# STATE OF MICHIGAN
# ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget
320 S. Walnut Street 2nd Floor Lansing, MI 48933
P.O. BOX 30026 LANSING, MICHIGAN 48909

## CONTRACT CHANGE NOTICE

Change Notice Number **15**
to
Contract Number **MA071B4300149C**

| CONTRACTOR | |
|---|---|
| | ORACLE AMERICA INC |
| | 500 Oracle Parkway |
| | Redwood Shores CA 94065 |
| | Justin Fekete |
| | 303-334-4417 |
| | justin.fekete@oracle.com |
| | CV0066538 |

| STATE | | | |
|---|---|---|---|
| | Program Manager | Reid Sisson | DTMB |
| | | 517-256-2775 | |
| | | SissonR@michigan.gov | |
| | Contract Administrator | Shannon Romein | DTMB |
| | | 517-898-8102 | |
| | | RomeinS@michigan.gov | |

| CONTRACT SUMMARY | | | |
|---|---|---|---|
| Oracle Software, Hardware & Related Srvcs | | | |
| **INITIAL EFFECTIVE DATE** | **INITIAL EXPIRATION DATE** | **INITIAL AVAILABLE OPTIONS** | **EXPIRATION DATE BEFORE** |
| August 27, 2014 | August 28, 2019 | 3 - 12 Months | August 28, 2025 |
| **PAYMENT TERMS** | | **DELIVERY TIMEFRAME** | |
| NET 30 | | | |
| **ALTERNATE PAYMENT OPTIONS** | | **EXTENDED PURCHASING** | |
| ☐ P-Card ☐ Direct Voucher (PRC) ☐ Other | | ☒ Yes ☐ No | |
| **MINIMUM DELIVERY REQUIREMENTS** | | | |
| | | | |

| DESCRIPTION OF CHANGE NOTICE | | | | |
|---|---|---|---|---|
| **OPTION** | **LENGTH OF OPTION** | **EXTENSION** | **LENGTH OF EXTENSION** | **REVISED EXP. DATE** |
| ☐ | | ☐ | | |
| **CURRENT VALUE** | **VALUE OF CHANGE NOTICE** | **ESTIMATED AGGREGATE CONTRACT VALUE** | | |
| $134,066,666.67 | $0.00 | $134,066,666.67 | | |

**DESCRIPTION**

Effective 11/26/2024, the attached amendment is incorporated into this contract to extend support for oracle 12.1 version for MCSC. Total cost of this project is $268,330.00. No additional Contract funding is needed at this time; existing funds are adequate to support this change.

All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Central Procurement Services approval.

10-Oct-24

Dear Toby Pittman

**Please review and complete your technical support services order.**

**Support Service Number:** 21398852

**Support Start Date:** 1-Jan-24

**Amount Due:** USD 268,330.00 (excluding applicable tax)

Please complete your order by 30-Nov-24.

Oracle would like to thank you for your continued business.

Have a question about your renewal? Call  or email Oracle at erica.wynter@oracle.com.

ORACLE

# Technical Support Services Order

## General Information

**Customer:** State Of Michigan Department Of Technology Management And Budget

**Support Service Number:** 21398852

**Offer Expires:** 30-Nov-24

**Oracle:** Oracle America, Inc.

**Oracle Contact Information:**

Erica Wynter

Call:
Email: erica.wynter@oracle.com

| Customer Quote To | Customer Bill To |
|---|---|
| Toby Pittman | ACCOUNTS PAYABLE |
| State of Michigan | State of Michigan |
| Treasury Building | Treasury Building |
| 430 W. Allegan Street | 430 W. Allegan Street |
| Lansing | Lansing |
| MI 48933 | MI 48933 |
| United States | United States |
| 517 335-2401 | DTMB-Accounts-Payable@michigan.gov |
| PittmanT@michigan.gov | |

"You" and "Your" as used in this order, refer to the Customer listed above.

Please ensure the Quote To and Bill To details above are correct, especially the email addresses, as Oracle will usually deliver communications, including Your invoice, to the respective email address.

## Service Details

**Program Technical Support Services**
**Service Level:** Oracle Upgrade Support for Oracle Database 12.1: up to 50 databases - CY2024

| Product Description | CSI # | Qty | License Metric | License Level / Type | Start Date | End Date | Price |
|---|---|---|---|---|---|---|---|
| Oracle Database Enterprise Edition - Processor Perpetual | 20682707 | 4223 | | FULL USE | 1-Jan-24 | 31-Dec-24 | 115,000.00 |

**Program Technical Support Fees: USD 115,000.00**

**Program Technical Support Services**
**Service Level:** Oracle Upgrade Support for Oracle Database 12.1: up to 50 databases - CY2025

| Product Description | CSI # | Qty | License Metric | License Level / Type | Start Date | End Date | Price |
|---|---|---|---|---|---|---|---|
| Oracle Database Enterprise Edition - Processor Perpetual | 20682707 | 4223 | | FULL USE | 1-Jan-25 | 31-Dec-25 | 153,330.00 |

**Program Technical Support Fees: USD 153,330.00**

**Total Price: USD 268,330.00**

Excluding applicable tax

## Notes

If Oracle accepts Your order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this order will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").

If any of the fields listed in the Service Details table above are blank, then such fields do not apply to Your order.

## Technical Support Services Terms

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, State of Michigan represents that Customer has authorized State of Michigan to execute this order on the Customer's behalf and to bind the Customer to the terms described herein. State of Michigan agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. State of Michigan agrees to advise Customer of the terms of this order as well as any communications received from Oracle regarding the services.

If the Customer and the Customer Bill To name identified in the General Information table above are not the same, Customer agrees that: a) Customer has the ultimate responsibility for payments under this order; and b) any failure of State of Michigan to make timely payment per the terms of this order shall be deemed a breach by Customer and, in addition to any other remedies available to Oracle, Oracle may terminate Customer's technical support service under this order.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which fees for technical support have been paid. You should review the technical support policies prior to entering into this order.

The current version of the technical support policies may be accessed at http://www.oracle.com/us/support/policies/index.html.

Regarding the inclusion of DFARS 252.204-7012, the parties agree that DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), does not apply to the Commercial Off the Shelf (COTS) licenses or hardware, and does not apply to the associated technical support because Oracle will not process, collect, develop, receive, transmit, use, or store "covered defense information" on "covered contractor information systems" as defined in DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), in performance of the associated technical support services ordered under this quote, and the Government agrees that it will not provide "covered defense information" to Oracle in performance of the associated technical support services.

In consideration of fees paid, You will receive Oracle Upgrade Support for Oracle Database ordered by You within the Service Details section of this ordering document as described at: Oracle Upgrade Support for Oracle Database 12c Release 1 - CY2024 & CY2025.

The technical support services acquired under this order are governed by the terms and conditions of the applicable agreement identified below ("agreement"):

- The agreement that You executed for technical support services for the programs and/or hardware listed in the Service Details section above with Oracle or a vendor acquired by Oracle. Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as a part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired; or
- If You do not have an existing agreement for technical support services with Oracle or a vendor acquired by Oracle, You agree that the terms of the Online Transactional Oracle Master Agreement located at https://www.oracle.com/corporate/contracts/contract-documents/master-agreement.html, that is in effect at the time You accept Your order, govern the provision of technical support services ordered under this order, as well as Your rights to use updates and other materials provided or made available by Oracle under technical support services. If applicable, You should review the Online Transactional Oracle Master Agreement prior to entering into this renewal order.

This order incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this order and the agreement, this order shall take precedence.

## Order Processing Details

Your order is subject to Oracle's acceptance. Your order is considered complete when You provide Oracle with payment details for the order as detailed below or an executed Oracle Financing contract. Once completed, Your order cannot be cancelled and Your payment is nonrefundable, except as provided in the agreement. Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle.

**Technical Support fees are invoiced Quarterly in Arrears. All fees payable to Oracle are due within 30 NET from date of invoice.**

You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income. If State of Michigan is a tax exempt organization, a copy of State of Michigan's tax exemption certificate must be submitted with State of Michigan's purchase order, check, credit card or other acceptable form of payment.

## Payment Details

**Purchase Order**
If You are submitting a purchase order for the payment of the technical support services on this order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 21398852
- Total Price: USD 268,330.00 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, State of Michigan agrees that the terms of this order and the agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document shall apply to the technical support services ordered under this order.

Please contact Oracle per the General Information section above to issue Your purchase order.

**Credit Card**
If You wish to use a credit card to pay for the technical support services on this order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

**PayPal**
If You wish to use PayPal to pay for the technical support services on this order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process PayPal transactions of USD $100,000 or greater or transactions that are not in USD.

**eCheck**
If You wish to use eCheck to pay for the technical support services on this order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process eCheck transactions that are not in USD.

**Check**
If You are submitting a check for the payment of the renewal of the technical support services on this renewal order, the check must include the following information:

- Support Service Number: 21398852
- Total Price: USD 268,330.00 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, State of Michigan agrees that only the terms of this renewal order and the agreement shall apply to the technical support services ordered under this renewal order. No terms attached or submitted with the check shall apply.

Checks for technical support services ordered under this renewal order should be sent to:

**AK, AZ, CA, HI, ID, NV, OR, UT, WA:**

Oracle America, Inc
PO Box 884471
Los Angeles, CA 90088-4471

**All Other States:**

Oracle America, Inc
PO Box 203448
Dallas, TX 75320-3448

**Payment Confirmation**
If You cannot pay using any of the payment methods described above, please complete this payment confirmation and submit it to Oracle. Please initial the following statement that best applies to You.

____ State of Michigan does not issue purchase orders.
____ State of Michigan does not require a purchase order for the services ordered hereto.

State of Michigan certifies that the information provided above is accurate and complies with State of Michigan's business practices in entering into this order, including obtaining all necessary approvals to release the funds for this order. In issuing this payment confirmation, State of Michigan agrees that the terms of this order and the agreement shall apply to the technical support services ordered under this order. No terms attached or submitted with the payment confirmation shall apply.

The signature below affirms State of Michigan's commitment to pay for the services ordered in accordance with the terms of this order.

State of Michigan

_____
Authorized Signature

_____
Name

_____
Title

_____
Signature Date

Please contact Oracle per the General Information section above to issue Your Payment Confirmation.

# Upgrade Support for Oracle Database 12c Release 1 CY24
# Upgrade Support for Oracle Database 12c Release 1 CY25
# Service Description

Upgrade Support for Oracle Database Release 12.1.0.2 (12c Release 1) is available for the following platforms and periods:

| Database Version | Start Date | End Date | Operating Systems/Platform(s) |
|---|---|---|---|
| Oracle Database 12.1.0.2 (12cRelease1) | 1-Jan-2024 | 31-Dec-2024 | Linux x86 (64 bit),<br>Solaris SPARC (64 bit),<br>IBM AIX and HP/UX with limitations as noted below,<br><br>Oracle Base Database Service<br>Oracle Database Cloud Services on Oracle Cloud@Customer,<br>Oracle Exadata Database Service on Dedicated Infrastructure,<br>Gen1 Oracle Exadata Cloud@Customer<br>Oracle Exadata Database Service on Cloud@Customer |
| Oracle Database 12.1.0.2 (12cRelease1) | 1-Jan-2025 | 31-Dec-2025 | |

If you purchase Upgrade Support for Oracle Database 12c Release 1 CY24 or CY25, you agree to review your strategic upgrade plan with Oracle. Oracle will provide the following, subject to limitations and restrictions defined below, for the number of production databases identified in your order:

1. Severity 1 fixes and critical security patches for Oracle Database and Grid Infrastructure for production environments, as follows:
   a. Workarounds and/or fixes for Severity 1 service requests ("SRs"), using commercially reasonable efforts, delivered by Oracle through My Oracle Support; and
   b. Critical security patches provided at Oracle's discretion for issues that pose a Severity 1 business risk provided as cumulative updates.

   Notwithstanding the above, Severity 1 workarounds and/or fixes and critical security patches for IBM AIX and HP/UX platforms, shall be provided using commercially reasonable efforts, only where practicable at Oracle's sole discretion, and at Your own risk.
2. Database upgrade planning workshop ("Workshop"), limited to two (2) remote sessions and six (6) participants named by you, that includes the following:
   a. Review of the strategic upgrade plan provided by you prior to the Workshop;
   b. A report of findings with recommendations for your Oracle Database upgrade to Oracle Database 19c or greater, including an overview of new features;
   c. Review of the report of findings and associated recommendations with you.
3. An assigned Technical Account Manager (TAM) to assist with plans to upgrade databases to 19c or higher and assist with issues or escalations pertaining to fixes and updates included under Your order.

Upgrade Support for Oracle Database 12.1.0.2 CY24 or CY25 is limited to error-correction for Oracle Database 12.1.0.2, and associated Grid Infrastructure components, including Real Application Clusters ("RAC"), and specifically excludes the following:

1. All other Oracle products, Oracle Database Options not explicitly included, Oracle Warehouse Builder, and non-database cloud services;
2. All Java and Java-related products, including, but not limited to OJVM, JDK, and Java embedded in the Oracle Database;
3. Functional upgrades, enhancements, or new features of any kind;
4. Issues associated with third party software, and/or certifications with new versions of Oracle products or third party products;
5. Security fixes and updates for any cryptography related functionality, including, but not limited to cipher suites, Kerberos, Transport Layer Security (TLS), network encryption, Transparent Data Encryption, DBMS_CRYPTO, FIPS (Federal Information Processing Standards) certification, and other usages of cryptography;
6. Platforms and operating systems not explicitly identified above;
7. Proactive quarterly security updates , PSUs (patch set updates), and proactive database bundle patches;
8. Your licensed Oracle Database(s) not currently supported with Software Update License and Support;
9. Updates or changes required to maintain FIPS compliance.

