Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name and provided that the Oracle Fusion Human Capital Management programs are the only programs configured to run against the database instance.
Endeca Discovery Foundation for Oracle Applications is eligible for use with products that contain "Extensions for Oracle Endeca" in the product name.

Business Intelligence Foundation Suite for Oracle Applications is eligible for use with the following Oracle Business Intelligence Applications provided Oracle Fusion Applications is the only data source: Sales Analytics, Fusion Edition; Marketing Analytics, Fusion Edition; Partner Analytics, Fusion Edition; Supply Chain and Order Management Analytics, Fusion Edition; Financial Analytics, Fusion Edition; Procurement & Spend Analytics, Fusion Edition; Project Analytics; and Human Resources Analytics, Fusion Edition.

Business Intelligence Foundation Suite for Oracle Applications is also eligible for use with: Oracle Product Information Management Analytics, Fusion Edition; Oracle Customer Data Management Analytics, Fusion Edition; and Oracle Product Lifecycle Analytics.

WebLogic Suite for Oracle Applications is eligible for use with Oracle Agile Applications (available on the Oracle E-Business Suite Applications Global Price Lists).

Any use of limited use programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list. Support for all term licenses is 22% of net perpetual fee.

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Definitions

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edward's EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integration, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, and In-Memory Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored, or audited must be counted for the purpose of determining the number of licenses required.

Application Developed: is defined as a software program developed by you that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. Applications Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

Application Read-Only User: is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses.

Annual Transaction Volume: is defined as the U.S. dollar denominated total value of all purchase orders transacted and all auctions conducted through the Oracle Exchange Platform by you and others during the applicable year of the Oracle Exchange Platform license regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12-month period. You may not exceed the licensed number of CRF pages during any 12-month period unless you acquire additional CRF pages licenses from us.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product with which the software product is required to interface.

Cost of Goods Sold: is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Customer: is defined as the Customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

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Definitions (continued)

Electronic Order Line: is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Employee for HCM: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs. Employees for HCM may only use the licensed programs with Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name.

Employee User: is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Entry: is defined as a unique item (e.g., object, person, entity or item of information) stored within the programs. Replicated entries stored within the program on multiple servers are counted as a single entry.

Expense Report: is defined as the total number of expense reports processed by the iExpenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

FTE Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Invoice Line: is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from us.

IVR Port: is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. Customers must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

Module: is defined as each production database running the programs.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Partner Organization: is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Physical Server: is defined as each physical server on which the programs are installed.

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. "-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application.. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For all application programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at _http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

1000 Records: is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator program.

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Rule Set: is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

Server: is defined as the computer on which the programs are installed. A Server license allows you to use the licensed program on a single specified computer.

Service Order Line: is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from us.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter . The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Tape Drive: Tape drives are defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For Cloud based backups, Oracle counts each parallel stream of Recovery Manager (RMAN) channel as equivalent to a tape drive.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

Transaction: is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

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Definitions (continued)

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Employee: is defined as an active employee of yours. (note: The value of these applications is determined by the size of the active employee population and not the number of actual users. Therefore, all of your active employees must be included in your order when licensing these applications). UPK Employees may view and interact with simulations and documentation but may not create or modify simulations or documentation.

UPK User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Users may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Wireless Handset: is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

Workstation: is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

$M Freight Under Management: is defined as one million U.S. dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

$M in Revenue: is defined as one million United States dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$M in Managed Assets: is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:
http://edelivery.oracle.com

GENERAL LICENSING RULES

TERM DESIGNATION

If your Program License does not specify a term, the Program license is perpetual and shall continue unless terminated as otherwise provided in the Agreement.

5 Year Term: A Program license specifying a 5 Year Term shall commence on the Effective Date of the order and shall continue for a period of 5 years. At the end of the 5 Year Term the Program license shall terminate automatically.

4 Year Term: A Program license specifying a 4 Year Term shall commence on the Effective Date of the order and shall continue for a period of 4 years. At the end of the 4 Year Term the Program license shall terminate automatically.

3 Year Term: A Program license specifying a 3 Year Term shall commence on the Effective Date of the order and shall continue for a period of 3 years. At the end of the 3 Year Term the Program license shall terminate automatically.

2 Year Term: A Program license specifying a 2 Year Term shall commence on the Effective Date of the order and shall continue for a period of 2 years. At the end of the 2 Year Term the Program license shall terminate automatically.

1 Year Term: A Program license specifying a 1 Year Term shall commence on the Effective Date of the order and shall continue for a period of 1 year. At the end of the 1 Year Term the Program license shall terminate automatically.

ORACLE-BEA GRANDFATHERED GLOBAL PRICE LIST

Oracle PartnerNetwork members with a valid distribution agreement may distribute the programs specified on the Oracle-BEA Grandfathered Global Price List to existing end users for add-on capacity only, subject to the terms of such valid distribution agreement and any restrictions set forth in the Oracle-BEA Grandfathered Price List.

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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Oracle Business Intelligence Applications Global Price List

Software Investment Guide

June 1, 2014

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All Business Intelligence Technology products are listed only on the Oracle Technology Global Price List, including prerequisites.
Application-Specific Full-Use (ASFU) pricing and licensing is not available for Business Intelligence Application Products, unless specifically provided for in a valid Oracle distribution agreement effective prior to August 2, 2007.

Enterprise Performance Management Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Enterprise Performance Management Suites and Associated Options				
Hyperion Financial Close Suite	14,995	3,298.90	Application User	50
Option: Hyperion Disclosure Management for Oracle Hyperion Financial Close Suite	2,000	440.00	Application User	50
Option: Data Relationship Management for Oracle Hyperion Financial Close Suite	5,000	1,100.00	Application User	50
Data Relationship Steward	5,800	1,276.00	Application User	
Hyperion Enterprise Financial Planning Suite	9,995	2,198.90	Application User	50
Option: Crystal Ball Enterprise Performance Management for Oracle Hyperion Enterprise Financial Planning Suite	1,500	330.00	Application User	50
Option: Data Relationship Management for Oracle Hyperion Enterprise Financial Planning Suite	5,000	1,100.00	Application User	50
Data Relationship Steward	5,800	1,276.00	Application User	
Enterprise Performance Management Standalone Products				
Hyperion Financial Management Plus	5,200	1,144.00	Application User	25
Hyperion Financial Close Management	5,000	1,100.00	Application User	50
Hyperion Disclosure Management	10,000	2,200.00	Application User	15
Financial Management Analytics	1,000	220.00	Application User	25
Quantitative Management and Reporting for Solvency II	8,000	1,760.00	Application User	50
Hyperion Tax Provision	9,900	2,178.00	Application User	25
Hyperion Planning Plus	3,500	770.00	Application User	25
Hyperion Public Sector Planning and Budgeting	2,000	440.00	Application User	25
Hyperion Project Financial Planning	2,000	440.00	Application User	25
Hyperion Strategic Finance	24,500	5,390.00	Application User	5
Hyperion Strategic Finance for Banking	8,100	1,782.00	Application User	10
Hyperion Enterprise	2,900	638.00	Application User	25
Hyperion Financial Data Quality Management, Enterprise Edition	2,900	638.00	Application User	25
Option: Hyperion Financial Data Quality Management, Enterprise Edition Adapter for Financial Management	600	132.00	Application User	25
Option: Hyperion Financial Data Quality Management, Enterprise Edition Adapter Suite	600	132.00	Application User	25
Option: Hyperion Financial Data Quality Management, Enterprise Edition ERP Source Adapter for SAP	600	132.00	Application User	25
Data Relationship Management	16	3.52	Record	20,000
Option: Data Relationship Management Read Only Access	4	0.88	Record	20,000
Data Relationship Steward	5,800	1,276.00	Application User	
Data Relationship Governance	5,000	1,100.00	Application User	50

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Prices in USA (Dollar)

	License Price	Software Update License & Support	Licensing Metric	Minimum
User Productivity Kit				
User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
User Productivity Kit Standard	90	19.80	Application User	50
User Productivity Kit Standard	45	9.90	Employee	500
User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
User Productivity Kit Professional	100	22.00	Application User	50
User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Enterprise Performance Management Applications				
User Productivity Kit for Hyperion Financial Management Plus				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit for Hyperion Planning Plus				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable

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Oracle Business Intelligence Applications, Fusion Edition (Siebel Analytics-based products)

Please check the Oracle Business Intelligence Applications Price List Supplement for prerequisite product information.
All Business Intelligence Technology products are listed only on the Oracle Technology Global Price List, including prerequisites.
The products in the vertical content sections are intended for use only with Siebel CRM applications.
Application-Specific Full-Use (ASFU) pricing and licensing is not available for Business Intelligence Application Products, unless specifically provided for in a valid Oracle distribution agreement effective prior to August 2, 2007.

	License Price	Software Update License & Support	Licensing Metric	Minimum
BI Applications, Fusion Edition - CRM Analytics				
Sales Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Service Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Contact Center Telephony Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Marketing Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Price Analytics	5,800	1,276.00	Application User	20
Partner Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Loyalty Analytics	20,000	4,400.00	100K Member Records	5
BI Applications, Fusion Edition - ERP Analytics				
Supply Chain and Order Management Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Financial Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Procurement & Spend Analytics, Fusion Edition	5,800	1,276.00	Application User	20
Spend Classification	40,000	8,800.00	Application User	5
Project Analytics	5,800	1,276.00	Application User	20
Human Resources Analytics, Fusion Edition	5,800	1,276.00	Application User	100
Manufacturing Analytics	5,800	1,276.00	Application User	20
Enterprise Asset Management Analytics	5,800	1,276.00	Application User	20
Student Information Analytics	5,800	1,276.00	Application User	20
BI Applications, Fusion Edition - Telecom Analytics				
Telecom Sales Analytics Fusion Edition	5,800	1,276.00	Application User	25
Telecom Service Analytics Fusion Edition	5,800	1,276.00	Application User	25
Telecom Marketing Analytics Fusion Edition	5,800	1,276.00	Application User	25
BI Applications, Fusion Edition - Financial Services Analytics				
Finance Sales Analytics Fusion Edition	5,800	1,276.00	Application User	25
Finance Service Analytics Fusion Edition	5,800	1,276.00	Application User	25
Finance Marketing Analytics Fusion Edition	5,800	1,276.00	Application User	25
Finance Retail Analytics Fusion Edition	5,800	1,276.00	Application User	25
Finance Institutional Analytics Fusion Edition	5,800	1,276.00	Application User	25
Financial Services Enterprise Financial Performance Analytics	5,800	1,276.00	Application User	50
Financial Services Asset Liability Management Analytics	11,500	2,530.00	Application User	25
BI Applications, Fusion Edition - Insurance Analytics				
Insurance Sales Analytics Fusion Edition	5,800	1,276.00	Application User	25
Insurance Service Analytics Fusion Edition	5,800	1,276.00	Application User	25
Insurance Marketing Analytics Fusion Edition	5,800	1,276.00	Application User	25
Insurance Partner Manager Analytics Fusion Edition	5,800	1,276.00	Application User	25
BI Applications, Fusion Edition - Life Sciences Analytics				
Pharma Sales Analytics Fusion Edition	5,800	1,276.00	Application User	25
Pharma Marketing Analytics Fusion Edition	5,800	1,276.00	Application User	25
BI Applications, Fusion Edition - Consumer Goods Analytics				
Consumer Goods Trade Funds Analytics, Fusion Edition	5,800	1,276.00	Application User	25
BI Applications, Fusion Edition - Public Sector Analytics				
Case Management Analytics Fusion Edition	5,800	1,276.00	Application User	25

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	License Price	Software Update License & Support	Licensing Metric	Minimum	
Real-Time Decision (RTD) Applications					
Oracle Real-Time Decisions Base Application	57,500	12,650.00	Processor		
Oracle Real-Time Decisions for Siebel Intelligent Offer Generation	1,800	396.00	Application User	25	
Oracle Real-Time Decisions for Siebel E-Commerce	57,500	12,650.00	Processor		

Oracle Business Intelligence Applications - Standalone

The product below is a standalone Business Intelligence Application and does not work in conjunction with the Oracle Business Intelligence Application Product Family. Please check the Oracle Business Intelligence Applications Price List Supplement for prerequisite product information.
All Business Intelligence Technology products are listed only on the Oracle Technology Global Price List, including prerequisites.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Standalone BI Applications				
Incentive Compensation Analytics for Oracle Data Integrator	250	55.00	Compensated Individual	10

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DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

Employee: is defined as all of your full-time, part-time, temporary employees and all of your agents, contractors and consultants. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, all of the company's full-time, part-time, temporary employees and agents, contractors and consultants that are providing the outsourcing services for you must be counted for the purposes of determining the number of Employees.

Member Record: is defined as each unique customer loyalty program Member Record managed by the program. 100k Member Records shall mean one hundred thousand Member Records.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

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Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.
The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application.. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For all application programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at _http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the program documentation.

$B in Total Assets: is defined as one billion US dollars (insert equivalent amount of local currency in these parens using the corporate treasury exchange rate found on esource. Check http://esource.oraclecorp.com License>Pricing>Price List>Exchange Rates) of your latest published or internally available "Total Asset Value" defined per GAAP policies as disclosed in your annual report and/or regulatory filings.

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ORACLE®

Oracle E-Business Suite Applications Global Price List
Software Investment Guide
August 8, 2014

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Governance, Risk and Compliance (GRC)				
Advanced Controls for E-Business Suite	2,620	576.40	Monitored User	100
Enterprise Governance, Risk, and Compliance Manager	4,995	1,098.90	Application User	50
Option: Financial Governance	1,595	350.90	Application User	50
Fusion Governance, Risk, and Compliance Intelligence	4,595	1,010.90	Application User	10
Application Access Controls Governor	895	196.90	Monitored User	100
Option: Application Access Controls for E-Business Suite	200	44.00	Monitored User	100
Configuration Controls Governor	315	69.30	Monitored User	100
Option: Configuration Controls for E-Business Suite	255	56.10	Monitored User	100
Enterprise Transaction Controls Governor	805	177.10	Monitored User	100
Option: Procure to Pay Transaction Controls	165	36.30	Monitored User	100
Option: Order to Cash Transaction Controls	110	24.20	Monitored User	100
Option: Connector to E-Business Suite	110	24.20	Monitored User	100
Preventive Controls Governor	575	126.50	Monitored User	100
Marketing and Sales				
Marketing	5,795	1,274.90	Application User	10
TeleSales	6,895	1,516.90	Application User	10
Option: Advanced Pricing	2,295	504.90	Application User	10
Field Sales	4,595	1,010.90	Application User	10
Sales for Handhelds	485	106.70	Application User	10
Quoting	1,395	306.90	Application User	10
Option: Advanced Pricing	2,295	504.90	Application User	10
Partner Management	1,145	251.90	Partner Organization	100
Proposals	455	100.10	Application User	25
Incentive Compensation	750	165.00	Compensated Individual	10
Channel Revenue Management				
Accounts Receivable Deductions Settlement	8,000	1,760.00	Application User	20
Option: Channel Rebates and Point of Sale Management	6,000	1,320.00	Application User	20
Option: Advanced Pricing	2,295	504.90	Application User	20
Option: Supplier Ship and Debit	3,000	660.00	Application User	20
Option: Price Protection	3,000	660.00	Application User	20
Order Management				
Order Management	4,595	1,010.90	Application User	5
	0.2300	0.0506	Electronic Order Line	100,000
Option: Advanced Pricing	2,295	504.90	Application User	10
	0.1200	0.0264	Electronic Order Line	100,000
Option: Release Management	4,595	1,010.90	Application User	10
	0.2300	0.0506	Electronic Order Line	100,000
Sales Contracts	6,895	1,516.90	Application User	5
Configurator	3,495	768.90	Application User	20
Configurator	172,500	37,950.00	Processor	
iStore	115,000	25,300.00	Processor	2
Supply Chain Event Management	60,000	13,200.00	Processor	
Logistics				
Inventory Management	4,595	1,010.90	Application User	5
Option: Mobile Supply Chain Applications	1,725	379.50	Application User	10
Warehouse Management	9,595	2,110.90	Application User	20
Transportation Management	16,100	3,542.00	$M Freight Under Mgt	25
Option: Transportation Operational Planning	5,900	1,298.00	$M Freight Under Mgt	25
Option: Logistics Inventory Visibility	3,100	682.00	$M Freight Under Mgt	25
Option: Forwarding and Brokerage Operations	6,200	1,364.00	$M Freight Under Mgt	25
Option: Freight Payment, Billing and Claims	7,300	1,606.00	$M Freight Under Mgt	25
Option: Transportation Sourcing	3,100	682.00	$M Freight Under Mgt	25
Option: Transportation Cooperative Routing	4,600	1,012.00	$M Freight Under Mgt	25
Option: Fusion Transportation Intelligence	4,600	1,012.00	$M Freight Under Mgt	25
Option: Fleet Management	8,000	1,760.00	$M Freight Under Mgt	25
Landed Cost Management	350	77.00	$M Cost of Goods Sold	50
Option: Advanced Pricing	100	22.00	$M Cost of Goods Sold	50
Global Trade Management	600	132.00	$M in Revenue	200
Option: Trade Compliance	300	66.00	$M in Revenue	200
Option: Customs Management	300	66.00	$M in Revenue	200
Option: Global Trade Intelligence	300	66.00	$M in Revenue	200
Yard Management	800	800.00	$M in Revenue	200
Pedigree and Serialization Manager	1,000	220.00	$M Revenue Under Mgt	50
In-Memory Logistics Command Center	22,000	4,840.00	$M Freight Under Mgt	100

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Supply Chain Planning				
Advanced Supply Chain Planning	1,800	396.00	$M Cost of Goods Sold	60
Option: Constraint Based Optimization	435	95.70	$M Cost of Goods Sold	60
Rapid Planning	1,800	396.00	$M Cost of Goods Sold	75
Inventory Optimization	870	191.40	$M Cost of Goods Sold	60
Global Order Promising	350	77.00	$M Cost of Goods Sold	60
Collaborative Planning	580	127.60	$M Cost of Goods Sold	60
Advanced Planning Command Center	1,200	264.00	$M Cost of Goods Sold	150
Service Parts Planning	2,000	440.00	$M Cost of Goods Sold	150
Strategic Network Optimization	1,400	308.00	$M Cost of Goods Sold	150
Production Scheduling	1,210	266.20	$M Cost of Goods Sold	150
Option: Repetitive Manufacturing Optimization	390	85.80	$M Cost of Goods Sold	150
Demantra Demand Management	1,800	396.00	$M Cost of Goods Sold	150
Option: Demantra Advanced Forecasting and Demand Modeling	870	191.40	$M Cost of Goods Sold	150
Option: Demantra Real-time Sales and Operations Planning	1,200	264.00	$M Cost of Goods Sold	150
Demantra Predictive Trade Planning	1,800	396.00	$M Cost of Goods Sold	150
Option: Demantra Deduction and Settlement Management	870	191.40	$M Cost of Goods Sold	150
Option: Demantra Trade Promotion Optimization	870	191.40	$M Cost of Goods Sold	150
Demand Signal Repository	2,900	638.00	$M Revenue Under Mgt	500
In-Memory Consumption-Driven Planning	1,800	396.00	$M Revenue Under Mgt	500
In-Memory Performance-Driven Planning	1,200	264.00	$M Cost of Goods Sold	300
Procurement				
Purchasing	4,595	1,010.90	Application User	5
Option: Sourcing	9,195	2,022.90	Application User	5
Option: Sourcing Optimization	1,150	253.00	Application User	5
Option: iSupplier Portal	9,195	2,022.90	Application User	5
Option: Procurement Contracts	6,895	1,516.90	Application User	5
Option: Services Procurement	4,595	1,010.90	Application User	5
Option: Advanced Pricing	2,295	504.90	Application User	5
iProcurement	115	25.30	Application User	100
Supplier Lifecycle Management	25	5.50	Record	10,000
Manufacturing				
Discrete Manufacturing	4,595	1,010.90	Application User	10
Option: Manufacturing Execution System for Discrete Manufacturing	1,725	379.50	Application User	10
Option: Mobile Supply Chain Applications	1,725	379.50	Application User	10
Option: Flow Manufacturing	3,495	768.90	Application User	10
Option: Flow Sequencing	575	126.50	Application User	10
Option: Outsourced Manufacturing for Discrete Industries	850	187.00	$M Cost of Goods Sold	50
Process Manufacturing	4,595	1,010.90	Application User	10
Option: Manufacturing Execution System for Process Manufacturing	1,725	379.50	Application User	10
Option: Mobile Supply Chain Applications	1,725	379.50	Application User	10
Manufacturing Operations Center	1,725	379.50	$M Cost of Goods Sold	50
In-Memory Cost Management for Discrete Industries	25,000	5,500.00	Application User	25
In-Memory Cost Management for Process Industries	25,000	5,500.00	Application User	25
Asset Lifecycle Management				
Enterprise Asset Management	4,595	1,010.90	Application User	10
Option: Self-Service Work Requests	575	126.50	Application User	10
Asset Tracking	6,895	1,516.90	Application User	50
Property Manager	4,595	1,010.90	Application User	5
Service				
TeleService	4,595	1,010.90	Application User	10
Service Contracts	6,895	1,516.90	Application User	10
Option: Advanced Pricing	2,295	504.90	Application User	10
Field Service	3,495	768.90	Field Technician	20
Option: Spares Management	1,145	251.90	Field Technician	50
Option: Advanced Scheduler	1,725	379.50	Field Technician	50
Option: Mobile Field Service	1,145	251.90	Field Technician	50
Depot Repair	4,595	1,010.90	Application User	10
iSupport	57,500	12,650.00	Processor	2
Projects				
Project Costing	4,595	1,010.90	Application User	5
Option: Project Billing	3,495	768.90	Application User	5
Project Resource Management	225	49.50	Person	50
Project Collaboration	345	75.90	Application User	50
Project Management	2,895	636.90	Application User	25
Project Portfolio Analysis	6,895	1,516.90	Application User	10
Project Contracts	6,895	1,516.90	Application User	10
Project Procurement	1,000	220.00	Application User	25

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Product Lifecycle Management				
Agile Product Lifecycle Management	6,545	1,439.90	Application User	20
Agile Product Collaboration	3,995	878.90	Application User	20
Agile Product Governance and Compliance	4,995	1,098.90	Application User	20
Agile Product Cost Management	2,995	658.90	Application User	20
Agile Product Quality Management	5,995	1,318.90	Application User	20
Agile Product Portfolio Management	450	99.00	Application User	20
AutoVue 2D Professional for Agile	3,495	768.90	Application User	20
AutoVue Electro-Mechanical Professional for Agile	50,000	11,000.00	Customer	1
Agile Food and Drug Administration Validation Pack	6,995	1,538.90	Application User	10
Agile Engineering Data Management	4,995	1,098.90	Application User	10
Option: Agile Product Workbench	75,000	16,500.00	Processor	2
Option: Agile Distributed File Management	5,800	1,276.00	Application User	50
Product Lifecycle Analytics	3,995	878.90	Application User	20
Agile Customer Needs Management	7,995	1,758.90	Application User	20
Agile Material and Equipment Management for Pharmaceuticals	5,995	1,318.90	Application User	20
Agile Recipe Management for Pharmaceuticals				
Agile Product Lifecycle Management Integration Products	75,000	16,500.00	Processor	2
Agile Engineering Collaboration	4,995	1,098.90	Application User	10
Agile MCAD Connector	6,995	1,538.90	Application User	10
Agile ECAD Connector	75,000	16,500.00	Processor	2
Agile CAD Library Connector	100,000	22,000.00	Processor	2
Agile ERP Adapter				
Agile Product Lifecycle Management for Process	7,995	1,758.90	Application User	20
Agile Product Data Management for Process	6,995	1,538.90	Application User	20
Option: Agile Formulation and Compliance for Process	1,995	438.90	Application User	20
Option: Agile Product Supplier Collaboration for Process	2,995	658.90	Application User	20
Option: Agile Product Quality Management for Process	4,995	1,098.90	Application User	20
Agile New Product Development and Introduction for Process				
Enterprise Visualization	115	25.30	Application User	1
AutoVue Office	450	99.00	Application User	1
AutoVue 2D Professional	1,725	379.50	Application User	1
AutoVue 3D Professional Advanced	1,725	379.50	Application User	1
AutoVue EDA Professional	3,495	768.90	Application User	1
AutoVue Electro-Mechanical Professional	29,000	6,380.00	Computer	1
AutoVue VueLink Integration	25,000	5,500.00	Computer	1
AutoVue Mobile	25,000	5,500.00	Computer	1
AutoVue Office Document Print Service	50,000	11,000.00	Computer	1
AutoVue 2D Document Print Service	75,000	16,500.00	Computer	1
AutoVue 3D Document Print Service				
Financial	4,595	1,010.90	Application User	5
Financials	1,995	438.90	Application User	5
Option: Environmental Accounting and Reporting	1,395	306.90	Application User	10
Advanced Collections	6	1.32	Expense Report	1,000
Internet Expenses	58	12.76	1K Invoice Line	20
iReceivables	28,795	6,334.90	Application User	4
Treasury	175	38.50	Employee	1,000
Financials Accounting Hub				
Human Resources	185	40.70	Employee	100
Human Resources	40	8.80	Employee	100
Self-Service Human Resources	85	18.70	Employee	500
Advanced Benefits	70	15.40	Employee	100
Compensation Workbench	75	16.50	Employee	500
iRecruitment	225	49.50	Employee	500
Payroll	105	23.10	Employee	100
Performance Management	110	24.20	Employee	100
Time and Labor	225	49.50	Employee	1,000
Workforce Scheduling	70	15.40	Employee	100
Succession Planning				
Learning Management	105	23.10	Trainee	100
Learning Management	52	11.44	Trainee	100
iLearning				
E-Business Suite Extensions for Oracle Endeca	1,000	220.00	Application User	25
E-Business Suite Applications Extensions for Oracle Endeca (Licensed per product for Channel Revenue Management, Cost Management, Depot Repair, Discrete Manufacturing, Enterprise Asset Management, Field Service, Installed Base, Inventory Management, Order Management, Payables, Process Manufacturing, Project Management, Quality, Receivables, Service Contracts, TeleService or Warehouse Management.)				
E-Business Suite Self-Service Applications Extensions for Oracle Endeca	50	11.00	Application User	100
iProcurement Extensions for Oracle Endeca	25	5.50	Trainee	100
Learning Management Extensions for Oracle Endeca	25	5.50	Employee	100
Human Resources Extensions for Oracle Endeca	25	5.50	Employee	500
iRecruitment Extensions for Oracle Endeca				