# STATE OF MICHIGAN
# ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget
320 S. Walnut Street 2nd Floor Lansing, MI 48933
P.O. BOX 30026 LANSING, MICHIGAN 48909

## CONTRACT CHANGE NOTICE

Change Notice Number **14**
to
Contract Number **MA071B4300149C**

| CONTRACTOR | |
|---|---|
| | ORACLE AMERICA INC |
| | 500 Oracle Parkway |
| | Redwood Shores CA 94065 |
| | Justin Fekete |
| | 303-334-4417 |
| | justin.fekete@oracle.com |
| | CV0066538 |

| STATE | | | |
|---|---|---|---|
| | Program Manager | Reid Sisson | DTMB |
| | | 517-256-2775 | |
| | | SissonR@michigan.gov | |
| | Contract Administrator | Shannon Romein | DTMB |
| | | (517) 898-8102 | |
| | | romeins@michigan.gov | |

| CONTRACT SUMMARY | | | |
|---|---|---|---|
| Oracle Software, Hardware & Related Srvcs | | | |
| **INITIAL EFFECTIVE DATE** | **INITIAL EXPIRATION DATE** | **INITIAL AVAILABLE OPTIONS** | **EXPIRATION DATE BEFORE** |
| August 29, 2014 | August 28, 2019 | 3 - 12 Months | August 28, 2025 |
| **PAYMENT TERMS** | | **DELIVERY TIMEFRAME** | |
| NET 30 | | | |
| **ALTERNATE PAYMENT OPTIONS** | | **EXTENDED PURCHASING** | |
| ☐ P-Card ☐ Direct Voucher (PRC) ☐ Other | | ☒ Yes ☐ No | |
| **MINIMUM DELIVERY REQUIREMENTS** | | | |
| | | | |

| DESCRIPTION OF CHANGE NOTICE | | | | |
|---|---|---|---|---|
| **OPTION** | **LENGTH OF OPTION** | **EXTENSION** | **LENGTH OF EXTENSION** | **REVISED EXP. DATE** |
| ☐ | | ☐ | | |
| **CURRENT VALUE** | **VALUE OF CHANGE NOTICE** | **ESTIMATED AGGREGATE CONTRACT VALUE** | | |
| $130,066,666.67 | $4,000,000.00 | $134,066,666.67 | | |

| DESCRIPTION |
| --- |
| Effective 9/11/2024, this Contract is hereby increased by $4,000,000.00 to support future Oracle Software and Hardware purchases; including servers, licenses, software maintenance, installation, and integration.<br><br>Please note the Contract was undervalued by $7,600,000.00 due to the value of Change Notice 6 not be added to the CURRENT VALUE starting with Change Notice 7. The CURRENT CONTRACT VALUE was corrected starting with Change Notice 13. Additionally, the State's Contract Administrator has been updated to Shannon Romein.<br><br>All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, DTMB Central Procurement Services approval, and State Administrative Board approval on 9/10/2024. |

# STATE OF MICHIGAN
# ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget
320 S. Walnut Street 2nd Floor Lansing, MI 48933
P.O. BOX 30026 LANSING, MICHIGAN 48909

## CONTRACT CHANGE NOTICE

Change Notice Number **13**
to
Contract Number **MA071B4300149C**

| CONTRACTOR | |
|---|---|
| | ORACLE AMERICA INC |
| | 500 Oracle Parkway |
| | Redwood Shores CA 94065 |
| | Justin Fekete |
| | 303-334-4417 |
| | justin.fekete@oracle.com |
| | CV0066538 |

| STATE | | | |
|---|---|---|---|
| | Program Manager | Reid Sisson | DTMB |
| | | 517-256-2775 | |
| | | SissonR@michigan.gov | |
| | Contract Administrator | Shannon Romein | DTMB |
| | | 517-898-8102 | |
| | | RomeinS@michigan.gov | |

| CONTRACT SUMMARY | | | |
|---|---|---|---|
| Oracle Software, Hardware & Related Srvcs | | | |
| **INITIAL EFFECTIVE DATE** | **INITIAL EXPIRATION DATE** | **INITIAL AVAILABLE OPTIONS** | **EXPIRATION DATE BEFORE** |
| August 29, 2014 | August 28, 2019 | 3 - 12 Months | |
| **PAYMENT TERMS** | | **DELIVERY TIMEFRAME** | |
| | | | |
| **ALTERNATE PAYMENT OPTIONS** | | | **EXTENDED PURCHASING** |
| ☐ P-Card ☐ Direct Voucher (PRC) ☐ Other | | | ☒ Yes ☐ No |
| **MINIMUM DELIVERY REQUIREMENTS** | | | |
| | | | |

| DESCRIPTION OF CHANGE NOTICE | | | | |
|---|---|---|---|---|
| **OPTION** | **LENGTH OF OPTION** | **EXTENSION** | **LENGTH OF EXTENSION** | **REVISED EXP. DATE** |
| ☒ | 12 Months | ☐ | | August 28, 2025 |
| **CURRENT VALUE** | **VALUE OF CHANGE NOTICE** | | **ESTIMATED AGGREGATE CONTRACT VALUE** | |
| $130,066,666.67 | $0.00 | | $130,066,666.67 | |

**DESCRIPTION**

Effective 8/19/2024, the State is executing the 3rd of the 5 available option years to support future Oracle Software and Hardware purchases; including servers, licenses, software maintenance, installation, and integration. Oracle agrees not to increase its prices for technical support caps by more than 6% for the existing licenses and not more than 3% for new licenses, including the annual Software Update License & Support renewals. The revised contract expiration date is 8/28/2025.

All other terms, conditions, specifications and pricing remain the same. Per contractor and agency agreement, and DTMB Central Procurement Services approval.

# AMENDMENT NINE
# TO
# MASTER AGREEMENT

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

The parties agree to amend the Master Agreement as follows:

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

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

2. In Article III (Technical Services), delete third paragraph of Section 3.1 and replace it with the following:

   "From the Effective Date of Amendment Nine to the Master Agreement, Software Update License & Support (or any successor technical support offering to Software Update License & Support, "**SULS**") acquired with Your order may be renewed annually; and, if You renew SULS for the same number of licenses for the same Programs, then, for the technical support annual renewal periods that commences during the period of performance specified in the table below, the annual fee for SULS for the applicable period will not increase by more than the percentages stated in the table below, over the prior year's annual SULS fees:

| Commencement Date of Annual Technical Support Renewal Period Occurs Between: | Technical Support Cap for New Licenses | Technical Support Cap for Existing Licenses |
|---|---|---|
| August 29, 2024 - August 28, 2025 * | Not to increase by more than 3% over the prior year's fees | Not to increase by more than 6% over the prior year's fees |

* One additional year (2025-2026) is available but has been removed. The remaining year will be added upon modification for the 2025-2026 term, if exercised.

3. In Article VIII (Miscellaneous), delete Section 8.1 as amended by Amendment Eight and replace it with the following:

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

   **a. Term of the Agreement.** Orders may be placed under this Master Agreement through August 28, 2025. All Products and Services as ordered under this Master Agreement shall be under Oracle's standard fees and policies in effect at the time of such order, subject to the pricing caps and any other pricing and/or discounting terms set forth in this Agreement .

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

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

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

   (iii) **Appendix G (Hourly Rates for Time and Materials – Consulting Services).** Appendix G (Hourly Rates for Time and Materials – Consulting Services) of the Master Agreement is hereby deleted and replaced with **Appendix G** (Hourly Rates for Time and Materials – Consulting Services) attached

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

(iv) **Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support).** Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) of the Master Agreement is hereby deleted and replaced with Appendix H (Discount Table for Customer Success Services (formerly Advanced Customer Services ("ACS") and Managed Cloud Services ("MCS")) attached hereto. The pricing and discounting terms set forth in the attached Appendix H (Discount Table for Customer Success Services (formerly Advanced Customer Services ("ACS") and Managed Cloud Services ("MCS")) supersede any and all pricing and discounting terms for Advanced Customer Support contained in the Master Agreement. All prior ACS Rates associated with Appendix H are hereby deleted and made null and void.

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

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

**4. Appendix B (Oracle Software Technical Support Policies).** Appendix B (Technical Support Policies) of the Master Agreement is hereby deleted and replaced with **Appendix B** (Technical Support Policies) attached hereto. The Oracle Software Technical Support Policies, dated June 14, 2024, attached hereto are for your convenience and for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the technical support policies at http://oracle.com/contracts.

**5. Appendix C (Oracle Processor Core Factor Table).** Appendix C (Oracle Processor Core Factor Table) of the Master Agreement is hereby deleted and replaced with Appendix C (Oracle Processor Core Factor Table) attached hereto. The Oracle Processor Core Factor Table, effective March 16, 2009, updated September 5, 2023, attached hereto is for your convenience and for reference purposes only and is subject to change at Oracle's discretion.

**6. Appendix D (License Definitions and Rules).** Appendix D (License Definitions and Rules) of the Master Agreement is hereby and replaced with **Appendix D** (License Definitions and Rules) attached hereto. The Oracle License Definitions and Rules dated June 15, 2024 attached hereto are for your convenience and for reference purposes only and are subject to change at Oracle's discretion. Current policies may also be viewed on the following link: http://oracle.com/contracts

**7. Appendix J (Oracle Hardware and Systems Support Policies).** Appendix J (Oracle Hardware and Systems Support Policies) of the Master Agreement is hereby deleted and replaced with **Appendix J** (Oracle Hardware and Systems Support Policies) attached hereto. The Oracle Hardware and Systems Support Policies, dated June 14, 2024, are attached hereto for your convenience and for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the Oracle Hardware and Systems Support Policies at http://oracle.com/us/support/index.html.

**8. Appendix K (Data Processing Agreement).** Exhibit One to Appendix K (Data Processing Agreement) of the Master Agreement is hereby deleted and replaced with Appendix K (Data Processing Agreement) attached hereto, dated January 1, 2023. For a period of one (1) year from the Effective Date of this Amendment Nine, this Data Processing Agreement (attached hereto) shall apply to all Cloud Services acquired pursuant to the terms set forth in Appendix K. This Appendix K shall be amended annually to include Oracle's then current Data Processing Agreement for Oracle Cloud Services.

**9. Appendix L (Oracle Professional Services Delivery Policies).** The Oracle Professional Services Delivery Policies, dated April 7, 2023, are attached hereto for your convenience and for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the Oracle Professional Services Delivery Policies at https://www.oracle.com/contracts/services/.

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

The Effective Date of this Amendment Nine is August 19, 2024.

The parties' signatures on Change Notice 13 hereby incorporate this Amendment Nine.

**Appendix A**
**Pricing and Discount Schedule**

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

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

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

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

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

2. Pricing and Discounts.
   From the Effective Date of Amendment Nine to the Master Agreement until August 28, 2025, You may acquire Products listed on the On-Prem Price Lists, provided such Products are available in production release when ordered, and provided you have continuously maintained technical support for your existing Program licenses, by paying Oracle the fees specified on the On-Prem Price Lists less the discount set forth below in section A.3 of this Appendix A, except as specified in section A.4 below. You may also acquire first-year Software Update License & Support ("**SULS**") for such Programs by paying Oracle the fees specified, less the discount set forth below, except as specified in section A.4 below.

3. Discount Schedule.
   From the Effective Date of Amendment Nine of the Master Agreement until August 28, 2025, a discount of 44.45% shall apply to the fees listed on the then-current version of the On-Prem Price Lists at the time of the order for program licenses and first-year SULS acquired pursuant to the terms of this Master Agreement.

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

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

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

1. From the Effective Date of Amendment Nine to the Master Agreement until August 28, 2025, You may acquire Products listed on the following price lists, provided such Products are generally available in production release when ordered:

   a. MySQL Global Price List (*) – limited to MySQL Subscription products only
   b. Oracle Managed Cloud Services Global Price List (*)
   c. Oracle Linux Support and Oracle VM Support Global Price List (*) – excluding Oracle Linux Network products
   d. Oracle RightNow (Service Cloud) Global Price List, dated June, 1, 2023, attached hereto as Exhibit One to Appendix A

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

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

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

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

1. Named Product Hierarchy Discounts. From the Effective Date of Amendment Nine until August 28, 2025, the discounts set forth in the discount table attached to this Appendix F shall apply to hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) that are designated by the product name associated with the Named Product Hierarchies for such hardware, Engineered Systems and programs (the "**NPH Discount Table**"), provided that such hardware, Engineered Systems and programs are available in production release when the applicable order is placed. Remanufactured hardware and spare products may be purchased under this Master Agreement.[1]

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

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

   a. Oracle Systems Hardware and Software Global Price List
   b. Oracle Engineered Systems Price List[2]

**(NPH DISCOUNT TABLE FOLLOWS ON THE NEXT PAGE)**

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

[2] You may access the current version of the Oracle Engineered Systems Price List denoted at: http://www.oracle.com/us/corporate/pricing/price-lists/index.html.

| NPH Discount Table | | | |
|---|---|---|---|
| No | Product Hierarchy | State & Local Government ("SLG") Discount (%) | Higher Education ("EDU") Discount (%) |
| 1 | 10 Gigabit Ethernet Switch Options | 15 | 18 |
| 2 | Advanced Support Gateway Server | 14 | 20 |
| 3 | Big Data Connectors Software | 25 | 25 |
| 4 | Disk Drives | 14 | 20 |
| 5 | Enterprise Installation Services | 0 | 0 |
| 6 | Ethernet Adapters | 14 | 20 |
| 7 | Exadata Database Machine Eighth Rack to Quarter Rack Upgrade | 20 | 20 |
| 8 | Exadata Database Machine X9M: Quarter Rack | 20 | 20 |
| 9 | Exadata Database Machine: Memory Expansion | 10 | 10 |
| 10 | Exadata Database Machine: Upgrades | 10 | 10 |
| 11 | Exadata Database Servers: X9M | 20 | 20 |
| 12 | Exadata Software Products | 25 | 25 |
| 13 | Exadata Storage Server X9M-2 Extended (XT) | 20 | 20 |
| 14 | Exadata Storage Servers: X9M | 20 | 20 |
| 15 | Exalogic Software Products | 25 | 25 |
| 16 | Exalytics Software Products | 25 | 25 |
| 17 | Fibre Channel Host Bus Adapters | 14 | 20 |
| 18 | Fujitsu M10 Server Configured Options | 15 | 18 |
| 19 | Fujitsu M10 Server Features | 15 | 18 |
| 20 | Fujitsu M10 Server X-Options | 15 | 18 |
| 21 | Fujitsu SPARC M12 Server | 15 | 18 |
| 22 | Host Bus Adapters | 14 | 20 |
| 23 | LTO Tape Drive Features | 24 | 34 |
| 24 | LTO8 Tape Drives: Entry Level | 24 | 34 |
| 25 | LTO8 Tape Drives: High-End Libraries | 24 | 34 |
| 26 | LTO8 Tape Drives: Midrange Libraries | 24 | 34 |
| 27 | LTO9 Tape Drives: High-End Libraries | 24 | 34 |
| 28 | LTO9 Tape Drives: Midrange Libraries | 24 | 34 |
| 29 | Network Adapters | 14 | 20 |
| 30 | Network Cables | 14 | 20 |
| 31 | Network Transceivers | 14 | 20 |
| 32 | Oracle Database Appliance | 14 | 20 |
| 33 | Oracle Database Appliance options | 20 | 20 |
| 34 | Oracle Database Appliance storage | 14 | 20 |
| 35 | Oracle FS Storage System Options | 15 | 18 |
| 36 | Oracle Server X5-2 | 14 | 20 |
| 37 | Oracle Server X7 Options | 14 | 20 |
| 38 | Oracle Solaris Cluster Software | 16 | 50 |
| 39 | Oracle Solaris Legacy Containers | 16 | 50 |
| 40 | Oracle ZFS Storage Options | 24 | 34 |
| 41 | Oracle ZFS Storage ZS5-4 | 24 | 34 |
| 42 | Oracle ZFS Storage ZS7-2 | 24 | 34 |
| 43 | Other Server Configured Options | 6 | 6 |
| 44 | Power Cords | 14 | 20 |
| 45 | Private Cloud Appliance: X9 | 15 | 15 |

| NPH Discount Table | | | |
|---|---|---|---|
| No | Product Hierarchy | State & Local Government ("SLG") Discount (%) | Higher Education ("EDU") Discount (%) |
| 46 | Racks | 15 | 18 |
| 47 | SAS Host Bus Adapters | 14 | 20 |
| 48 | Server Hard Disk Drives | 14 | 20 |
| 49 | Server Solid State Disks | 14 | 20 |
| 50 | SL150 Tape Library Options | 24 | 34 |
| 51 | Solaris Containers | 0 | 0 |
| 52 | SPARC M7 Server Configured Options | 15 | 18 |
| 53 | SPARC M7 Server X-Options | 15 | 18 |
| 54 | SPARC M8 Server | 15 | 18 |
| 55 | SPARC M8 Server X-Options | 15 | 18 |
| 56 | SPARC S7 Server X and Configured Options | 15 | 18 |
| 57 | SPARC S7-2 Server | 15 | 18 |
| 58 | SPARC S7-2L Server | 15 | 18 |
| 59 | SPARC T3 Server Configured Options | 15 | 18 |
| 60 | SPARC T7 Server Configured Options | 15 | 18 |
| 61 | SPARC T7 Server X-Options | 15 | 18 |
| 62 | SPARC T8 Server Configured Options | 15 | 18 |
| 63 | SPARC T8 Server X-Options | 15 | 18 |
| 64 | SPARC T8-1 Server | 15 | 18 |
| 65 | SPARC T8-2 Server | 15 | 18 |
| 66 | SPARC T8-4 Server | 15 | 18 |
| 67 | Spare Parts | 29 | 29 |
| 68 | Storage Hard Disk Drives | 14 | 20 |
| 69 | Storage SAS SSDs | 14 | 20 |
| 70 | Sun Flash Accelerator F640 PCIe Card | 24 | 34 |
| 71 | Sun Racks | 15 | 18 |
| 72 | Sun StorageTek SL3000 Modular Library Features | 24 | 34 |
| 73 | Sun StorageTek SL4000 Modular Library Features | 24 | 34 |
| 74 | Sun StorageTek SL4000 Modular Library System | 24 | 34 |
| 75 | Sun StorageTek SL8500 Modular Library Features | 24 | 34 |
| 76 | Sun ZFS Storage System Features | 24 | 34 |
| 77 | Tape Media | 24 | 29 |
| 78 | Tape Options | 24 | 34 |
| 79 | Tuxedo CFSR | 15 | 18 |
| 80 | Zero Data Loss Appliance Software | 15 | 15 |
| 81 | Zero Data Loss Recovery Appliance : options | 15 | 15 |
| 82 | NPA_Exadata Options | 20 | 20 |
| 83 | LTO9 Tape Drives: Entry Level | 24 | 34 |
| 84 | Oracle Server X9 Options | 14 | 20 |
| 85 | Oracle ZFS Storage ZS9-2 | 24 | 34 |
| 86 | Exadata Database Machine X9M: Half Rack | 20 | 20 |
| 87 | Oracle Server X9-2 | 14 | 20 |
| 88 | Oracle Server X9-2L | 14 | 20 |
| 89 | Oracle Database Appliance X9-2S | 14 | 20 |
| 90 | Oracle Database Appliance X9-2L | 14 | 20 |

| NPH Discount Table | | | |
|---|---|---|---|
| No | Product Hierarchy | State & Local Government ("SLG") Discount (%) | Higher Education ("EDU") Discount (%) |
| 91 | Oracle Database Appliance X9 options | 20 | 20 |
| 92 | Oracle Database Appliance X9-HA | 14 | 20 |
| 93 | Exadata Database Machine X9M: Eighth Rack | 20 | 20 |
| 94 | ENGINEERED SYSTEMS COMPONENTS | 20 | 20 |
| 95 | Zero Data Loss Recovery Appliance RA23: Base Rack | 10 | 10 |
| 96 | Zero Data Loss Recovery Appliance Storage Server: RA23 | 10 | 10 |
| 97 | Exadata Database Servers: X10M | 10 | 10 |
| 98 | Exadata Storage Server X10M Extended (XT) | 10 | 10 |
| 99 | Exadata Storage Servers: X10M | 10 | 10 |
| 100 | Exadata Database Machine X10M: Quarter Rack | 10 | 10 |
| 101 | Oracle Database Appliance X10-S | 14 | 20 |
| 102 | Oracle Database Appliance X10-L | 14 | 20 |
| 103 | Oracle Database Appliance X10-HA | 14 | 20 |
| 104 | Oracle Database Appliance X10 options | 20 | 20 |
| 105 | Private Cloud Appliance: X10 | 10 | 10 |

**APPENDIX G**
**HOURLY RATES FOR TIME AND MATERIALS – CONSULTING SERVICES**

A. **Consulting Rates.** From the Effective Date of Amendment Nine until August 28, 2025, consulting services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**Consulting Rates**"):

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

| Consultant Level | Hourly Rate Local (or remote) | Hourly Rate Non-Local (traveling) |
|---|---|---|
| Director-9 | $325.91 | $385.91 |
| Director-8 | $325.91 | $385.91 |
| Managing Consultant-7 | $255.54 | $315.54 |
| Managing Consultant-6T | $255.54 | $315.54 |
| Advanced Consultant-5 | $198.13 | $258.13 |
| Advanced Consultant-4 | $198.13 | $258.13 |
| Consultant-3 | $137.50 | $197.50 |
| Consultant-2 | $137.50 | $197.50 |
| **Offshore Remote (NACI-IN-Remote)** | | |
| NACI-IN-Director-8-Remote | $114.38 | - |
| NACI-IN-Managing Consultant-7-Remote | $83.85 | - |
| NACI-IN-Managing Consultant-6-Remote | $83.85 | - |
| NACI-IN-Advanced Consultant-5-Remote | $48.15 | - |
| NACI-IN-Advanced Consultant-4-Remote | $48.15 | - |
| NACI-IN-Consultant-3-Remote | $31.95 | - |
| NACI-IN-Consultant-2-Remote | $31.95 | - |

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

B. The Consulting Rates apply to orders executed and effective during the period beginning on the Effective Date of Amendment Nine through and including August 28, 2025.

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

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

E. The Consulting Rates for time and materials consulting services granted under the Master Agreement shall not be applied retroactively to ordering documents executed or fees invoiced prior to the Effective Date of Amendment Eight.

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

G. Any consulting services acquired pursuant to the Master Agreement are separate from any other Oracle Products or Services acquired pursuant to the Master Agreement, as described in section 8.3 (Segmentation) of the Master Agreement. Customer understands that it has the right to acquire any other Oracle Products or Services without acquiring the consulting services, and that Customer has the right to acquire other Oracle Products or Services and the consulting services separately at the fees stated in the Master Agreement.

**APPENDIX H**
**DISCOUNT TABLE FOR CUSTOMER SUCCESS SERVICES**
**(Formerly Advanced Customer Services ("ACS") and Managed Cloud Services ("MCS")**

For the period beginning on the Effective Date of Amendment Nine through and including August 28, 2025, Customer Success Services (Advanced Customer Services and Managed Cloud Services) orders may be ordered under the Master Agreement, at the pricing set forth below ("CSS Rates"):

| Customer Success Services Skill Level | Hourly Rate Local Resources | Hourly Rate Non-Local Resources |
|---|---|---|
| Technical Account Manager II | $212 | $272 |
| Technical Account Manager I | $212 | $272 |
| Advanced Support Engineer | $212 | $272 |
| Senior Advanced Support Engineer | $212 | $272 |
| Senior Data Center Engineer | $169 | $229 |
| Data Center Engineer | $114 | $174 |

| Customer Success Services Annual Service | Part Number | Annual Price |
|---|---|---|
| Advanced Support Assistance (8X5) | B86696 | $95,085 |

*Please contact Customer Success Services to discuss the appropriate option prior to placing any order.*

**APPENDIX I**
**PRICING AND DISCOUNT SCHEDULE FOR ORACLE UNIVERSITY TRAINING**

**A. Pricing and Discount Terms for Oracle University Training:**

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

    a. Oracle University Global Base List

2. Pricing and Discount Terms.

    a. From the Effective Date of Amendment Nine until August 28, 2025, all Oracle University products and services may be purchased based on the discount defined in the schedule below off of the then-current version of the Appendix I Price List at the time of the order or the pricing provided in section 7 (Appendix I Pricing Schedules) below:

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

3. Definition Section.

    a. Full descriptions of Services are available via oracle.com/contracts
    b. Apps Cloud Learning Subscription (Apps CLS) shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection and is exclusively for registered students. The Apps Cloud Learning Subscription provides access to all Oracle University Cloud Applications, Industry and OCI content, so that customer can build skills across a broad range of Oracle Cloud Services. It is available on a named user basis, generally for a one-year term from the effective date of the order.

    c. Event Learning Subscriptions (ELS) are delivered in a flexible learning model, utilizing digital and live person delivery. The Event Learning Subscription (ELS) includes a collection of web based learning materials, video content, virtual instructor led programs and services focused on cloud implementation for cloud users. Various individuals, including Oracle architects, support engineers, consultants and other instructors, will present content. Event Learning Subscriptions are available at http://education.oracle.com/cloud and are made available to you subject to the terms of your order and the Agreement. The term for this product is 3 months form the date the order is booked, and the product is sold on a named user basis.

    d. OCI Learning Subscriptions shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection and is exclusively for registered students. The OCI Learning Subscription provides access to Oracle University's OCI, Data Management, and Cloud Application Development content. It is available on a named user basis, generally for a one-year term from the effective date of the order. There is a 1 user minimum for each subscription. The subscription provides 12 months access to end-to-end training videos and product demonstrations of OCI products.

    e. Oracle Guided Learning (OGL) shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection and is exclusively for registered students. Guided Learning is a digital training product that delivers in-application, role-based guidance and learning content. The product is targeted towards the end user audience.

f. Technology Learning Subscription shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection and is exclusively for registered students. The Technology Learning Subscription provides access to Oracle University's Applications, OCI, Database, Developer and Hardware content. It is available on a named user basis, generally for a one-year term from the effective date of the order.

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

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

4. Price Schedules

From the Effective Date of Amendment Nine (9) through and including August 28, 2025, you may purchase Oracle products and services at the following pricing schedules ("Appendix I Pricing Schedule")

Oracle Certification Exam Vouchers

| Exam Vouchers | Description | Currency | Public Pricing | Metric |
|---|---|---|---|---|
| | Foundation Level Exam | USD | 95 | Single Named User Per Exam – 6 months |
| | All Certification Exams (except Foundation) | USD | 245 | Single Named User Per Exam – 6 months |

Oracle Learning Subscriptions

| Learning Subscriptions | Description | Currency | Public Pricing | Metric |
|---|---|---|---|---|
| Cross Product | | | | |
| | EDU OCI 'Free' Learning subscription – Hosted Named User | USD | 0 | Per Hosted Named User/month, min 1 user |
| | EDU Cloud Applications Learning subscription – Hosted Named User | USD | 416.25 | Per Hosted Named User/month, min 1 user |
| | EDU Technology Learning subscription – Hosted Named User | USD | 416.25 | Per Hosted Named User/month, min 1 user |
| Oracle Hospitality / Food and Beverage Cloud | | | | |
| | EDU Oracle Food & Beverage Learning Subscription – Hosted Named User | USD | 25 | Per Hosted Named User/month, min 1 user |
| Oracle Retail Cloud | | | | |
| | EDU Oracle Retail Learning Subscription – Hosted Named User | USD | 25 | Per Hosted Named User/month, min 1 user |
| **Oracle Health Sciences Cloud** | | | | |
| | EDU Oracle Analytics Cloud for Health Management System Cloud Learning Subscription - Hosted Named Use | USD | 0 | Per Hosted Named User/month, min 1 user |

Oracle Event Learning Subscriptions

| Event Learning Subscription | Description | Currency | Price | Metric |
|---|---|---|---|---|
| **Commerce** | | | | |
| | EDU Oracle Commerce Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Tech** | | | | |
| | EDU Oracle Cloud Infrastructure Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Database Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Data Management Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |

| Event Learning Subscription | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Oracle MySQL Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Application Development Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Java Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle IT Infrastructure Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **CPQ** | | | | |
| | EDU Oracle Configure, Price, and Quote (CPQ) Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Communications** | | | | |
| | EDU Oracle Communications Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Construction and Engineering** | | | | |
| | EDU Oracle Construction & Engineering Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Financials** | | | | |
| | EDU Oracle Financial Services Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **HCM** | | | | |
| | EDU Oracle Global Human Resources Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Talent Management Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle PeopleSoft Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **EPM** | | | | |
| | EDU Oracle Enterprise Performance Management Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Hyperion and Essbase Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **ERP Core** | | | | |
| | EDU Oracle Financials Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Project Portfolio Management Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle E-Business Suite Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU JD Edwards Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **ERP SCM and Procurement** | | | | |
| | EDU Oracle Supply Chain Management Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Procurement Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Sales** | | | | |
| | EDU Oracle Sales Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Siebel Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Service** | | | | |
| | EDU Oracle Service Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |

| Event Learning Subscription | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Oracle Field Service Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Food and Beverage** | | | | |
| | EDU Oracle Food & Beverage Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Retail** | | | | |
| | EDU Oracle Retail Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Utilities** | | | | |
| | EDU Oracle Utilities Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Marketing** | | | | |
| | EDU Oracle CX Marketing Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |