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Master Data Management				
Master Data Management - Customer Hub for B2B				
Customer Hub B2B	9	1.98	Record	50,000
Customer Hub Add-On B2B for Siebel CRM and Oracle E-Business Suite	4.50	0.9900	Record	50,000
Customer Hub & Customer Hub Add-on Options *(Customer Hub options are available only with Siebel Universal Customer Master (UCM))*				
Option: Activity Hub B2B	3.20	0.7000	Record	50,000
Option: Field Service Hub B2B	3.20	0.7000	Record	50,000
Option: Marketing Hub B2B	3.20	0.7000	Record	50,000
Option: Sales Hub B2B	3.20	0.7000	Record	50,000
Option: Service Hub B2B	3.20	0.7000	Record	50,000
Master Data Management - Customer Hub for B2C				
Customer Hub B2C	0.4600	0.1000	Record	1,000,000
Customer Hub Add-On B2C for Siebel CRM and Oracle E-Business Suite	0.2300	0.0500	Record	1,000,000
Customer Hub & Customer Hub Add-on Options *(Customer Hub options are available only with Siebel Universal Customer Master (UCM))*				
Option: Activity Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Field Service Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Marketing Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Privacy Management Policy Hub B2C	0.3200	0.0700	Record	1,000,000
Option: Sales Hub B2C	0.1600	0.0400	Record	1,000,000
Option: Service Hub B2C	0.1600	0.0400	Record	1,000,000
Master Data Management - Site Hub				
Site Hub	200	44.00	Record	1,000
Site Hub Add-On for Oracle E-Business Suite	100	22.00	Record	1,000
Master Data Management - Supplier Hub				
Supplier Hub	33	7.26	Record	10,000
Supplier Hub Add-On for Oracle E-Business Suite	17	3.63	Record	10,000
Master Data Management - Vertical Customer Hub				
Automotive Captive Finance Customer Hub	1.60	0.3500	Record	1,000,000
Case Hub	0.3700	0.0800	Record	1,000,000
Higher Education Constituent Hub	1.30	0.2900	Record	300,000
Life Sciences Customer Hub	2.90	0.6400	Record	1,000,000
Master Data Management - Product Information Management				
Product Hub	14	3.08	Record	20,000
Product Hub Add-on	7	1.54	Record	20,000
Master Data Management - Vertical Product Hub				
Product Hub for Retail	6	1.32	Record	200,000
Product Hub for Retail Add-on	3.00	0.6600	Record	200,000
Product Hub for Communications	150	33.00	Record	5,000
Product Hub for Communications Add-on	75	16.50	Record	5,000
Master Data Management - Administrative & Development				
Customer Hub Data Steward	5,795	1,274.90	Application User	10
Higher Education Constituent Hub Data Steward	5,795	1,274.90	Application User	10
Product Hub Data Steward	5,795	1,274.90	Application User	20
Site Hub Data Steward	5,795	1,274.90	Application User	1
Supplier Hub Data Steward	5,795	1,274.90	Application User	10
Master Data Management - Data Quality				
Enterprise Data Quality Standardization and Match	275,000	60,500.00	Processor	4
Enterprise Data Quality Product Data Extension	150,000	33,000.00	Processor	4
Enterprise Data Quality Address Verification Server	63,300	13,926.00	Processor	4
Enterprise Data Quality Profile and Audit	150,000	33,000.00	Processor	4
Watchlist Screening	200,000	44,000.00	Processor	4
Data Quality Matching Server	125,000	27,500.00	Processor	4
Data Quality Address Validation Server	63,300	13,926.00	Processor	4
Data Quality Profiling Server	150,000	33,000.00	Processor	4
Data Quality Parsing and Standardization Server	150,000	33,000.00	Processor	4

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Application Management				
Application Management Suite for Oracle E-Business Suite Applications	400	88.00	Named User Plus	200
	20,000	4,400.00	Processor	4
Application Testing				
Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	not applicable
Functional Testing Suite Advanced Pack for Oracle E-Business Suite	6,000	1,320.00	Named User Plus	not applicable
Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50
Application Integration Architecture				
Application Integration Architecture Foundation Pack	46,000	10,120.00	Processor	1
	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Communications	46,000	10,120.00	Processor	1
	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Insurance	46,000	10,120.00	Processor	1
	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Utilities	46,000	10,120.00	Processor	1
	920	202.40	Named User Plus	1
Agile Product Lifecycle Management Integration Pack for Oracle E-Business Suite: Design to Release	70,000	15,400.00	Processor	1
Agile Product Lifecycle Management Integration Pack for SAP: Design to Release	50,000	11,000.00	Processor	1
Communications Billing and Revenue Management Integration Pack for Oracle E-Business Suite: Revenue Accounting	35,000	7,700.00	Processor	1
Demantra Sales and Operations Planning Integration to Hyperion Planning	35,000	7,700.00	Processor	1
Design to Release Integration Pack for Agile Product Lifecycle Management and JD Edwards EnterpriseOne	70,000	15,400.00	Processor	1
Driver Management Integration Pack for Oracle Transportation Management and Oracle E-Business Suite	70,000	15,400.00	Processor	1
Enterprise Taxation Management Integration for Oracle E-Business Suite Financials General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
Financial Management Integration Pack for Oracle Transportation Management and Oracle E-Business Suite	70,000	15,400.00	Processor	1
Financial Operations Control Integration Pack for Oracle Retail Merchandise Operations Management and E-Business Suite Financials	70,000	15,400.00	Processor	1
Lead to Order Integration Pack for Oracle CRM On Demand and Oracle E-Business Suite	35,000	7,700.00	Processor	1
Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business Suite and Siebel CRM	105,000	23,100.00	Processor	1
Customer Master Data Management Integration Base Pack	15,000	3,300.00	Processor	1
Customer Master Data Management Integration Option	10,000	2,200.00	Processor	1
Product Master Data Management Integration Base Pack	15,000	3,300.00	Processor	1
Product Master Data Management Integration Option	10,000	2,200.00	Processor	1
Siebel Call Center Integration Pack for Oracle Adverse Event Reporting System	35,000	7,700.00	Processor	1
Siebel CRM Integration to Oracle Incentive Compensation	35,000	7,700.00	Processor	1
Siebel CRM Integration Pack for Oracle Order Management	105,000	23,100.00	Processor	1
Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
Interaction Center Technology				
Advanced Inbound Telephony	1,145	251.90	Workstation	50
Advanced Outbound Telephony	1,145	251.90	Workstation	50
Scripting	695	152.90	Workstation	50
Email Center	2,295	504.90	Workstation	50
Other				
Applications Read-Only User (Licensed per product for Financials, Purchasing, Project Costing, Service Contracts, Project Contracts, Sales Contracts, Discrete Manufacturing, or Process Manufacturing)	1,725	379.50	Application Read-Only User	1
Exchange Marketplace	5,800	1,276.00	$M Annual Transaction Volume	300

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
User Productivity Kit				
User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
User Productivity Kit Standard	90	19.80	Application User	50
User Productivity Kit Standard	45	9.90	Employee	500
User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
User Productivity Kit Professional	100	22.00	Application User	50
User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Marketing and Sales				
Oracle E-Business Suite UPK for Oracle Incentive Compensation				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Channel Revenue Management				
Oracle E-Business Suite UPK for Oracle Price Protection				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Order Management				
Oracle E-Business Suite UPK for Order Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Shipping Execution				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Logistics				
Oracle E-Business Suite UPK for Inventory				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Warehouse Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Supply Chain Planning				
Oracle E-Business Suite UPK for Oracle Advanced Supply Chain Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Rapid Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Inventory Optimization				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Global Order Promising				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Collaborative Planning				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Service Parts Planning				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Strategic Network Optimization				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Demantra UPK for Demantra Demand Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Demantra UPK Fundamentals for Demantra Demand Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Demantra UPK for Demantra Real-Time Sales and Operations Planning				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Demantra UPK for Demantra Predictive Trade Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Demantra UPK for Demantra Deduction and Settlement Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Procurement				
Oracle E-Business Suite UPK Purchasing				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Sourcing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK iSupplier Portal				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK iProcurement				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
User Productivity Kit Content Materials for Manufacturing				
Oracle E-Business Suite UPK for Work in Process				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Discrete Manufacturing Bills of Material				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Discrete Manufacturing, Engineering				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Discrete Manufacturing Quality				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Manufacturing Execution System for Discrete Manufacturing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Flow Manufacturing, Electronic Kanban				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Process Manufacturing: Product Development				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Process Manufacturing Process Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Process Manufacturing: Process Execution				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Process Manufacturing, Process Quality				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Process Manufacturing: System Administration				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Manufacturing Execution System for Process Execution				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Process Manufacturing Regulatory Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Manufacturing Operations Center				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Asset Lifecycle Management				
Oracle E-Business Suite UPK for Oracle Enterprise Asset Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit Content Materials for Service				
Oracle E-Business Suite UPK for Oracle Service Contracts				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Field Service				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Depot Repair				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle iSupport				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Projects				
Oracle E-Business Suite UPK for Project Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Billing				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Resource Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Project Foundation				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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Oracle E-Business Suite Applications Component Global Price List

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User Productivity Content Materials for Product Lifecycle Management				
Agile UPK for Agile Administrator				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Collaboration				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Governance and Compliance				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Cost Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Quality Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Product Portfolio Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK Fundamentals for Product Lifecycle Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Customer Needs Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Material and Equipment Management for Pharmaceuticals				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Agile UPK for Agile Recipe Management for Pharmaceuticals				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Financials				
Oracle E-Business Suite UPK Payables				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Receivables				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK General Ledger				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle E-Business Suite UPK Financials Centralized Solution Set				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Assets				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Advanced Collections				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Internet Expenses				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle U.S. Federal Financials				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Human Resources				
Oracle E-Business Suite UPK Human Resources				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Self-Service Human Resources				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Compensation Workbench				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for iRecruitment				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Payroll				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Performance Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK Time and Labor				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Learning Management				
Oracle E-Business Suite UPK for Learning Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Master Data Management				
Oracle E-Business Suite UPK for Oracle Site Hub				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Product Hub				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable

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Oracle E-Business Suite Applications Component Global Price List

	License Price	Software Update License & Support	Metric	Minimum
User Productivity Kit Content Materials for Public Sector/University				
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Purchasing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Sourcing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle iSupplier Portal				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Procurement Contracts				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle iProcurement				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Financial Services				
Oracle E-Business Suite UPK for Oracle Lease and Finance Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for High Tech				
Oracle E-Business Suite UPK for Shop Floor Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Aerospace, Defense and Transportation				
Oracle E-Business Suite UPK for Oracle Complex Maintenance, Repair, and Overhaul				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Other User Productivity Kit Content Materials				
Oracle E-Business Suite UPK Fundamentals for Oracle E-Business Suite				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for Oracle Install Base				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle E-Business Suite UPK for E-Business Suite Tools and Technologies				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Vertical Applications				
Communications/Utilities				
CRL Financial Management	287,500	63,250.00	Module	1
	0.2900	0.0638	Per Subscriber Thereafter	1
Telco Provisioning	287,500	63,250.00	Module	1
	1.75	0.3850	Per Subscriber Thereafter	1
Number Portability	287,500	63,250.00	Module	1
	12	2.64	Ported Number/Year	1
Telecommunications Billing Integrator	6	1.32	Employee	50,000
Public Sector/University				
Grants	4,595	1,010.90	Application User	5
Loans	4,595	1,010.90	Application User	10
Contract Lifecycle Management for Public Sector	19,995	4,398.90	Application User	10
Financial Services				
Financial Services Funds Transfer Pricing	12,500	2,750.00	$B in Total Assets	30
Financial Services Asset Liability Management	12,500	2,750.00	$B in Total Assets	30
Financial Services Analytical Applications Infrastructure	5,000	1,100.00	$B in Total Assets	30
Financial Services Profitability Management	12,500	2,750.00	$B in Total Assets	30
Financial Services Pricing Management, Transfer Pricing Component	12,500	2,750.00	$B in Total Assets	30
Financial Services Provisioning	0.2300	0.0506	Service Order Line	50,000
Lease and Finance Management	2,300	506.00	$M Managed Assets	500
High Tech				
Shop Floor Management	2,300	506.00	$M Cost of Goods Sold	30
Supply Chain Trading Connector for RosettaNet	57,500	12,650.00	PIP	2
Aerospace, Defense and Transportation				
Complex Maintenance, Repair & Overhaul	17,300	3,806.00	Application User	10

	Subscription	Licensing Metric	Frequency	Minimum
Oracle Education Subscription				
iLearning Subscription*	55	Hosted Named User	Yearly	$5,000.00

* At the minimum, the customer must license a number of Named Users and Months that are equal to 5,000 USA (Dollar).

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list.

The list support price for term licenses is 22% of the list perpetual license fee, as listed in the price list. The term license percentages are not applied to the list support price.

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DEFINITIONS

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integrations, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: TimesTen Application-Tier Database Cache, and TimesTen Application-Tier Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.1

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.2

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.3

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.4

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.5

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.6

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. Applications Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

Application Read-Only User: is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses, regardless of whether the individual is actively using the programs at any given time.

Collaboration Program User: is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. For the purposes of counting and licensing the number of Real-Time Collaboration users, a Collaboration Program User within your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to your company and attending a web conference are not required to be licensed.

Annual Transaction Volume: is defined as the U.S. dollar denominated total value of all purchase orders transacted and all auctions conducted through the Oracle Exchange Platform by you and others during the applicable year of the Oracle Exchange Platform license regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12-month period. You may not exceed the licensed number of CRF pages during any 12-month period unless you acquire additional CRF pages licenses from us.

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DEFINITIONS (Continued)

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product with which the software product is required to interface.

Warehouse Builder Connector: is defined as a software product that connects an Oracle database where the Oracle Warehouse Builder code is deployed, to an external product (e.g., SAP). A unique connector is required for each distinct external product for which the Oracle database is required to interface.

Cost of Goods Sold: is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Customer: is defined as the customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

Electronic Order Line: is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the Oracle Programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Employee User: is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Entry: is defined as a unique item (e.g., object, person, entity or item of information) stored within the programs. Replicated entries stored within the program on multiple servers are counted as a single entry.

Expense Report: is defined as the total number of expense reports processed by the iExpenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

FTE Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Invoice Line: is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from us.

Module: is defined as each production database running the programs.

Monitored User: is defined as an individual who is monitored by an Analytics program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time.

Individual users who are licensed for an Analytics program by either Named User Plus or Application User may not be licensed by Monitored User.

For the purpose of the Usage Accelerator Analytics program, every user of your licensed CRM Sales application program must be licensed.

For the purpose of the Human Resources Compensation Analytics program, all of your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Advanced Controls for E-Business Suite, Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, and Preventive Controls Governor, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Advanced Controls for PeopleSoft Enterprise, Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / programs) users (individuals) that the program monitors.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not li, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Partner Organization: is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application.. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For purposes of the Site Hub application, a record will be defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub application. A site database record is a unique site (e.g., an asset, a building, part of a building, such as a store or a franchise within the store, an ATM, etc.) which is stored as a site in the Oracle Site Hub product.

For the purpose of Oracle Supplier Lifecycle Management and Oracle Supplier Hub applications, a record is a unique business entity or company record, which is stored as Supplier in AP_SUPPLIERS table of the Oracle Supplier Lifecycle Management and Oracle Supplier Hub products.

For all programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at _http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

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DEFINITIONS (Continued)

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Service Order Line: is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from us.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider, or (d) a live connected utility meter . The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Tape Drive: Tape drives are defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

Trainee: is defined as an employee, contractor, student or other person who is being recorded by the program.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the program documentation.

Workstation: is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

$B in Total Assets: is defined as one billion US dollars (insert equivalent amount of local currency in these parens using the corporate treasury exchange rate found on eSource. Check http://esource.oraclecorp.com License > Pricing > Price List > Exchange Rates) of your latest published or internally available "Total Asset Value" defined per GAAP policies as disclosed in your annual report and/or regulatory filings.

$M Freight Under Management: is defined as one million U.S. dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

$M in Revenue: is defined as one million United States dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$M in Managed Assets: is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

$M Revenue Under Management: is defined as one million U.S. dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:
http://edelivery.oracle.com

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

North American Payroll Tax Updates

North American Payroll Tax Updates is available for programs in the Sustaining Support phase of Oracle's product support lifecycle. Customers who acquire North American Payroll Tax Updates will receive a tax year of tax updates for Oracle payroll applications. North American Payroll Tax Updates is available for $50,000 per annum. This service does not attract the eBusiness Discount, and will not be pro-rated to partial years.

In order to acquire North American Payroll Tax Updates, programs must be currently supported with Software Update License & Support.

North American Payroll Tax Updates is not available in all countries or for all programs. Please contact your Support Sales Representative for service availability.

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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Oracle Software Investment Guide

Siebel CRM Pricing

April 14, 2014

Prices in USA (Dollar)

Siebel Pricing and Quoting Notes

- For each Employee user, Siebel modules must be licensed at the same level or less then the Siebel base application. For Example, if the customer licensed 100 Siebel CRM Base, then Siebel Contracts must have a quantity of 100 or less--not more then 100. This rule applies only to modules using the Application User metric.
- Customers using the Siebel SEA repository DO NOT have the industry options available to them. Only the Siebel CRM Base and Siebel CRM options are available in the SEA repository. Customers wishing to use Siebel industry functionality must have implemented the Siebel SIA repository--which they may do without triggering a licensing migration or any additional purchase.
- Technology products: There are NO technology products included with Siebel licenses. Any required technology, Oracle or otherwise, must be licensed separately.

Siebel CRM Applications

Siebel CRM Applications Pricing
Siebel Base Applications

Every Siebel customer must license, at a minimum, one Siebel CRM Base Application. Typically, each employee user of Siebel applications requires a base. Start by selecting the Siebel CRM Base for each Siebel user. All users requiring a base must license the Siebel CRM Base. Then, if the customer requires industry specific functionality, select the industry base option(s) that most appropriately meet customer needs--in addition to the CRM Base. Note that if the customer requires an industry solution, all users must have an industry base option and the Siebel CRM Base (exceptions require HQAPP approval).

For Existing Customers running Siebel v8.0 or earlier

Customers using the Siebel SEA repository DO NOT have the industry options available to them. Only the Siebel CRM Base and Siebel CRM options are available in the SEA repository. Customers wishing to use Siebel industry functionality must have implemented the Siebel SIA repository--which they may do without triggering a licensing migration or any additional purchase.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Base Applications				
Siebel CRM Base	3,750	825.00	Application User	
Siebel Communications, Media and Energy CRM Base Option	400	88.00	Application User	
Siebel Financial Services CRM Base Option	400	88.00	Application User	
Siebel Life Sciences CRM Base Option	400	88.00	Application User	
Siebel Manufacturing CRM Base Option	400	88.00	Application User	
Siebel Distribution CRM Base Option	400	88.00	Application User	
Siebel Public Sector CRM Base Option	400	88.00	Application User	
Siebel CRM Tools and Servers				
Siebel Tools	20,000	4,400.00	Application User	
Siebel Test Automation Interfaces	5,800	1,276.00	Application User	
Siebel Web UI Dynamic Developer Kit	5,800	1,276.00	Application User	
Siebel Server Extensions for UNIX	1,150	253.00	Computer	
Application Testing				
Oracle Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	
Oracle Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50

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Prices in USA (Dollar)

Siebel CRM Applications Pricing
Siebel CRM - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM General				
Siebel Advanced Market Development Funds	500	110.00	Application User	
Siebel Anywhere	200	44.00	Application User	
Siebel Server Sync - Microsoft Exchange Server	120	26.40	Application User	
Siebel Content Publishing	120	26.40	Application User	
Siebel Contracts	700	154.00	Application User	
Siebel CRM Desktop	300	66.00	Application User	
Siebel CTI	200	44.00	Application User	
Siebel Customer Content	350	77.00	Application User	
Siebel Data Quality	120	26.40	Application User	
Siebel Employee Self-Service	120	26.40	Application User	
Siebel Events Manager	350	77.00	Application User	
Siebel Forecasting	300	66.00	Application User	
Siebel Handheld	575	126.50	Application User	
Siebel HelpDesk Online	60	13.20	Application User	
Siebel Lead Management	230	50.60	Application User	
Siebel Mobile	575	126.50	Application User	
Siebel Mobile Sales Assistant Data Access	575	126.50	Application User	
Siebel Mobile Connector	300	66.00	Application User	
Siebel Partner Manager	500	110.00	Application User	
Siebel Remote Client	300	66.00	Application User	
Siebel Signature Capture Tool	60	13.20	Application User	
Siebel Smart Answer Connector	200	44.00	Application User	
Siebel SmartScript	300	66.00	Application User	
Siebel Territory Management	575	126.50	Application User	
Siebel Time and Expense Reporting	120	26.40	Application User	
Siebel Wireless	575	126.50	Application User	
Siebel Connector for Satmetrix Exchange	60	13.20	Application User	
Siebel CRM Customer Order Management				
Siebel Advisor	1,600	352.00	Application User	
Siebel Configurator Administration Server	115,000	25,300.00	Computer	
Siebel Configurator Runtime	2,200	484.00	Application User	
Siebel Customer Order Management Administration Server	230,000	50,600.00	Customer	
Siebel Customer Order Management Administrator	5,800	1,276.00	Application User	
Siebel Dynamic Catalog	1,000	220.00	Application User	
Siebel Dynamic Pricer	1,400	308.00	Application User	
Siebel Quote and Order Capture	1,150	253.00	Application User	
Siebel Quotes	460	101.20	Application User	
Siebel CRM Sales				
Oracle Business Approvals Connector for Sales Managers	350	77.00	Application User	25
Siebel Enterprise Selling Process (ESP)	200	44.00	Application User	
Siebel Portfolio Management Process (PMP)	200	44.00	Application User	
Siebel Proposals and Presentations	400	88.00	Application User	
Siebel Target Account Selling (TAS)	200	44.00	Application User	
Siebel CRM Service				
Siebel Asset Management	350	77.00	Application User	
Siebel Change Management	230	50.60	Application User	
Siebel Email Response	800	176.00	Application User	
Siebel Field Service	575	126.50	Application User	
Siebel HelpDesk Option	500	110.00	Application User	
Siebel Quality Management	300	66.00	Application User	
Siebel Smart Answer for Service	1,050	231.00	Application User	

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Siebel CRM Pricing

Prices In USA (Dollar)

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Field Service				
Siebel Barcode	120	26.40	Application User	
Siebel Logistics Manager	300	66.00	Application User	
Siebel Preventive Maintenance	200	44.00	Application User	
Siebel Repair	200	44.00	Application User	
Siebel Scheduling	400	88.00	Application User	
Oracle Real-Time Scheduler	2,650	583.00	Field Resource	40
Siebel CRM Marketing Automation				
Siebel Campaign Management	2,530	556.60	Application User	
Siebel Email/Web Offer Designer	175	38.50	Application User	
Siebel Email Marketing Server	115,000	25,300.00	Computer	
Siebel Marketing Resource Manager	230	50.60	Application User	
Siebel CRM Marketing Server				
Siebel Marketing Server - up to 500,000 records	172,500	37,950.00	Computer	
Siebel Marketing Server - up to 1,000,000 records	230,000	50,600.00	Computer	
Siebel Marketing Server - up to 3,000,000 records	316,500	69,630.00	Computer	
Siebel Marketing Server - up to 5,000,000 records	402,500	88,550.00	Computer	
Siebel Marketing Server - up to 10,000,000 records	490,000	107,800.00	Computer	
Siebel Marketing Server - unlimited records	575,000	126,500.00	Computer	
Siebel CRM Loyalty				
Siebel CRM Loyalty applications are only available to customers using the Siebel SIA repository. Customers using the SEA repository must first move to the SIA repository.				
Siebel Loyalty Engine Standard Edition	46,000	10,120.00	100K Member Records	5
Siebel Loyalty Engine Multi-Partner Edition	105,000	23,100.00	100K Member Records	5
Siebel Loyalty In-Store Engine	115	25.30	Retail Register	500
Siebel Loyalty Manager	1,150	253.00	Application User	
Siebel Loyalty Member Services Representative	575	126.50	Application User	
Siebel CRM Warranty				
Siebel Warranty Claims	1,500	330.00	Application User	10
Siebel Warranty Validation Server	100,000	22,000.00	Computer	2
Siebel Warranty Processing	3,000	660.00	1,000 Claims	
Siebel Warranty Management Administrator	25,000	5,500.00	Application User	2

Siebel CRM Applications Pricing

Siebel CRM - Employee Applications Not Requiring a Base

Note that while these modules do not require a base application for the individual user, the customer must license some number of base applications.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Not Requiring a Base - General				
Siebel Content Publishing	120	26.40	Application User	
Siebel Customer Content	350	77.00	Application User	
Siebel Handheld Stand Alone	1,150	253.00	Application User	
Siebel HelpDesk	1,150	253.00	Application User	
Siebel CRM Not Requiring Base - Marketing and Loyalty				
Siebel Loyalty Service Agent Console	2,700	594.00	Application User	
Siebel Segment Manager Stand Alone	2,900	638.00	Application User	
Siebel CRM Not Requiring Base - Customer Order Management				
Siebel Configurator Administration Server	115,000	25,300.00	Computer	
Siebel Customer Order Management Administration Server	230,000	50,600.00	Customer	
Siebel Order Validation Engine	0.2300	0.0500	Electronic Order Line	
Siebel CRM Not Requiring Base - HelpDesk				
Siebel Asset Management	350	77.00	Application User	
Siebel Change Management	230	50.60	Application User	
Siebel HelpDesk Online	60	13.20	Application User	

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Siebel CRM Applications Pricing

Siebel CRM - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Self-Service				
Siebel E-Commerce	345,000	75,900.00	Processor	2
Siebel E-Support	172,500	37,950.00	Processor	2
Siebel Configurator Runtime for E-Commerce	115,000	25,300.00	Processor	2
Siebel Dynamic Pricer for E-Commerce	57,500	12,650.00	Processor	2
Siebel CRM Customer Portal				
Siebel eCustomer	172,500	37,950.00	Processor	
Siebel eSales	115,000	25,300.00	Processor	
Siebel eService	57,500	12,650.00	Processor	
Siebel Web Marketing	34,500	7,590.00	Processor	
Siebel Loyalty Customer Portal	11,500	2,530.00	Processor	
Siebel CRM Customer Portal Modules				
Siebel Advisor for Customers	46,000	10,120.00	Processor	
Siebel Configurator Runtime for Customers	57,500	12,650.00	Processor	
Siebel Content Publishing for Customers	5,800	1,276.00	Processor	
Siebel Dynamic Pricer for Customers	46,000	10,120.00	Processor	
Siebel Events	30,000	6,600.00	Processor	
Siebel Self-Service Wireless for Customers	17,300	3,806.00	Processor	
Siebel SmartScript for Customers	11,500	2,530.00	Processor	
Siebel CRM Customer Modules not Requiring a Customer Portal				
Siebel Advisor Stand Alone	57,500	12,650.00	Processor	

Siebel CRM Applications Pricing

Siebel CRM - Partner Applications

For each Partner user, Siebel partner options must be licensed at the same level or less then the Siebel Partner Portal. For Example, if the customer licensed 100 Siebel Partner Portal then Siebel Partner Commerce must have a quantity of 100 or less. This rule applies only to options using the Registered User metric.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Partner Portal				
Siebel Partner Portal	500	110.00	Registered User	
Siebel Loyalty Partner Portal	230	50.60	Registered User	
Siebel CRM Partner Portal Modules				
Siebel Advanced Market Development Funds for Partners	350	77.00	Registered User	
Siebel Advisor for Partners	150	33.00	Registered User	
Siebel Anywhere for Partners	200	44.00	Registered User	
Siebel Basic Pricer for Partners	120	26.40	Registered User	
Siebel Campaign Management for Partners	700	154.00	Registered User	
Siebel Campaigns for Partners	120	26.40	Registered User	
Siebel Configurator Runtime for Partners	575	126.50	Registered User	
Siebel Content Publishing for Partners	60	13.20	Registered User	
Siebel Customer Order Management Administrator for Partners	1,150	253.00	Registered User	
Siebel Dynamic Pricer for Partners	350	77.00	Registered User	
Siebel Field Service for Partners	350	77.00	Registered User	
Siebel Forecasting for Partners	120	26.40	Registered User	
Siebel Logistics Manager for Partners	120	26.40	Registered User	
Siebel Marketing Resource Manager for Partners	120	26.40	Registered User	
Siebel Partner Commerce	400	88.00	Registered User	
Siebel PRM Wireless	175	38.50	Registered User	
Siebel Proposals and Presentations for Partners	175	38.50	Registered User	
Siebel Remote Client for Partners	120	26.40	Registered User	
Siebel SmartScript for Partners	120	26.40	Registered User	
Siebel Warranty for Partners	300	66.00	Registered User	
Siebel CRM Partner Modules Not Requiring Partner Portal				
Siebel PRM Wireless Stand Alone	400	88.00	Registered User	

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Siebel CRM Applications Pricing
Siebel CRM Web Channel

Siebel CRM Web Channel is intended for customers that have an existing Siebel implementation and have a functionality hole or two they need to fill that cannot easily be filled any other way. Siebel CRM Web Channel should never be used where standard Siebel licensing is available.

Siebel CRM Web Channel requires, at a minimum, the customer license one User of Siebel Tools and 100 user of Siebel CRM Base or equivalent.

A licensed user of a Siebel CRM Base does not require additional Web Channel licensing as the Web Channel deployment option is included in their license. Siebel CRM Web Channel pricing is available for Siebel CRM objects as well as Siebel Industry objects and all quote the same set of products.

Siebel CRM Web Channel pricing is designed for Siebel customers who desire to extend the usefulness of their Siebel deployment by providing additional users access to Siebel Business Objects with defined methods, events, and data and reuse Siebel Business Objects and project Siebel Data through an independent User Interface via:

- Built-in scripting of Siebel objects using Siebel VB, Siebel eScript, and Browser Script
- Component Object Model (COM) using the Siebel Web Client Automation Server, Siebel COM Data Control, Siebel COM Data Server, and Siebel Mobile/Dedicated Web Client Automation Server
- CORBA using Siebel CORBA Object Manager
- Java or J2EE using Siebel Java Data Bean, JMS or JCA
- HTTP-based Integration Objects
- Transport technologies such as: MQ Series, MSMQ, BizTalk, OLE DB

Siebel CRM Web Channel user capabilities include:

- Full access to the data model corresponding to the business objects licensed
- Reduced access to specialized application behavior, especially within specialized applet classes
- Ability to customize and extend application behavior via Siebel business services and scripting

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel CRM Web Channel				
Siebel CRM Web Channel for Employees- up to 15 Objects	700	154.00	Application User	
Siebel CRM Web Channel for Customers- up to 15 Objects	69,000	15,180.00	Processor	

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Siebel Communications, Media and Energy Applications Pricing
Siebel Communications, Media and Energy - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Communications, Media and Energy General				
Siebel CME Contracts	700	154.00	Application User	
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Premises	175	38.50	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Work Orders	175	38.50	Application User	
Siebel Communications, Media and Energy Customer Order Management				
Siebel Bulk Order Capture	750	165.00	Application User	
Siebel Bulk Orders Administration Server	115,000	25,300.00	Customer	
Siebel CME Quote and Order Capture	1,500	330.00	Application User	
Siebel Multisite Ordering	595	130.90	100 Sites	300
Siebel Promotion Groups	750	165.00	Application User	
Siebel Communications, Media and Energy Sales				
Siebel Call Reports	120	26.40	Application User	
Siebel Design Opportunity Management	300	66.00	Application User	
Siebel Field Service Assets	175	38.50	Application User	
Siebel Pricing Authorization Management	200	44.00	Application User	
Siebel Pricing Claims Server - Up to 20 Users	115,000	25,300.00	Computer	
Siebel Communications, Media and Energy Service				
Siebel Billing Management	175	38.50	Application User	
Siebel Credit Management	175	38.50	Application User	
Siebel Fraud Management	120	26.40	Application User	
Siebel Price Comparison	2,500	550.00	Application User	

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Siebel Communications, Media and Energy Applications Pricing
Siebel Communications, Media and Energy - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Communications, Media and Energy Self-Service				
Siebel Communications E-Commerce	415,000	91,300.00	Processor	2
Siebel Communications E-Support	210,000	46,200.00	Processor	2
Siebel Communications, Media and Energy Customer Portal				
Siebel CME eCustomer	175,000	38,500.00	Processor	
Siebel CME eSales	115,000	25,300.00	Processor	
Siebel CME eService	57,500	12,650.00	Processor	
Siebel CME Web Marketing	34,500	7,590.00	Processor	
Siebel Communications, Media and Energy Customer Portal Modules				
Siebel Price Comparison for Customers	57,500	12,650.00	Processor	
Siebel CME Quote and Order Capture for Customers	40,000	8,800.00	Processor	

Siebel Communications, Media and Energy Applications Pricing
Siebel Communications, Media and Energy - Partner Applications

For each Partner user, Siebel partner options must be licensed at the same level or less then the Siebel CME Partner Portal. For Example, if the customer licensed 100 Siebel CME Partner Portal then Siebel CME Partner Commerce must have a quantity of 100 or less. This rule applies only to options using the Registered User metric.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Communications, Media and Energy Partner Portal				
Siebel CME Partner Portal	525	115.50	Registered User	
Siebel Communications, Media and Energy Partner Portal Modules				
Siebel CME Partner Commerce	400	88.00	Registered User	
Siebel Bulk Order Capture for Partners	175	38.50	Registered User	
Siebel Credit Management for Partners	60	13.20	Registered User	
Siebel Design Opportunity Management for Partners	120	26.40	Registered User	
Siebel Fraud Management for Partners	60	13.20	Registered User	
Siebel Pricing Authorization Management for Partners	175	38.50	Registered User	
Siebel Promotion Groups for Partners	175	38.50	Registered User	
Siebel CME Quote and Order Capture for Partners	400	88.00	Registered User	

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Siebel Financial Services Applications Pricing
Siebel Financial Services Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Financial Services General				
Siebel Customer Relationship Console - HTML	850	187.00	Application User	
Siebel Finance Events Manager	400	88.00	Application User	
Siebel Financial Accounts	200	44.00	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Financial Services Proposals and Presentations	400	88.00	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Financial Services Customer Order Management				
Siebel Financial Services Customer Order Management for Banking	1,500	330.00	Application User	
Siebel Financial Services Quote and Order Capture	1,150	253.00	Application User	
Siebel Financial Services Quotes	460	101.20	Application User	
Siebel Financial Services Sales				
Siebel Call Reports	120	26.40	Application User	
Siebel Needs Analysis/Applications - Non credit	200	44.00	Application User	
Siebel Financial Services Finance Line of Business				
Siebel Collections	575	126.50	Application User	
Siebel Commercial Banking Loan Approval	300	66.00	Application User	
Siebel Corporate and Commercial Banking	200	44.00	Application User	
Siebel Credit Origination	260	57.20	Application User	
Siebel Institutional Sales and Research	300	66.00	Application User	
Siebel Investment Banking	200	44.00	Application User	
Siebel Investment Management	300	66.00	Application User	
Siebel Retirement/Pension Management	300	66.00	Application User	
Siebel Small Business Banking	200	44.00	Application User	
Siebel Wealth Management	300	66.00	Application User	
Siebel Financial Services Healthcare				
Siebel Group Coverage	300	66.00	Application User	
Siebel Healthcare Providers and Facilities	200	44.00	Application User	
Siebel Individual Coverage	180	39.60	Application User	
Siebel Financial Services Insurance				
Siebel Group Pensions	300	66.00	Application User	
Siebel Group Policies	300	66.00	Application User	
Siebel Individual Life and Annuities	175	38.50	Application User	
Siebel Personal Lines Claims	230	50.60	Application User	
Siebel Personal Lines Policies	300	66.00	Application User	
Siebel Financial Services Insurance Service				
Siebel Insurance Field Service	575	126.50	Application User	

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Siebel Financial Services Applications Pricing
Siebel Financial Services - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Financial Services Customer Portal				
Siebel Financial Services eCustomer	172,500	37,950.00	Processor	
Siebel Financial Services eSales	115,000	25,300.00	Processor	
Siebel Financial Services eService	57,500	12,650.00	Processor	
Siebel Financial Services Web Marketing	34,500	7,590.00	Processor	
Siebel Enrollment Portal	70,000	15,400.00	Processor	
Siebel Financial Services Customer Portal Modules				
Siebel Finance Events	40,000	8,800.00	Processor	

Siebel Financial Services Applications Pricing
Siebel Financial Services - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Financial Services Partner Portal				
Siebel Agent Portal	500	110.00	Registered User	
Siebel Finance Partner Portal	500	110.00	Registered User	
Siebel Service Provider Portal	175	38.50	Registered User	
Siebel Financial Services Agent Portal Options				
Siebel Individual and Group Coverage for Partners	120	26.40	Registered User	
Siebel Life and Pensions for Partners	120	26.40	Registered User	
Siebel P&C Claims for Partners	120	26.40	Registered User	
Siebel P&C Policies for Partners	175	38.50	Registered User	
Siebel Financial Services Partner Portal Modules				
Siebel Financial Services Proposals and Presentations for Partners	175	38.50	Registered User	

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Siebel Life Sciences Applications Pricing

Siebel Life Sciences - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences General				
Siebel Advanced Contracts	1,450	319.00	Application User	
Siebel Business Rules	400	88.00	Application User	
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Managed Care	1,150	253.00	Application User	
Siebel Managed Care Profile	300	66.00	Application User	
Siebel Medical Education	200	44.00	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Opportunities and Contracts	300	66.00	Application User	
Siebel Pharma Campaigns	575	126.50	Application User	
Siebel Prescription Analysis	300	66.00	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Samples	300	66.00	Application User	
Siebel Life Sciences Sales				
Siebel Design Opportunity Management	300	66.00	Application User	
Siebel Pricing Authorization Management	200	44.00	Application User	
Siebel Pricing Claims Server-Up to 20 Users	115,000	25,300.00	Computer	
Siebel Life Sciences Service				
Siebel Collections	575	126.50	Application User	
Siebel Life Sciences Medical Sales				
Siebel Medical Handheld	700	154.00	Application User	
Siebel Medical Inventory Management	300	66.00	Application User	
Siebel Life Sciences Medical Service				
Siebel Medical Field Service	575	126.50	Application User	
Siebel Life Sciences Pharma Sales				
Siebel Pharma Handheld	700	154.00	Application User	
Siebel Signature Capture	120	26.40	Application User	
Siebel Life Sciences Pharma Marketing Server				
Siebel Pharma Marketing Server-First Brand	1.15	0.2500	Customer Record	
Siebel Pharma Marketing Server-Additional Brand	1.15	0.2500	Customer Record	
Siebel Pharma Marketing Server-Unlimited Brands – Unlimited records	345,000	75,900.00	Processor	

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Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Employee Applications Not Requiring a Base

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences not requiring a Base - General				
Siebel Medical Handheld Stand Alone	1,350	297.00	Application User	
Siebel Pharma Handheld Stand Alone	1,350	297.00	Application User	
Siebel Life Sciences Medical Handheld Stand Alone Modules				
Siebel Medical Inventory Management	300	66.00	Application User	
Siebel Life Sciences Pharma Handheld Stand Alone Modules				
Siebel Expense Reports for Handheld Stand Alone	115	25.30	Application User	
Siebel Medical Education for Handheld Stand Alone	115	25.30	Application User	
Siebel Samples for Handheld Stand Alone	175	38.50	Application User	
Siebel Signature Capture Stand Alone	115	25.30	Application User	

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences Customer Portal				
Siebel Pharma eService	80,000	17,600.00	Processor	
Siebel Life Sciences Pharma eService Modules				
Siebel MedEd for Customers	29,000	6,380.00	Processor	
Siebel Samples for Customers	29,000	6,380.00	Processor	
Siebel Details	175	38.50	Application User	
Siebel Details – Server capacity for an additional 10 concurrent users	27,500	6,050.00	Computer	
Siebel Details – Server capacity for an additional 50 concurrent users	55,000	12,100.00	Computer	
Siebel Details – Server capacity for an additional 100 concurrent users	90,000	19,800.00	Computer	
Siebel Details – Server capacity for an additional 200 concurrent users	126,500	27,830.00	Computer	

Siebel Life Sciences Applications Pricing
Siebel Life Sciences - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Life Sciences Partner Portal Modules				
Siebel Delegated Business Rules for Partners	175	38.50	Registered User	
Siebel Design Opportunity Management for Partners	120	26.40	Registered User	
Siebel Details	175	38.50	Application User	
Siebel Details – Server capacity for an additional 10 concurrent users	27,500	6,050.00	Computer	
Siebel Details – Server capacity for an additional 50 concurrent users	55,000	12,100.00	Computer	
Siebel Details – Server capacity for an additional 100 concurrent users	90,000	19,800.00	Computer	
Siebel Details – Server capacity for an additional 200 concurrent users	126,500	27,830.00	Computer	
Siebel Life Sciences Field Service for Partners	350	77.00	Registered User	
Siebel Pricing Authorization Management for Partners	175	38.50	Registered User	

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Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Manufacturing General				
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Manufacturing Automotive				
Siebel Business Rules	400	88.00	Application User	
Siebel Financial Accounts	200	44.00	Application User	
Siebel Lease End-of-Term Processing	200	44.00	Application User	
Siebel Personal Lines Claims	230	50.60	Application User	
Siebel Remarketing	575	126.50	Application User	
Siebel Title Management	120	26.40	Application User	
Siebel Vehicle Contracts	200	44.00	Application User	
Siebel Manufacturing Oil, Gas and Chemicals				
Siebel OGC Contracts	700	154.00	Application User	
Siebel OGC Quote and Order Capture	1,150	253.00	Application User	
Siebel Premises	175	38.50	Application User	
Siebel Rollup	200	44.00	Application User	
Siebel Work Orders	175	38.50	Application User	
Siebel Manufacturing Sales				
Siebel Design Opportunity Management	300	66.00	Application User	
Siebel Pricing Authorization Management	200	44.00	Application User	
Siebel Pricing Claims Server-Up to 20 User	115,000	25,300.00	Computer	
Siebel Manufacturing Automotive Sales				
Siebel Credit Origination	260	57.20	Application User	
Siebel Manufacturing Oil, Gas and Chemicals Sales				
Siebel Call Reports	120	26.40	Application User	
Siebel Manufacturing Automotive Service				
Siebel Collections	575	126.50	Application User	
Siebel Manufacturing Oil, Gas and Chemicals Service				
Siebel Billing Management	175	38.50	Application User	
Siebel Credit Management	175	38.50	Application User	
Siebel Fraud Management	120	26.40	Application User	

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Prices in USA (Dollar)

Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Manufacturing Customer Portal				
Siebel OGC eCustomer	172,500	37,950.00	Processor	
Siebel OGC eSales	115,000	25,300.00	Processor	
Siebel OGC eService	57,500	12,650.00	Processor	
Siebel OGC Web Marketing	34,500	7,590.00	Processor	
Siebel Manufacturing Oil, Gas and Chemicals Customer Portal				
Siebel OGC Quote and Order Capture for Customers	40,000	8,800.00	Processor	

Siebel Manufacturing and Distribution Applications Pricing
Siebel Manufacturing - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Manufacturing Partner Portal				
Siebel Dealer Portal	500	110.00	Registered User	
Siebel OGC Partner Portal	500	110.00	Registered User	
Siebel Manufacturing Partner Portal Modules				
Siebel Design Opportunity Management for Partners	120	26.40	Registered User	
Siebel Pricing Authorization Management for Partners	175	38.50	Registered User	
	(Each user of Dealer Portal Options requires a user of Dealer Portal)			
Siebel Manufacturing Dealer Portal Modules				
Siebel Credit Origination for Partners	260	57.20	Registered User	
Siebel Dealer Advanced Marketing	500	110.00	Registered User	
Siebel Delegated Business Rules for Partners	175	38.50	Registered User	
Siebel Financial Accounts for Partners	175	38.50	Registered User	
Siebel Remarketing for Partners	575	126.50	Registered User	
Siebel Showroom for Dealers	575	126.50	Registered User	
	(Each user requires a user of OGC Partner Portal)			
Siebel Manufacturing Oil, Gas and Chemicals Partner Portal Modules				
Siebel OGC Partner Commerce	400	88.00	Registered User	
Siebel Credit Management for Partners	60	13.20	Registered User	
Siebel Fraud Management for Partners	60	13.20	Registered User	
Siebel OGC Quote and Order Capture for Partners	230	50.60	Registered User	

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Siebel Manufacturing and Distribution Applications Pricing
Siebel Distribution - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Distribution General				
Siebel Contract Terms and Conditions	460	101.20	Application User	
Siebel Network Order Entry	460	101.20	Application User	
Siebel Distribution Consumer Goods General				
Siebel Advanced Contracts	1,450	319.00	Application User	
Siebel Consumer Goods Customer Order Management Administration Server	138,000	30,360.00	Customer	
Siebel Deductions	200	44.00	Application User	
Siebel Consumer Goods Dynamic Catalog	400	88.00	Application User	
Siebel Inventory and Order Management	1,150	253.00	Application User	
Siebel Consumer Goods Quote and Order Capture	870	191.40	Application User	
Siebel Sales Volume Planning	300	66.00	Application User	
Siebel Trade Promotions	350	77.00	Application User	
Demantra Predictive Trade Planning	1,800	396.00	$Million COGS	150
option: Demantra Trade Promotion Optimization	870	191.40	$Million COGS	150
Siebel Distribution Consumer Goods Sales				
Siebel Consumer Goods Sales Handheld	700	154.00	Application User	
Siebel Van Sales/Delivery	460	101.20	Application User	
Siebel Distribution Hospitality Sales				
Siebel Group Inventory and Execution	4,200	924.00	Application User	
Siebel Distribution Not Requiring a Base - General				
Siebel Consumer Goods Sales Handheld DSS	1,350	297.00	Application User	
Siebel Van Sales/Delivery	460	101.20	Application User	
Siebel Group Sales and Event Management	200	44.00	Guest Room	

Siebel Manufacturing and Distribution Applications Pricing
Siebel Distribution - Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Distribution Consumer Goods Partner Portal Modules				
Siebel Deductions for Partners	175	38.50	Registered User	
Siebel Sales Volume Planning for Partners	120	26.40	Registered User	
Siebel Trade Promotions for Partners	300	66.00	Registered User	

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Siebel Public Sector Applications Pricing
Siebel Public Sector - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Public Sector General				
Siebel Network Order Entry	460	101.20	Application User	

Siebel Public Sector Applications Pricing
Siebel Public Sector Customer Applications

The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Public Sector Self-Service				
Siebel Public Sector E-Support	175,000	38,500.00	Processor	2
Siebel Public Sector Customer Portal				
Siebel Public Sector eService	80,000	17,600.00	Processor	

Siebel Public Sector Applications Pricing
Siebel Public Sector Partner Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Siebel Public Sector Partner Portal				
Siebel Public Sector Partner Portal	500	110.00	Registered User	

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Complementary Applications to Siebel CRM

Siebel CRM Applications Pricing
Oracle E-Billing Applications

Licensing Oracle Self-Service E-Billing does not require also licensing any Siebel applications. The customer can run Self-Service E-Billing on its own.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Oracle Self-Service E-Billing				
Oracle Self-Service E-Billing Business Edition	10,500	2,310.00	$M in Application Annual Revenue	50
Oracle Self-Service E-Billing Consumer Edition	8	1.76	Registered User	50,000

Siebel CRM Applications Pricing
Real-Time Decisions (RTD) Applications

RTD				
Oracle Real-Time Decisions Base Application	57,500	12,650.00	Processor	
Oracle Real-Time Decisions for Siebel Intelligent Offer Generation	1,800	396.00	Application User	
Oracle Real-Time Decisions for Siebel E-Commerce	57,500	12,650.00	Processor	

Siebel CRM Applications Pricing
Oracle Policy Automation Applications

NOTE: The number of licenses required for Oracle Policy Automation Connectors is determined by counting the number of processors or application users for the OPA instances being connected to. For instance, if the customer uses Processor licenses to connect Siebel to OPA, the number of processors needed are based on the OPA instance not the Siebel instance.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Policy Automation Authoring				
Oracle Policy Modeling	100,000	22,000.00	Application User	
Policy Automation Deployment				
Oracle Policy Automation	200,000	44,000.00	Processor	
Oracle Policy Automation	1,000	220.00	Application User	500
Oracle Policy Automation for Mobile Devices	1,000	220.00	Application User	500
Oracle Policy Automation for Oracle CRM On Demand	500	110.00	Application User	50
Policy Automation General				
Oracle Policy Automation Connector for Siebel	80,000	17,600.00	Processor	
Oracle Policy Automation Connector for Siebel	400	88.00	Application User	500
Oracle Policy Automation Connector for Oracle CRM On Demand	50,000	11,000.00	Connected Instance	
Oracle Policy Automation Connector for SAP Java Connector	120,000	26,400.00	Processor	
Oracle Policy Automation Connector for SAP Java Connector	600	132.00	Application User	500

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Prices in USA (Dollar)

Siebel CRM Applications Pricing
Oracle ATG and Endeca Offerings

	License Price	Software Update License & Support	Licensing Metric	Minimum
ATG Commerce				
ATG Web Commerce	1,000,000	220,000.00	500,000 Requests per Day	
WebCenter Sites for Oracle ATG Web Commerce	80,000	17,600.00	500,000 Requests per Day	
ATG Web Commerce Merchandising	50,000	11,000.00	Application User	2
ATG Web Commerce Service Center	2,500	550.00	Application User	20
ATG Web Commerce Search	160,000	35,200.00	Processor	
ATG Developer and Administrator				
ATG Web Commerce Developer and Administrator	5,000	1,100.00	Application User	
ATG Knowledge Manager				
ATG Web Knowledge Manager	10,000	2,200.00	Application User	20
ATG Web Knowledge Manager Self-Service	200,000	44,000.00	Processor	
Endeca Search				
Endeca Guided Search	300,000	66,000.00	1,000,000 Queries per Day	
Endeca Experience Manager	200,000	44,000.00	500,000 Requests per Day	
Endeca Search Add-Ons				
Endeca Relationship Discovery	45,000	9,900.00	Processor	
Endeca Text Enrichment	15,000	3,300.00	Processor	
Endeca Text Enrichment with Sentiment Analysis	45,000	9,900.00	Processor	
Endeca Developer and Administrator				
Endeca Developer	5,000	1,100.00	Application User	

Siebel CRM Applications Pricing
Oracle Knowledge Applications

Oracle Knowledge Notes

- Oracle Knowledge Standard Edition offerings are limited to 10 moderators in the community forums and access by 250 partner organizations.
- Oracle Knowledge Standard Edition offerings do not include Industry ontologies (pre-packaged dictionaries with common industry terminology) and Guided Flows (decision tree style question-answer diagnostics).
- Oracle Knowledge Enterprise Edition customers receive everything in the Standard Edition version plus unlimited forum moderators, unlimited partner organization access, as well as industry ontologies and Guided Flows.
- Oracle Knowledge for Web Self-Service (Standard and Enterprise) include all Web Self-Service interfaces owned by the client, including the www support site, extranets for partners, agents or distributors as well as intranets for knowledge sharing.
- Oracle Knowledge for Contact Center licenses are required for all knowledge authors or other users such as approvers and reviewers contributing to knowledge creation workflows.

	License Price	Software Update License & Support	Licensing Metric	Minimum
Knowledge Enterprise Edition				
Oracle Knowledge for Contact Center Enterprise Edition	2,000	440	Application User	
Oracle Knowledge for Web Self Service Enterprise Edition	300,000	66,000	Processor	
Knowledge Standard Edition				
Oracle Knowledge for Contact Center Standard Edition	1,250	275	Application User	
Oracle Knowledge for Web Self Service Standard Edition	150,000	33,000	Processor	
Knowledge Analytics				
Oracle Knowledge Analytics	5,800	1,276	Application User	5

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Prices in USA (Dollar)

Siebel CRM Applications Pricing
Oracle ATG Click-to-Call, Live Help, and Recommendations

	Annual Fee	Support	Licensing Metric	Minimum
Click-to-Call Cloud Service				
Click-to-Call Interactions Cloud Service				
10,000 - 49,999 Interactions	600	Included	1K Interaction Credits	
50,000 - 99,999 Interactions	550	Included	1K Interaction Credits	
100,000 - 249,999 Interactions	500	Included	1K Interaction Credits	
250,000 - 499,999 Interactions	450	Included	1K Interaction Credits	
500,000 - 749,999 Interactions	400	Included	1K Interaction Credits	
750,000 - 1,449,999 Interactions	350	Included	1K Interaction Credits	
1,500,000 + Interactions	300	Included	1K Interaction Credits	
Click-to-Call Standard Telco Cloud Service	See Rate Schedule	Included	Minute	

Siebel CRM Applications Pricing
Oracle User Productivity Kit (UPK) Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
UPK				
Oracle User Productivity Kit Standard (UPK)	17,500	3,850.00	UPK Developer	
Oracle User Productivity Kit Standard (UPK)	90	19.80	Application User	50
Oracle User Productivity Kit Standard (UPK)	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500
UPK Content Materials for CRM				
Siebel UPK Fundamentals for Siebel CRM Base				
(Up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	
Siebel UPK for Oracle Customer Hubs				
(Up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	
Siebel UPK for Siebel Customer Order Management				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Loyalty				
(Up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	
Siebel UPK for Siebel Partner Manager				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Marketing				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Sales				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Service				
(Up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	
Siebel UPK for Siebel Territory Management				
(Up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	
(Over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	

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Prices in USA (Dollar)

Siebel CRM Applications Pricing
Oracle Master Data Management Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Master Data Management - Customer Hub for B2B				
Oracle Customer Hub B2B	9	1.98	Record	50,000
Oracle Customer Hub Add-on B2B for Siebel CRM and Oracle E-Business Suite	4.50	0.9900	Record	50,000
Customer Hub & Customer Hub Add-on options	*(Customer Hub options are available only with Siebel UCM)*			
option: Oracle Activity Hub B2B	3.20	0.7000	Record	50,000
option: Oracle Field Service Hub B2B	3.20	0.7000	Record	50,000
option: Oracle Marketing Hub B2B	3.20	0.7000	Record	50,000
option: Oracle Sales Hub B2B	3.20	0.7000	Record	50,000
option: Oracle Service Hub B2B	3.20	0.7000	Record	50,000
Master Data Management - Customer Hub for B2C				
Oracle Customer Hub B2C	0.4600	0.1000	Record	1,000,000
Oracle Customer Hub Add-on B2C for Siebel CRM and Oracle E-Business Suite	0.2300	0.0500	Record	1,000,000
Customer Hub & Customer Hub Add-on options	*(Customer Hub options are available only with Siebel UCM)*			
option: Oracle Activity Hub B2C	0.1600	0.0400	Record	1,000,000
option: Oracle Field Service Hub B2C	0.1600	0.0400	Record	1,000,000
option: Oracle Marketing Hub B2C	0.1600	0.0400	Record	1,000,000
option: Oracle Privacy Management Policy Hub B2C	0.3200	0.0700	Record	1,000,000
option: Oracle Sales Hub B2C	0.1600	0.0400	Record	1,000,000
option: Oracle Service Hub B2C	0.1600	0.0400	Record	1,000,000
Master Data Management - Vertical Customer Hub	*(Vertical MDM options are available only with Siebel UCM)*			
Oracle Automotive Captive Finance Customer Hub	1.60	0.3500	Record	1,000,000
Oracle Case Hub	0.3700	0.0800	Record	1,000,000
Oracle Higher Education Constituent Hub	1.30	0.2900	Record	300,000
Oracle Life Sciences Customer Hub	2.90	0.6400	Record	100,000
Master Data Management - Product Information Management (PIM)				
Oracle Product Hub	14	3.08	Record	20,000
Oracle Product Hub Add-on	7	1.54	Record	20,000
Master Data Management - Administrative & Development				
Oracle Customer Hub Data Steward	5,795	1,274.90	Application User	10
Oracle Higher Education Constituent Hub Data Steward	5,795	1,274.90	Application User	10
Oracle Product Hub Data Steward	5,795	1,274.90	Application User	20

Siebel CRM Applications Pricing
Oracle Master Data Management Applications

	License Price	Software Update License & Support	Licensing Metric	Minimum
Master Data Management - Data Quality				
Oracle Enterprise Data Quality Address Verification Server	63,300	13,926.00	Processor	4
Oracle Enterprise Data Quality Standardization and Match	275,000	60,500.00	Processor	4
Oracle Enterprise Data Quality Profile and Audit	150,000	33,000.00	Processor	4
Oracle Enterprise Data Quality Product Data Extension	150,000	33,000.00	Processor	4
Oracle Watchlist Screening	200,000	44,000.00	Processor	4

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DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. For Order Management, application users are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately by Electronic Order Line.

$M in Application Annual Revenue: is defined as one million U.S. dollars excluding taxes processed through the licensed program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

Siebel Branch Teller Services program, Siebel Internet Banking Services program, Siebel Retail Finance Foundation Services program and the Siebel Financial Transactions Workbench program, you may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the program documentation, all in accordance with the program documentation, and provided that such materials or modified materials shall be used solely with your licensed use of such programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the programs, ancillary programs, program documentation, or any other materials provided by Oracle, or to permit third parties to do so.

1,000 Claims: is defined as one thousand unique claims processed through the program during a 12 month period. A unique claim is defined as one of the following: OEM Claims entry, supplier claims entry, adjudication. Claims flow through to OPA for automated processing. **You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle.**

Connected Instance: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product that the software product is required to interface.