Oracle Guided Learning Service

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| **Oracle Configure, Price, and Quote (CPQ) Cloud** | | | | |
| | EDU CPQ Cloud Guided Learning Service - Hosted Named User | USD | 28.8 | Per Hosted Named User/month, min 1 user |
| | EDU CPQ Channel User Cloud Guided Learning Service - Hosted Named User | USD | 4.2 | Per Hosted Named User/month, min 1 user |
| **Oracle Enterprise Performance Management Cloud** | | | | |
| | EDU Oracle Enterprise Performance Management Standard Cloud Guided Learning Service - Hosted Named User | USD | 30 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Enterprise Performance Management Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Enterprise Performance Management Enterprise Cloud Guided Learning Service - Hosted Employee | USD | 7 | Per Hosted Employee/month, min 1000 employees |
| | EDU Planning and Budgeting Cloud Guided Learning Service - Hosted Named User | USD | 14.4 | Per Hosted Named User/month, min 1 user |
| | EDU Enterprise Planning and Budgeting Cloud Guided Learning Service - Hosted Named User | USD | 30 | Per Hosted Named User/month, min 1 user |
| | EDU Enterprise Performance Reporting Cloud Guided Learning Service - Hosted Named User | USD | 14.4 | Per Hosted Named User/month, min 1 user |
| | EDU Financial Consolidation and Close Cloud Guided Learning Service - Hosted Named User | USD | 30 | Per Hosted Named User/month, min 1 user |
| | EDU Account Reconciliation Cloud Guided Learning Service - Hosted Named User | USD | 14.4 | Per Hosted Named User/month, min 1 user |
| | EDU Tax Reporting Cloud Guided Learning Service - Hosted Named User | USD | 30 | Per Hosted Named User/month, min 1 user |
| | EDU Profitability and Cost Management Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User/month, min 1 user |
| | EDU Financial Statement Planning Cloud Guided Learning Service - Hosted Named User | USD | 7.8 | Per Hosted Named User/month, min 1 user |
| | EDU Capital Expenditure Planning Cloud Guided Learning Service - Hosted Named User | USD | 7.8 | Per Hosted Named User/month, min 1 user |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Workforce Planning Cloud Guided Learning Service - Hosted Named User | USD | 7.8 | Per Hosted Named User/month, min 1 user |
| | EDU Project Financial Planning Cloud Guided Learning Service - Hosted Named User | USD | 7.8 | Per Hosted Named User/month, min 1 user |
| **Oracle Sales Cloud** | | | | |
| | EDU Oracle Fusion Sales and Service Standard Cloud Guided Learning Service - Hosted Named User | USD | 7.8 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 18 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service Premium Cloud Guided Learning Service - Hosted Named User | USD | 24 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Sales Planning Cloud Guided Learning Service - Hosted Named User | USD | 18 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service for Communications Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service for Consumer Goods Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service for Financial Services Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service for High Tech and Manufacturing Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU CRM Base Cloud Guided Learning Service - Hosted Named User | USD | 24 | Per Hosted Named User/month, min 1 user |
| | EDU Sales Performance Management Cloud Guided Learning Service - Hosted Named User | USD | 9.6 | Per Hosted Named User/month, min 1 user |
| | EDU Customer Data Management Cloud Guided Learning Service - Hosted Named User | USD | 2.4 | Per Hosted Named User/month, min 1 user |
| | EDU Engagement Cloud Guided Learning Service - Hosted Named User | USD | 24 | Per Hosted Named User/month, min 1 user |
| | EDU Sales Contracts Cloud Guided Learning Service - Hosted Named User | USD | 4.2 | Per Hosted Named User/month, min 1 user |
| | EDU Incentive Compensation Cloud Guided Learning Service - Hosted Named User | USD | 4.8 | Per Hosted Named User/month, min 1 user |
| | EDU Partner Relationship Management for Channel Managers Cloud Guided Learning Service - Hosted Named User | USD | 3.6 | Per Hosted Named User/month, min 1 user |
| | EDU Partner Relationship Management for Partners Cloud Guided Learning Service - Hosted Named User | USD | 2.4 | Per Hosted Named User/month, min 1 user |
| | EDU Supplier Portal Cloud Guided Learning Service - Hosted Named User | USD | 72 | Per Hosted Named User/month, min 1 user |
| | EDU Supplier Qualification Management Cloud Guided Learning Service - Hosted Named User | USD | 69 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Engagement Cloud Essential User Cloud Guided Learning Service - Hosted Named User | USD | 3 | Per Hosted Named User/month, min 1 user |
| **Oracle Services Cloud** | | | | |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Oracle Field Service Professional Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Field Service Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 27 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Field Guided Learning Service Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 27 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Field Guided Learning Service Professional Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Policy Automation Agent Cloud Guided Learning Service - Hosted Named User | USD | 9.6 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Policy Automation Collaboration Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Policy Automation Mobile Cloud Guided Learning Service - Hosted Named User | USD | 3 | Per Hosted Named User/month, min 1 user |
| **Oracle Human Capital Management (HCM) Cloud** | | | | |
| | EDU Fusion Talent Management and Workforce Compensation Cloud Guided Learning Service - Hosted Named User | USD | 1.08 | Per Hosted Named User / month, min 1 user |
| | EDU Time and Labor for Projects Cloud Guided Learning Service - Hosted Employee | USD | .51 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Strategic Workforce Planning Cloud Guided Learning Service - Hosted Named User | USD | .48 | Per Hosted Named User / month, min 1 user |
| | EDU Human Capital Management Base Cloud Guided Learning Service - Hosted Named User | USD | 1.8 | Per Hosted Named User / month, min 1 user |
| | EDU Workforce Compensation Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Payroll Cloud Guided Learning Service - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Time and Labor Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Human Resources Help Desk Cloud Guided Learning Service - Hosted Named User | USD | .48 | Per Hosted Named User / month, min 1 user |
| | EDU Work Life Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Workforce Health and Safety Incidents Cloud Guided Learning Service - Hosted Named User | USD | .25 | Per Hosted Named User / month, min 1 user |
| | EDU Performance Management Cloud Guided Learning Service - Hosted Named User | USD | .25 | Per Hosted Named User / month, min 1 user |
| | EDU Time and Labor for Projects Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Advanced Human Capital Management Controls Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Payroll Cloud Guided Learning Service for Canada - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Payroll Cloud Guided Learning Service for Mexico - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Fusion Payroll Cloud Guided Learning Service for Middle East - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Payroll Cloud Guided Learning Service for United Kingdom - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Payroll Cloud Guided Learning Service for United States - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Transactional Business Intelligence Cloud Guided Learning Service - Hosted Named User | USD | 9 | Per Hosted Named User / month, min 1 user |
| **Oracle Talent Management Cloud** | | | | |
| | EDU Recruiting Cloud Guided Learning Service - Hosted Named User | USD | .96 | Per Hosted Named User / month, min 1 user |
| | EDU Talent Management Cloud Guided Learning Service - Hosted Named User | USD | .96 | Per Hosted Named User / month, min 1 user |
| | EDU Career Development Cloud Guided Learning Service - Hosted Named User | USD | .12 | Per Hosted Named User / month, min 1 user |
| | EDU Goal Management Cloud Guided Learning Service - Hosted Named User | USD | .25 | Per Hosted Named User / month, min 1 user |
| | EDU Talent Review and Succession Management Cloud Guided Learning Service - Hosted Named User | USD | .12 | Per Hosted Named User / month, min 1 user |
| | EDU Learning Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Talent Acquisition Cloud Guided Learning Service - Hosted Named User | USD | .6 | Per Hosted Named User / month, min 1 user |
| | EDU Taleo Learn Cloud Guided Learning Service - Hosted Named User | USD | .25 | Per Hosted Named User / month, min 1 user |
| **Oracle ERP Cloud - Core** | | | | |
| | EDU Oracle Fusion Enterprise Resource Planning Cloud Guided Learning Service - Hosted Named User | USD | 75 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Enterprise Resource Planning for Self Service Cloud Guided Learning Service - Hosted Named User | USD | 2.4 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Risk Management Cloud Guided Learning Service - Hosted Named User | USD | 21.60 | Per Hosted Named User / month, min 1 user |
| | EDU CPQ for ERP Cloud Guided Learning Service - Hosted Named User | USD | 28.80 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Enterprise Resource Planning Cloud Guided Learning Service - Hosted Employee | USD | 6.15 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Fusion Risk Management Cloud Guided Learning Service - Hosted Employee | USD | 2.10 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Financials Cloud Guided Learning Service - Hosted Employee | USD | 3.40 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Financial Reporting Compliance Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Expenses Cloud Guided Learning Service - Hosted Employee | USD | .34 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Advanced Collections Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Automated Invoice Processing Cloud Guided Learning Service - Hosted Employee | USD | .34 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Advanced Financial Controls Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Advanced Access Controls Cloud Guided Learning Service - Hosted Employee | USD | 1.36 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Purchasing Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Project Contract Billing Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Project Financials Cloud Guided Learning Service - Hosted Employee | USD | 3.40 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Project Management Cloud Guided Learning Service - Hosted Employee | USD | 1.36 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Project Resource Management Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Task Management Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Grants Management Cloud Guided Learning Service - Hosted Employee | USD | 1.70 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Financials Cloud Guided Learning Service - Hosted Named User | USD | 72 | Per Hosted Named User / month, min 1 user |
| | EDU Financial Reporting Compliance Cloud Guided Learning Service - Hosted Named User | USD | 21 | Per Hosted Named User / month, min 1 user |
| | EDU Expenses Cloud Guided Learning Service - Hosted Named User | USD | .12 | Per Hosted Named User / month, min 1 user |
| | EDU Accounting Hub Reporting Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Advanced Collections Cloud Guided Learning Service - Hosted Named User | USD | 16.8 | Per Hosted Named User / month, min 1 user |
| | EDU Advanced Financial Controls Cloud Guided Learning Service - Hosted Named User | USD | 9.6 | Per Hosted Named User / month, min 1 user |
| | EDU Revenue Management Cloud Guided Learning Service - Hosted Named User | USD | 78 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Purchasing Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Enterprise Contracts Cloud Guided Learning Service - Hosted Named User | USD | 18 | Per Hosted Named User / month, min 1 user |
| | EDU Project Management Cloud Guided Learning Service - Hosted Named User | USD | 33 | Per Hosted Named User / month, min 1 user |
| | EDU Project Financials Cloud Guided Learning Service - Hosted Named User | USD | 90 | Per Hosted Named User / month, min 1 user |
| | EDU Project Resource Management Cloud Guided Learning Service - Hosted Named User | USD | 1.8 | Per Hosted Named User / month, min 1 user |
| | EDU Task Management Cloud Guided Learning Service - Hosted Named User | USD | .6 | Per Hosted Named User / month, min 1 user |
| | EDU Grants Management Cloud Guided Learning Service - Hosted Named User | USD | 36 | Per Hosted Named User / month, min 1 user |
| | EDU Project Contract Billing Cloud Guided Learning Service - Hosted Named User | USD | 78 | Per Hosted Named User / month, min 1 user |
| | EDU Self Service Procurement Cloud Guided Learning Service - Hosted Named User | USD | 1 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Global Order Promising User Cloud Guided Learning Service - Hosted Named User | USD | 21 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Student Management Cloud Guided Learning Service - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Oracle Vocado Student Financial Planning Cloud Guided Learning Service - Hosted Named User | USD | 1.44 | Per Hosted Named User / month, min 1 user |
| **Oracle ERP Cloud – Supply Chain Management and Procurement** | | | | |
| | EDU Oracle Fusion Procurement Cloud Guided Learning Service - Hosted Named User | USD | 75 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Order Management Cloud Guided Learning Service - Hosted Named User | USD | 105 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Product Management Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Supply Chain Execution Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Supply Planning Cloud Guided Learning Service - Hosted Named User | USD | 150 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Demand Management Cloud Guided Learning Service - Hosted Named User | USD | 108 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Sales and Operations Planning Cloud Guided Learning Service - Hosted Named User | USD | 75 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Procurement Cloud Guided Learning Service - Hosted Employee | USD | 6.15 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Fusion Order Management Cloud Guided Learning Service - Hosted Employee | USD | 6.15 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Fusion Product Management Cloud Guided Learning Service - Hosted Employee | USD | 4.40 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Fusion Supply Chain Execution Cloud Guided Learning Service - Hosted Employee | USD | 4.40 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Fusion Supply Planning Cloud Guided Learning Service - Hosted Employee | USD | 8.75 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Supplier Portal Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Supplier Qualification Management Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Sourcing Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Procurement Contracts Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Self Service Procurement Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Inventory Management Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Inventory Management Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Manufacturing Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Maintenance Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Product Development Cloud Guided Learning Service - Hosted Named User | USD | 18 | Per Hosted Named User / month, min 1 user |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Innovation Management Cloud Guided Learning Service - Hosted Named User | USD | 18 | Per Hosted Named User / month, min 1 user |
| | EDU Quality Management Cloud Guided Learning Service - Hosted Named User | USD | 9 | Per Hosted Named User / month, min 1 user |
| | EDU Configurator Modeling Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User / month, min 1 user |
| | EDU Order Management User Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Service Contracts Cloud Guided Learning Service - Hosted Named User | USD | 48 | Per Hosted Named User / month, min 1 user |
| | EDU Supply Chain Collaboration Cloud Guided Learning Service - Hosted Named User | USD | 75 | Per Hosted Named User / month, min 1 user |
| | EDU Demand Management User Cloud Guided Learning Service - Hosted Named User | USD | 36 | Per Hosted Named User / month, min 1 user |
| | EDU Supply Planning User Cloud Guided Learning Service - Hosted Named User | USD | 36 | Per Hosted Named User / month, min 1 user |
| | EDU Sales and Operations Planning User Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User / month, min 1 user |
| | EDU Planning Central User Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User / month, min 1 user |
| | EDU Sourcing Cloud Guided Learning Service - Hosted Named User | USD | 78 | Per Hosted Named User / month, min 1 user |
| | EDU Procurement Contracts Cloud Guided Learning Service - Hosted Named User | USD | 48 | Per Hosted Named User / month, min 1 user |
| | EDU Enterprise Data Management Cloud Guided Learning Service - Hosted Employee | USD | 1 | Per Hosted Employee / month, min of 1000 employees |
| **Logistics** | | | | |
| | EDU Oracle Global Trade Management Cloud Guided Learning Service - Hosted Named User | USD | 3.6 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Transportation Management Cloud Guided Learning Service - Hosted Named User | USD | 3.93 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Transportation Operational Planning Cloud Guided Learning Service - Hosted Named User | USD | 5 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Warehouse Management Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 66 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Warehouse Workforce Management Cloud Guided Learning Service - Hosted Named User | USD | 9 | Per Hosted Named User / month, min 1 user |
| **Utilities** | | | | |
| | EDU Oracle Utilities Customer Cloud Guided Learning Service - Hosted Named User | USD | .08 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Work and Asset Cloud Guided Learning Service - Hosted Named User | USD | 20 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Meter Solution Cloud Guided Learning Service - Hosted Named User | USD | .04 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Customer Care and Billing Cloud Guided Learning Service - Hosted Named User | USD | .08 | Per Hosted Named User / month, min 1 user |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Oracle Utilities Billing Cloud Guided Learning Service - Hosted Named User | USD | .08 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Energy Efficiency and Report Generation Cloud Guided Learning Service - Hosted Named User | USD | 5.44 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Peak Management - Behavioral Demand Response Cloud Guided Learning Service - Hosted Named User | USD | 2.48 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Behavioral Load Shaping Cloud Guided Learning Service - Hosted Named User | USD | 1.12 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Device Control Cloud Guided Learning Service - Hosted Named User | USD | .13 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Digital Self Service, Energy Management Cloud Guided Learning Service - Hosted Named User | USD | .2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Distributed Energy Resources Customer Engagement Cloud Guided Learning Service - Hosted Named User | USD | 1.36 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Digital Self Service - Energy Management Advanced Metering Infrastructure Cloud Guided Learning Service - Hosted Named User | USD | .14 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Digital Self Service, Transactions Cloud Guided Learning Service - Hosted Named User | USD | .75 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Customer Service Interface Cloud Guided Learning Service - Hosted Named User | USD | 26.4 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Proactive Alerts Cloud Guided Learning Service - Hosted Named User | USD | .47 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Rates Engagement Cloud Guided Learning Service - Hosted Named User | USD | .34 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Customer Engagement Platform, Enterprise Edition Cloud Guided Learning Service - Hosted Named User | USD | 6.2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Business Customer Engagement Portal Cloud Guided Learning Service - Hosted Named Use | USD | 9.33 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Non-Advanced Metering Infrastructure High Bill Alerts Cloud Guided Learning Service - Hosted Named User | USD | .27 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Bill Ready Notification Cloud Guided Learning Service - Hosted Named User | USD | 1.09 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Work and Asset Management Enterprise Edition Cloud Learning Service - Hosted Named User | USD | 27 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Customer to Meter Integration Suite Cloud Learning Service - Hosted Named User | USD | .5 | Per Hosted Named User / month, min 1 user |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Oracle Utilities Market Settlements Management Cloud Learning Service - Hosted Named User | USD | 1.65 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Meter Data Management Cloud Learning Service - Hosted Named User | USD | 2.65 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Smart Device Management Cloud Learning Service - Hosted Named User | USD | 3.35 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Advanced Meter Solution Cloud Learning Service - Hosted Named User | USD | 6.65 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Live Energy Connect Cloud Learning Service - Hosted Named User | USD | 100 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Smart Grid Gateway Cloud Learning Service - Hosted Named User | USD | .25 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Service Order Management Cloud Learning Service - Hosted Named User | USD | .65 | Per Hosted Named User / month, min 1 user |
| **Construction & Engineering** | | | | |
| | EDU Primavera P6 Enterprise Project Portfolio Management Cloud Guided Learning Service - Hosted Named User | USD | 10 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera P6 Progress Reporter Cloud Guided Learning Service - Hosted Named User | USD | .96 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera Unifier Earned Value Management Cloud Guided Learning Service - Hosted Named User | USD | 3.92 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera Unifier Project Controls Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera Unifier Team for External Collaborators Cloud Guided Learning Service - Hosted Named User | USD | 4 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera Analytics Cloud Guided Learning Service - Hosted Named User | USD | 7.2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Construction Intelligence Cloud Advisor Cloud Guided Learning Service - Hosted Named User | USD | 40 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Primavera Portfolio Planning Cloud Guided Learning Service - Hosted Named User | USD | 16 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera Unifier Facilities and Asset Management Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User / month, min 1 user |
| | EDU Textura Payment Management Cloud Guided Learning Services - Hosted Named User | USD | .01 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Core Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 4 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Field Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 4 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Project Controls Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 40 | Per Hosted Named User / month, min 1 user |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Oracle Aconex Tenders Enterprise Cloud Guided Learning Service - Hosted Named User | USD | .64 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Supplier Documents Enterprise Cloud Guided Learning Service - Hosted Named User | USD | .64 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Contract Management Enterprise Cloud Learning Service - Hosted Named User | USD | 16 | Per Hosted Named User / month, min 1 user |
| **Retail** | | | | |
| | EDU Oracle Retail Merchandising Foundation Cloud Guided Learning Service - Hosted Named User | USD | 12.88 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Retail Brand Compliance Management Cloud Guided Learning Service - Hosted Named User | USD | 40 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Retail Open Commerce Platform Cloud Guided Learning Service - Hosted Named User | USD | 28 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Retail Merchandise Financial Planning Cloud Guided Learning Service - Hosted Named User | USD | 40 | Per Hosted Named User / month, min 1 user |
| **Hospitality** | | | | |
| | EDU Oracle Hospitality OPERA Property Management Professional Foundation Cloud Guided Learning Service - Hosted Named User | USD | .8 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Hospitality OPERA Property Management Enterprise Foundation Cloud Guided Learning Service - Hosted Named User | USD | 1.44 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Hospitality OPERA Property Standard Cloud Guided Learning Service - Hosted Named User | USD | .72 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Hospitality OPERA Sales and Catering Standard Cloud Guided Learning Service - Hosted Named User | USD | .16 | |
| | EDU Oracle Hospitality OPERA Room Reservations Cloud Guided Learning Service - Hosted Named User | USD | .88 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Guided Learning Service - Hosted Named User | USD | .24 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Hospitality OPERA Central Sales Cloud Guided Learning Service - Hosted Named User | USD | 6 | Per Hosted Named User / month, min 1 user |
| **Financial Services** | | | | |
| | EDU Financial Services Lending and Leasing Cloud Guided Learning Service - Hosted Named User | USD | .09 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Banking Digital Experience Base Cloud Guided Learning Service - Hosted Named User | USD | 25 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Insurance Revenue Management and Billing Cloud Guided Learning Service - Hosted Named User | USD | 25 | Per Hosted Named User / month, min 1 user |
| **Cross-Product** | | | | |
| | EDU Oracle Guided Learning Managed Service - Each (per annum) | USD | 2500 | Each/month |
| | EDU Oracle Custom Guided Learning Service - Hosted Named User[1] | USD | 2 | Per Hosted Named User / month, min 10,000 users |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Custom Designed Guided Learning Service - Hosted Named User | USD | 17 | Per Hosted Named User / month, min 1 user |
| | EDU Translation Fee per Guided Learning Service Module | USD | 666.666666 | Each |
| | EDU Translation Maintenance per Guided Learning Service Module (per annum) | USD | 333.333333 | Each / month |
| | EDU Oracle Analytics Cloud Guided Learning Service - Hosted Named User | USD | 9 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Internet of Things Asset Monitoring Cloud Guided Learning Service - Hosted Named User | USD | 1.2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Internet of Things Connected Worker Cloud Guided Learning Service - Hosted Named User | USD | 1.2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Internet of Things Fleet Monitoring Cloud Guided Learning Service - Hosted Named User | USD | 1.2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Internet of Things Production Monitoring Cloud Guided Learning Service - Hosted Named User | USD | 1.2 | Per Hosted Named User / month, min 1 user |
| | EDU Cloud Training Needs Analysis for Guided Learning Service Learning Credits[2] | USD | 1 | Per Dollar |

[1] Controlled Availability

[2] Minimum purchase is USD 1,000. Learning Credits parts are non invoiceable in CPQ. OU will bill the customer separately once the Learning Credit is created. Customer will receive a Learning Credit Welcome Letter once the account is created.

Custom Content Development & Delivery

| OU Framework | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | Business Transformation Day | USD | 2945 | Per Day |
| | Training Needs Analysis or Change Communications Day | USD | 2575 | Per Day |
| | Curriculum Development Day | USD | 2115 | Per Day |
| | Advanced Curriculum Development Day | USD | 2575 | Per Day |
| | Program Management Day | USD | 2575 | Per Day |

# STATE OF MICHIGAN
# CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
320 S. WALNUT ST., LANSING, MICHIGAN 48933
P.O. BOX 30026 LANSING, MICHIGAN 48909

## CONTRACT CHANGE NOTICE

Change Notice Number **12**

to

Contract Number **071B4300149**

| CONTRACTOR | |
|---|---|
| | ORACLE AMERICA INC |
| | 500 Oracle Parkway |
| | Redwood Shores, CA 94065 |
| | Justin Fekete |
| | 303-334-4417 |
| | justin.fekete@oracle.com |
| | CV0066538 |

| STATE | | | |
|---|---|---|---|
| | Program Manager | Reid Sisson | DTMB |
| | | 517-241-1638 | |
| | | sissonr@Michigan.gov | |
| | Contract Administrator | Lauren Stempek | DTMB |
| | | (517) 243-4008 | |
| | | stempekl@michigan.gov | |

**CONTRACT SUMMARY**

ORACLE SOFTWARE, HARDWARE & RELATED SRVCS

| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE |
|---|---|---|---|
| August 29, 2014 | August 28, 2019 | 3 - 1 Year | August 28, 2023 |

| PAYMENT TERMS | DELIVERY TIMEFRAME |
|---|---|
| NET30 | |

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

**MINIMUM DELIVERY REQUIREMENTS**

**DESCRIPTION OF CHANGE NOTICE**

| OPTION | LENGTH OF OPTION | EXTENSION | LENGTH OF EXTENSION | REVISED EXP. DATE |
|---|---|---|---|---|
| ☒ | 12 - Months | ☐ | | August 28, 2024 |

| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE |
|---|---|---|
| $122,466,666.67 | $0.00 | $122,466,666.67 |

**DESCRIPTION**

Effective 8/27/2023, the State is executing the 2nd of the 5 availalble option years to support future Oracle Software and Hardware purchases; including servers, licenses, software maintenance, installation, and integration. Oracle agrees not to increase its prices for technical support caps by more than 6% for the existing licenses and not more than 3% for new licenses, including the annual Software Update License & Support renewals. The revised contract expiration date is 8/28/2024.

All other terms, conditions, specificiations and pricing remain the same. Per contractor and agency agreement, and DTMB Central Procurement Services approval.

# AMENDMENT EIGHT
# TO
# MASTER AGREEMENT

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

The parties agree to amend the Master Agreement as follows:

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

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

2. In Article III (Technical Services), delete third paragraph of Section 3.1 and replace it with the following:

   "From the Effective Date of Amendment Eight to the Master Agreement, Software Update License & Support (or any successor technical support offering to Software Update License & Support, "**SULS**") acquired with Your order may be renewed annually; and, if You renew SULS for the same number of licenses for the same Programs, then, for the technical support annual renewal periods that commences during the period of performance specified in the table below, the annual fee for SULS for the applicable period will not increase by more than the percentages stated in the table below, over the prior year's annual SULS fees:

| Commencement Date of Annual Technical Support Renewal Period Occurs Between: | Technical Support Cap for New Licenses | Technical Support Cap for Existing Licenses |
|---|---|---|
| August 29, 2023 - August 28, 2024 | Not to increase by more than 3% over the prior year's fees | Not to increase by more than 6% over the prior year's fees |
| August 29, 2024 - August 28, 2025 | Not to increase by more than 3% over the prior year's fees | To be calculated based on Oracle's then-current Technical Support Policies |

3. In Article VIII (Miscellaneous), delete Section 8.1 as amended by Amendment Seven and replace it with the following:

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

   **a. Term of the Agreement.** Orders may be placed under this Master Agreement through August 28, 2024. All Products and Services as ordered under this Master Agreement shall be under Oracle's standard fees and policies in effect at the time of such order.

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

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

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

   (iii) **Appendix G (Hourly Rates for Time and Materials – Consulting Services).** Appendix G (Hourly Rates for Time and Materials – Consulting Services) of the Master Agreement is hereby deleted and replaced with **Appendix G** (Hourly Rates for Time and Materials – Consulting Services) attached

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

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

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

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

**4. Appendix B (Oracle Software Technical Support Policies).** Appendix B (Technical Support Policies) of the Master Agreement is hereby deleted. You may access the applicable version of the Technical Support Policies at http://oracle.com/contracts.

**5. Appendix C (Oracle Processor Core Factor Table).** Appendix C (Oracle Processor Core Factor Table) of the Master Agreement is hereby deleted. You may access the applicable version of the Oracle Processor Core Factor Table at http://www.oracle.com/us/corporate/contracts/processor-core-factor-table-070634.pdf.

**6. Appendix D (License Definitions and Rules).** Appendix D (License Definitions and Rules) of the Master Agreement is hereby deleted. You may access the applicable version of the License Definitions and Rules at http://oracle.com/contracts .

**7. Appendix J (Oracle Hardware and Systems Support Policies).** Appendix J (Oracle Hardware and Systems Support Policies) of the Master Agreement is hereby deleted. You may access the applicable version of the Oracle Hardware and Systems Support Policies at http://oracle.com/contracts/support.

**8. Appendix K (Data Processing Agreement).** Exhibit One to Appendix K (Data Processing Agreement) of the Master Agreement is hereby deleted. You may access the applicable version of the Data Processing Agreement at http://oracle.com/contracts..

**9. Oracle Professional Services Delivery Policies.** You may access the applicable version of the Oracle Professional Services Delivery Policies at https://www.oracle.com/contracts/services.

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

The Effective Date of this Amendment Eight is 8/27/2023.

The parties' signatures on Change Notice 12 hereby incorporate this Amendment Eight.

**Appendix A**
**Pricing and Discount Schedule**

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

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

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

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

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

2. Pricing and Discounts.
   From the Effective Date of Amendment Eight to the Master Agreement until August 28, 2024, You may acquire Products listed on the On-Prem Price Lists, provided such Products are available in production release when ordered, and provided you have continuously maintained technical support for your existing Program licenses, by paying Oracle the fees specified on the On-Prem Price Lists less the discount set forth below in section A.3 of this Appendix A, except as specified in section A.4 below. You may also acquire first-year Software Update License & Support ("**SULS**") for such Programs by paying Oracle the fees specified, less the discount set forth below, except as specified in section A.4 below.

3. Discount Schedule.
   From the Effective Date of Amendment Eight of the Master Agreement until August 28, 2024, a discount of 44.45% shall apply to the fees listed on the then-current version of the On-Prem Price Lists at the time of the order for program licenses and first-year SULS acquired pursuant to the terms of this Master Agreement.

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

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

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

1. From the Effective Date of Amendment Eight to the Master Agreement until August 28, 2024, You may acquire Products listed on the following price lists, provided such Products are generally available in production release when ordered:

   a. MySQL Global Price List (*) – limited to MySQL Subscription products only
   b. Oracle Managed Cloud Services Global Price List (*)
   c. Oracle Linux Support and Oracle VM Support Global Price List (*) – excluding Oracle Linux Network products
   d. Oracle RightNow (Service Cloud) Global Price List (*)

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

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

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

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

1. Named Product Hierarchy Discounts. From the Effective Date of Amendment Eight until August 28, 2024, the discounts set forth in the discount table attached to this Appendix F shall apply to hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) that are designated by the product name associated with the Named Product Hierarchies for such hardware, Engineered Systems and programs (the "**NPH Discount Table**"), provided that such hardware, Engineered Systems and programs are available in production release when the applicable order is placed. Remanufactured hardware and spare products may be purchased under this Master Agreement.[1]

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

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

   a. Oracle Systems Hardware and Software Global Price List
   b. Oracle Engineered Systems Price List[2]

**(NPH DISCOUNT TABLE FOLLOWS ON THE NEXT PAGE)**

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

[2] You may access the current version of the Oracle Engineered Systems Price List denoted at: http://www.oracle.com/us/corporate/pricing/price-lists/index.html.

| NPH Discount Table | | | |
|---|---|---|---|
| No | Product Hierarchy | State & Local Government ("SLG") Discount (%) | Higher Education ("EDU") Discount (%) |
| 1 | 10 Gigabit Ethernet Switch Options | 15 | 18 |
| 2 | Advanced Support Gateway Server | 14 | 20 |
| 3 | Big Data Connectors Software | 25 | 25 |
| 4 | Disk Drives | 14 | 20 |
| 5 | Enterprise Installation Services | 0 | 0 |
| 6 | Ethernet Adapters | 14 | 20 |
| 7 | Exadata Database Machine Eighth Rack to Quarter Rack Upgrades | 20 | 20 |
| 8 | Exadata Database Machine X9M: Quarter Rack | 20 | 20 |
| 9 | Exadata Database Machine: Memory Expansion | 20 | 20 |
| 10 | Exadata Database Machine: Upgrades | 20 | 20 |
| 11 | Exadata Database Servers: X9M | 20 | 20 |
| 12 | Exadata Software Products | 25 | 25 |
| 13 | Exadata Storage Server X9M-2 Extended (XT) | 20 | 20 |
| 14 | Exadata Storage Servers: X9M | 20 | 20 |
| 15 | Exalogic Software Products | 25 | 25 |
| 16 | Exalytics Hardware Products | 15 | 15 |
| 17 | Exalytics Software Products | 25 | 25 |
| 18 | Fibre Channel Host Bus Adapters | 14 | 20 |
| 19 | Fujitsu M10 Server Configured Options | 15 | 18 |
| 20 | Fujitsu M10 Server Features | 15 | 18 |
| 21 | Fujitsu M10 Server X-Options | 15 | 18 |
| 22 | Fujitsu SPARC M12 Server | 15 | 18 |
| 23 | Host Bus Adapters | 14 | 20 |
| 24 | Key Management Appliance Temp | 24 | 34 |
| 25 | LTO Tape Drive Features | 24 | 34 |
| 26 | LTO8 Tape Drives: Entry Level | 24 | 34 |
| 27 | LTO8 Tape Drives: High-End Libraries | 24 | 34 |
| 28 | LTO8 Tape Drives: Midrange Libraries | 24 | 34 |
| 29 | LTO9 Tape Drives: High-End Libraries | 24 | 34 |
| 30 | LTO9 Tape Drives: Midrange Libraries | 24 | 34 |
| 31 | Network Adapters | 14 | 20 |
| 32 | Network Cables | 14 | 20 |
| 33 | Network Transceivers | 14 | 20 |
| 34 | Oracle Database Appliance | 14 | 20 |
| 35 | Oracle Database Appliance options | 20 | 20 |
| 36 | Oracle Database Appliance storage | 14 | 20 |
| 37 | Oracle Database Appliance X8-2M | 14 | 20 |
| 38 | Oracle FS Storage System Options | 15 | 18 |
| 39 | Oracle Server X5-2 | 14 | 20 |
| 40 | Oracle Server X7 Options | 14 | 20 |
| 41 | Oracle Server X8 Options | 14 | 20 |
| 42 | Oracle Server X8-8 | 14 | 20 |
| 43 | Oracle Solaris Cluster Software | 16 | 50 |
| 44 | Oracle Solaris Legacy Containers | 16 | 50 |