Cost of Goods Sold: is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

$M Cost of Goods Sold: is defined as one million U.S. dollars of the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Customer: is defined as the customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

Customer Account: is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such accounts.

Customer Record: is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that you may access using the program.

Contact Record: is defined as each database record of an individual contact that is stored in the Siebel Data Model

The **Siebel Marketing Server** program is licensed on a Computer basis together with the number of unique Customer Records that you may access using the program.

The **Siebel Pharma Marketing Server** is licensed on the basis of the number of unique Customer Records that you may access using the program together with the number of Brands that you may manage using the program.

Brand: is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

The **Siebel Details** Program includes a license for 20 Concurrent Users that authorizes you to use the program on only one Physical Server for a maximum of 20 Concurrent Users at any given time.

Electronic Order Line: is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Order Line is defined as the total number of order entry line items processed by the program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless you acquire additional Order Line licenses from Oracle.

Employee: Enterprise Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the Oracle Programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, all of the company's full-time, part-time, temporary employees and agents, contractors and consultants that are providing the outsourcing services for you who have access to, use, or are tracked by the Oracle Programs must be counted for the purposes of determining the number of Enterprise Employees.

Field Resource: is defined as dispatchers using the programs, as well as engineers, technicians, representatives or other persons scheduled by the programs.

Guest Room: is defined as the number of guest rooms managed by the program.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

1K Interaction Credits: is defined as one thousand interaction credits where one interaction credit is defined as (a) one completed Click to Call session or (b) one Click to Chat session or (c) three Email Response outbound emails sent from the Live Help Agent Console.

A Click to Call session is defined as a user initiated PC-to-phone or phone-to-phone call which is connected to a destination phone number.

A Click to Chat session is defined as a user initiated chat from any channel that is removed from a chat session queue in the Live Help Agent Console via an automatic or manual queue distribution.

An Email Response is defined as an agent reply to an inbound email or an agent-originated email. Any fraction of Email Responses less than three will be rounded up to three for purposes of license quantity requirements.

If at any time the amount of 1K Interaction Credits exceeds the licensed quantity, you are required to order additional services such that the amount of 1K Interaction Credits is equal to or less than the number of licensed quantity.

$M in Managed Assets: is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

Member Record: is defined as each unique customer loyalty program Member Record managed by the program. 100k Member Records shall mean one hundred thousand Member Records.

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Named User Plus / Named User is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Oracle VM Management Pack, and Provisioning and Patch Automation Pack, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft all users of the middleware and/or database software that support the respective application program are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Siebel, Load Testing Accelerator for Oracle E-Business Suite, and Load Testing Accelerator Application Development Framework Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Database Firewall, only the processors of the database sources which are protected or monitored must be counted for the purpose of determining the number of licenses required.

Partner Organization: is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Physical Server: is defined as each physical server on which the programs are installed.

The **Siebel Pricing Claims Server-Up to 20 Application Users** is licensed on a Physical Server basis with a limitation on the number of Application Users.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Ops Center Virtualization management Pack and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the program is running for indexing content in configured content sources as long as the foregoing is the only use of the program on all the processors installed in a given server.

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Siebel CRM Pricing

Product Catalog: is defined as a single instance of your product offerings in a tabular structure which includes product details such as name, price, category, SKU number, and other data fields. Product Catalogs must be provided from you to Oracle via File Transfer Protocol (FTP) or API feed.

For the purposes of Oracle Recommendations Single-Channel On Demand and Oracle Multi-Channel On Demand, hosting is included for one Product Catalog that includes only up to 500,000 products.

For the purposes of Oracle Recommendations Additional Catalog On Demand, a Product Catalog refers to each of your additional deployed Product Catalogs that each include only up to 500,000 products.

For the purposes of Oracle Recommendations Large Catalog On Demand, a Product Catalog refers to each of your deployed Product Catalogs that each include more than 500,000 products per Product Catalog.

If at any time the amount of Product Catalogs exceeds the licensed quantity, you are required to order additional services such that the amount of Product Catalogs is equal to or less than the number of licensed quantity.

Record: For Customer Hub B2B and Hyperion Data Relationship Management for Customer Hub, record is defined as the number of unique customer database records stored in the Customer Hub B2B application (e.g. stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Customer Data Hub product.

For Customer Hub B2C, record is defined as the number of unique customer database records stored in the Customer Hub B2C application. A customer database record is a unique consumer (i.e. physical person) record which is stored as a contact for the Universal Customer Master product or as a person for the Customer Data Hub product.

For Product Hub, record is defined as the number of unique product database records stored in the Product Hub application. A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Life Sciences Customer Hub program a record is defined as the number of unique customer database records stored in the application. A Life Sciences customer database record is a unique physician (i.e. physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub product.

For the purpose of Oracle Supplier Lifecycle Management and Oracle Supplier Hub applications, a record is a unique business entity or company record, which is stored as Supplier in AP_SUPPLIERS table of the Oracle Supplier Lifecycle Management and Oracle Supplier Hub products.

For all programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

The **Siebel Master Data Application** programs (denoted by the word "Master" in the program name) are licensed on the basis of the number of Contact Records that may be stored in the Master Data Application.

The **Siebel Master Data Application** programs (denoted by the word "Master" in the program name) are subject to the following additional terms: (a) you have no right to use the user interface of such programs except through the Customer Data Steward or Product Data Steward modules, and (b) you can use only those components of the Siebel Master Data application program that have been licensed by you.

Registered User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. Registered Users shall be only your business partners and/or customers and shall not be your employees.

1,000,000 Queries Per Day: is defined as one million queries to the MDEX engine, including but not limited to: text searches; changes to facet (refinement); page up/down through results (any text box query, change in facet selection, change in results viewed), from midnight to the next midnight (e.g., a day).

500,000 Requests Per Day is defined as five hundred thousand requests from midnight to the next midnight (e.g., a day).

For the purposes of the following program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: WebCenter Sites for Oracle ATG Web Commerce, requests to the WebCenter Sites or WebCenter Sites Satellite Server programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Endeca Experience Manager, requests at the Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g. ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

Retail Register is defined as any device designed to record any part of a sales transaction.

100 Sites is defined as the number of unique Sites added to Multi-Site Quotes created over the last 12 calendar months. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of the Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. Only unique Sites are counted, i.e., a Site, as defined by its Service Account and Service Point values, added to multiple Multi-Site Quotes created in a 12-month period is only counted once.

100MB per month is defined as 100 megabytes of storage space used each month.

Telephone Number is defined as each unique telephone number for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such telephone numbers.

1K Transactions is defined as one thousand unique transactions processed through the program during a 12 month period. **You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle.**

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

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Siebel CRM Pricing

UPK Module is defined as the functional software component described in the product documentation

The users or processors of the **Siebel Web Channel** program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the programs that is defined in the Siebel Tools program.

1M Web Sessions is defined as one million web sessions where a web session is defined as a sequence of requests from a uniquely identified client that expire after 30 minutes of inactivity. The total number of Web Sessions per calendar year must be aggregated for the purposes of license quantity requirements. If at any time the amount of 1M Web Sessions exceeds the licensed quantity, you are required to order additional services such that the amount of 1M Web Sessions is equal to or less than the number of licensed quantity.

Wireless handset is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:
http://edelivery.oracle.com

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via Oracle MetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

Oracle Database Server Support Package 2,300 USA (Dollar) for 10 incidents on one server:
Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
Oracle Application Server Support Package 1,150 USA (Dollar) for 10 incidents on one server:
Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle MetaLink, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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PeopleSoft Component Global Price List

August 7, 2014

Software Investment Guide

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PeopleSoft Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Customer Relationship Management				
CRM Personal Information Management Server Sync	295	64.90	Application User	5
CTI Integration	2,295	504.90	Application User	5
Event Management	1,750	385.00	Application User	5
HelpDesk	120	26.40	Employee	All Employees
HelpDesk for Employee Self Service	30	6.60	Employee	All Employees
HelpDesk for Human Resources	120	26.40	Employee	All Employees
Integrated FieldService	4,595	1,010.90	Application User	5
Marketing	7,200	1,584.00	Application User	5
Multichannel Communications	1,950	429.00	Application User	5
Online Marketing	7,200	1,584.00	Application User	5
Order Capture	5,800	1,276.00	Application User	5
Order Capture Self Service	3,500	770.00	Application User	5
Sales	7,500	1,650.00	Application User	5
Service Center for Higher Education	15,250	3,355.00	Application User	5
Support	13,795	3,034.90	Application User	5
Support for Customer Self Service	1,450	319.00	Application User	5
Workforce Communications	70	15.40	Employee	All Employees
Workforce Communications for HelpDesk	25	5.50	Employee	All Employees
Supply Chain Management				
Catalog Management	9,100	2,002.00	Application User	5
eProcurement	80	17.60	Application User	5
eSupplier Connection	9,195	2,022.90	Application User	5
Inventory	4,595	1,010.90	Application User	5
Option: Mobile Inventory Management	1,725	379.50	Application User	5
Order Management	5,100	1,122.00	Application User	5
Purchasing	4,595	1,010.90	Application User	5
Services Procurement	2,995	658.90	Application User	5
Strategic Sourcing	9,195	2,022.90	Application User	5
Supplier Contract Management	6,895	1,516.90	Application User	5
Asset Lifecycle Management				
IT Asset Management	1,055	232.10	Application User	5
Maintenance Management	4,595	1,010.90	Application User	5
Option: Self-Service Work Requests	575	126.50	Application User	5
Real Estate Management	4,595	1,010.90	Application User	5
ESA				
Contracts	6,895	1,516.90	Application User	5
Expenses	6	1.32	Expense Report	1,000
Grants	7,125	1,567.50	Application User	5
Pay/Bill Management	5,395	1,186.90	Application User	5
Program Management	2,895	636.90	Application User	10
Project Costing	4,595	1,010.90	Application User	5
Proposal Management	1,725	379.50	Application User	5
Resource Management	3,495	768.90	Application User	5
Financials				
Cash Management	645	141.90	Application User	5
eSettlements	1,950	429.00	Application User	5
Financials	4,595	1,010.90	Application User	5
Transaction Billing Processor	1,595	350.90	Application User	5
Treasury	28,995	6,378.90	Application User	5

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Prices In USA (Dollar)

PeopleSoft Component Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Human Capital Management (HCM)				
Absence Management	52	11.44	Employee	All Employees
Benefits Administration	85	18.70	Employee	All Employees
Directory Interface	12	2.64	Employee	All Employees
eCompensation	35	7.70	Employee	All Employees
ePerformance	105	23.10	Employee	All Employees
Human Resources	185	40.70	Employee	All Employees
In-Memory Labor Rules and Monitoring	30	6.60	Employee	All Employees
Payroll	225	49.50	Employee	All Employees
Payroll Interface	70	15.40	Employee	All Employees
Pension Administration	85	18.70	Employee	All Employees
Recruiting Solutions	75	16.50	Employee	All Employees
Succession Planning	70	15.40	Employee	All Employees
Time and Labor	110	24.20	Employee	All Employees
Oracle Workforce Scheduling	225	49.50	Employee	All Employees
Enterprise Learning Management				
Enterprise Learning Management	105	23.10	Employee	All Employees
Campus Solutions				
Gradebook	12	2.64	FTE Student	All Students
Campus Self Service	42	9.24	FTE Student	All Students
Contributor Relations	1,350	297.00	Application User	5
Student Administration	185	40.70	FTE Student	All Students
Student Administration Integration Pack	6	1.32	FTE Student	All Students
Portals				
Interaction Hub	500	110.00	Application User	5
PeopleTools				
PeopleTools-Enterprise Development	1,150	253.00	Application User	5
PeopleTools-Enterprise Development Starter Kit	260	57.20	Application User	5
Governance, Risk, and Compliance				
Advanced Controls for PeopleSoft	2,100	462.00	Monitored User	100
Oracle Enterprise Governance, Risk, and Compliance Manager	4,995	1,098.90	Application User	50
Option: Oracle Financial Governance	1,595	350.90	Application User	50
Oracle Fusion Governance, Risk, and Compliance Intelligence	4,595	1,010.90	Application User	10
Application Access Controls Governor	895	196.90	Monitored User	100
Option: Application Access Controls for PeopleSoft Enterprise	200	44.00	Monitored User	100
Configuration Controls Governor	315	69.30	Monitored User	100
Option: Configuration Controls for PeopleSoft Enterprise	255	56.10	Monitored User	100
Enterprise Transaction Controls Governor	805	177.10	Monitored User	100
Option: Oracle Enterprise Transaction Controls Governor Connector to PeopleSoft Enterprise	110	24.20	Monitored User	100
Option: Procure to Pay Transaction Controls for PeopleSoft Enterprise	165	36.30	Monitored User	100
Application Management				
Application Management Suite for PeopleSoft	300	66.00	Named User Plus	200
Application Management Suite for PeopleSoft	15,000	3,300.00	Processor	4
Application Testing				
Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	not applicable
Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50

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PeopleSoft Component Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Application Integration Architecture				
Application Integration Architecture Foundation Pack	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Communications	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Communications	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Insurance	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Insurance	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Utilities	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Utilities	920	202.40	Named User Plus	1
Oracle Enterprise Taxation Management Integration to PeopleSoft Enterprise Financials for General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
Oracle Retail Merchandising Integration Pack for PeopleSoft Enterprise Financials: Financial Operations Control	70,000	15,400.00	Processor	1
Oracle Utilities Customer Care and Billing Integration to PeopleSoft Enterprise Financials for General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
UPK				
Oracle User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Standard	90	19.80	Application User	50
Oracle User Productivity Kit Standard	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for CRM				
PeopleSoft Enterprise UPK HelpDesk for Human Resources	8,800	1,936.00	UPK Module	not applicable
(up to 4K employees and up to $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)				
PeopleSoft Enterprise UPK for Online Marketing	17,500	3,850.00	UPK Module	not applicable
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)				
PeopleSoft Enterprise UPK for Support	8,800	1,936.00	UPK Module	not applicable
(up to 4K employees and up to $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)				

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PeopleSoft Component Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
User Productivity Kit Content Materials for Human Capital Management				
PeopleSoft Enterprise UPK Absence Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Benefits Administration				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft UPK for Candidate Gateway				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eBenefits				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eCompensation Manager Desktop				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK ePay				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK ePerformance				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eProfile				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eProfile Manager Desktop				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft UPK for Global Payroll Core				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Human Resources				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Payroll for North America				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Talent Acquisition Manager				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Time & Labor				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Learning Management				
PeopleSoft Enterprise UPK Enterprise Learning Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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PeopleSoft Component Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
User Productivity Kit Content Materials for Financials/ESA Software				
PeopleSoft Enterprise UPK Asset Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK for Cash Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Contracts				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft UPK for eSettlements				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Expenses				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK General Ledger				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Grants				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Payables				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Project Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Receivables				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit Content Materials for EPM Financials/ESA				
PeopleSoft Enterprise UPK Planning and Budgeting				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Supply Chain Management				
PeopleSoft Enterprise UPK Billing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft UPK for eBill Payment				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK eProcurement				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Inventory				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Order Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Purchasing				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
PeopleSoft Enterprise UPK for Strategic Sourcing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft UPK for Supplier Contract Management				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable

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PeopleSoft Component Global Price List

	Component License Price	Software Update License & Support	Licensing Metric	Minimum
User Productivity Kit Content Materials for Campus Solutions				
PeopleSoft Enterprise UPK for Contributor Relations				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Student Administration				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Other User Productivity Kit Content Materials				
PeopleSoft Enterprise UPK Fundamentals for Campus Solutions				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Fundamentals for Financials and Supply Chain Management Software Modules				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Fundamentals for HCM Software Modules				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Reporting Tools for Campus Solutions				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Reporting Tools for Financials/ESA and Supply Chain Management Software Modules				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Reporting Tools for HCM Software Modules				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
PeopleSoft Enterprise UPK Reporting Tools for PeopleTools				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
3rd Party Products - Not available for distribution by Oracle partner				
Microfocus - Not available for distribution by Oracle partner				
Micro Focus International Ltd. Net Express COBOL for Windows				
1 Named User	16,000	3,520.00	See Supplement	not applicable
2 Named Users	28,800	6,336.00	See Supplement	not applicable
3 Named Users	40,500	8,910.00	See Supplement	not applicable
5 Named Users	65,500	14,410.00	See Supplement	not applicable
12 Named Users	115,000	25,300.00	See Supplement	not applicable
25 Named Users	172,500	37,950.00	See Supplement	not applicable
Micro Focus International Ltd. Server Express COBOL for UNIX®				
1 Named User	16,000	3,520.00	See Supplement	not applicable
2 Named Users	28,800	6,336.00	See Supplement	not applicable
3 Named Users	40,500	8,910.00	See Supplement	not applicable
5 Named Users	65,500	14,410.00	See Supplement	not applicable
12 Named Users	115,000	25,300.00	See Supplement	not applicable
25 Named Users	172,500	37,950.00	See Supplement	not applicable
Micro Focus International Ltd. Server Express - Migration from Object COBOL				
2 Named Users	23,000	5,060.00	See Supplement	not applicable
3 Named Users	32,000	7,040.00	See Supplement	not applicable
5 Named Users	52,500	11,550.00	See Supplement	not applicable
12 Named Users	92,000	20,240.00	See Supplement	not applicable
25 Named Users	138,000	30,360.00	See Supplement	not applicable

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DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Expense Report: is defined as the total number of expense reports by Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

FTE Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Monitored User: is defined as an individual who is monitored by an Analytics program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time.

Individual users who are licensed for an Analytics program by either Named User Plus or Application User may not be licensed by Monitored User.

For the purpose of the Usage Accelerator Analytics program, every user of your licensed CRM Sales application program must be licensed.

For the purpose of the Human Resources Compensation Analytics program, all of your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Advanced Controls for eBusiness Suite, Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, and Preventive Controls Governor, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Advanced Controls for PeopleSoft Enterprise, Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications/programs) users (individuals) that the program monitors.

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DEFINITIONS continued

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integrations, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: TimesTen Application-Tier Database Cache, and TimesTen Application-Tier Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

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DEFINITIONS continued

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation.

For a complete list of products offered by Oracle Corporation, please visit the Oracle Software Delivery cloud site:
http://edelivery.oracle.com

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower of the CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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JD Edwards Component Global Price List

August 7, 2014

Software Investment Guide

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
EnterpriseOne				
Customer Relationship Management				
Advanced Pricing	2,295	504.90	Application User	5
Case Management	2,375	522.50	Application User	5
CRM Foundation	640	140.80	Application User	5
Customer Self Service	1,025	225.50	Application User	5
Fulfillment Management	4,595	1,010.90	Application User	5
In-Memory Sales Advisor	11,895	2,616.90	Application User	10
Sales Force Automation	1,200	264.00	Application User	5
Sales Order Management	4,595	1,010.90	Application User	5
One View Reporting for Sales Order Management	1,150	253.00	Application User	5
Service Management	2,375	522.50	Application User	5
One View Reporting for Service Management	1,150	253.00	Application User	5
Service Management Foundation	375	82.50	Application User	5
Manufacturing and Supply Chain Management				
Advanced Stock Valuation	2,900	638.00	Application User	5
Agreement Management	4,595	1,010.90	Application User	5
Apparel Management	3,995	878.90	Application User	5
Blend Management	4,595	1,010.90	Application User	5
Bulk Stock Inventory	2,900	638.00	Application User	5
Configurator	3,495	768.90	Application User	5
Demand Flow Manufacturing	3,495	768.90	Application User	5
Demand Scheduling Execution	4,595	1,010.90	Application User	5
Grower Management	4,595	1,010.90	Application User	5
Grower Pricing and Payments	4,595	1,010.90	Application User	5
In-Memory Planning Advisor	11,595	2,550.90	Application User	10
Inventory Management	4,595	1,010.90	Application User	5
One View Reporting for Inventory Management	1,150	253.00	Application User	5
Manufacturing Management	4,595	1,010.90	Application User	5
One View Reporting for Manufacturing Management	1,150	253.00	Application User	5
Product Variants	2,795	614.90	Application User	5
Quality Management	1,495	328.90	Application User	5
Requirements Planning	1,495	328.90	Application User	5
Transportation Management	4,595	1,010.90	Application User	5
One View Reporting for Transportation Management	1,150	253.00	Application User	5
Warehouse Management	3,450	759.00	Application User	5
One View Reporting for Warehouse Management	1,150	253.00	Application User	5
Supply Chain Planning				
Oracle Advanced Planning Command Center	1,200	264.00	$M Cost of Goods Sold	150
Oracle Advanced Supply Chain Planning	1,800	396.00	$M Cost of Goods Sold	60
Option: Oracle Constraint Based Optimization	435	95.70	$M Cost of Goods Sold	60
Oracle Collaborative Planning	580	127.60	$M Cost of Goods Sold	60
Oracle Global Order Promising	350	77.00	$M Cost of Goods Sold	60
Oracle Inventory Optimization	870	191.40	$M Cost of Goods Sold	60
Oracle Production Scheduling	1,210	266.20	$M Cost of Goods Sold	150
Option: Oracle Repetitive Manufacutring Optimization	390	85.80	$M Cost of Goods Sold	150
Oracle Rapid Planning	1,800	396.00	$M Cost of Goods Sold	75
Oracle Service Parts Planning	2,000	440.00	$M Cost of Goods Sold	150
Oracle Strategic Network Optimization	1,400	308.00	$M Cost of Goods Sold	150
Demantra Demand Management	1,800	396.00	$M Cost of Goods Sold	150
Option: Demantra Advanced Forecasting and Demand Modeling	870	191.40	$M Cost of Goods Sold	150
Option: Demantra Real-time Sales and Operations Planning	1,200	264.00	$M Cost of Goods Sold	150
Demantra Predictive Trade Planning	1,800	396.00	$M Cost of Goods Sold	150
Option: Demantra Deduction and Settlement Management	870	191.40	$M Cost of Goods Sold	150
Option: Demantra Trade Promotion Optimization	870	191.40	$M Cost of Goods Sold	150
Demand Signal Repository	2,900	638.00	$M Revenue Under Mgmt	500
In-Memory Consumption Driven Planning	1,800	396.00	$M Revenue Under Mgmt	500
In-Memory Performance Driven Planning	1,200	264.00	$M Cost of Goods Sold	300

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Supply Management				
Buyer Workspace	1,635	359.70	Application User	5
Operational Sourcing	4,595	1,010.90	Application User	5
Procurement and Subcontract Management	4,595	1,010.90	Application User	5
One View Reporting for Procurement and Subcontract Management	1,150	253.00	Application User	5
Requisition Self Service	80	17.60	Application User	5
Supplier Self Service	9,195	2,022.90	Application User	5
Asset Lifecycle Management				
Advanced Real Estate Forecasting	8,500	1,870.00	Application User	5
Capital Asset Management	4,595	1,010.90	Application User	5
One View Reporting for Capital Asset Management	1,150	253.00	Application User	5
Condition-Based Maintenance	800	176.00	Application User	5
Equipment Cost Analysis	800	176.00	Application User	5
Real Estate Management	3,700	814.00	Application User	5
One View Reporting for Real Estate Management	1,150	253.00	Application User	5
Resource Assignments	570	125.40	Application User	5
Project Management				
Advanced Contract Billing	4,595	1,010.90	Application User	5
Contract and Service Billing	3,495	768.90	Application User	5
Homebuilder Management	4,595	1,010.90	Application User	5
In-Memory Project Portfolio Advisor	11,595	2,550.90	Application User	10
Project Costing	4,595	1,010.90	Application User	5
One View Reporting for Project Costing	1,150	253.00	Application User	5
Financial Management Suite				
Expense Management	6	1.32	Expense Report	1,000
Financials	4,595	1,010.90	Application User	5
Option: Environmental Accounting and Reporting	1,995	438.90	Application User	5
One View Reporting for Financials	1,150	253.00	Application User	5
System Foundation	70	15.40	Application User	5
Health and Safety				
Health and Safety Incident Management	50	11.00	Employee	All Employees
One View Reporting for Health and Safety Incident Management	1,150	253.00	Application User	5
Human Capital Management				
Human Resources	185	40.70	Employee	All Employees
One View Reporting for Human Resources	1,150	253.00	Application User	5
Payroll	225	49.50	Employee	All Employees
One View Reporting for Payroll	1,150	253.00	Application User	5
Self-Service Human Resources	75	16.50	Employee	All Employees
Time and Labor	110	24.20	Employee	All Employees
Tools & Technology				
Adapter for MQ Series	160	35.20	Application User	5
Adapter for MSMQ	160	35.20	Application User	5
Core Tools and Infrastructure	225	49.50	Application User	5
Oracle Technology Foundation for JD Edwards EnterpriseOne	525	115.50	Application User	5
Oracle Technology Foundation for JD Edwards EnterpriseOne Upgrade	300	66.00	Application User	5
One View Reporting				
One View Reporting Foundation	1,150	253.00	Application User	5
Application Management				
Application Management Suite for JD Edwards EnterpriseOne	300	66.00	Named User Plus	200
Application Management Suite for JD Edwards EnterpriseOne	15,000	3,300.00	Processor	4
Application Testing				
Functional Testing Suite for Oracle Applications	12,000	2,640.00	Named User Plus	not applicable
Load Testing Suite for Oracle Applications	125	27.50	Named User Plus	50

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
Application Integration Architecture				
Application Integration Architecture Foundation Pack	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Communica	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Communica	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Insurance	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Insurance	920	202.40	Named User Plus	1
Application Integration Architecture Foundation Pack Extension for Utilities	46,000	10,120.00	Processor	1
Application Integration Architecture Foundation Pack Extension for Utilities	920	202.40	Named User Plus	1
Oracle Demantra Sales and Operations Planning Integration to Hyperion Planning	35,000	7,700.00	Processor	1
Oracle Design to Release Integration Pack for Agile Product Lifecycle Management and JD Edwards EnterpriseOne	70,000	15,400.00	Processor	1
Oracle Utilities Customer Care and Billing Integration to JD Edwards Financials for General Ledger and Accounts Payable	35,000	7,700.00	Processor	1
UPK				
Oracle User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Standard	90	19.80	Application User	50
Oracle User Productivity Kit Standard	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Manufacturing and Supply Chain Management				
JD Edwards EnterpriseOne UPK for Blend Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Configurator				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Grower Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Grower Pricing and Payments				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Manufacturing Management Discrete Shop Floor Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Manufacturing Management Engineer to Order				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Manufacturing Management, Process Manufacturing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Requirements Planning				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Financial Management				
JD Edwards EnterpriseOne UPK Accounts Payable				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK Accounts Receivable				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Fixed Assets Accounting				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK General Ledger				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
User Productivity Kit Content Materials for Suppy Chain Management				
JD Edwards EnterpriseOne UPK for Advanced Pricing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK Inventory Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK Manufacturing - PDM				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Sales Order Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
User Productivity Kit Content Materials for Supplier Relationship Management				
JD Edwards EnterpriseOne UPK Procurement and Subcontract Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Asset Lifecycle Management				
JD Edwards EnterpriseOne UPK for Advanced Real Estate Forecasting				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Capital Asset Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Real Estate Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Project Management				
JD Edwards EnterpriseOne UPK for Homebuilder Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Project Costing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Human Capital Management				
JD Edwards EnterpriseOne UPK for Human Capital Management Fundamentals				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne User Productivity Kit for Human Resources, Benefits				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards EnterpriseOne UPK for Time and Labor				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Other User Productivity Kit Content Materials				
JD Edwards EnterpriseOne UPK Fundamentals for EnterpriseOne				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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Prices In USA (Dollar)

J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
World Products				
Distribution Management	4,595	1,010.90	Application User	5
Quality Management	315	69.30	Application User	5
Manufacturing Management	4,595	1,010.90	Application User	5
Project Management	4,595	1,010.90	Application User	5
Financial Management	4,595	1,010.90	Application User	5
Multi-Site Consolidations	520	114.40	Application User	5
Foundation	865	190.30	Application User	5
Human Resources Management	125	27.50	Employee	All Employees
Payroll	225	49.50	Employee	All Employees
Purchase Card Management	500	110.00	1K Transactions	20
UPK				
Oracle User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Standard	90	19.80	Application User	50
Oracle User Productivity Kit Standard	45	9.90	Employee	500
Oracle User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
Oracle User Productivity Kit Professional	100	22.00	Application User	50
Oracle User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Distribution Management				
JD Edwards World UPK for Advanced Pricing				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Inventory Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Procurement				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Project Costing				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards World UPK for Sales Order Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Manufacturing Management				
JD Edwards World UPK for Base Configurator				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Product Costing and Manufacturing Accounting				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Product Data Management and Shop Floor Control				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Requirements Planning and Production Scheduling				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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J.D. Edwards Component Global Price List

	Component License Price	Software Update License & Support	License Metric	Minimum
User Productivity Kit Content Materials for Financials Management				
JD Edwards World UPK for Accounts Payable				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Accounts Receivable				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for FASTR				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards World UPK for Fixed Assets				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards World UPK for General Ledger				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Foundation				
JD Edwards World UPK for Address Book				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Common Foundation				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
JD Edwards World UPK for EDI				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Technical Foundation				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for World Writer				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
User Productivity Kit Content Materials for Human Capital Management				
JD Edwards World UPK for Human Resources Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
JD Edwards World UPK for Payroll				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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DEFINITIONS

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time.

$M Cost of Goods Sold: is defined as one million U.S. dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Expense Report: is defined as the total number of expense reports processed by Expense Management during a 12 month period. You may not exceed the licensed number of expense reports during a 12 month period.

Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integrations, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

1K Transactions: is defined as one thousand unique transactions processed through the program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle. For Oracle Contact Center Anywhere, a unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents). For JD Edwards World Purchase Card Management, a unique transaction is defined as a single charge processed by the program.

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DEFINITIONS continued

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: TimesTen Application-Tier Database Cache, and TimesTen Application-Tier Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

$M Revenue Under Management: is defined as one million U.S. dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation.

For a complete list of products offered by Oracle Corporation, please visit the Oracle Software Delivery cloud site:
http://edelivery.oracle.com

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ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower of the CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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ORACLE

Oracle Primavera Global Price List
Software Investment Guide

July 30, 2014

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Oracle Primavera Global Price List

	License Price	Software Update License & Support	Metric	Minimum
Products				
Primavera P6 Enterprise Project Portfolio Management	2,750	605.00	Application User	
Primavera P6 Progress Reporter	295	65.00	Application User	
Primavera P6 Professional Project Management	2,500	550.00	Application User	
Primavera P6 Analytics	2,000	440.00	Application User	25
Primavera Contract Management, Business Intelligence Publisher Edition	2,000	440.00	Application User	
Primavera Earned Value Management	10,000	2,200.00	Application User	
Primavera Risk Analysis	9,500	2,090.00	Application User	
Primavera Portfolio Management	2,900	638.00	Application User	50
Primavera Capital Planning and Investment Control Budgeting	2,000	440.00	Application User	50
Primavera P6 Reporting Database	25,000	5,500.00	Processor	
Primavera Contractor	1,295	285.00	Application User	
Products: Unifier				
Primavera Unifier Project Controls	3,950	869.00	Application User	25
Primavera Facility Management	2,750	605.00	Application User	25
Primavera Real Estate Management	2,750	605.00	Application User	25
Primavera Unifier Portal User	75	17.00	Application User	100
Products: Instantis				
Instantis EnterpriseTrack	2,000	440.00	Application User	25
Instantis EnterpriseTrack Timesheets	400	88.00	Application User	25
Products: Oracle Primavera Prime				
Oracle Primavera Prime Capital Plan Management	2,750	605.00	Application User	10
Integration Products				
Primavera Gateway	20,000	4,400.00	Application User	5
Primavera P6 Enterprise Project Portfolio Management Web Services	500	110.00	Application User	10
Primavera Contract Management Web Services	500	110.00	Application User	10
User Productivity Kit				
User Productivity Kit Standard	17,500	3,850.00	UPK Developer	1
User Productivity Kit Standard	90	20.00	Application User	50
User Productivity Kit Standard	45	10.00	Employee	500
User Productivity Kit Professional	17,500	3,850.00	UPK Developer	1
User Productivity Kit Professional	100	22.00	Application User	50
User Productivity Kit Professional	50	11.00	Employee	500
User Productivity Kit Content Materials for Primavera				
Oracle User Productivity Kit for Primavera P6 Enterprise Project Portfolio Management				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera P6 Enterprise Project Portfolio Management, Reporting				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera P6 Progress Reporter				
(up to 4K employees and up to $1 billion in revenue)	8,800	1,936.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	17,600	3,872.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera Contract Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera Portfolio Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
Oracle User Productivity Kit for Primavera Unifier Project Controls				
(up to 4K employees and up to $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	70,000	15,400.00	UPK Module	not applicable
Oracle User Productivity Kit for Instantis EnterpriseTrack				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable
User Productivity Kit Content Materials for Oracle Primavera Prime				
Oracle User Productivity Kit for Oracle Primavera Prime Capital Management				
(up to 4K employees and up to $1 billion in revenue)	17,500	3,850.00	UPK Module	not applicable
(over 4K employees and/or over $1 billion in revenue)	35,000	7,700.00	UPK Module	not applicable

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Oracle Primavera Global Price List

Note: These are subscription-based software Software as a Service (SaaS) offerings and cannot be sold as licensed-based, perpetual ("on-premise") products and thus require the Oracle Software as a Service Agreement (OSSA) and cannot be included on any Oracle License Services Agreement (OLSA). Please work with your Contracts Specialist.

	Monthly Subscription Fee	Metric	Minimum
Products: Primavera (Cloud Service)			
Primavera P6 Enterprise Project Portfolio Management Cloud Service	125	Hosted Named User	200
Primavera P6 Progress Reporter Cloud Service	12	Hosted Named User	
Primavera P6 Enterprise Project Portfolio Management Web Services Cloud Service	20	Hosted Named User	
Primavera Cloud Service Additional 1 GB Database Storage	10	Gigabyte	
Products: Unifier (Cloud Service)			
Primavera Unifier Project Controls Cloud Service	150	Hosted Named User	25
Primavera Facility Management Cloud Service	60	Hosted Named User	25
Primavera Real Estate Management Cloud Service	80	Hosted Named User	25
Primavera Unifier Portal User Cloud Service	2	Hosted Named User	100
AutoVue 2D Professional Cloud Service	13	Hosted Named User	1
Primavera Cloud Service Additional 1 GB File Storage	10	Gigabyte	
Primavera Cloud Service Additional Nonproduction Environment - Nonproduction Environment	10% of Annual Subscription Fee	Nonproduction Environment	
Products: Instantis (Cloud Service)			
Instantis EnterpriseTrack Cloud Service	80	Hosted Named User	25
Instantis EnterpriseTrack Timesheets Cloud Service	17	Hosted Named User	25
Instantis Cloud Service Additional 1 GB File Storage	10	Gigabyte	
Instantis Cloud Service Additional Nonproduction Environment - Nonproduction Environment	10% of Annual Subscription Fee	Nonproduction Environment	

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 5 4 year 60% of list and 5 year 70% of list.

The list support price for term licenses is 22% of the list perpetual license fee, as listed in the price list. The term license percentages are not applied to the list support price.

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Definitions

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service programs, use by your external suppliers is included with your application user licenses.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Ops Center Virtualization Management Pack, Grid Engine, Oracle VM Management Pack, and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, and In-Memory Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Database Firewall, only the processors of the database sources which are protected or monitored must be counted for the purpose of determining the number of licenses required.

Gigabyte: is defined as a gigabyte of storage space.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Nonproduction environment: is defined as a single nonproduction environment provided to Customer as part of the Cloud Services. A nonproduction environment is used for testing and validating changes prior to promotion to the production environment as well as for recreating events and duplicating issues occurring in the production environment for the purposes of troubleshooting and facilitating incident resolution.

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Oracle Support Services

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.
Contact your local Support Sales representative for Advanced Customer Support information and pricing.

Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA {Dollar} for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA {Dollar} for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to OracleMetaLink, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

Oracle On Demand

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

Administrative Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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ORACLE®

Oracle Engineered Systems Price List

July 17, 2014

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Exadata

Prices in USA (Dollar)

Storage Server Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
[redacted]				

Database Machine Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
[redacted]							

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Exadata

Prices in USA (Dollar)

Database Machine Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
[redacted]							

	License Price	Software Update License & Support	Licensing Metric
Exadata Storage Server Software			
Exadata Storage Server Software	10,000	2,200.00	Disk Drive
Exadata System Installation and Software Configuration Services			
Contact your Oracle Sales Representative for pricing information			

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Exalogic

Prices in USA (Dollar)

	Exalogic Elastic Cloud Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
[redacted]								

	License Price	Software Update License & Support	Licensing Metric	
Exalogic Elastic Cloud Software				
Exalogic Elastic Cloud Software	10,000	2,200.00	Processor	
	400	88.00	Named User Plus	12
Exalogic System Installation and Software Configuration Services				
Contact your Oracle Sales Representative for pricing information				

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Exalytics

Prices in USA (Dollar)

	Exalytics In-Memory Machine Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
	License Price	Software Update License &	Licensing Metric					Notes
Exalytics Software								
TimesTen In-Memory Database for Exalytics	300	66.00	Named User Plus					9
	34,500	7,590.00	Processor					9
Exalytics In-Memory Software	370	81.40	Named User Plus					13
	30,000	6,600.00	Processor					13

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Oracle SuperCluster

Prices in USA (Dollar)

Oracle SuperCluster Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	IaaS COD Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes
[redacted]							

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Big Data Appliance

Prices in USA (Dollar)

	Big Data Appliance Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	IaaS Subscription Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes

	License Price	Software Update License & Support	Licensing Metric	Notes
Big Data Software				
Big Data Connectors	2,000	440.00	Processor	

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Oracle Database Appliance

Prices in USA (Dollar)

Database Appliance Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
[redacted]				

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Virtual Compute Appliance

Prices in USA (Dollar)

Virtual Compute Appliance Price	Oracle Premier Support for Systems (Annual)	Oracle Premier Support for Operating Systems (Annual)	Oracle Customer Data and Device Retention (Annual)	Notes
[redacted]				

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Oracle ZFS Storage Appliance IaaS

Prices in USA (Dollar)

	IaaS Subscription Fee (Monthly)	Oracle Customer Data and Device Retention (Monthly)	Notes

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Footnotes

[1] Exadata Storage Server X4-2 (HP & HC) include: Hardware, Hardware Warranty, and Oracle Enterprise Linux. It does not include hardware installation or software configuration services

[2] Exadata Database Machine X4-2 Full Rack (HP & HC), Exadata Database Machine X3-8 Full Rack (HP & HC), Exadata Database Machine X4-2 Half Rack (HP & HC), Exadata Database Machine X4-2 Quarter Rack (HP & HC), as well as Exadata Database Machine Upgrades include: Hardware, Hardware Warranty, and Oracle Enterprise Linux (including Enterprise Linux installed on the database servers that are provided with the Exadata Database Machine X4-2 Full Rack, Exadata Database Machine X3-8 Full Rack, Exadata Database Machine X4-2 Half Rack, Exadata Database Machine X4-2 Quarter Rack, and the Exadata Database Machine X4-2 Upgrades). Hardware installation and software configuration services are not included.

[3] The included Hardware Warranty is a 1 year warranty with a 4 hour web/phone response during normal business hours (Mon-Fri 8am-5pm), and with a 2 Business Day on-site response/Parts Exchange

[4] Oracle SuperCluster T5-8 Full Rack (HP & HC), Oracle SuperCluster T5-8 Half Rack (HP & HC), Oracle SuperCluster M6-32, and Oracle SuperCluster T5-8 upgrades, include: Hardware, Hardware Warranty, and Oracle Solaris 11 (installed on the compute servers that are provided with the Oracle SuperCluster T5-8 Full Rack, Oracle SuperCluster T5-8 Half Rack, Oracle SuperCluster M6-32, and, Oracle SuperCluster T5-8 upgrades). Hardware installation and software configuration services are not included.

[5] Exalogic Elastic Cloud X4-2 Full Rack, Exalogic Elastic Cloud X4-2 Half Rack, Exalogic Elastic Cloud X4-2 Quarter Rack, Exalogic Elastic Cloud X4-2 Eighth Rack, and Exalogic Elastic Cloud Upgrades include: Hardware, Hardware Warranty, Oracle Enterprise Linux (including Enterprise Linux installed on the physical servers that are provided with the Exalogic Elastic Cloud X4-2 Full Rack, Exalogic Elastic Cloud X4-2 Half Rack, Exalogic Elastic Cloud X4-2 Quarter Rack, Exalogic Elastic Cloud X4-2 Eighth Rack, and Exalogic Elastic Cloud Upgrades) and Oracle Solaris. Hardware installation and software configuration services are not included.

[6] Exadata Database Machine Expansion Switch Kit includes: Hardware and Hardware Warranty. Hardware installation and software configuration services are not included.

[7] Exadata Storage Expansion (HP & HC) Full Rack, Exadata Storage Expansion (HP & HC) Half Rack, Exadata Storage Expansion (HP & HC) Quarter Rack, and Exadata Storage Expansion Upgrades includes: Hardware, Hardware Warranty, and Oracle Enterprise Linux. Hardware installation and software configuration services are not included.

[8] Memory Expansion Kit – Sixteen 32 GB DIMMs and Memory Expansion Kit – Twelve 16 GB DIMMs includes: Hardware and Hardware Warranty. Hardware installation and software configuration services are not included. Valid for use in specific Engineered System models and multiple units needed based on the Engineered Systems configuration size. Refer to the relevant Engineered System documentation for supportability and quantities needed.

[9] If licensing by Named User Plus, the minimum is 20 Named User Plus licenses per Customer. Business Intelligence Foundation Suite or Business Intelligence Suite Enterprise Edition Plus is a licensing pre-requisite for this product. All TimesTen In-Memory Database for Exalytics users must have license entitlement to either Business Intelligence Foundation Suite or Business Intelligence Suite Enterprise Edition Plus.

[10] Subscriptions for IaaS require a minimum term of 3 years.

[11] This product is eligible for Business Critical Service for Systems. Base pricing is 5% of net hardware price. Additional information regarding deliverables and obligations can be found here . Please refer here for a complete list of eligible products.

[12] If licensing by Named User Plus, the minimum is 10 Named User Plus licenses per Processor.

[13] If licensing by Named User Plus, the minimum is 20 Named User Plus licenses per Customer. The licensing prerequisites for this product are Business Intelligence Foundation Suite, or Business Intelligence Foundation Suite for Oracle Applications, or Business Intelligence Suite Enterprise Edition Plus or Business Intelligence Suite Enterprise Edition Plus for Oracle Applications and/or Essbase Plus and/or Hyperion Planning Plus.

Term licensing is available for Oracle Exadata Storage Server Software and Exalogic Elastic Cloud Software. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list. Support for all term licenses is 22% of net perpetual fee.

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Definitions

Disk Drive is defined as a spinning media device that stores data accessed by the Oracle Exadata Storage Server Software.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Ops Center Virtualization Management Pack, and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

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Named User Plus: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Data Masking Pack for Non-Oracle Databases, Test Data Management Pack for Non-Oracle Databases, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Accelerator Application Development Framework Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, and Data Integrator Enterprise Edition for Oracle Applications, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

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APPENDIX B
TECHNICAL SUPPORT POLICIES

ORACLE

Oracle Software Technical Support Policies

Effective Date: 18-July-2014

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1. Overview

Unless otherwise stated, these Software Technical Support Policies apply to technical support for all Oracle software product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

To receive technical support as provided by Oracle Support Services ("OSS") as described in these Oracle Software Technical Support Policies, all programs must be properly licensed.

Technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of an Oracle licensed program, running unaltered, and on a certified hardware, database and operating system configuration, as specified in your order or program documentation.

Product release and supported platforms information for all Oracle programs, other than Phase Forward and Nimbula programs, is available through Oracle's web-based customer support systems as described in the Web-Based Customer Support Systems section below. Product release and supported platforms information for Phase Forward and Nimbula programs will be provided to you in writing.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle's Global Customer Support Security Practices, as referenced below.

References to the Technical Support Policies in former Oracle, or vendors acquired by Oracle, agreements may vary (e.g. Software Support Services Terms and Conditions, Maintenance Services Policy, Standard Maintenance Program, product support policy, Support Services policies, Support Maintenance Agreement, Maintenance and Technical Support Agreement, Maintenance and Support Schedule 2.0, and Licensee Support Services Policy).

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for supported programs during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Software Technical Support Policies and the previous version of the Oracle Software Technical Support Policies, please refer to the attached Statement of Changes (PDF).

2. Support Terms

Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

Support Period

Technical support is effective upon the effective date of your order unless stated otherwise in your order. If your order was placed through the Oracle Store, the effective date is the date your order was accepted by Oracle. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

License Set

A license set consists of (i) all of your licenses of a program, including any options* (e.g., Database Enterprise Edition and Enterprise Edition Options; Purchasing and Purchasing Options), Enterprise Manager* (e.g., Database Enterprise Edition and Diagnostics Pack), or self-service module* (e.g., Human Resources and Self-Service Human Resources) licensed for such programs, (ii) all of your licenses of a program that share the same source code**, (iii) for Crystal Ball programs, the same licenses of a program contained on a single order, or (iv) . for Oracle Java Embedded Binary programs, all of the distributed units of each unique Java application product licensed pursuant to the Java BLRA agreement between you and Oracle. Development and demonstration licenses available through the Oracle Partner Network or the Oracle Technology Network are not included in the definition of a license set.

*As specified on Oracle's price list.

**Programs that share the same source code are:

- Database Enterprise Edition, Database Standard Edition, Database Standard Edition One, and Personal Edition.
- Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, WebLogic Server Enterprise Edition, WebLogic Server Standard Edition, WebLogic Suite, and Web Tier.
- Oracle FLEXCUBE Core Banking programs
- Oracle FLEXCUBE Universal Banking for Retail programs
- Oracle FLEXCUBE Universal Banking for Corporate programs
- Oracle FLEXCUBE Lending & Leasing programs
- Oracle Daybreak programs
- Oracle Banking programs

If you are an Oracle partner and provide first line support to an end user (e.g., Embedded Software License ("ESL"), Application Specific Full Use ("ASFU"), or any other Oracle authorized provision of first line support), a license set consists of all of the end user's licenses of the program(s) embedded or included in the Application Package pursuant to the ESL Distribution Agreement, ASFU Distribution Agreement, or other distribution agreement between you and Oracle. If the end user also has Full Use licenses supported directly by you, then those Full Use licenses must also be supported at the same level as the ASFU or ESL licenses.

If Oracle is providing first line support for all of an end user's ASFU and Full Use licenses, then both the ASFU and Full Use licenses must be supported at the same level. However, if Oracle is providing first line support for an end user's Full Use licenses and you are providing first line support for the ASFU and/or ESL licenses, then the licenses would not be considered part of the same license set.

Matching Service Levels

When acquiring technical support, all licenses in any given license set must be supported under the same technical support service level (e.g., Software Update License & Support, Oracle Communications Network Premier Support or unsupported). If you add Extended Support, you still must maintain Software Update License & Support for the entire license set; subject to availability, you must acquire Extended Support for all licenses of a particular version release of a program if you acquire Extended Support for any license in such version release. You may not support a subset of licenses within a license set; the license set must be reduced by terminating any unsupported licenses. You will be required to document license terminations via a termination letter.

Reinstatement of Oracle Technical Support

If technical support lapses or was not originally purchased with a program license, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the relevant program; b) if you never acquired technical support for the relevant programs, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original program license order date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve month support period shall be the last annual technical support fee you paid for the relevant program; (ii) if you never acquired technical support for the relevant program, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired technical support from an Oracle-authorized distributor and are now acquiring technical support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee. If support is not reinstated for the entire license set or if support for a subset of licenses from an order is reinstated, then the "License Set", "Matching Service Levels", and "Pricing following Reduction of Licenses or Support Level" policies will apply.

Pricing following Reduction of Licenses or Support Level

Pricing for support is based upon the level of support and the volume of licenses for which support is ordered. In the event that a subset of licenses on a single order is terminated or if the level of support is reduced, support for the remaining licenses on that license order will be priced at Oracle's list price for support in effect at the time of termination or reduction minus the applicable standard discount. Such support price will not exceed the previous support fees paid for both the remaining licenses and the licenses being terminated or unsupported, and will not be reduced below the previous support fees paid for the licenses continuing to be supported. If the license order from which licenses are being terminated established a price hold for additional licenses, support for all of the licenses ordered pursuant to the price hold will be priced at Oracle's list price for support in effect at the time of reduction minus the applicable standard discount.

Custom Application Bundles

Technical support may not be discontinued for a single program module within a custom application bundle.

Unsupported Programs

Customers with unsupported programs are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported programs. CD packs or

programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported programs.

Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported programs and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per license set, to serve as liaisons with OSS. With each USD$250,000 in net support fees per license set, you have the option to designate an additional two (2) primary and four (4) backup technical contacts. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

Program Updates

Update means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

Right to Desupport

It may become necessary as a part of Oracle's product lifecycle to desupport certain program releases and, therefore, Oracle reserves that right. However, program releases that are expressly identified within Oracle's Lifetime Support policy will be governed by the terms of the Lifetime Support Policy. Desupport information is subject to change.

First and Second Line Support

You are required to establish and maintain the organization and processes to provide "First Line Support" for the supported programs directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported programs, (ii) a direct response to users with respect to problems or issues with the supported programs, (iii) a diagnosis of problems or issues of the supported programs, and (iv) a resolution of problems or issues of the supported programs.

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported programs, you may contact Oracle for "Second Line Support". You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., access to repository files, log files, or database extracts) required to provide Second Line Support; however please do not provide Oracle with access to any health, payment card, or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices section below.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported programs and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported programs so that such supported programs perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

Third Party Vendor-Specific Support Terms

You must remain on a supported environment – including applications and platforms – to receive technical support. If a vendor retires support for its product, you may be required to upgrade to a current certified and supported product, application, hardware platform, framework, database, and/or operating system configuration to continue receiving technical support services from Oracle.

Technical Support for Development, Demonstration and End User Licenses

Technical support for Development and/or Demonstration licenses is provided through your membership in the Oracle PartnerNetwork. Before you may provide technical support for a program you have licensed to an end user you must, in addition to the technical support you may receive for Development and/or Demonstration licenses, acquire technical support for such program from Oracle and continuously maintain it for as long as you provide support to the end user.

3. Lifetime Support

Lifetime Support consists of the following service levels:

- Premier Support (also referred to as, and will be documented on your order as, "Software Update License & Support" or "Oracle Communications Network Software Premier Support")
- Extended Support (if offered)
- Sustaining Support

A description of the services available under Premier Support, Extended Support and Sustaining Support is included in the Oracle Technical Support Levels section below.

When offered and except as noted below, Premier Support will be available for five years from the date a release of the Oracle program becomes generally available. If offered, support may be extended for an additional three years with Extended Support for specific releases. Except as noted below, in addition to the technical support fee, an Extended Support fee applies for each support period for which Extended Support is purchased.

Alternatively, and if offered, support may be extended with Sustaining Support, which will be available for as long as you maintain technical support for your Oracle program licenses.

For specific programs that are, or will be covered by the Lifetime Support Policy, service levels offered, and timeframes refer to the following:

- For server technology programs view "Lifetime Support Policy: Coverage for TechnologyProducts" (PDF)
- For fusion middleware programs view "Lifetime Support Policy: Coverage for Fusion Middleware" (PDF)
- For application programs view "Lifetime Support Policy: Coverage for Applications" (PDF)
- For retail application programs view "Lifetime Support Policy: Coverage for Retail Applications" (PDF)
- For Sun software and operating system products view "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF)
- For Oracle Linux program releases view "Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM" (PDF)

- For OFSS programs view "Lifetime Support Policy: Coverage for Oracle Financial Services Software" (PDF)

Exceptions - For customers with a current support contract running:

1. **PeopleTools.** The PeopleTools program, provided in conjunction with a PeopleSoft application program release, will be supported for as long as such application program release is supported. Patches and platform certifications for a PeopleTools minor release will be provided until 12 months after the next minor release is made generally available or Oracle announces that no future releases will be made; critical patch updates for a PeopleTools minor release may be provided for up to 24 months after the next minor release is made generally available.

   You must apply PeopleTools minor releases in order to continue to receive Premier or Extended Support, if offered, for a PeopleSoft application program release. You may be required to apply PeopleTools minor releases to remain current with versions of third party technologies and products as supported by the provider of the third party product.

   PeopleSoft application maintenance, which includes but is not limited to: images, patches, bundles, and maintenance packs, may require an upgrade to a newer version of PeopleTools.

   Oracle reserves the right to make changes to the third party products included in the PeopleTools program release which includes but is not limited to: (i) requiring newer versions of the third party products, (ii) changing the way in which third party products are packaged and distributed and (iii) replacing or remediating one or more third party products.

2. **Oracle Database 11*g*R2:** The Extended Support fee has been waived for the period of February 2015 – January 2016. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.

3. **Oracle Database 10*g*R2:** Except as otherwise specified in the table below, Extended Support will be made available at Oracle's then current Extended Support pricing from: August 2013 – July 2015. Extended Support for Oracle Database 10*g*R2 will be limited to Severity 1 fixes only; critical patch updates will not be made available.

   For customers running Oracle Database 10*g*R2 on:

Platform	
Fujitsu BS2000	The Extended Support fee will be waived from August 2010 – July 2014.
HP OpenVMS on Itanium	The Extended Support fee will be waived from August 2010 – July 2015. For the period of August 2015 – July 2017, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
IBM z/OS	After July 2013, Extended Support will continue to be available at Oracle's then-current Extended Support fees. Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Linux Itanium and Windows Itanium	For the period of August 2013 – December 2015, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

4. **HP-UX and Itanium-2 Processor:** The following Extended Support exceptions apply to those customers running the supported Oracle program releases on certified OS versions of the HP-UX on the Itanium-2 processor based platform:

Oracle Program Release	
Oracle Database 10*g*R2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of August 2013 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Oracle Database 11*g*R1	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of September 2015 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Oracle Database 11*g*R2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2020. For the period of February 2018 – December 2020, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
WebLogic Server 9.2	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of December 2013 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
Tuxedo 9.1	Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of July 2014 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.

5. **Oracle e-Business Suite:**

   a) **Oracle e-Business Suite Extended Support:** The Extended Support fee has been waived for the Oracle program releases and periods stated below.

Oracle Program Release	The Extended Support Fee will be waived from:
Oracle e-Business Suite 12.0	February 2012 – January 2015
Oracle e-Business Suite 12.1	January 2017 – December 2019

   b) **Oracle e-Business Suite 11.5.10 Sustaining Support:** For Sustaining Support for Oracle e-Business Suite 11.5.10, provided from December 2013 – December 2015, Oracle will continue to provide: Severity 1 fixes, critical patch updates and United States Tax Form 1099 updates for the 2013 and 2014 tax years. During this period, payroll regulatory tax updates will only be provided for the countries and tax years specified below.

Country	2013 Tax Year	2014 Tax Year
United States and Canada	January 1, 2013 – December 31, 2013	January 1, 2014 – December 31, 2014
United Kingdom	N/A	April 6, 2013 – April 5, 2014
Australia	N/A	July 1, 2013 – June 30, 2014

6. **PeopleSoft Enterprise 9.0 and PeopleSoft Enterprise 9.1:** The Extended Support fee will be waived for the entire Extended Support period.

7. **JD Edwards EnterpriseOne and JD Edwards World:**
   a. **JD Edwards EnterpriseOne 9.0, JD Edwards EnterpriseOne 9.0 Update 2 (i.e., 9.0.2) and/or JD Edwards EnterpriseOne 9.1 releases:** The Extended Support fee will be waived for the entire Extended Support Period. Please review the Lifetime Support policy for Extended Support timeframes.
   b. **JD Edwards World A9.1:** The Extended Support fee will be waived from: May 2013 – April 2015.
   c. **JD Edwards World A9.2, JD Edwards World A9.2.1, and/or JD Edwards World A9.3:** The Extended Support fee will be waived for the entire Extended Support period. Please review the Lifetime Support policy for Extended Support timeframes.