| NPH Discount Table | | | |
|---|---|---|---|
| No | Product Hierarchy | State & Local Government ("SLG") Discount (%) | Higher Education ("EDU") Discount (%) |
| 45 | Oracle ZFS Storage Options | 24 | 34 |
| 46 | Oracle ZFS Storage ZS5-4 | 24 | 34 |
| 47 | Oracle ZFS Storage ZS7-2 | 24 | 34 |
| 48 | Other Server Configured Options | 6 | 6 |
| 49 | Power Cords | 14 | 20 |
| 50 | Private Cloud Appliance: X8 | 15 | 15 |
| 51 | Private Cloud Appliance: X9 | 15 | 15 |
| 52 | Racks | 15 | 18 |
| 53 | SAS Host Bus Adapters | 14 | 20 |
| 54 | Server Hard Disk Drives | 14 | 20 |
| 55 | Server Solid State Disks | 14 | 20 |
| 56 | SL150 Tape Library | 24 | 34 |
| 57 | SL150 Tape Library Features | 24 | 34 |
| 58 | SL150 Tape Library Options | 24 | 34 |
| 59 | Solaris Containers | 0 | 0 |
| 60 | SPARC M7 Server Configured Options | 15 | 18 |
| 61 | SPARC M7 Server X-Options | 15 | 18 |
| 62 | SPARC M8 Server | 15 | 18 |
| 63 | SPARC M8 Server X-Options | 15 | 18 |
| 64 | SPARC S7 Server X and Configured Options | 15 | 18 |
| 65 | SPARC S7-2 Server | 15 | 18 |
| 66 | SPARC S7-2L Server | 15 | 18 |
| 67 | SPARC SuperCluster: M8 | 15 | 18 |
| 68 | SPARC T3 Server Configured Options | 15 | 18 |
| 69 | SPARC T7 Server Configured Options | 15 | 18 |
| 70 | SPARC T7 Server X-Options | 15 | 18 |
| 71 | SPARC T8 Server Configured Options | 15 | 18 |
| 72 | SPARC T8 Server X-Options | 15 | 18 |
| 73 | SPARC T8-1 Server | 15 | 18 |
| 74 | SPARC T8-2 Server | 15 | 18 |
| 75 | SPARC T8-4 Server | 15 | 18 |
| 76 | Spare Parts | 29 | 29 |
| 77 | Storage Hard Disk Drives | 14 | 20 |
| 78 | Storage SAS SSDs | 14 | 20 |
| 79 | StorageTek Automated Cartridge System Library Software | 15 | 18 |
| 80 | StorageTek Availability Suite Software | 15 | 18 |
| 81 | StorageTek T10000D Tape Drive | 24 | 34 |
| 82 | StorageTek Tape Analytics Software | 15 | 34 |
| 83 | StorageTek Virtual Storage Manager Features | 24 | 34 |
| 84 | Sun Flash Accelerator F640 PCIe Card | 24 | 34 |
| 85 | Sun Racks | 15 | 18 |
| 86 | Sun StorageTek SL3000 Modular Library Features | 24 | 34 |
| 87 | Sun StorageTek SL4000 Modular Library Features | 24 | 34 |
| 88 | Sun StorageTek SL4000 Modular Library System | 24 | 34 |

| NPH Discount Table | | | |
|---|---|---|---|
| No | Product Hierarchy | State & Local Government ("SLG") Discount (%) | Higher Education ("EDU") Discount (%) |
| 89 | Sun StorageTek SL8500 Modular Library Features | 24 | 34 |
| 90 | Sun ZFS Storage System Features | 24 | 34 |
| 91 | Tape Encryption | 24 | 34 |
| 92 | Tape Library Features | 24 | 34 |
| 93 | Tape Media | 24 | 29 |
| 94 | Tape Options | 24 | 34 |
| 95 | Tuxedo CFSR | 15 | 18 |
| 96 | Zero Data Loss Appliance Software | 15 | 15 |
| 97 | Zero Data Loss Recovery Appliance : options | 15 | 15 |
| 98 | NPA_Exadata Options | 20 | 20 |
| 99 | LTO9 Tape Drives: Entry Level | 24 | 34 |
| 100 | Oracle Server X9 Options | 14 | 20 |
| 101 | Oracle ZFS Storage ZS9-2 | 24 | 34 |
| 102 | Exadata Database Machine X9M: Half Rack | 20 | 20 |
| 103 | Zero Data Loss Recovery Appliance RA21: Base Rack | 15 | 15 |
| 104 | Zero Data Loss Recovery Appliance Storage Server: RA21 | 15 | 15 |
| 105 | Oracle Server X9-2 | 14 | 20 |
| 106 | Oracle Server X9-2L | 14 | 20 |
| 107 | Oracle Database Appliance X9-2S | 14 | 20 |
| 108 | Oracle Database Appliance X9-2L | 14 | 20 |
| 109 | Oracle Database Appliance X9 options | 20 | 20 |
| 110 | Oracle Database Appliance X9-HA | 14 | 20 |
| 111 | Exadata Database Machine X9M: Eighth Rack | 20 | 20 |
| 112 | ENGINEERED SYSTEMS COMPONENTS | 20 | 20 |

**APPENDIX G**
**HOURLY RATES FOR TIME AND MATERIALS – CONSULTING SERVICES**

A. **Consulting Rates**. From the Effective Date of Amendment Eight until August 28, 2024, consulting services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**Consulting Rates**"):

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

| Consultant Level | Hourly Rate Local (or remote) | Hourly Rate Non-Local (traveling) |
|---|---|---|
| Director-9 | $325.91 | $385.91 |
| Director-8 | $325.91 | $385.91 |
| Managing Consultant-7 | $255.54 | $315.54 |
| Managing Consultant-6T | $255.54 | $315.54 |
| Advanced Consultant-5 | $198.13 | $258.13 |
| Advanced Consultant-4 | $198.13 | $258.13 |
| Consultant-3 | $137.50 | $197.50 |
| Consultant-2 | $137.50 | $197.50 |
| **Offshore Remote (GSC Global remote)** | | |
| GSC_Global-Director-8-Remote | $114.38 | - |
| GSC_Global-Managing Consultant-7-Remote | $83.85 | - |
| GSC_Global-Managing Consultant-6-Remote | $83.85 | - |
| GSC_Global-Advanced Consultant-5-Remote | $48.15 | - |
| GSC_Global-Advanced Consultant-4-Remote | $48.15 | - |
| GSC_Global-Consultant-3-Remote | $31.95 | - |
| GSC_Global-Consultant-2-Remote | $31.95 | - |

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

B. The Consulting Rates apply to orders executed and effective during the period beginning on the Effective Date of Amendment Eight through and including August 28, 2024.

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

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

E. The Consulting Rates for time and materials consulting services granted under the Master Agreement shall not be applied retroactively to ordering documents executed or fees invoiced prior to the Effective Date of Amendment Eight.

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

G. Any consulting services acquired pursuant to the Master Agreement are separate from any other Oracle Products or Services acquired pursuant to the Master Agreement, as described in section 8.3 (Segmentation) of the Master Agreement. Customer understands that it has the right to acquire any other Oracle Products or Services without acquiring the consulting services, and that Customer has the right to acquire other Oracle Products or Services and the consulting services separately at the fees stated in the Master Agreement.

**APPENDIX H**
**HOURLY RATES FOR TIME AND MATERIALS ORACLE ADVANCED CUSTOMER SUPPORT**

For the period beginning on the Effective Date of Amendment Eight through and including August 28, 2024, Oracle Advanced Customer Support services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**ACS Rates**"):

| Resource | Hourly Rate Local Resources | Hourly Rate Non-Local Resources |
|---|---|---|
| Advanced Support Engineer | $247 | $307 |
| Senior Advanced Support Engineer | $296 | $356 |
| Data Center Engineer | $148 | $208 |
| Senior Data Center Engineer | $197 | $257 |
| Technical Account Manager I | $247 | $307 |
| Technical Account Manager II | $296 | $356 |

**APPENDIX I**
**PRICING AND DISCOUNT SCHEDULE FOR ORACLE UNIVERSITY TRAINING**

**A. Pricing and Discount Terms for Oracle University Training:**

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

    a. Oracle University Global Base List

2. Pricing and Discount Terms.

    a. From the Effective Date of Amendment Eight until August 28, 2024, all Oracle University products and services may be purchased based on the discount defined in the schedule below off of the then-current version of the Appendix I Price List at the time of the order or the pricing provided in section 7 (Appendix I Pricing Schedules) below:

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

3. Definition Section.

    a. Full descriptions of Services are available via oracle.com/contracts
    b. Apps Cloud Learning Subscription (Apps CLS) shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection and is exclusively for registered students. The Apps Cloud Learning Subscription provides access to all Oracle University Cloud Applications, Industry and OCI content, so that customer can build skills across a broad range of Oracle Cloud Services. It is available on a named user basis, generally for a one-year term from the effective date of the order.

    c. Event Learning Subscriptions (ELS) are delivered in a flexible learning model, utilizing digital and live person delivery. The Event Learning Subscription (ELS) includes a collection of web based learning materials, video content, virtual instructor led programs and services focused on cloud implementation for cloud users. Various individuals, including Oracle architects, support engineers, consultants and other instructors, will present content. Event Learning Subscriptions are available at http://education.oracle.com/cloud and are made available to you subject to the terms of your order and the Agreement. The term for this product is 3 months form the date the order is booked, and the product is sold on a named user basis.

    d. OCI Learning Subscriptions shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection and is exclusively for registered students. The OCI Learning Subscription provides access to Oracle University's OCI, Data Management, and Cloud Application Development content. It is available on a named user basis, generally for a one-year term from the effective date of the order. There is a 1 user minimum for each subscription. The subscription provides 12 months access to end-to-end training videos and product demonstrations of OCI products.

    e. Oracle Guided Learning (OGL) shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection and is exclusively for registered students. Guided Learning is a digital training product that delivers in-application, role-based guidance and learning content. The product is targeted towards the end user audience.

f. Technology Learning Subscription shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection and is exclusively for registered students. The Technology Learning Subscription provides access to Oracle University's Applications, OCI, Database, Developer and Hardware content. It is available on a named user basis, generally for a one-year term from the effective date of the order.

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

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

4. Price Schedules

From the Effective Date of Amendment Eight (8) through and including August 28, 2024, you may purchase Oracle products and services at the following pricing schedules ("Appendix I Pricing Schedule")

Oracle Certification Exam Vouchers

| Exam Vouchers | Description | Currency | Public Pricing | Metric |
|---|---|---|---|---|
| | Foundation Level Exam | USD | 95 | Single Named User Per Exam – 6 months |
| | All Certification Exams (except Foundation) | USD | 245 | Single Named User Per Exam – 6 months |

Oracle Learning Subscriptions

| Learning Subscriptions | Description | Currency | Public Pricing | Metric |
|---|---|---|---|---|
| Cross Product | | | | |
| | EDU OCI 'Free' Learning subscription – Hosted Named User | USD | 0 | Per Hosted Named User/month, min 1 user |
| | EDU Cloud Applications Learning subscription – Hosted Named User | USD | 416.25 | Per Hosted Named User/month, min 1 user |
| | EDU Technology Learning subscription – Hosted Named User | USD | 416.25 | Per Hosted Named User/month, min 1 user |
| Oracle Hospitality / Food and Beverage Cloud | | | | |
| | EDU Oracle Food & Beverage Learning Subscription – Hosted Named User | USD | 25 | Per Hosted Named User/month, min 1 user |
| Oracle Retail Cloud | | | | |
| | EDU Oracle Retail Learning Subscription – Hosted Named User | USD | 25 | Per Hosted Named User/month, min 1 user |
| **Oracle Health Sciences Cloud** | | | | |
| | EDU Oracle Analytics Cloud for Health Management System Cloud Learning Subscription - Hosted Named Use | USD | 0 | Per Hosted Named User/month, min 1 user |

Oracle Event Learning Subscriptions

| Event Learning Subscription | Description | Currency | Price | Metric |
|---|---|---|---|---|
| **Commerce** | | | | |
| | EDU Oracle Commerce Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Tech** | | | | |
| | EDU Oracle Cloud Infrastructure Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Database Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Data Management Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |

| | | | | |
|---|---|---|---|---|
| | EDU Oracle MySQL Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Application Development Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Java Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle IT Infrastructure Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **CPQ** | | | | |
| | EDU Oracle Configure, Price, and Quote (CPQ) Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Communications** | | | | |
| | EDU Oracle Communications Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Construction and Engineering** | | | | |
| | EDU Oracle Construction & Engineering Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Financials** | | | | |
| | EDU Oracle Financial Services Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **HCM** | | | | |
| | EDU Oracle Global Human Resources Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Talent Management Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle PeopleSoft Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **EPM** | | | | |
| | EDU Oracle Enterprise Performance Management Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Hyperion and Essbase Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **ERP Core** | | | | |
| | EDU Oracle Financials Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Project Portfolio Management Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle E-Business Suite Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU JD Edwards Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **ERP SCM and Procurement** | | | | |
| | EDU Oracle Supply Chain Management Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Procurement Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Sales** | | | | |
| | EDU Oracle Sales Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Siebel Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Service** | | | | |
| | EDU Oracle Service Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Field Service Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Food and Beverage** | | | | |

| | | | | |
|---|---|---|---|---|
| | EDU Oracle Food & Beverage Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Retail** | | | | |
| | EDU Oracle Retail Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Utilities** | | | | |
| | EDU Oracle Utilities Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Marketing** | | | | |
| | EDU Oracle CX Marketing Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |

Oracle Guided Learning Service

| **GUIDED LEARNING SERVICE** | **Description** | **Currency** | **Price** | **Metric** |
|---|---|---|---|---|
| **Oracle Configure, Price, and Quote (CPQ) Cloud** | | | | |
| | EDU CPQ Cloud Guided Learning Service - Hosted Named User | USD | 28.8 | Per Hosted Named User/month, min 1 user |
| | EDU CPQ Channel User Cloud Guided Learning Service - Hosted Named User | USD | 4.2 | Per Hosted Named User/month, min 1 user |
| **Oracle Enterprise Performance Management Cloud** | | | | |
| | EDU Oracle Enterprise Performance Management Standard Cloud Guided Learning Service - Hosted Named User | USD | 30 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Enterprise Performance Management Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Enterprise Performance Management Enterprise Cloud Guided Learning Service - Hosted Employee | USD | 7 | Per Hosted Employee/month, min 1000 employees |
| | EDU Planning and Budgeting Cloud Guided Learning Service - Hosted Named User | USD | 14.4 | Per Hosted Named User/month, min 1 user |
| | EDU Enterprise Planning and Budgeting Cloud Guided Learning Service - Hosted Named User | USD | 30 | Per Hosted Named User/month, min 1 user |
| | EDU Enterprise Performance Reporting Cloud Guided Learning Service - Hosted Named User | USD | 14.4 | Per Hosted Named User/month, min 1 user |
| | EDU Financial Consolidation and Close Cloud Guided Learning Service - Hosted Named User | USD | 30 | Per Hosted Named User/month, min 1 user |
| | EDU Account Reconciliation Cloud Guided Learning Service - Hosted Named User | USD | 14.4 | Per Hosted Named User/month, min 1 user |
| | EDU Tax Reporting Cloud Guided Learning Service - Hosted Named User | USD | 30 | Per Hosted Named User/month, min 1 user |
| | EDU Profitability and Cost Management Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User/month, min 1 user |
| | EDU Financial Statement Planning Cloud Guided Learning Service - Hosted Named User | USD | 7.8 | Per Hosted Named User/month, min 1 user |
| | EDU Capital Expenditure Planning Cloud Guided Learning Service - Hosted Named User | USD | 7.8 | Per Hosted Named User/month, min 1 user |
| | EDU Workforce Planning Cloud Guided Learning Service - Hosted Named User | USD | 7.8 | Per Hosted Named User/month, min 1 user |
| | EDU Project Financial Planning Cloud Guided Learning Service - Hosted Named User | USD | 7.8 | Per Hosted Named User/month, min 1 user |
| **Oracle Sales Cloud** | | | | |
| | EDU Oracle Fusion Sales and Service Standard Cloud Guided Learning Service - Hosted Named User | USD | 7.8 | Per Hosted Named User/month, min 1 user |

| | | | | |
|---|---|---|---|---|
| | EDU Oracle Fusion Sales and Service Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 18 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service Premium Cloud Guided Learning Service - Hosted Named User | USD | 24 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Sales Planning Cloud Guided Learning Service - Hosted Named User | USD | 18 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service for Communications Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service for Consumer Goods Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service for Financial Services Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service for High Tech and Manufacturing Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU CRM Base Cloud Guided Learning Service - Hosted Named User | USD | 24 | Per Hosted Named User/month, min 1 user |
| | EDU Sales Performance Management Cloud Guided Learning Service - Hosted Named User | USD | 9.6 | Per Hosted Named User/month, min 1 user |
| | EDU Customer Data Management Cloud Guided Learning Service - Hosted Named User | USD | 2.4 | Per Hosted Named User/month, min 1 user |
| | EDU Engagement Cloud Guided Learning Service - Hosted Named User | USD | 24 | Per Hosted Named User/month, min 1 user |
| | EDU Sales Contracts Cloud Guided Learning Service - Hosted Named User | USD | 4.2 | Per Hosted Named User/month, min 1 user |
| | EDU Incentive Compensation Cloud Guided Learning Service - Hosted Named User | USD | 4.8 | Per Hosted Named User/month, min 1 user |
| | EDU Partner Relationship Management for Channel Managers Cloud Guided Learning Service - Hosted Named User | USD | 3.6 | Per Hosted Named User/month, min 1 user |
| | EDU Partner Relationship Management for Partners Cloud Guided Learning Service - Hosted Named User | USD | 2.4 | Per Hosted Named User/month, min 1 user |
| | EDU Supplier Portal Cloud Guided Learning Service - Hosted Named User | USD | 72 | Per Hosted Named User/month, min 1 user |
| | EDU Supplier Qualification Management Cloud Guided Learning Service - Hosted Named User | USD | 69 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Engagement Cloud Essential User Cloud Guided Learning Service - Hosted Named User | USD | 3 | Per Hosted Named User/month, min 1 user |
| **Oracle Services Cloud** | | | | |
| | EDU Oracle Field Service Professional Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Field Service Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 27 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Field Guided Learning Service Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 27 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Field Guided Learning Service Professional Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Policy Automation Agent Cloud Guided Learning Service - Hosted Named User | USD | 9.6 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Policy Automation Collaboration Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Policy Automation Mobile Cloud Guided Learning Service - Hosted Named User | USD | 3 | Per Hosted Named User/month, min 1 user |

| | | | | |
|---|---|---|---|---|
| **Oracle Human Capital Management (HCM) Cloud** | | | | |
| | EDU Fusion Talent Management and Workforce Compensation Cloud Guided Learning Service - Hosted Named User | USD | 1.08 | Per Hosted Named User / month, min 1 user |
| | EDU Time and Labor for Projects Cloud Guided Learning Service - Hosted Employee | USD | .51 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Strategic Workforce Planning Cloud Guided Learning Service - Hosted Named User | USD | .48 | Per Hosted Named User / month, min 1 user |
| | EDU Human Capital Management Base Cloud Guided Learning Service - Hosted Named User | USD | 1.8 | Per Hosted Named User / month, min 1 user |
| | EDU Workforce Compensation Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Payroll Cloud Guided Learning Service - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Time and Labor Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Human Resources Help Desk Cloud Guided Learning Service - Hosted Named User | USD | .48 | Per Hosted Named User / month, min 1 user |
| | EDU Work Life Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Workforce Health and Safety Incidents Cloud Guided Learning Service - Hosted Named User | USD | .25 | Per Hosted Named User / month, min 1 user |
| | EDU Performance Management Cloud Guided Learning Service - Hosted Named User | USD | .25 | Per Hosted Named User / month, min 1 user |
| | EDU Time and Labor for Projects Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Advanced Human Capital Management Controls Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Payroll Cloud Guided Learning Service for Canada - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Payroll Cloud Guided Learning Service for Mexico - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Payroll Cloud Guided Learning Service for Middle East - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Payroll Cloud Guided Learning Service for United Kingdom - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Payroll Cloud Guided Learning Service for United States - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Transactional Business Intelligence Cloud Guided Learning Service - Hosted Named User | USD | 9 | Per Hosted Named User / month, min 1 user |
| **Oracle Talent Management Cloud** | | | | |
| | EDU Recruiting Cloud Guided Learning Service - Hosted Named User | USD | .96 | Per Hosted Named User / month, min 1 user |
| | EDU Talent Management Cloud Guided Learning Service - Hosted Named User | USD | .96 | Per Hosted Named User / month, min 1 user |
| | EDU Career Development Cloud Guided Learning Service - Hosted Named User | USD | .12 | Per Hosted Named User / month, min 1 user |
| | EDU Goal Management Cloud Guided Learning Service - Hosted Named User | USD | .25 | Per Hosted Named User / month, min 1 user |
| | EDU Talent Review and Succession Management Cloud Guided Learning Service - Hosted Named User | USD | .12 | Per Hosted Named User / month, min 1 user |
| | EDU Learning Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Talent Acquisition Cloud Guided Learning Service - Hosted Named User | USD | .6 | Per Hosted Named User / month, min 1 user |
| | EDU Taleo Learn Cloud Guided Learning Service - Hosted Named User | USD | .25 | Per Hosted Named User / month, min 1 user |

| Oracle ERP Cloud - Core | | | | |
|---|---|---|---|---|
| | EDU Oracle Fusion Enterprise Resource Planning Cloud Guided Learning Service - Hosted Named User | USD | 75 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Enterprise Resource Planning for Self Service Cloud Guided Learning Service - Hosted Named User | USD | 2.4 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Risk Management Cloud Guided Learning Service - Hosted Named User | USD | 21.60 | Per Hosted Named User / month, min 1 user |
| | EDU CPQ for ERP Cloud Guided Learning Service - Hosted Named User | USD | 28.80 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Enterprise Resource Planning Cloud Guided Learning Service - Hosted Employee | USD | 6.15 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Fusion Risk Management Cloud Guided Learning Service - Hosted Employee | USD | 2.10 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Financials Cloud Guided Learning Service - Hosted Employee | USD | 3.40 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Financial Reporting Compliance Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Expenses Cloud Guided Learning Service - Hosted Employee | USD | .34 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Advanced Collections Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Automated Invoice Processing Cloud Guided Learning Service - Hosted Employee | USD | .34 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Advanced Financial Controls Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Advanced Access Controls Cloud Guided Learning Service - Hosted Employee | USD | 1.36 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Purchasing Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Project Contract Billing Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Project Financials Cloud Guided Learning Service - Hosted Employee | USD | 3.40 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Project Management Cloud Guided Learning Service - Hosted Employee | USD | 1.36 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Project Resource Management Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Task Management Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Grants Management Cloud Guided Learning Service - Hosted Employee | USD | 1.70 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Financials Cloud Guided Learning Service - Hosted Named User | USD | 72 | Per Hosted Named User / month, min 1 user |
| | EDU Financial Reporting Compliance Cloud Guided Learning Service - Hosted Named User | USD | 21 | Per Hosted Named User / month, min 1 user |
| | EDU Expenses Cloud Guided Learning Service - Hosted Named User | USD | .12 | Per Hosted Named User / month, min 1 user |
| | EDU Accounting Hub Reporting Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Advanced Collections Cloud Guided Learning Service - Hosted Named User | USD | 16.8 | Per Hosted Named User / month, min 1 user |
| | EDU Advanced Financial Controls Cloud Guided Learning Service - Hosted Named User | USD | 9.6 | Per Hosted Named User / month, min 1 user |
| | EDU Revenue Management Cloud Guided Learning Service - Hosted Named User | USD | 78 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Purchasing Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Enterprise Contracts Cloud Guided Learning Service - Hosted Named User | USD | 18 | Per Hosted Named User / month, min 1 user |

| | | | | |
|---|---|---|---|---|
| | EDU Project Management Cloud Guided Learning Service - Hosted Named User | USD | 33 | Per Hosted Named User / month, min 1 user |
| | EDU Project Financials Cloud Guided Learning Service - Hosted Named User | USD | 90 | Per Hosted Named User / month, min 1 user |
| | EDU Project Resource Management Cloud Guided Learning Service - Hosted Named User | USD | 1.8 | Per Hosted Named User / month, min 1 user |
| | EDU Task Management Cloud Guided Learning Service - Hosted Named User | USD | .6 | Per Hosted Named User / month, min 1 user |
| | EDU Grants Management Cloud Guided Learning Service - Hosted Named User | USD | 36 | Per Hosted Named User / month, min 1 user |
| | EDU Project Contract Billing Cloud Guided Learning Service - Hosted Named User | USD | 78 | Per Hosted Named User / month, min 1 user |
| | EDU Self Service Procurement Cloud Guided Learning Service - Hosted Named User | USD | 1 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Global Order Promising User Cloud Guided Learning Service - Hosted Named User | USD | 21 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Student Management Cloud Guided Learning Service - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Vocado Student Financial Planning Cloud Guided Learning Service - Hosted Named User | USD | 1.44 | Per Hosted Named User / month, min 1 user |
| **Oracle ERP Cloud – Supply Chain Management and Procurement** | | | | |
| | EDU Oracle Fusion Procurement Cloud Guided Learning Service - Hosted Named User | USD | 75 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Order Management Cloud Guided Learning Service - Hosted Named User | USD | 105 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Product Management Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Supply Chain Execution Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Supply Planning Cloud Guided Learning Service - Hosted Named User | USD | 150 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Demand Management Cloud Guided Learning Service - Hosted Named User | USD | 108 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Sales and Operations Planning Cloud Guided Learning Service - Hosted Named User | USD | 75 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Procurement Cloud Guided Learning Service - Hosted Employee | USD | 6.15 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Fusion Order Management Cloud Guided Learning Service - Hosted Employee | USD | 6.15 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Fusion Product Management Cloud Guided Learning Service - Hosted Employee | USD | 4.40 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Fusion Supply Chain Execution Cloud Guided Learning Service - Hosted Employee | USD | 4.40 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Fusion Supply Planning Cloud Guided Learning Service - Hosted Employee | USD | 8.75 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Supplier Portal Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Supplier Qualification Management Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Sourcing Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Procurement Contracts Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Self Service Procurement Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |

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|---|---|---|---|---|
| | EDU Inventory Management Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Inventory Management Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Manufacturing Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Maintenance Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Product Development Cloud Guided Learning Service - Hosted Named User | USD | 18 | Per Hosted Named User / month, min 1 user |
| | EDU Innovation Management Cloud Guided Learning Service - Hosted Named User | USD | 18 | Per Hosted Named User / month, min 1 user |
| | EDU Quality Management Cloud Guided Learning Service - Hosted Named User | USD | 9 | Per Hosted Named User / month, min 1 user |
| | EDU Configurator Modeling Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User / month, min 1 user |
| | EDU Order Management User Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Service Contracts Cloud Guided Learning Service - Hosted Named User | USD | 48 | Per Hosted Named User / month, min 1 user |
| | EDU Supply Chain Collaboration Cloud Guided Learning Service - Hosted Named User | USD | 75 | Per Hosted Named User / month, min 1 user |
| | EDU Demand Management User Cloud Guided Learning Service - Hosted Named User | USD | 36 | Per Hosted Named User / month, min 1 user |
| | EDU Supply Planning User Cloud Guided Learning Service - Hosted Named User | USD | 36 | Per Hosted Named User / month, min 1 user |
| | EDU Sales and Operations Planning User Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User / month, min 1 user |
| | EDU Planning Central User Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User / month, min 1 user |
| | EDU Sourcing Cloud Guided Learning Service - Hosted Named User | USD | 78 | Per Hosted Named User / month, min 1 user |
| | EDU Procurement Contracts Cloud Guided Learning Service - Hosted Named User | USD | 48 | Per Hosted Named User / month, min 1 user |
| | EDU Enterprise Data Management Cloud Guided Learning Service - Hosted Employee | USD | 1 | Per Hosted Employee / month, min of 1000 employees |
| **Logistics** | | | | |
| | EDU Oracle Global Trade Management Cloud Guided Learning Service - Hosted Named User | USD | 3.6 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Transportation Management Cloud Guided Learning Service - Hosted Named User | USD | 3.93 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Transportation Operational Planning Cloud Guided Learning Service - Hosted Named User | USD | 5 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Warehouse Management Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 66 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Warehouse Workforce Management Cloud Guided Learning Service - Hosted Named User | USD | 9 | Per Hosted Named User / month, min 1 user |
| **Utilities** | | | | |
| | EDU Oracle Utilities Customer Cloud Guided Learning Service - Hosted Named User | USD | .08 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Work and Asset Cloud Guided Learning Service - Hosted Named User | USD | 20 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Meter Solution Cloud Guided Learning Service - Hosted Named User | USD | .04 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Customer Care and Billing Cloud Guided Learning Service - Hosted Named User | USD | .08 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Billing Cloud Guided Learning Service - Hosted Named User | USD | .08 | Per Hosted Named User / month, min 1 user |

| | | | | |
|---|---|---|---|---|
| | EDU Oracle Utilities Opower Energy Efficiency and Report Generation Cloud Guided Learning Service - Hosted Named User | USD | 5.44 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Peak Management - Behavioral Demand Response Cloud Guided Learning Service - Hosted Named User | USD | 2.48 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Behavioral Load Shaping Cloud Guided Learning Service - Hosted Named User | USD | 1.12 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Device Control Cloud Guided Learning Service - Hosted Named User | USD | .13 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Digital Self Service, Energy Management Cloud Guided Learning Service - Hosted Named User | USD | .2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Distributed Energy Resources Customer Engagement Cloud Guided Learning Service - Hosted Named User | USD | 1.36 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Digital Self Service - Energy Management Advanced Metering Infrastructure Cloud Guided Learning Service - Hosted Named User | USD | .14 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Digital Self Service, Transactions Cloud Guided Learning Service - Hosted Named User | USD | .75 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Customer Service Interface Cloud Guided Learning Service - Hosted Named User | USD | 26.4 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Proactive Alerts Cloud Guided Learning Service - Hosted Named User | USD | .47 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Rates Engagement Cloud Guided Learning Service - Hosted Named User | USD | .34 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Customer Engagement Platform, Enterprise Edition Cloud Guided Learning Service - Hosted Named User | USD | 6.2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Business Customer Engagement Portal Cloud Guided Learning Service - Hosted Named Use | USD | 9.33 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Non-Advanced Metering Infrastructure High Bill Alerts Cloud Guided Learning Service - Hosted Named User | USD | .27 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Bill Ready Notification Cloud Guided Learning Service - Hosted Named User | USD | 1.09 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Work and Asset Management Enterprise Edition Cloud Learning Service - Hosted Named User | USD | 27 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Customer to Meter Integration Suite Cloud Learning Service - Hosted Named User | USD | .5 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Market Settlements Management Cloud Learning Service - Hosted Named User | USD | 1.65 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Meter Data Management Cloud Learning Service - Hosted Named User | USD | 2.65 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Smart Device Management Cloud Learning Service - Hosted Named User | USD | 3.35 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Advanced Meter Solution Cloud Learning Service - Hosted Named User | USD | 6.65 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Live Energy Connect Cloud Learning Service - Hosted Named User | USD | 100 | Per Hosted Named User / month, min 1 user |