8. **Oracle Portal 11*g*R1 and Oracle Discoverer 11*g*R1 (Oracle Fusion Middleware):** The Extended Support fee will be waived from July 2014 – June 2015.

9. **Oracle Exadata Storage Server Software 11.2 (program releases 11.2.3.2.2 and above):** The Extended Support fee will be waived from October 2014 – September 2015.

10. **Oracle Insurance Policy Administration System (J2EE) 8.016.43.0 Sustaining Support:** For Sustaining Support for Oracle Insurance Policy Administration Systems (J2EE) 8.016.43.0, Oracle will continue to provide Severity 1 fixes through December 31, 2014.

4. Oracle Technical Support Levels

Software Update License & Support

Program releases in the Premier Support phase of Oracle's product support lifecycle will receive Software Update License & Support. Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise
- Current licensees of MySQL Classic Edition Annual Subscription, MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription or MySQL Standard Edition Annual Subscription ("MySQL Subscription"), may receive Software Update License & Support (SULS) for MySQL Community Edition,* except that SULS for MySQL Community Edition does not include Updates of any kind. MySQL Community Edition may not contain all of the features and functionality of the programs contained in the MySQL Subscription. (*Community Edition refers to MySQL licensed under the GPL license.)
- For Oracle VM VirtualBox Enterprise, Software Update License & Support (SULS) is limited to the platforms specified here. SULS is not available for Oracle VM VirtualBox Enterprise features noted as experimental; such features are specified in the Oracle VM VirtualBox User Manual located here
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs) consists of:

- The Software Update License & Support described above except that fixes specific to Oracle Linux are subject to Note #1 below
- 24x7 access to Oracle Unbreakable Linux Network
- Hardware Certification[2]
- Backport of fixes[1], using commercially reasonable efforts, for any Oracle Linux program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html

Notes:

1. Oracle will only provide bug fixes for certain versions of the Oracle Linux programs as provided on http://linux.oracle.com/supported.html.
2. Hardware certification will be provided for the first six (6) years from the data a release of the Oracle Linux program becomes generally available. After six (6) years, hardware certification may be provided at Oracle's sole discretion; however Oracle is under no obligation to provide such hardware certification.

Limited Software Update License & Support is available for the Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas). The limited Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Assistance with service requests during normal business hours
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/support/contact/health-sciences-license-support/index.html
- Non-technical customer service during normal business hours

Extended Support

Extended Support may be available for certain Oracle program releases after Premier Support expires. When Extended Support is offered, it is generally available for three years following the expiration of Premier Support and only for the terminal patchset release of a program. Unless otherwise stated in this section, supported program releases eligible for Extended Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Extended Support does not include:

- Certification with new third party products/versions

Extended Support for Java SE - Java SE program releases eligible for Extended Support will receive Java SE Support limited to the following:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

- Non-technical customer service during normal business hours

Extended Support for Oracle Linux - Extended Support is not available for the Oracle Linux programs.

Sustaining Support

Sustaining Support will be available after Premier Support expires. As program releases under Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited. The availability of hardware systems to run such program releases may also be limited. Unless otherwise stated in this section, program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates created during Premier Support and Extended Support (if offered and only after the Extended Support period ends)
- Tax, legal, and regulatory updates (availability may vary by country and/or program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade scripts (availability may vary by program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support does not include:

- New program updates, fixes, security alerts, and critical patch updates
- New tax, legal, and regulatory updates
- New upgrade scripts
- Certification with new third party products/versions
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Oracle Linux - Oracle Linux program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to patches, fixes, and security alerts created during the Premier Support period

Sustaining Support for the Oracle Linux programs does not include:

- Access to new patches, fixes, and security alerts
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes

Sustaining Support for Java SE - Java SE program releases eligible for Sustaining Support will receive Java SE Support limited to the following:

- Minor updates and bug and security fixes created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade tools created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days per week

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Java SE program releases does not include:

- New minor updates and bug and security fixes
- New upgrade tools
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

Sustaining Support for Nimbula – Nimbula program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to existing program updates and fixes only (i.e., new program updates and fixes will not be provided)
- Assistance with service requests during normal business hours.
- Ability to log service requests via the following email: Nimbula-Support_WW@oracle.com
- Non-technical customer service during normal business hours

Sustaining Support for the Nimbula program releases does not include:

- Access to new program updates and fixes
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below

Oracle Communications Network Software Premier & Sustaining Support

Oracle Communications Network Software Premier Support is available for the following program categories (collectively "Oracle Communications Network Software"): Oracle Communications EAGLE, Oracle Communications Performance Intelligence Center, Oracle Communications Diameter Signaling Router, Oracle Communications Policy Management and Oracle Communications Subscriber Data Management. Oracle Communications Network Software Premier Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Certification with most new third-party products/versions (availability may vary by program)
- Remote installation of Oracle Communications Network Software
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

Severity Level	Response Time[1]	Remote Restoration Time[1]	Resolution Time[1]
Severity 1	15 minutes	6 hours	30 calendar days
Severity 2	15 minutes	48 hours	30 calendar days
Severity 3	N/A	N/A	180 calendar days

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution

has been offered. The Remote Restoration Time frames do not apply if program code changes are required.

- Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Software program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program Updates
- Fixes and security alerts created during the Premier Support period
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Software program releases does not include:

- New fixes and security alerts
- Remote installation of Oracle Communications Network Software
- Certification with new third party products/versions
- Response Times identified above

5. Additional Support Services Available for Purchase

Incident Server Support Package

Incident Server Support provides web-based technical support on a per server basis in packages of 10 service requests to be used within a 12 month period. Any unused service requests at the end of the support period shall expire. Incident Server Support for a program may be acquired with the initial program license purchase and, if acquired with such purchase, may be renewed for subsequent support periods for as long as Premier Support is available for your Oracle program license. If you want to obtain Software Update License & Support, it will be subject to Oracle's reinstatement policies in effect at the time Software Update License & Support is acquired. Incident Server Support is available for the following across all platforms:

- Oracle Database Incident Server Support Package: Oracle Database Enterprise Edition, Oracle Database Standard Edition, Oracle Database Standard Edition One, Partitioning, and Real Application Clusters
- Oracle Application Incident Server Support Package: Internet Application Server Enterprise Edition Internet Application Server Standard Edition, and Internet Application Server Java Edition

Incident Server Support consists of:

- 10 service requests
- Access to My Oracle Support (24x7 web-based technical support system), including the ability to log service requests online
- Access to downloadable software patches and patchsets

Service requests requiring resolution of a program bug will not be counted against your overall service request total. Your access to Incident Server Support services, including My Oracle Support, ends on the earlier of (i) expiration of the support period; or (ii) resolution of your final service request. The Incident Server Support Packages do not include updates and may not be used, purchased, or sold in conjunction with any other support offering.

If you renew Incident Server Support Package, your renewal fee for such services will be based on Oracle's Incident Server Support Package pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Incident Server Support Package is not subject to the Reinstatement of Oracle Technical Support section above.

Oracle Java Development Tools Support

Oracle Java Development Tools Support is available for the following programs: Sun NetBeans, Oracle Enterprise Pack for Eclipse, and Oracle JDeveloper (downloaded from the Oracle Technology Network after June 28, 2005). If you acquire Oracle Java Development Tools Support, you will receive support for all of the programs included above.

Oracle Java Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Java Development Tools Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Solaris Development Tools Support

Oracle Solaris Development Tools Support is available for the following programs: Oracle Solaris Studio and Oracle Solaris Studio Express. If you acquire Oracle Solaris Development Tools Support, you will receive support for all of the programs included above.

Oracle Solaris Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Solaris Development Tools Support does not include upgrades to new program releases or access to Oracle Solaris updates, fixes or patches. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Oracle Application Development Framework Essentials Support

Oracle Application Development Framework Essentials Support is available for Oracle Application Development Framework (ADF) Essentials program releases. Oracle Application Development Framework Essentials Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Application Development Framework Essentials Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Java SE Support

Java SE Support is available for Java SE program releases. Java SE Support consists of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

- Non-technical customer service during normal business hours

If you acquire Java SE Support, the services described above are in support of licenses you acquired separately. Bug fixes, security fixes and minor updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Java SE program. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

NoSQL Database Community Edition Support

NoSQL Database Community Edition Support is available for NoSQL Database Community Edition program releases. NoSQL Database Community Edition Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

NoSQL Database Community Edition Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

Service Request Packages

Service Request Packages are made available to members of the Oracle Partner Network. Service Request Packages provide web-based technical support in packages of 10 or 25 service requests, do not include updates, and are not available for all programs. Please contact your OPN Interaction Center at http://partner.oracle.com for program availability.

Service Request Packages are valid for one year from the date of purchase. Any unused service request(s) will expire at the earlier of (i) the end of such year, or (ii) the end of your OPN membership term if such membership is not renewed. Access to log service requests will be restricted at the same time the final service request is resolved.

Priority Service

Priority Service is available for program releases receiving Premier, Extended, or Sustaining Support. Priority Service consists of:

- Support Delivery Management. An Oracle Technical Account Manager ("TAM") will be assigned to you for the duration of the term. The TAM will serve as your primary contact for the administration of the services and will communicate with you in a local language (except as noted below).
    - Your TAM shall provide the following support services:
        - Prepare and maintain quarterly service delivery progress reports;
        - Document the contact details for key Oracle contacts, your technical contacts for Oracle Premier Support, and management escalation team ("Customer Contacts") and Oracle's escalation procedures ("Joint Contacts and Escalation Guide");
        - Document the technical specifications of your OPE ("Environment and Configuration Guide"); and
        - Provide access to a customer-specific web portal.
    - Your TAM will also assist with the following:
        - Conduct an orientation for your Customer Contacts;
        - Conduct quarterly service reviews;
        - Maintain the Joint Contacts and Escalation Guide and the Environment and Configuration Guide.
        - Review all Oracle Support Services activity, including service request ("SR") activity in connection with individual SRs logged by you or your Customer Contacts. The review may consist of status reports, next steps, if any, and review of your SR priorities;

- Serve as your designated point of contact for Severity 1 and mutually agreed upon Severity 2 SR (collectively, "Critical SRs"). The TAM will provide assistance in managing Critical SRs as follows:
  - SR management, prioritization and escalation;
  - Communicate the status of your SRs to your Customer Contact(s) as requested;
  - Facilitate communications between Oracle and your Customer Contacts;
- Facilitate your access to Oracle-sponsored events, as made available to Priority Service customers; and
- Facilitate your access to monthly web conference sessions delivered in English featuring Oracle products.

- SR Prioritization.
  - Oracle will prioritize your SRs above SRs of the same severity level submitted by other Premier Support customers. Reasonable efforts will be made to respond to your SRs per the following guidelines ("Service Request Response Guidelines"):
    - 90% of Severity 1 SRs within one (1) hour (available 24x7);
    - 90% of Severity 2 SRs within two and one half (2.5) local business hours;
    - 90% of Severity 3 SRs within the next local business day; and
    - 90% of Severity 4 SRs within the next local business day.
  - Oracle will initiate internal escalations for Severity 1 and Severity 2 SRs according to the Service Request Response Guidelines; and
  - Oracle will prioritize the repair of product defects encountered during the resolution of service requests.

If you purchase Priority Service, you must maintain a current Software Update License & Support contract for all licenses in a license set for which Priority Service has been acquired. If you have maintained Software Update License & Support and want to purchase Priority Service for a license set, the licenses do not need to be migrated to current license metrics to do so.

If you purchase Priority Service, you acknowledge that Oracle's ability to provide services depends on your fulfillment of the following obligations:

- You will designate Customer Contacts and identify by name, phone number, e-mail address and other appropriate contact methods, for each of your Customer Contacts. Only your Customer Contacts may communicate with Oracle regarding the delivery of Priority Services
- You are responsible for applying bug fixes, critical patches and configuration recommendations provided through Oracle Support Services within a commercially reasonable period of time.
- You will assist Oracle to maintain the Joint Contacts and Escalation Guide and the Environment and Configuration Guide.

If you renew Priority Service, your renewal fee for such services will be based on the Priority Service pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Priority Service is not subject to the Reinstatement policies stated above. Priority Service is not available for all programs. Please contact your Support Sales Representative for service availability.

North American Payroll Tax Updates

North American Payroll Tax Updates is available for the following Peoplesoft HRMS Payroll for North America program releases: 8.8 Service Pack 1 and 8.9. Customers who acquire North American Payroll Tax Updates will receive one (1) calendar year of tax updates for the applicable Peoplesoft HRMS Payroll for North America program release. North American Payroll Tax Updates is only available in the following countries: United States, Canada and Puerto Rico.

In order to acquire North American Payroll Tax Updates, your licensed Peoplesoft HRMS Payroll for North American program must be currently supported with Software Update License & Support. North American Payroll Tax Updates will be delivered through My Oracle Support.

North American Payroll Tax Updates may be acquired for the applicable Peoplesoft HRMS Payroll for North America program releases as follows: (i) through December 2017 for program release 8.9 and (ii) through December 2016 for program release 8.8 Service Pack 1. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. North American Payroll Tax Updates is not subject to the Reinstatement policies stated above.

Global Payroll Legislative Tax Updates

Global Payroll Legislative Updates is available for PeopleSoft HRMS Global Payroll program release 8.9. Customers who acquire Global Payroll Legislative Updates will receive one (1) calendar year of legislative updates for PeopleSoft HRMS Global Payroll program release 8.9. Global Payroll Legislative Updates is only available in the following countries: Australia, New Zealand, Spain, France, Mexico, United Kingdom and India.

In order to acquire Global Payroll Legislative Tax Updates, your licensed PeopleSoft HRMS Global Payroll program must be currently supported with Software Update License & Support. Global Payroll Legislative Tax Updates will be delivered through My Oracle Support.

Global Payroll Legislative Tax Updates may be acquired for up to two (2) years from the availability of Sustaining Support for PeopleSoft HRMS Global Payroll program release 8.9. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Global Payroll Legislative Tax Updates are not subject to the Reinstatement policies stated above.

Financials Legislative Updates for Oracle E-Business Suite 11.5.10

Financials Legislative Updates for Oracle E-Business Suite 11.5.10 is available for Oracle E-Business Suite release 11.5.10 cumulative update 2. If you purchase these services, you will receive one (1) calendar year of financials legislative updates and Severity 1 fixes for the Oracle E-Business Suite 11.5.10 release.

In order to acquire Financials Legislative Updates for Oracle E-Business Suite 11.5.10, your licensed Oracle E-Business Suite must be currently supported with Software Update License & Support.

The Financials Legislative Updates for Oracle E-Business Suite 11.5.10 service consists of three (3) tiers that can be purchased separately. The tiers are as follows:

Tier 1 - Tier 1 consists of: Severity 1 fixes, critical patch updates and United States Tax Form 1099 updates for the applicable tax year(s). Tier 1 is currently available through December 2015 at no additional fee under Sustaining Support to customers currently supported with Software Update License & Support. Please see the Lifetime Support section above for additional information.

Tier 2 - Tier 2 consists of: Severity 1 fixes, critical patch updates, United States Tax Form 1099 updates for the applicable tax year(s), and financials legislative updates for the following countries: United States, Canada, Mexico, United Kingdom, France, Italy, Netherlands, Germany, Switzerland, South Africa, Spain, Saudi Arabia, United Arab Emirates, Bahrain, Kuwait, Australia, Japan, China, and South Korea. If you purchase Tier 2, your fee for such services will be based on the then-current Tier 2 fee.

Tier 3 - Tier 3 consists of: Severity 1 fixes, critical patch updates, United States Tax Form 1099 updates for the applicable tax year(s), and financials legislative updates for the following countries: United States, Canada, Mexico, United Kingdom, France, Italy, Netherlands, Germany, Switzerland, South Africa, Spain, Saudi Arabia, United Arab Emirates, Bahrain, Kuwait, Australia, Japan, China, South Korea, and additional countries as specified on My Oracle Support (i.e., "Financials Legislative Updates for Oracle E-Business Suite 11.5.10" [Doc ID 1597513.1]). If you purchase Tier 3, your fee for such services will be based on the then-current Tier 3 fee.

Information on financials legislative updates and applicable countries is available on My Oracle Support (i.e., "Financials Legislative Updates for Oracle E-Business Suite 11.5.10" [Doc ID 1597513.1]). Financials Legislative Updates for Oracle E-Business Suite 11.5.10 will be delivered through My Oracle Support.

The following applies to Oracle E-Business Suite 11.5.10:

- Oracle will not provide financials legislative updates for Oracle E-Business Suite 11.5.10 any sooner or with any greater scope than what is made available under a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12 or higher).
- Country-specific financials legislative updates ("localized updates") provided under Tier 2 and Tier 3 will only be made available if such localized updates are also made available in a subsequent release of Oracle E-Business Suite. In the event localized updates are provided for additional countries in a subsequent release of Oracle E-Business Suite, such localized updates for the additional countries will not be provided for Oracle E-Business Suite 11.5.10.
- Due to architectural or other changes between a subsequent release of Oracle E-Business Suite and Oracle E-Business Suite 11.5.10, Oracle may not provide all localized updates for Oracle E-Business Suite 11.5.10 that are made available in a subsequent release of Oracle E-Business Suite.

If you renew Financials Legislative Updates for Oracle E-Business Suite 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Financials Legislative Updates for Oracle E-Business Suite 11.5.10 is not subject to the Reinstatement policies stated above.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for Oracle E-Business Suite release 11.5.10 cumulative update 2. Customers who acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will receive one (1) calendar year of payroll legislative updates for the Oracle E-Business Suite 11.5.10 release.

In order to acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your licensed Oracle E-Business Suite Payroll must be currently supported with Software Update License & Support.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for the following countries and tax years:

Country	2014 Tax Year	2015 Tax Year
Australia	See note 1 below	July 1, 2014 – June 30, 2015
United Kingdom	See note 1 below	April 6, 2014 – April 5, 2015
United States	See note 1 below	January 1, 2015 – December 31, 2015
Canada	See note 1 below	Not Available
India	April 1, 2013 – March 31, 2014	April 1, 2014 – March 31, 2015
Japan	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
Mexico	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
Republic of Ireland	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
Saudi Arabia	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
Singapore	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available
South Korea	January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below)	Not Available

Notes:

1. For the specified countries and tax years noted above, payroll regulatory updates are provided under Sustaining Support to customers with a current support contract. Please see the Lifetime Support section above for additional information.
2. For the specified countries noted above, payroll regulatory updates provided by Oracle from December 1 – December 31, 2013 for the 2013 tax year are included as part of the Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 service for the 2014 tax year.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will be delivered through My Oracle Support and will require the latest available HRMS R11i RUP (See My Oracle Support Doc ID 295406.1).

If you renew Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is not subject to the Reinstatement policies stated above.

Financial and Payroll Legislative Updates for JD Edwards

Financials and Payroll Legislative Updates for JD Edwards is available for JD Edwards EnterpriseOne program releases XE, 8.0 and 8.12 and JD Edwards World program releases A7.3 and A8.1. If you purchase these services, you will receive one (1) calendar year of financials and payroll legislative updates and Severity 1 fixes for the applicable JD Edwards release.

In order to acquire Financials and Payroll Legislative Updates for JD Edwards, your licensed JD Edwards EnterpriseOne and/or JD Edwards World program must be currently supported with Software Update License & Support.

The Financials and Payroll Legislative Updates for JD Edwards service consists of three (3) tiers that can be purchased separately. The tiers are as follows:

Tier 1 - Tier 1 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s), and payroll legislative and financials legislative updates for the applicable tax year(s) for the United States and Canada. If you purchase Tier 1, your fee for such services will be based on the then-current Tier 1 fee.

Tier 2 - Tier 2 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable tax year(s) and for the countries and programs specified in the table below. If you purchase Tier 2, your fee for such services will be based on the then-current Tier 2 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll Legislative Updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials Legislative Updates	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan, China, Colombia, Australia, New Zealand and India	United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan and China

Tier 3 - Tier 3 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable tax year(s) and for the countries and programs specified in the table below. If you purchase Tier 3, your fee for such services will be based on the then-current Tier 3 fee.

	JD Edwards EnterpriseOne	JD Edwards World
Payroll legislative updates	United States, Canada, Australia and New Zealand	United States, Canada
Financials legislative updates	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan, China, Colombia, Chile, Peru, Ecuador, Venezuela, Czech Republic, Denmark, Finland, Hungary, Norway, Poland, Sweden, Australia, India, South Korea, Singapore and Taiwan	United States, Canada, Mexico, Brazil, Argentina, United Kingdom, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan and China

Information on financials and payroll legislative updates for JD Edwards and applicable countries is available on My Oracle Support (i.e JD Edwards EnterpriseOne Globalizations (Document 752291.1) and (JD Edwards World Globalizations (Document 745085.1). Financials and Payroll Legislative Updates for JD Edwards will be delivered through My Oracle Support.

The following apply to the JD Edwards EnterpriseOne and JD Edwards World program releases for which Financials and Payroll Legislative Updates service is available:

- Oracle will not provide financial and payroll legislative updates any sooner or with any greater scope than what is made available under a subsequent release of JD Edwards EnterpriseOne (i.e., JD Edwards EnterpriseOne 9.1 or higher) or JD Edwards World (i.e., JD Edwards World A9.3 or higher).
- Country-specific financials legislative updates ("localized updates") provided under Tier 2 and Tier 3 will only be made available if such localized updates are also made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World. In the event localized updates are provided for additional countries in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World, such localized updates for the additional countries will not be provided for the JD Edwards EnterpriseOne and JD Edwards World program releases included under the Financials and Payroll Legislative Updates service.
- Due to architectural or other changes between a subsequent release of JD Edwards EnterpriseOne or JD Edwards World and the eligible program releases under the Financials and Payroll Legislative Updates for JD Edwards service, Oracle may not provide all localized updates that are made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World.

If you renew Financials and Payroll Legislative Updates for JD Edwards, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Financials and Payroll Legislative Updates for JD Edwards is not subject to the Reinstatement policies stated above.

Oracle Linux Support Services

Oracle offers Oracle Linux support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Oracle VM Support Services

Oracle offers Oracle VM support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

Exadata Premier Support

For information regarding renewals of Exadata Premier Support, please refer to the Exadata Technical Support Policies available at http://www.oracle.com/us/support/policies/index.html.

6. Web-Based Customer Support Systems

My Oracle Support

Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle programs are not currently supported under My Oracle Support: Phase Forward (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas) and Nimbula.

Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs).

7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your computer system (e.g., Oracle Web Conferencing)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Oracle Configuration Manager)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at

http://www.oracle.com/support/policies.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1

9. Severity Definitions

Service requests for supported Oracle programs may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the severity definitions specified below.

Severity 1*
Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Except as otherwise specified herein, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For response efforts associated with Oracle Communications Network Software Premier Support, please see the Oracle Communications Network Premier & Sustaining Support section above.

24 Hour Commitment to Severity 1 Service Requests for all supported Oracle programs, except as otherwise specified herein: OSS will work 24x7 until the issue is resolved or as long as useful progress can be made. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

Severity 2*
You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Severity 3*
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality

Severity 4*
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

* For Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas), the severity levels are denoted as P0, P1, P2 and P3 and correspond to the above as follows: P0= Severity 1; P1=Severity 2, P2=Severity 3 and P3=Severity 4.

10. Hyperion and Agile Specific Support Terms

For orders placed pursuant to a Hyperion master agreement or to an Agile master agreement, the following terms apply with respect to the technical support services you have ordered.

Warranties, Disclaimers, and Exclusive Remedies
Oracle warrants that technical support services will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support services warranty deficiencies within 90 days from performance of the defective technical support services.

FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY, AND ORACLE'S ENTIRE LIABILITY, SHALL BE THE REPERFORMANCE OF THE DEFICIENT TECHNICAL SUPPORT SERVICES, OR IF ORACLE CANNOT SUBSTANTIALLY CORRECT A BREACH IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE RELEVANT TECHNICAL SUPPORT SERVICES AND RECOVER THE FEES PAID TO ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES.
TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Limitation of Liability
NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE. ORACLE'S MAXIMUM LIABILITY FOR ANY DAMAGES ARISING OUT OF OR RELATED TO YOUR ORDER, WHETHER IN CONTRACT OR TORT, OR OTHERWISE, SHALL BE LIMITED TO THE AMOUNT OF THE FEES YOU PAID ORACLE UNDER YOUR ORDER, AND IF SUCH DAMAGES RESULT FROM YOUR USE OF TECHNICAL SUPPORT SERVICES, SUCH LIABILITY SHALL BE LIMITED TO THE FEES YOU PAID ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES GIVING RISE TO THE LIABILITY.

For orders placed pursuant to a Hyperion master agreement, the following terms also apply with respect to the technical support services you have ordered.

Nondisclosure
By virtue of your order, the parties may have access to information that is confidential to one another ("confidential information"). We each agree to disclose only information that is required for the performance of obligations under your order. Confidential information shall be limited to the terms and pricing under your order and all information clearly identified as confidential at the time of disclosure.

A party's confidential information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party.

We each agree to hold each other's confidential information in confidence for a period of three years from the date of disclosure. Also, we each agree to disclose confidential information only to those employees or agents who are required to protect it against unauthorized disclosure. Nothing shall prevent either party from disclosing the terms or pricing under your order in any legal proceeding arising from or in connection with your order or disclosing the confidential information to a federal or state governmental entity as required by law.

11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

APPENDIX C
ORACLE PROCESSOR CORE FACTOR TABLE

ORACLE

Oracle Processor Core Factor Table

Effective Date: March 16, 2009

Vendor and Processor	Core Processor Licensing Factor
Sun and Fujitsu UltraSPARC T1 processor (1.0 or 1.2 GHz) **Only named servers including:** Sun Fire T1000 Server, SPARC Enterprise T1000 Server*, with 6 or 8-core 1.0 GHz UltraSPARC T1 processor Sun Fire T2000 Server, SPARC Enterprise T2000 Server*, with 4, 6, or 8-core 1.0 GHz, or 8 core 1.2 GHz UltraSPARC T1 processor	0.25
Sun Netra T2000, 1.0 or 1.2 GHz UltraSPARC T1 processor	0.25
SPARC T3 processor	0.25
Sun and Fujitsu UltraSPARC T1 1.4 GHz **Only named servers including:** Sun Fire T2000 Server and SPARC Enterprise T2000 Server*, with 8-core, 1.4 GHz UltraSPARC T1 processor	0.5
Sun T6300, 1.4 GHz UltraSPARC T1 processor	0.5
AMD Opteron Models 13XX, 23XX, 24XX, 32XX, 41XX, 42XX, 43XX, 61XX, 62XX, 63XX, 83XX, 84XX or earlier Multicore chips	0.5
Intel Xeon Series 56XX, Series 65XX, Series 75XX, Series E7-28XX, E7-28XX v2, Series E7-48XX, E7-48XX v2, Series E7-88XX, E7-88XX v2, Series E5-24XX, Series E5-26XX, E5-26XX v2, Series E5-46XX, E5-46XX v2, Series E5-16XX, Series E3-12XX or earlier Multicore chips	0.5
Intel Itanium Series 93XX or earlier Multicore chips *(For servers purchased prior to Dec 1st, 2010)*	0.5
Intel or AMD Desktop, Laptop/Notebook, or Netbook Multicore chips	0.5
Sun UltraSPARC T2+	0.5
SPARC64 VII+	0.5
SPARC64 X, SPARC64 X+	0.5
SPARC T4 processor	0.5
SPARC T5	0.5
SPARC M5	0.5
SPARC M6	0.5
Sun and Fujitsu SPARC64 VI, VII	0.75
Sun UltraSPARC IV, IV+, or earlier Multicore chips	0.75
Sun UltraSPARC T2	0.75
HP PA-RISC	0.75
IBM POWER5+ or earlier Multicore chips	0.75
All Single Core Chips	1.0
Intel Itanium Series 93XX *(For servers purchased on or after Dec 1st, 2010)*	1.0
Intel Itanium Series 95XX	1.0
IBM POWER6	1.0
IBM POWER7, IBM POWER7+	1.0
IBM POWER8	1.0
IBM System z (z10 and earlier)	1.0
All Other Multicore chips	1.0

* SPARC Enterprise T1000 and SPARC Enterprise T2000 Servers may be sold and branded by Oracle, Sun Microsystems, Fujitsu or Fujitsu Siemens.

Please see Statement of Change on the next page

Statement of Change:

On 09/01/2009, clarified that the "AMD Third Generation Opteron or earlier Multicore chips" are "AMD Opteron Models 13XX, 23XX, 24XX, 83XX, 84XX or earlier Multicore chips"

On 09/24/2009, changed the Core Processor Licensing Factor for Sun UltraSPARC T2+ from 0.75 to 0.50

On 02/16/2010, added new Intel Itanium chip 93XX to 0.5 core factor category. Also added IBM POWER7 chip to core factor 1 category

On 04/08/2010, added new Intel Xeon chips (Nehalem EX, Series 75XX and Westmere EP, Series 56XX) and new AMD Opteron chip (Series 61XX) with a core factor of 0.5

On 07/19/2010, added Intel Xeon chip (Nehalem EX, Series 65XX) and AMD Operton chip (Series 41XX) with a core factor of 0.5

On 10/05/2010, added SPARC T3 chip with a core factor of 0.25

On 12/01/2010, changed the Core Processor Licensing Factor for Intel Itanium Series 93XX from 0.5 to 1.0. Also added notes in parenthesis to the affected rows in the table above

On 12/02/2010, added SPARC64 VII+ chip with a core factor of 0.5

On 06/03/2011, added Intel Xeon Series E7-28XX, Series E7-48XX, and Series E7-88XX chips with a core factor of 0.5

On 09/06/2011, added SPARC T4 chip with a core factor of 0.5

On 12/08/2011, added AMD Opteron Chip Models: 32XX, 42XX, and 62XX with a core factor of 0.5

On 04/16/2012, added Intel Xeon Series E5-26XX, Series E5-16XX, and Series E3-12XX chips with a core factor of 0.5

On 07/19/2012, added Intel Xeon Series E5-24XX, and Series E5-46XX chips with a core factor of 0.5

On 11/7/2012, added IBM Power7+ chip with a core factor of 1.0

On 12/14/2012, added Intel Itanium chip 95XX to 1.0 core factor category

On 01/16/2013, added SPARC64 X chip with a core factor of 0.5

On 01/16/2013, added AMD Opteron Chip Models: 43XX, and 63XX with a core factor of 0.5

On 03/26/2013, added SPARC T5 and SPARC M5 Chip Models with a core factor of 0.5

On 09/25/2013, added SPARC M6 Chip Models with a core factor of 0.5

On 04/08/2014, added SPARC64 X+ chip with a core factor of 0.5

On 04/08/2014, added Intel Xeon Series E7-88XX v2, E7-48XX v2, E7-28XX v2, E5-46XX v2, and E5-26XX v2 chips with a core factor of 0.5

On 6/2/2014, added IBM Power8 chip with a core factor of 1.0

APPENDIX D
LICENSE DEFINITIONS AND RULES

For a period of one (1) year from the Effective Date of this Agreement, the Oracle License Definitions and Rules, v012014 (attached hereto) shall apply to all licenses and technical support services listed on the price lists and acquired pursuant to the pricing terms set forth in the Agreement. This Appendix D shall be amended annually to include Oracle's then current License Definitions and Rules.

ORACLE

License Definitions and Rules

Definitions and License Metrics

$M Annual Transaction Volume: is defined as one million U.S. Dollars in all purchase orders transacted and all auctions conducted through the Oracle Exchange Marketplace by you and others during the applicable year of the Oracle Exchange Marketplace license, regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

Applications National Language Support (NLS) Supplement Media Packs: Please be advised that only a subset of the products included on an Applications NLS Supplement Media Pack have been translated. For existing supported customers, My Oracle Support has information on which products have been translated for the supported languages (https://support.oracle.com). For new or unsupported customers, please contact your Oracle Account Manager for this information.

$M in Application Annual Revenue: is defined as one million U.S. Dollars excluding taxes processed through the licensed program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

Application Developed: is defined as a software program developed by You that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

Application User: is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle Fusion Sourcing, Oracle iSupplier Portal, Oracle Fusion Supplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service programs, use by your external suppliers is included with your application user licenses. For the purpose of the Oracle Financial Services Operational Risk Solution program, employees who are just contributing information to the program via the applicable user interface shall not be counted as application users.

Application Read-Only User: is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses, regardless of whether the individual is actively using the programs at any given time.

Brand: is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.

Case Report Form (CRF) Page: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the program (measured explicitly in the program as Received Data Collection Instruments) during a 12 month period. You may not exceed the licensed number of CRF Pages during any 12 month period unless you acquire additional CRF Page licenses from Oracle.

Chassis: is defined as a physical enclosure containing hardware. For the purposes of the following programs: Oracle Fabric Manager and Oracle Fabric Monitor, only the chassis (a) that contain networking hardware and (b) that are managed by the program must be counted for the purpose of determining the number of licenses required.

Collaboration Program User: is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. For the purposes of counting and licensing the number of Beehive Synchronous Collaboration users, a Collaboration Program User within

your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to your company and attending a web conference are not required to be licensed.

Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Computer: is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer. For the purposes of Computer licenses for the Oracle Health Science Integration Engine program, a communication point is an interface to an input system (e.g., a clinical laboratory system in a hospital or healthcare setting) or to an output system (e.g., a healthcare data repository).

Concurrent User: is defined as each individual that may concurrently use or access the programs. Concurrent Users shall be only customers or prospective customers of yours, and shall not be business partners, or employees of yours.

Connected Instance: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

Connector: is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product that the software product is required to interface.

$M Cost of Goods Sold: is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

CPU: is defined as a chip that contains a collection of one or more cores on which the program is running. Regardless of the number of cores, each chip counts as 1 CPU.

Custom Suite User: is defined as an individual authorized by you to use the application programs included in the applicable Custom Applications Suite which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time.

Customer: is defined as the customer entity specified on your order. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of computers on which such programs may be copied, installed and used.

Customer Account: is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such accounts.

Oracle Customer Data & Device Retention Service: is defined as a service for which the description may be found in the Technical Support Policies section (Oracle Hardware and Systems Support Policies) at www.oracle.com/contracts and which is incorporated by reference.

Customer Record: is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that you may access using the program.

Developer User / Developer/ Developer Seat: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. With respect to Developer Users only, such users may create, modify, view and interact with the programs and documentation.

Disk Drive: is defined as a spinning media device that stores data accessed by the Oracle Exadata Storage Server Software program.

Electronic Order Line: is defined as the total number of distinct order lines entered electronically into the Oracle program from any source (not manually entered by licensed users) during a 12 month period. This includes order lines originating as external

EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

Employee for HCM: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs. Employees for HCM may only use the licensed programs with Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name.

Employee User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Enterprise Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Enterprise Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs. The value of these program licenses is determined by the number of Enterprise Employees. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the number of Enterprise Employees as of the effective date of your order. If at any time the number of Enterprise Employees exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Employees is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Employees. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise Employees as of such date.

Enterprise Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements. The value of these program licenses is determined by the number of Enterprise FTE Students. For these program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise FTE Students as of the effective date of your order. If at any time the number of Enterprise FTE Students exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise FTE Students is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise FTE Students. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise FTE Students as of such date.

Enterprise Trainee: is defined as an employee, contractor, student or other person who is being recorded by the program. The value of these program licenses is determined by the number of Enterprise Trainees. For these program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise Trainees as of the effective date of your order. If at any time the number of Enterprise Trainees exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Trainees is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Trainees. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise Trainees as of such date.

Enterprise $M in Cost of Goods Sold: Enterprise $M Cost of Goods Sold is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue. The value of these program licenses is determined by the amount of Enterprise $M Cost of Goods Sold. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Cost of Goods Sold as of the effective date of your order. If at any time the amount of Enterprise $M Cost of Goods Sold exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Cost of Goods Sold is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Cost of Goods Sold. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M Cost of Goods Sold as of such date.

Enterprise $M in Freight Under Management: $M Freight Under Management is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid). The value of these program licenses is determined by the amount of Enterprise $M Freight Under Management. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Freight Under Management as of the effective date of your order. If at any time the amount of Enterprise $M Freight Under Management exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Freight Under Management is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Freight Under Management. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M Freight Under Management as of such date.

Enterprise $M in Operating Budget: is defined as one million U.S. Dollars of your gross budget reflected in an audited statement from your external accounting firm. The value of these program licenses is determined by the amount of Enterprise $M in Operating Budget. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Operating Budget as of the effective date of your order. If at any time the amount of Enterprise $M in Operating Budget exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Operating Budget is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Operating Budget. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M in Operating Budget as of such date.

Enterprise $M in Revenue: Enterprise $M in Revenue is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year. The value of these program licenses is determined by the amount of Enterprise $M in Revenue. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Revenue as of the effective date of your order. If at any time the amount of Enterprise $M in Revenue exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Revenue is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Revenue. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M in Revenue as of such date.

Expense Report: is defined as the total number of expense reports processed by Internet Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

Faculty User: is defined as an active teaching member of the faculty for an accredited academic institution; such user may only use the programs for academic and non-commercial use.

Field Technician: is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

$M Freight Under Management: is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight

purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

Guest Room: is defined as the number of guest rooms managed by the program.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

Installation Services, Start-Up Packs and Configuration/Upgrade Services: is defined as a service(s) for which the description may be found in the Advanced Customer Support Services section at www.oracle.com/contracts and which is incorporated by reference.

Invoice Line: is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from Oracle.

IVR Port: is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. You must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

Learning Credits: may be used to acquire education products and services offered in the Oracle University online catalogue posted at http://www.oracle.com/education under the terms specified therein. Learning credits may only be used to acquire products and services at the list price in effect at the time you order the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when you order the relevant product or service. The list price will be reduced by applying the discount specified to you by Oracle. Notwithstanding anything to the contrary in the previous three sentences, learning credits may also be used to pay taxes, materials and/or expenses related to your order; however, the discount specified above will not be applied to such taxes, materials and/or expenses. Learning credits are valid for a period of 12 months from the date your order is accepted by Oracle, and you must acquire products and must use any acquired services prior to the end of such period. You may only use learning credits in the country in which you acquired them, may not use them as a payment method for additional learning credits, and may not use different learning credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning credits are non-transferable and non-assignable. You may be required to execute standard Oracle ordering materials when using learning credits to order products or services.

$M in Managed Assets: is defined as one million U.S. Dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

Managed Resource: is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers, regardless of whether the individual is actively using the programs at any given time. In addition, your employees, contractors, partners and any other individual or entity managed by the programs shall be counted for the purposes of determining the number of Managed Resource licenses required.

Member Record: is defined as each unique customer loyalty program Member Record managed by the program. 100K Member Records shall mean one hundred thousand Member Records.

Module: is defined as each production database running the programs.

Monitored User: is defined as an individual who is monitored by an Analytics program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time. Individual users who are licensed for an Analytics program by either Named User Plus or Application User may not be licensed by Monitored User. For the purposes of the Usage Accelerator Analytics program, every user of your licensed CRM Sales application program must be licensed. For the purposes of the Human Resources Compensation Analytics program, all of your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, Preventive Controls Governor, and Governance, Risk, and Compliance Controls Suite, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / programs) users (individuals) that the program monitors.

MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription and MySQL Standard Edition Annual Subscription: are defined as the right to use the specified program(s) in accordance with the applicable license metric and to receive Oracle Software Update License & Support for the specified program(s) and for MySQL Community Edition for the term specified on the order. MySQL Community Edition refers to MySQL that is licensed under the GPL license. Software Update License & Support for MySQL Community Edition does not include updates of any kind. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in your ordering document. If your order was placed through the Oracle Store, then the effective date is the date your order was accepted by Oracle. Oracle Software Update License & Support services are provided under the applicable technical support policies in effect at the time the services are provided. You must obtain a subscription license for all servers where MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition are deployed. If you obtain Oracle Software Update License & Support services for any servers where MySQL Community Edition is deployed, then you must also purchase a subscription license for all of such servers for which you have obtained Oracle Software Update License & Support services. You may obtain Oracle Software Update License & Support services for the MySQL Community Edition subscription licenses at any level (e.g., at the MySQL Cluster Carrier Grade Edition level, at the MySQL Enterprise Edition level and/or at the MySQL Standard Edition level). At the end of the specified term, you may renew your subscription, if available, at the then current fees for the applicable subscription. If you choose not to renew your subscription, your right to use the program(s) will terminate and you must de-install all applications, tools, and binaries provided to you under the applicable non-Community Edition license (e.g., the license for MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition). If you do not renew a subscription, you will not receive any updates (including patches or subsequent versions) and you may also be subject to reinstatement fees if you later choose to reactivate your subscription.

Named User Plus / Named User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Data Masking Pack for Non-Oracle Databases and Test Data Management Pack for Non-Oracle Databases, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of Named User Plus licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database and Load Testing Suite for Oracle Applications, each emulated human

user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight and Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition and Data Integrator Enterprise Edition for Oracle Applications, only the users that are running or accessing the data transformation processes must be counted for determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Client Runtime and Application Development Framework Mobile, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

Network Device: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

Non Employee User - External: is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

Oracle Financing Contract: is a contract between you and Oracle (or one of Oracle's affiliates) that provides for payments over time of some or all of the sums due under your order.

Order Line: is defined as the total number of order entry line items processed by the program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless you acquire additional Order Line licenses from Oracle.

Partner Organization: is defined as an external third party business entity that provides value-added services in developing, marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

Person: is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

Physical Server: is defined as each physical server on which the programs are installed.

Ported Number: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

Processor: shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Data Masking Pack for Non-Oracle Databases and Test Data Management Pack for Non-Oracle Databases, only the processors on which the program that is being managed/monitored are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Application Management Pack for Utilities and Application Management Pack for Taxation and Policy Management, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack and Real User Experience Insight, all processors on which the middleware software that supports the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the non Oracle database from which you capture data and (b) the processors running the non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the program is running for indexing content in configured content sources as long as the foregoing is the only use of the program on all the processors installed in a given server.

1,000,000 Queries Per Day: is defined as one million queries to the MDEX engine, including but not limited to: text searches; changes to facet (refinement); page up/down through results (any text box query, change in facet selection, change in results viewed), from midnight to the next midnight (e.g., a day).

$M in Revenue: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year.

$M Revenue Under Management: is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used.

Record: The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record, which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record, which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records stored in the Case Hub program. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For the purposes of the Site Hub program a record is defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub program. A site database record is a unique site (e.g., an asset, a building, part of a building (such as a store or a franchise within a store, an ATM, etc.)) stored in the Site Hub program.

For the programs listed above, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the purposes of the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

For the purposes of the Supplier Lifecycle Management and Supplier Hub programs, a record is defined as a unique business entity or company record stored as Supplier in the AP_SUPPLIERS table of the Supplier Lifecycle Management and Supplier Hub programs.

For the purposes of the Life Sciences Customer Hub program, a record is defined as the number of unique customer database records stored in such program. A customer database record is a unique physician (i.e., physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub program.

1000 Records: is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator program.

Registered User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. Registered Users shall be business partners and/or customers and shall not be your employees.

500,000 Requests Per Day: is defined as five hundred thousand requests from midnight to the next midnight (e.g., a day).

For the purposes of the following program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Endeca Experience Manager, requests at the Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g., ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: WebCenter Sites for Oracle ATG Web Commerce, requests to the WebCenter Sites or Webcenter Sites Satellite Server programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

Retail Register: is defined as any device designed to record any part of a sales transaction.

RosettaNet Partner Interface Processes® (PIPs®): are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

Rule Set: is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

Server: is defined as the computer on which the programs are installed. A Server license allows you to use the licensed program on a single specified computer.

Service Order Line: is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from Oracle.

1,000 Sites: is defined as one thousand unique sites added to Multi-Site Quotes created during a 12 month period. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of a Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. A single Site (as defined by its Service Account and Service Point fields Site) that is added to multiple Multi-Site Quotes created during a 12-month period shall be only counted once.

Socket: is defined as a slot that houses a chip (or a multi-chip module) that contains a collection of one or more cores. Regardless of the number of cores, each chip (or multi-chip module) shall count as a single socket. All occupied sockets on which the program is installed and/or running must be licensed.

Oracle Solaris Premier Subscription for Non-Oracle Hardware per socket: is defined as the right to use the Oracle Solaris programs (as defined below) on hardware not manufactured by or for Sun/Oracle, and to receive Oracle Premier Support for Operating Systems services (limited to the Oracle Solaris programs), for the term specified in the ordering document. "Oracle Solaris programs" refers to the Oracle Solaris operating system and the separately licensed third party technology (as defined below). The Oracle Solaris programs may contain third party technology. Oracle may provide certain notices to you in program documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to you either under the terms of the agreement, or if specified in the program documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement. The Oracle Solaris programs may include or be distributed with certain separately licensed components that are part of Java SE ("Java SE"). Java SE and all components associated with it are licensed to you under the terms of the Oracle Binary Code License Agreement for the Java SE Platform Products, and not under the agreement. A copy of the Oracle Binary Code License Agreement for the Java SE Platform Products can be found at www.oracle.com/contracts.
This subscription is available only for a server that is certified by Oracle and listed on the Hardware Compatibility List (HCL) at http://www.sun.com/bigadmin/hcl. You must obtain a subscription license for each socket in the server. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in your ordering document. If your order was placed through the Oracle Store, then the effective date is the date your order was accepted by Oracle. Oracle Premier Support for Operating System services are provided under the applicable technical support policies in effect at the time the services are provided. At the end of the specified term, you may renew your subscription, if available, at the then current fees for this subscription.

If your order specifies **"1 – 4 socket server"** then you may only use the subscription on a server with not more than 4 sockets. If your order specifies **"5+ socket server"** then you may use the subscription for servers with any number of sockets.

Subscriber: is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter. The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

Suite: is defined as all the functional software components described in the product documentation.

Sun Ray Device: is defined as the Sun Ray computer on which the program is running.

Tape Drive: is defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For cloud based backups, Oracle counts each parallel stream or Recovery Manager (RMAN) channel as equivalent to a tape drive.

Technical Reference Manuals
Technical Reference Manuals ("TRMs") are Oracle's confidential information. You shall use the TRMs solely for your internal data processing operations for purposes of: (a) implementing applications programs, (b) interfacing other software and hardware systems to the applications programs and (c) building extensions to applications programs. You shall not disclose, use or permit the disclosure or use by others of the TRMs for any other purpose. You shall not use the TRMs to create software that performs the same or similar functions as any of Oracle products. You agree: (a) to exercise either at least the same degree of care to safeguard the confidentiality of the TRMs as you exercise to safeguard the confidentiality of your own most important confidential information or a reasonable degree of care, whichever is greater; (b) to maintain agreements with your employees and agents that protect the confidentiality and proprietary rights of the confidential information of third parties such as Oracle and instruct your employees and agents of these requirements for the TRMs; (c) restrict disclosure of the TRMs to those of your employees and agents who have a "need to know" consistent with the purposes for which such TRMs were disclosed; (d) maintain the TRMs at all times on your premises; and (e) not to remove or destroy any proprietary or confidential legends or markings placed upon the TRMs. Oracle shall retain all title, copyright and other proprietary rights in the TRMs. TRMs are provided to you "as-is" without any warranty of any kind. Upon termination, you shall cease using, and shall return or destroy, all copies of the applicable TRMs.

Telephone Number: is defined as each unique telephone number for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such telephone numbers.

Terabyte: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

$B in Total Assets: is defined as one billion U.S. dollars of your latest published or internally available "Total Asset Value" as disclosed in your annual report and/or regulatory filings.

Trainee: is defined as an employee, contractor, student or other person who is being recorded by the program.

Transaction: is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

1K Transactions: is defined as one thousand unique transactions processed through the program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle. For Oracle Contact Center Anywhere, a unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents). For JD Edwards World Purchase Card Management, a unique transaction is defined as a single charge processed by the program.

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Module: is defined as the functional software component described in the product documentation

Wireless handset: is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

Workstation: is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

Term Designation
If your program license does not specify a term, the program license is perpetual and shall continue unless terminated as otherwise provided in the agreement.

1, 2, 3, 4, 5 Year Terms: A program license specifying a 1, 2, 3, 4 or 5 Year Term shall commence on the effective date of the order and shall continue for the specified period. At the end of the specified period the program license shall terminate.

1 Year Subscription: A program license specifying a 1 Year Subscription shall commence on the effective date of the order and shall continue for a period of 1 year. At the end of the 1 year the program license shall terminate.

Licensing Rules for Oracle Technology Programs and Oracle Business Intelligence Applications

Failover: Subject to the conditions that follow below, your license for the programs listed on the US Oracle Technology Price List, which may be accessed at http://www.oracle.com/corporate/pricing/pricelists.html, includes the right to run the licensed program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate days in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two days). The above right only applies when a number of machines are arranged in a cluster and share one disk array. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, you must switch back to the primary node. Once the failover period has exceeded ten days, the failover node must be licensed. In addition, only one failover node per clustered environment is at no charge for up to ten separate days even if multiple nodes are configured as failover. Downtime for maintenance purposes counts towards the ten separate days limitation. When licensing options on a failover environment, the options must match the number of licenses of the associated database. Additionally, when licensing by Named User Plus, the user minimums are waived on one failover node only. Any use beyond the right granted in this section must be licensed separately. In a failover environment, the same license metric must be used for the production and failover nodes when licensing a given clustered configuration.

Testing: For the purpose of testing physical copies of backups, your license for the Oracle Database (Enterprise Edition, Standard Edition or Standard Edition One) includes the right to run the database on an unlicensed computer for up to four times, not exceeding 2 days per testing, in any given calendar year. The aforementioned right does not cover any other data recovery method - such as remote mirroring - where the Oracle program binary files are copied or synchronized.

You are responsible for ensuring that the following restrictions are not violated:

- Oracle Database Standard Edition can only be licensed on servers that have a maximum capacity of 4 sockets. Oracle Database Standard Edition, when used with Oracle Real Application Clusters, may only be licensed on a single cluster of servers supporting up to a maximum capacity of 4 sockets.
- Oracle Standard Edition One, Internet Application Server Standard Edition One and Portal Standard Edition One can only be licensed on servers that have a maximum capacity of 2 sockets.
- WebLogic Server Standard Edition does not include WebLogic Server Clustering.
- Business Intelligence Standard Edition One can only be licensed on servers that have the ability to run a maximum of 2 sockets. The data sources for BI Server and BI Publisher are limited to the included Oracle Standard Edition One, one other database, and any number of flat file sources such as CSV, and XLS. You may use Oracle Warehouse Builder Core ETL to pull data from any number of data sources but you must use only the included Oracle Standard Edition One as the target database.
- Informatica PowerCenter and PowerConnect Adapters may not be used on a standalone basis or as a standalone ETL tool. The Informatica PowerCenter and PowerConnect Adapters may be used with any data source provided the target(s) are: (i) the Oracle Business Intelligence applications programs (excluding Hyperion Enterprise Performance Management Applications), (ii) the underlying platforms on which the Oracle Business Intelligence Suite Enterprise Edition Plus program, Oracle Business Intelligence Standard Edition One or associated components of those Business Intelligence applications programs run, or (iii) a staging database for any of the foregoing. Informatica PowerCenter and PowerConnect Adapters may also be used where the Oracle Business Intelligence applications programs (excluding Hyperion Enterprise Performance Management Applications) are the source and non-Oracle Business Intelligence application programs are the target, provided, that users do not use Informatica PowerCenter and PowerConnect Adapters to transform the data.
- With respect to the Java SE Advanced and Java SE Suite programs, you may not create, modify, or change the behavior of, or authorize your users to create, modify, or change the behavior of, classes, interfaces, or subpackages that are in any way identified as "java", "javax" "sun" or "oracle" or any variation of the aforementioned naming conventions. The installation and auto-update processes for these programs transmit a limited amount of data to Oracle (or its service provider) about those specific processes to help Oracle understand and optimize them. Oracle does not associate the data with personally identifiable information. You can find more information about the data Oracle collects at http://oracle.com/contracts. Additional copyright notices and license terms applicable to portions of the programs are set forth at http://oracle.com/contracts.
- Programs that contain "for Oracle Applications" in the program name are limited use programs. These limited use programs may only be used with "eligible" Oracle application programs that contain the following prefixes in the program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Endeca*, Oracle Knowledge, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance and Oracle Primavera. For those prefixes designated above with a "*" not all programs with that prefix are eligible for use with the "for Oracle Applications" limited use programs. For a list of excluded programs please review the Applications Licensing

Table, which may be accessed at http://oracle.com/contracts. Notwithstanding anything above, Oracle Business Intelligence Suite Enterprise Edition Plus for Oracle Applications may only be used with "eligible" Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name provided that the Oracle Fusion Human Capital Management programs are the only programs configured to run against the database instance Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the Oracle Product Information Management Analytics, Fusion Edition, Oracle Customer Data Management Analytics, Fusion Edition and Oracle Product Lifecycle Analytics programs. Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the following programs provided that the Oracle Fusion Applications are the only data source: Oracle Sales Analytics, Fusion Edition; Oracle Partner Analytics, Fusion Edition; Oracle Supply Chain and Order Management Analytics; Oracle Financial Analytics, Fusion Edition; Oracle Procurement and Spend Analytics, Fusion Edition; Oracle Human Resources Analytics, Fusion Edition and Oracle Project Analytics. Any use of limited use programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.

- Oracle BPEL Process Manager Option for Oracle Applications may be used only to enable business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and, other Oracle Applications or third party applications are allowed as long as they are enabled/initiated within the eligible Oracle Applications. Business Processes defined in BPEL are allowed as long as at least one of the services invoked from within the Business Process access an eligible Oracle Application either natively (via Web Services) or via an adapter.
- Oracle Business Intelligence Foundation for Oracle Applications may be used only to perform query, reporting and analysis against a transaction database, data warehouse or an Essbase OLAP cube if: (i) the transaction database is an eligible Oracle Applications transaction database itself or an extraction, in whole or in part, of an eligible Oracle Applications transaction database, without transformation (query, reporting and analysis against a transaction database that is not an eligible Oracle Applications transaction database requires a full use license of Oracle Business Intelligence Foundation Suite); or (ii) the data warehouse is a pre-packaged eligible Oracle Applications data warehouse, with any customizations necessary to reflect customizations made in the eligible Oracle Applications, and restricted only to the eligible Oracle Applications sources (query, reporting and analysis against extensions to the data warehouse drawn from source systems not supported by the pre-packaged data warehouses require a full use license of Oracle Business Intelligence Foundation Suite); or (iii) the dimensions of each Essbase OLAP Cube are sourced from eligible Oracle Applications.
- Oracle WebLogic Suite for Oracle Applications may be used only as an embedded runtime for eligible Oracle Applications or to deploy customizations to an eligible Oracle Application. The WebLogic global datasource or one of the WebLogic application datasources must be configured to access the schema of an eligible Oracle Application.
- Data Integrator Enterprise Edition for Oracle Applications may only be used with the Oracle supplied data integration jobs and customization of the supplied jobs is allowed. For the avoidance of doubt, examples of uses that are not permitted include, but are not limited to, the following: adding new jobs that support different applications, new schemas, or previously unsupported application modules.
- Oracle SOA Suite for Oracle Applications may be used only to enable integration, business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and other non-eligible Oracle Applications or third party applications are allowed as long as they are either initiated or terminated within eligible Oracle Applications. Usage of SOA composites (including but not limited to Rules, Mediator, XSLT transforms, BPEL processes, Spring components, Workflow services and OWSM security policies) is allowed as long as at least one of the services invoked from within each composite accesses an eligible Oracle Application either natively (via Web services) or via an adapter and the invocation is part of a flow that is either initiated or terminated within eligible Oracle Applications. Oracle Service Bus (OSB) usage is allowed as long as each service deployed accesses an eligible Oracle Application either natively (via Web services) or via an adapter.
- Oracle WebCenter Portal for Oracle Applications may be used only to surface eligible Oracle Application(s) and custom applications (collectively, "eligible applications"). Surfacing any third-party applications, including other applications from Oracle, requires a license for Oracle WebCenter Portal. Multiple eligible applications may be surfaced in a single portal instance provided that a WebCenter Portal for Oracle Applications license exists for each eligible application surfaced in the portal. WebCenter Portal for Oracle Applications may be used to integrate the various WebCenter services (e.g., wikis, blogs, and discussions) into an application context, as well as to build out custom workflows and notifications between the eligible application and WebCenter Portal components. The content management features of the Oracle WebCenter Portal for Oracle Applications program may be used to store and manage documents created outside of the eligible application provided that such documents are related to the eligible application or to the application context.
- Oracle WebCenter Imaging for Oracle Applications may be used to create and modify imaging searches, to modify pre-packaged imaging application document types, and to create and modify input mappings to imaging applications. Oracle WebCenter Imaging for Oracle Applications may also be used to invoke web service application programming interfaces (API's) from Oracle Application workflows. A license for WebCenter Imaging for Oracle Applications is required to define

new document types for the management of images unrelated to a pre-packaged Oracle Applications integration, to develop custom workflows, and to invoke APIs from custom workflows or custom application integrations.

- Oracle Identity and Access Management Suite Plus for Oracle Applications may be used only to perform associated actions for users of and within the eligible Oracle Applications. The programs may be used to do the following: (1) add, delete, modify, and manage user identities and roles in the eligible Oracle Applications; (2) provide web access management and single sign-on into eligible Oracle Applications; (3) provide data storage or virtualization to data storage of user identities and user identity related information or authentication and authorization policies for eligible Oracle Applications; (4) provide federated single sign-on to eligible Oracle Applications
- Oracle Coherence Enterprise Edition for Oracle Applications may only be used within the same Java Virtual Machine as the eligible Oracle Application components.
- Oracle GoldenGate for Oracle Applications may only be used with the Oracle supplied integration jobs. Customization of the Oracle supplied integration jobs is allowed if necessitated by (i) customizations of the source application or of the target application or (ii) for performance tuning of the GoldenGate configuration. Oracle GoldenGate for Oracle Applications may not be used (i) for data replication to non-Oracle databases or (ii) by other Oracle applications or (iii) by third party applications for any type of data integration or replication purposes. For the avoidance of doubt, examples of other uses that are not permitted include, but are not limited to, the following: replicating data to non-Oracle databases (including MySQL), adding new source or target schemas, adding unsupported application modules to source or target schemas, supporting other replication topologies (e.g., active-active or multi-master) or adding anything not supplied by Oracle.
- Hyperion Data Integration Management, Hyperion Data Integration Management Team Based Development, and the Hyperion Data Integration Management Adapters for SAP BW, SAP R3, PeopleSoft and Siebel are licensed by Computer. Each Computer license is limited to support the use of up to 8 CPUs and each Computer license must be licensed in increments of 8 CPUs. Each core is recognized as a CPU. For computers that have more than 8 CPUs, additional Computer licenses must be purchased based upon the amount of CPUs that you are using. For example, if you are using Hyperion Data Integration Management on 12 CPUs, you need to purchase 2 Computer licenses; if you are using Hyperion Data Integration Management on 17 CPUs, you need to purchase 3 Computer licenses. These programs may be used solely in connection with moving data into and out of a Hyperion Data Store(s) (data/metadata repository(ies) delivered with the Hyperion programs.) These programs may not be used to extract data from a non-Hyperion Data Store(s) to load a custom data warehouse (a data warehouse not built solely from data from a Hyperion Data Store(s). The Hyperion Data Integration Management Computer license allows for such program to 1) connect to the following relational databases only: Oracle, Sybase, IBM DB2, MS SQL Server and 2) source from and write to an unlimited number of flat file/XML files. Hyperion Data Integration Management Adapters for SAP BW, SAP R3, PeopleSoft and Siebel must be licensed separately to allow Hyperion Data Integration Management to connect to these additional sources.
- The number of Hyperion program option licenses must match the number of licenses of the associated Hyperion program.
- The license for the Hyperion Planning Plus program includes a limited use license for the Hyperion Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis programs. Such limited use license means that the Hyperion Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis programs may only be used to access data from the Hyperion Planning Plus program. The Oracle Data Integrator – Target Database program may be used to load data from any data source provided that the target database is the Hyperion Planning Plus program. Specifically, the Hyperion Essbase Plus program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Planning Plus program and the Aggregate Storage option component of the Hyperion Essbase Plus program may not be used.
- The license for the Hyperion Profitability and Cost Management program includes a limited use license for the Hyperion Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator - Target Database programs. Such limited use license means that the Hyperion Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator - Target Database programs may only be used to access data from the Hyperion Profitability and Cost Management program. Specifically, the Hyperion Essbase Plus program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Profitability and Cost Management program and the Aggregate Storage option component of the Hyperion Essbase Plus program may not be used.

If you purchase Named User Plus licenses for the programs listed below, you must maintain the following user minimums and user maximums:

Program	Named User Plus Minimum
Oracle Database Enterprise Edition	25 Named Users Plus per Processor
Times Ten In-Memory Database	25 Named Users Plus per Processor
Cloud File System	25 Named Users Plus per Processor
Rdb Enterprise Edition	25 Named Users Plus per Processor

CODASYL DBMS	25 Named Users Plus per Processor
Data Integrator Enterprise Edition	25 Named Users Plus per Processor
GoldenGate	25 Named Users Plus per Processor
GoldenGate for Non Oracle Database	25 Named Users Plus per Processor
GoldenGate Veridata	25 Named Users Plus per Processor
GoldenGate for Teradata Replication Services	25 Named Users Plus per Processor
Java SE Advanced	10 Named Users Plus per Processor
Java SE Suite	10 Named Users Plus per Processor
WebLogic Server Standard Edition	10 Named Users Plus per Processor
WebLogic Server Enterprise Edition	10 Named Users Plus per Processor
WebLogic Suite	10 Named Users Plus per Processor
Web Tier	10 Named Users Plus per Processor
Coherence Standard Edition	10 Named Users Plus per Processor
Coherence Enterprise Edition	10 Named Users Plus per Processor
Coherence Grid Edition	10 Named Users Plus per Processor
TopLink and Application Development Framework	10 Named Users Plus per Processor
GlassFish Server	10 Named Users Plus per Processor
Internet Application Server Standard Edition	10 Named Users Plus per Processor*
Internet Application Server Enterprise Edition	10 Named Users Plus per Processor*
Enterprise Gateway	10 Named Users Plus per Processor
BPEL Process Manager	10 Named Users Plus per Processor
WebLogic Integration	10 Named Users Plus per Processor
Service Registry	10 Named Users Plus per Processor
Enterprise Repository	10 Named Users Plus per Processor
Forms and Reports	10 Named Users Plus per Processor
Tuxedo	10 Named Users Plus per Processor
SOA Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Unified Business Process Management Suite for Non Oracle Middleware	10 Named Users Plus per Processor
Event-Driven Architecture Suite	10 Named Users Plus per Processor
Business Intelligence Standard Edition	10 Named Users Plus per Processor
B2B for RosettaNet	10 Named Users Plus per Processor
B2B for EDI	10 Named Users Plus per Processor
Healthcare Adapter	10 Named Users Plus per Processor
B2B for ebXML	10 Named Users Plus per Processor
WebCenter Suite Plus	10 Named Users Plus per Processor
WebCenter Portal	10 Named Users Plus per Processor
WebCenter Content	10 Named Users Plus per Processor
WebCenter Sites	10 Named Users Plus per Processor
WebCenter Sites Satellite Server	10 Named Users Plus per Processor
WebCenter Universal Content Management	10 Named Users Plus per Processor
WebCenter Imaging	10 Named Users Plus per Processor
WebCenter Forms Recognition	10 Named Users Plus per Processor
WebCenter Enterprise Capture	10 Named Users Plus per Processor
WebCenter Distributed Capture	10 Named Users Plus per Processor
WebCenter Real-Time Collaboration	10 Named Users Plus per Processor
On Track Communication Standard Edition	10 Named Users Plus per Processor
On Track Communication Enterprise Edition	10 Named Users Plus per Processor
Enterprise Gateway for Access Management	10 Named Users Plus per Processor
Beehive Enterprise Messaging Server	10 Named Users Plus per Processor
Beehive Enterprise Collaboration Server	10 Named Users Plus per Processor

*The Named User Plus Minimum does not apply if the program is installed on a one-processor machine that allows for a maximum of one user per program.

Program	Named User Plus Maximum
Personal Edition	1 Named User Plus per database
Business Intelligence Standard Edition One	50 Named Users Plus

If licensing by Named User Plus, the number of licenses for the programs listed below in column A must match the number of licenses of the associated program listed in column B. In the case where the minimum number of Named User Plus licenses are/were purchased, the number of licenses may not match due to variance in core factors between the time the respective programs were licensed. If licensing by Processor, the number of licenses for the programs listed below in column A must match the number of licenses of the associated program listed in column B. In the case where the programs are licensed at different times, the number of licenses may not match due to variance in core factors between the time the respective programs were licensed; in that case the number of cores used to determine the number of licensed processors for the programs listed below in column A must match the number of cores used to determine the number of licensed processors of the associated program listed in Column B. Associated programs are those programs being used in conjunction with the program in Column A.

Column A	Column B
Database Enterprise Edition Options*- Real Application Clusters, Real Application Clusters One Node, Partitioning, OLAP, Data Mining, Spatial, Advanced Security, Label Security, Database Vault, Active Data Guard, Real Application Testing, Advanced Compression, Total Recall, Retail Data Model, Communications Data Model **Database Enterprise Management***- Diagnostics Pack, Tuning Pack, Database Lifecycle Management Pack, Cloud Management Pack for Oracle Database	Oracle Database Enterprise Edition, Audit Vault Server
RDB Server Options*- TRACE	Rdb Enterprise Edition, CODASYL DBMS
WebLogic Suite Options**- BPEL Process Manager Option, Service Bus, SOA Suite for Oracle Middleware, Business Process Management Suite	WebLogic Suite
Application Server Enterprise Management**- WebLogic Server Management Pack Enterprise Edition, SOA Management Pack Enterprise Edition, Cloud Management Pack for Oracle Fusion Middleware	Associated application server program being managed by the program in Column A.
Management Pack for Oracle Coherence**	Coherence Enterprise Edition, Coherence Grid Edition
Management Pack for Oracle GoldenGate*	GoldenGate, GoldenGate for Non Oracle Database, GoldenGate for Mainframe
Business Intelligence Server Enterprise Edition Options- Interactive Dashboard, Delivers, Answers, Office Plug-in and Reporting and Publishing	Business Intelligence Server Enterprise Edition
Business Intelligence Suite Enterprise Edition Plus Option- Business Intelligence Management Pack	Business Intelligence Suite Enterprise Edition Plus
Beehive Platform Options- Beehive Messaging, Beehive Team Collaboration, Beehive Synchronous Collaboration, Beehive Voicemail	Beehive Platform
Management Pack for Oracle Data Integrator	Data Integrator Enterprise Edition, Data

	Integrator and Application Adapter for Data Integration, or Oracle Data Integrator Enterprise Edition for Oracle Applications
Hyperion Financial Data Quality Management Options- Hyperion Financial Data Quality Management Adapter for Financial Management, Hyperion Financial Data Quality Management Adapter Suite, Hyperion Financial Data Quality Management Adapter for SAP	Hyperion Financial Data Quality Management
Hyperion Financial Data Quality Management for Hyperion Enterprise Option- Hyperion Financial Data Quality Management Adapter Suite	Hyperion Financial Data Quality Management for Hyperion Enterprise
Hyperion Data Integration Management Options- Hyperion Data Integration Management Source Adapter, Hyperion Data Integration Management Team Based Development	Hyperion Data Integration Management

*If licensing by Named User Plus you must maintain, at a minimum, 25 Named Users Plus per Processor per associated program.

** If licensing by Named User Plus you must maintain, at a minimum, 10 Named Users Plus per Processor per associated program.

Licensing Rules for ATG Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- The Oracle ATG Web Commerce Business Intelligence program and the Oracle ATG Web Commerce Business Intelligence Administrator program may only be used in conjunction with either the Oracle ATG Web Commerce program and/or the Oracle ATG Web Knowledge Manager program. You may, however, expand your data model to include other information provided the additional information supplements information is already included in the Oracle ATG Web Commerce program or in the Oracle ATG Knowledge Manager program.
- The Cognos BI Consumer Bundle is included in the Oracle ATG Web Commerce Business Intelligence program and is comprised of (a) one (1) reporting engine for anonymous viewers consisting of no more than two (2) processors and four (4) total cores, (b) unlimited anonymous report viewer seat licenses, (c) one (1) Named BI Web Administrator seat license and one (1) Named BI Professional Report Author seat license. Any additional seat licenses must be licensed separately by purchase of Oracle ATG Web Commerce BI Administrator seat licenses at an additional cost and are not included in any enterprise-wide or similar license.

Licensing Rules for JD Edwards Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- The programs include GNU libgmp library; copyright 1991 Free Software Foundation, Inc. This library is free software that can be modified and redistributed under the terms of the GNU Library General Public License contained in the programs. The programs may also contain other third party products.
- Your license for the program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards program table located at http://oracle.com/contracts for additional information.
- The Foundation program contains the development foundation environment/toolkit. You understand and acknowledge that any software program developed with the functionality of the development foundation environment/toolkit is subject to the terms and conditions of this agreement. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer programs generated by you utilizing the development tools included in the programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE

- The Oracle Technology Foundation for JD Edwards EnterpriseOne and the Oracle Technology Foundation for JD Edwards EnterpriseOne Upgrade programs each include a limited use license for Oracle Database Standard Edition. The database may be used solely in conjunction with any and all licensed JD Edwards EnterpriseOne programs, including third party programs licensed for use with JD Edwards EnterpriseOne programs. The database may be installed on an unlimited number of processors. If you require features and functions beyond those included with the Oracle Database Standard Edition, or if you require use of Oracle Database beyond your JD Edwards EnterpriseOne implementation, you may purchase a non-limited use license by contracting directly with Oracle or one of its authorized distributors.

  The license for each of these programs also includes a limited use license for the following components of Oracle Fusion Middleware: Oracle Application Server Standard Edition or Oracle WebLogic Server Standard Edition (either of these products may be used, but both products cannot be used for the same function); Oracle JRockit JVM; Oracle Application Server Portal; Oracle WebCenter Services; Oracle BPEL Process Manager; Oracle Business Activity Monitoring; Oracle Application Server Single Sign-On; Oracle Access Manager Basic; Oracle Application Server Web Cache; and Oracle Business Intelligence Publisher. These components may be used solely in conjunction with any and all licensed JD Edwards EnterpriseOne programs, including third party programs licensed for use with JD Edwards EnterpriseOne programs. These components may be installed on an unlimited number of processors. If you require use of these components beyond your JD Edwards EnterpriseOne implementation you may purchase a non-limited use license for any of the Oracle components by contracting directly with Oracle or one of its authorized distributors.

  For the purpose of using Oracle Business Intelligence Publisher, Oracle will include a limited use license of Business Intelligence Publisher for use with JD Edwards EnterpriseOne programs. Any use of Business Intelligence Publisher outside of a JD Edwards EnterpriseOne program, such as with a your own "custom" applications as well as with other Oracle applications (including but not limited to Siebel Applications, PeopleSoft Applications, and/or Oracle Applications) will require a full use license of Business Intelligence Publisher. Business Intelligence Publisher may be installed on an unlimited number of processors.

  The development tools included with these programs may be used solely with the licensed JD Edwards EnterpriseOne programs and may not be used to create new applications. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer programs generated by you utilizing the development tools included in the programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE JD EDWARDS ENTERPRISE ONE PROGRAM WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.
- The Technology Foundation and Technology Foundation Upgrade programs each include the following "IBM Components": IBM DB2 Universal Database, IBM WebSphere Application Server and IBM WebSphere Portal (as contained in Collaborative Portal). IBM Components may be used solely in conjunction with any and all licensed JD Edwards EnterpriseOne programs, including third party programs licensed for use with JD Edwards EnterpriseOne programs. You may obtain a general license for any of the IBM Components by contracting directly with IBM or one of its authorized distributors. The development tools included in this program may be used solely with the licensed JD Edwards EnterpriseOne programs and may not be used to create new applications. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer programs generated by you utilizing the development tools included in the programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.

Licensing Rules for Oracle E-Business Suite Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- The option Activity Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.
- The option Field Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.
- The option Marketing Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.
- The option Sales Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.

- The option Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program
- The option Activity Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Field Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Marketing Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Privacy Management Policy Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Sales Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.

Licensing Rules for PeopleSoft Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- Your license for the program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards program table located at http://oracle.com/contracts for additional information.
- The programs listed below include a license to use Business Analysis Modeler – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft programs you have licensed. Oracle will deliver this program to you per the delivery terms in your order.

  Integrated FieldService, Marketing, Mobile Sales, Online Marketing, Order Capture, Order Capture Self Service, Sales, Support for Customer Self Service
- Your use of the Campus Self Service program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.
- PeopleTools - Enterprise Development shall be used solely to develop applications for your internal data processing operations. In no event shall you market or distribute such applications. Notwithstanding anything to the contrary, you shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this program for the purpose of developing applications.
- Each PeopleTools - Enterprise Development Starter Kit program shall be used solely by 5 application users to develop applications containing no more than a total of 20 components (as defined in the program documentation) for your internal data processing operations. In no event shall you market or distribute such applications. Notwithstanding anything to the contrary, you shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this program for the purpose of developing applications.
- You may use PeopleTools – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft Enterprise programs you have licensed. Oracle will deliver this program to you per the delivery terms in your order
- The Process Modeler Client program may only be used with PeopleSoft Enterprise or JD Edwards EnterpriseOne programs you have licensed from Oracle. You shall not use this program with any other software.
- The license for the Student Administration program includes a limited use license for the Human Resources, Benefits Administration and the Payroll for North America programs. Such limited use license means that the Human Resources, Benefits Administration and the Payroll for North America Software modules shall only be used in order to access the features and functions of the Student Administration program. Your use of the Student Administration program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.

Licensing Rules for Primavera Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- For the purposes of the following Primavera programs: Earned Value Management, Evolve, SureTrak, Contractor and P3 Project Planner, you acknowledge that you have both read and understand the limited Software Update License & Support services that are available for these programs, as described in Oracle's Technical Support Policies.
- For purposes of the Primavera SureTrak and Primavera P3 Project Planner programs, you acknowledge that the agreement delivered to you with these programs, and not the end user license agreement contained in the product installation, governs the end user's use of these programs

- For the purposes of the following programs: Primavera P6 Enterprise Project Portfolio Management and Primavera P6 Enterprise Project Portfolio Management Web Services, developers and/or users (i) who are not already licensed for the Primavera P6 Enterprise Project Portfolio Management program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera P6 Enterprise Project Portfolio Management Web Services program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.
- For the purposes of the following programs: Primavera Contract Management Web Services and Primavera Contract Management, developers and/or users (i) who are not already licensed for the Primavera Contract Management program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera Contract Management Web Services program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.

Licensing Rules for Siebel Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- For the Siebel Branch Teller Services program, Siebel Internet Banking Services program, Siebel Retail Finance Foundation Services program and the Siebel Financial Transactions Workbench program, you may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the program documentation, all in accordance with the program documentation, and provided that such materials or modified materials shall be used solely with your licensed use of such programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the programs, ancillary programs, program documentation, or any other materials provided by Oracle, or to permit third parties to do so.
- The Siebel Details Program includes a license for 20 Concurrent Users that authorizes you to use the program on only one Computer for a maximum of 20 Concurrent Users at any given time.
- The Siebel Marketing Server program is licensed on a Computer basis together with the number of unique Customer Records that you may access using the program.
- The Siebel Pharma Marketing Server is licensed on the basis of the number of unique Customer Records that you may access using the program together with the number of Brands that you may manage using the program.
- The Siebel Pricing Claims Server-Up to 20 Application Users is licensed on a Computer basis with a limitation on the number of Application Users.
- The users or processors of the Siebel Web Channel program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the programs that is defined in the Siebel Tools program.
- The Siebel Data Quality License may only be used with Oracle Master Data Management or Oracle CRM deployments.

Licensing Rules for Programs Licensed per UPK Module

- Oracle grants to you a non-exclusive, nontransferable license for your UPK Developer(s) to: (i) use those User Productivity Kit ("UPK") programs licensed as UPK modules (collectively referred to as "UPK content") only as necessary to create and provide training solely for Employee and/or Application Users to use the underlying programs for your benefit; (ii) make an unlimited number of copies of the UPK content only as necessary to create and provide training solely to Employees and/or Application Users to use the underlying programs for your benefit; and (iii) develop modifications and customizations to the UPK content, if applicable, all subject to the terms and conditions set forth in this agreement, provided all copyright notices are reproduced as provided on the original. You represent and warrant that you have a valid license for the underlying program(s). You are prohibited from reselling or distributing the UPK content to any other party or using the UPK content other than as explicitly permitted in this agreement. Oracle represents that the UPK content and any content created by you using the UPK content contains valuable proprietary information. Oracle retains title to all portions of the UPK content and any copies thereof. You shall use UPK content modifications created by you solely for your internal use in accordance with the terms of this agreement. You may provide access to and use of the UPK content only to those third parties that are licensed as Application Users and that: (a) provide services to you concerning your use of the UPK content; (b) have a need to use and access the UPK content; and (c) have agreed to substantially similar non-disclosure obligations imposed by you as those contained in this agreement. Application and Employee User(s) of UPK programs may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Licensing Rules for MySQL Programs

- The MySQL programs may contain third party technology. Oracle may provide certain notices to you in program documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to you either under the terms of the agreement, or if specified in the program documentation,

"readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement.

Technical	Only Adobe?	Adobe can't provide?	Comments
Solution will be Compatible with Microsoft Windows XP, 7, & 8.			
Solution will be compatible with Microsoft Office 2010 & 2013.			
Creation & Conversion			
Solution will create .PDF files that are compatible with ISO 3200 standards.			
PDF/A			
PDF/E			
PDF/X			
PDF/UA? WCAG 2.0?			
Solution will create .PDF file from multiple files			
Solution will create .PDF file from mutliple file types			
Solution will create .PDF files from Microsoft Office files.			
Solution will create searchable-text .PDF files from converted files.			core function.
Solution will create searchable-text .PDF files from scanned hardcopies.			core function.
Solution will create . PDF files from industry-wide open file formats, including: RFT, HTML, TXT, & image formats.			core function.
Attached PDF to note?			
Solution will convert multiple files to multiple .PDF's.			Additional: split PDF top many?
Convert .PDF files to fully editable Microsoft Office files.			
PDF Viewing			
Solution will provide no-cost PDF viewer.			
Solution will allow end-user to view .PDF files			
Solution will allow end-user to search .PDF files			
Find All			
Solution will allow end-user to print .PDF to hardcopy			
Solution will allow end-user to view all types of .PDF files, including: PDF/A, PDF/E, PDF/X.			
Solution will allow end-user to validate digital signature within the .PDF file.			Differentiate between digital & electronic.
Solution will allow end-user to compare multiple .PDF documents.			
ADA: Read out loud??			Dragon does this?
PDF Linearization??			
Loupe??			
Screenshot??			We have tools already.
Pan & zoom??			nice to have.

State of Michigan Pricelist 12/2/2014

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Item	Item Description	Named Product	Sum of List Price	Sum of SLG DISC	Sum of STATE PRICE	Sum of EDU DISC	Sum of EDU PRICE
7105649	Spare: power cord, North America and Asia, 2.5 meters, NEMA 5-15P plug, C19 connector, 15 A, 250 VAC	Spare parts	$48.00	29%	$34.08	29%	$34.08
7105650	Spare: power cord, global jumper, straight plug-connector 1.8 meter, C14 plug, C19 connector, 15 A	Spare parts	$42.00	29%	$29.82	29%	$29.82
7105651	Spare: power cord, global jumper, straight plug-connector 2.4 meters, C20 plug, C19 connector, 20 A	Spare parts	$72.00	29%	$51.12	29%	$51.12
7105652	Spare: power cord, UK, 2.5 meters, C19 connector, 13 A, 250 VAC	Spare parts	$72.00	29%	$51.12	29%	$51.12
7105653	Spare: power cord, Europe, 2.5 meters, C19 connector, 15 A, 250 VAC	Spare parts	$60.00	29%	$42.60	29%	$42.60
7105654	Spare: power cord, India, 2.5 meters, C19 connector, 16 A, 250 VAC	Spare parts	$78.00	29%	$55.38	29%	$55.38
7105658	Spare: QSFP to CX-4 InfiniBand copper cable: 3 meters	Spare parts	$1,272.00	29%	$903.12	29%	$903.12
7105659	Spare: QSFP to CX-4 InfiniBand copper cable: 5 meters	Spare parts	$1,320.00	29%	$937.20	29%	$937.20
7105660	Oracle Fabric Interconnect F1-4	Spare parts	$6,018.00	29%	$4,272.78	29%	$4,272.78
7105661	Spare: XFP transceiver, 10 GbE	Spare parts	$1,254.00	29%	$890.34	29%	$890.34
7105662	Spare: Dual Port 4 Gb Fibre Channel Module, for Oracle Fabric Interconnect hardware only	Spare parts	$16,524.00	29%	$11,732.04	29%	$11,732.04
7105663	Oracle Fabric Interconnect F1-15	Spare parts	$8,025.00	29%	$5,699.88	29%	$5,699.88
7105664	Spare: QSFP to CX-4 InfiniBand copper cable: 1 meter	Spare parts	$1,224.00	29%	$869.04	29%	$869.04
7104569	Spare: StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL8500 and StorageTek SL3000	Spare parts	$10,500.00	29%	$7,455.00	29%	$7,455.00
7105311	Spare: StorageTek LTO tape drive: 1 HP LTO6 6 Gb SAS for StorageTek SL150	Spare parts	$8,388.00	29%	$5,955.48	29%	$5,955.48
7105310	Spare: StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL150	Spare parts	$9,336.00	29%	$6,628.56	29%	$6,628.56
7105625	Spare: StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb FC for StorageTek SL150 for OEM	Spare parts	$9,240.00	29%	$6,560.40	29%	$6,560.40
7105626	Spare: StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb SAS for StorageTek SL150 for OEM	Spare parts	$9,240.00	29%	$6,560.40	29%	$6,560.40
7105775	Spare: SFP assembly	Spare parts	$1,200.00	29%	$852.00	29%	$852.00
7105634	Spare: cable kit with two 7-foot CAT6 ethernet cables	Spare parts	$78.00	29%	$55.38	29%	$55.38
7105627	Spare: battery assembly with carrier	Spare parts	$372.00	29%	$264.12	29%	$264.12
7103910	Oracle Storage Drive Enclosure DE2-24P: base chassis (for factory installation)	Storage Hard Disk Drives	$4,071.00	14%	$3,501.06	20%	$3,256.80
7103911	One 300 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$345.00	14%	$296.70	20%	$276.00
7103912	One 900 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$840.00	14%	$722.40	20%	$672.00
7103914	Oracle Storage Drive Enclosure DE2-24C: base chassis (for factory installation)	Storage Hard Disk Drives	$4,896.00	14%	$4,210.56	20%	$3,916.80
7103917	Filler panel (for factory installation)	Storage Hard Disk Drives	$9.00	14%	$7.74	20%	$7.20
7103918	Filler panel (for factory installation)	Storage Hard Disk Drives	$15.00	14%	$12.90	20%	$12.00
7104988	Additional 300 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$414.00	14%	$356.04	20%	$331.20
7104989	Additional 900 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation)	Storage Hard Disk Drives	$1,008.00	14%	$866.88	20%	$806.40
7104993	Oracle Storage Drive Enclosure: base consolidation box (for factory installation)	Storage Hard Disk Drives	$37.00	14%	$31.82	20%	$29.60
7105734	Oracle Storage Drive Enclosure DE2-24P: base chassis, for after original system installation	Storage Hard Disk Drives	$4,885.00	14%	$4,201.10	20%	$3,908.00