| | | | | |
|---|---|---|---|---|
| | EDU Oracle Utilities Smart Grid Gateway Cloud Learning Service - Hosted Named User | USD | .25 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Service Order Management Cloud Learning Service - Hosted Named User | USD | .65 | Per Hosted Named User / month, min 1 user |
| **Construction & Engineering** | | | | |
| | EDU Primavera P6 Enterprise Project Portfolio Management Cloud Guided Learning Service - Hosted Named User | USD | 10 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera P6 Progress Reporter Cloud Guided Learning Service - Hosted Named User | USD | .96 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera Unifier Earned Value Management Cloud Guided Learning Service - Hosted Named User | USD | 3.92 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera Unifier Project Controls Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera Unifier Team for External Collaborators Cloud Guided Learning Service - Hosted Named User | USD | 4 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera Analytics Cloud Guided Learning Service - Hosted Named User | USD | 7.2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Construction Intelligence Cloud Advisor Cloud Guided Learning Service - Hosted Named User | USD | 40 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Primavera Portfolio Planning Cloud Guided Learning Service - Hosted Named User | USD | 16 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera Unifier Facilities and Asset Management Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User / month, min 1 user |
| | EDU Textura Payment Management Cloud Guided Learning Services - Hosted Named User | USD | .01 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Core Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 4 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Field Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 4 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Project Controls Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 40 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Tenders Enterprise Cloud Guided Learning Service - Hosted Named User | USD | .64 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Supplier Documents Enterprise Cloud Guided Learning Service - Hosted Named User | USD | .64 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Contract Management Enterprise Cloud Learning Service - Hosted Named User | USD | 16 | Per Hosted Named User / month, min 1 user |
| **Retail** | | | | |
| | EDU Oracle Retail Merchandising Foundation Cloud Guided Learning Service - Hosted Named User | USD | 12.88 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Retail Brand Compliance Management Cloud Guided Learning Service - Hosted Named User | USD | 40 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Retail Open Commerce Platform Cloud Guided Learning Service - Hosted Named User | USD | 28 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Retail Merchandise Financial Planning Cloud Guided Learning Service - Hosted Named User | USD | 40 | Per Hosted Named User / month, min 1 user |
| **Hospitality** | | | | |

| | | | | |
|---|---|---|---|---|
| | EDU Oracle Hospitality OPERA Property Management Professional Foundation Cloud Guided Learning Service - Hosted Named User | USD | .8 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Hospitality OPERA Property Management Enterprise Foundation Cloud Guided Learning Service - Hosted Named User | USD | 1.44 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Hospitality OPERA Property Standard Cloud Guided Learning Service - Hosted Named User | USD | .72 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Hospitality OPERA Sales and Catering Standard Cloud Guided Learning Service - Hosted Named User | USD | .16 | |
| | EDU Oracle Hospitality OPERA Room Reservations Cloud Guided Learning Service - Hosted Named User | USD | .88 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Guided Learning Service - Hosted Named User | USD | .24 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Hospitality OPERA Central Sales Cloud Guided Learning Service - Hosted Named User | USD | 6 | Per Hosted Named User / month, min 1 user |
| **Financial Services** | | | | |
| | EDU Financial Services Lending and Leasing Cloud Guided Learning Service - Hosted Named User | USD | .09 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Banking Digital Experience Base Cloud Guided Learning Service - Hosted Named User | USD | 25 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Insurance Revenue Management and Billing Cloud Guided Learning Service - Hosted Named User | USD | 25 | Per Hosted Named User / month, min 1 user |
| **Cross-Product** | | | | |
| | EDU Oracle Guided Learning Managed Service - Each (per annum) | USD | 2500 | Each/month |
| | EDU Oracle Custom Guided Learning Service - Hosted Named User[1] | USD | 2 | Per Hosted Named User / month, min 10,000 users |
| | EDU Custom Designed Guided Learning Service - Hosted Named User | USD | 17 | Per Hosted Named User / month, min 1 user |
| | EDU Translation Fee per Guided Learning Service Module | USD | 666.666666 | Each |
| | EDU Translation Maintenance per Guided Learning Service Module (per annum) | USD | 333.333333 | Each / month |
| | EDU Oracle Analytics Cloud Guided Learning Service - Hosted Named User | USD | 9 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Internet of Things Asset Monitoring Cloud Guided Learning Service - Hosted Named User | USD | 1.2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Internet of Things Connected Worker Cloud Guided Learning Service - Hosted Named User | USD | 1.2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Internet of Things Fleet Monitoring Cloud Guided Learning Service - Hosted Named User | USD | 1.2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Internet of Things Production Monitoring Cloud Guided Learning Service - Hosted Named User | USD | 1.2 | Per Hosted Named User / month, min 1 user |
| | EDU Cloud Training Needs Analysis for Guided Learning Service Learning Credits[2] | USD | 1 | Per Dollar |

[1] Controlled Availability

[2] Minimum purchase is USD 1,000. Learning Credits parts are non invoiceable in CPQ. OU will bill the customer separately once the Learning Credit is created. Customer will receive a Learning Credit Welcome Letter once the account is created.

Custom Content Development & Delivery

| OU Framework | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | Business Transformation Day | USD | 2945 | Per Day |
| | Training Needs Analysis or Change Communications Day | USD | 2575 | Per Day |
| | Curriculum Development Day | USD | 2115 | Per Day |
| | Advanced Curriculum Development Day | USD | 2575 | Per Day |
| | Program Management Day | USD | 2575 | Per Day |

# STATE OF MICHIGAN
# CENTRAL PROCUREMENT SERVICES
Department of Technology, Management, and Budget
320 S. WALNUT ST., LANSING, MICHIGAN 48933
P.O. BOX 30026 LANSING, MICHIGAN 48909

## CONTRACT CHANGE NOTICE

Change Notice Number **11**

to

Contract Number **071B4300149**

| CONTRACTOR | |
|---|---|
| | ORACLE AMERICA INC |
| | 500 Oracle Parkway |
| | Redwood Shores, CA 94065 |
| | Justin Fekete |
| | 303-334-4417 |
| | justin.fekete@oracle.com |
| | CV0066538 |

| STATE | | | |
|---|---|---|---|
| | Program Manager | Reid Sisson | DTMB |
| | | 517-241-1638 | |
| | | sissonr@Michigan.gov | |
| | Contract Administrator | Lauren Stempek | DTMB |
| | | (517) 243-4008 | |
| | | stempekl@michigan.gov | |

**CONTRACT SUMMARY**

ORACLE SOFTWARE, HARDWARE & RELATED SRVCS

| INITIAL EFFECTIVE DATE | INITIAL EXPIRATION DATE | INITIAL AVAILABLE OPTIONS | EXPIRATION DATE BEFORE |
|---|---|---|---|
| August 29, 2014 | August 28, 2019 | 3 - 1 Year | August 28, 2022 |

| PAYMENT TERMS | DELIVERY TIMEFRAME |
|---|---|
| NET30 | |

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

**MINIMUM DELIVERY REQUIREMENTS**

**DESCRIPTION OF CHANGE NOTICE**

| OPTION | LENGTH OF OPTION | EXTENSION | LENGTH OF EXTENSION | REVISED EXP. DATE |
|---|---|---|---|---|
| ☐ | | ☒ | 5, 1 year options | August 28, 2023 |

| CURRENT VALUE | VALUE OF CHANGE NOTICE | ESTIMATED AGGREGATE CONTRACT VALUE |
|---|---|---|
| $122,466,666.67 | $0.00 | $122,466,666.67 |

**DESCRIPTION**

Effective 8/18/2022, the State through Chapter 5.7.6 of procurement policy for useful life is adding 5, 1 year options to this contract. The State is exercising the first option year. The new contract expiration date is 8/28/2023. The following terms in the amendment below are hereby incorporated into the contract.

The new Contract Administrator is updated to Lauren Stempek.

All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Central Procurement Services approval, and State Administrative Board approval on 8/16/2022.

# AMENDMENT SEVEN
# TO
# MASTER AGREEMENT

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

The parties agree to amend the Master Agreement as follows:

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

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

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

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

**a. Term of the Agreement.** Orders may be placed under this Master Agreement through August 28, 2023. All Products and Services as ordered under this Master Agreement shall be under Oracle's standard fees and policies in effect at the time of such order.

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

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

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

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

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

(v) **Appendix I (Pricing and Discount Schedule for Oracle University Training).** Appendix I (Pricing and Discount Schedule for Oracle University Training) of the Master Agreement is hereby

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

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

**3. Appendix B (Oracle Software Technical Support Policies).** Appendix B (Technical Support Policies) of the Master Agreement is hereby deleted and replaced with **Appendix B** (Technical Support Policies) attached hereto. The Oracle Software Technical Support Policies, dated May 6, 2022, attached hereto are for your convenience and for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the technical support policies at http://oracle.com/contracts.

**4. Appendix C (Oracle Processor Core Factor Table).** Appendix C (Oracle Processor Core Factor Table) of the Master Agreement is hereby deleted and replaced with Appendix C (Oracle Processor Core Factor Table) attached hereto. The Oracle Processor Core Factor Table, effective March 16, 2009, updated October 25, 2021, attached hereto is for your convenience and for reference purposes only and are subject to change at Oracle's discretion.

**5. Appendix D (License Definitions and Rules).** Appendix D (License Definitions and Rules) of the Master Agreement is hereby and replaced with **Appendix D** (License Definitions and Rules) attached hereto. The Oracle License Definitions and Rules dated March 11, 2022 attached hereto are for your convenience and for reference purposes only and are subject to change at Oracle's discretion. Current policies may also be viewed on the following link: http://oracle.com/contracts

**6. Appendix J (Oracle Hardware and Systems Support Policies).** Appendix J (Oracle Hardware and Systems Support Policies) of the Master Agreement is hereby deleted and replaced with **Appendix J** (Oracle Hardware and Systems Support Policies) attached hereto. The Oracle Hardware and Systems Support Policies, dated April 8, 2022, are attached hereto for your convenience and for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the Oracle Hardware and Systems Support Policies at http://oracle.com/us/support/index.html.

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

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

The Effective Date of this Amendment Seven is _____.

| **State of Michigan, Department of Technology, Management and Budget (DTMB)** | **Oracle America, Inc.** |
|---|---|
| Authorized Signature: _____ | Authorized Signature: _____ |
| Name: _____ | Name: _____ |
| Title: _____ | Title: _____ |
| Signature Date: _____ | Signature Date: _____ |

**Appendix A**
**Pricing and Discount Schedule**

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

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

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

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

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

2. Pricing and Discounts.
   From the Effective Date of Amendment Seven to the Master Agreement until August 28, 2023, You may acquire Products listed on the On-Prem Price Lists, provided such Products are available in production release when ordered, and provided you have continuously maintained technical support for your existing Program licenses, by paying Oracle the fees specified on the On-Prem Price Lists less the discount set forth below in section A.3 of this Appendix A, except as specified in section A.4 below. You may also acquire first-year Software Update License & Support ("**SULS**") for such Programs by paying Oracle the fees specified, less the discount set forth below, except as specified in section A.4 below.

3. Discount Schedule.
   From the Effective Date of Amendment Seven of the Master Agreement until August 28, 2023, a discount of 44.45% shall apply to the fees listed on the then-current version of the On-Prem Price Lists at the time of the order for program licenses and first-year SULS acquired pursuant to the terms of this Master Agreement.

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

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

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

1. From the Effective Date of Amendment Seven to the Master Agreement until August 28, 2023, You may acquire Products listed on the following price lists, provided such Products are generally available in production release when ordered:

   a. MySQL Global Price List (*) – limited to MySQL Subscription products only
   b. Oracle Managed Cloud Services Global Price List (*)
   c. Oracle Linux Support and Oracle VM Support Global Price List (*) – excluding Oracle Linux Network products
   d. Oracle RightNow (Service Cloud) Global Price List, dated June, 1, 2022, attached hereto as Exhibit One to Appendix A

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

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

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

# Oracle Global Price List

## Oracle RightNow (Service Cloud) Pricing

June 1, 2022

Prices in USA (Dollar)

# Oracle RightNow Pricing
## RightNow Subscription Services

| | Monthly Price | Per Unit Price | License Metric | Minimum Metric Quantity | Part Number |
|---|---|---|---|---|---|
| **Oracle RightNow Cloud Service: Desktop Seats** | | | | | |

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

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

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

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

| | | | | | |
|---|---|---|---|---|---|
| Oracle RightNow Standard Dynamic Agent Desktop Cloud Service | 110.00 | - | Hosted Named User | 10 | B88480 |
| | 275.00 | - | Hosted Connected User | 10 | B88481 |
| | - | 110.00 | Hosted Named Seat Month | 100 | B88482 |
| | - | 275.00 | Hosted Connected Seat Month | 100 | B88483 |
| Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service | 140.00 | - | Hosted Named User | 10 | B88484 |
| | 350.00 | - | Hosted Connected User | 10 | B88485 |
| | - | 140.00 | Hosted Named Seat Month | 100 | B88486 |
| | - | 350.00 | Hosted Connected Seat Month | 100 | B88487 |
| Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service | 250.00 | - | Hosted Named User | 10 | B88488 |
| | 450.00 | - | Hosted Connected User | 10 | B88489 |
| | - | 250.00 | Hosted Named Seat Month | 100 | B88490 |
| | - | 450.00 | Hosted Connected Seat Month | 100 | B88491 |
| Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service | 90.00 | - | Hosted Named User | 10 | B88492 |
| | 225.00 | - | Hosted Connected User | 10 | B88493 |
| | - | 90.00 | Hosted Named Seat Month | 100 | B88494 |
| | - | 225.00 | Hosted Connected Seat Month | 100 | B88495 |
| Oracle Standalone Cobrowse Dynamic Agent Desktop Cloud Service | 50.00 | - | Hosted Named User | 10 | B78652 |
| | 125.00 | - | Hosted Connected User | 10 | B78653 |
| | - | 50.00 | Hosted Named Seat Month | 100 | B78654 |
| | - | 125.00 | Hosted Connected Seat Month | 100 | B78655 |
| Oracle Standalone Live Experience Cloud Service - Premium | - | 150.00 | Hosted Named Seat Month | 100 | B89063 |

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| | Monthly Price | Per Unit Price | License Metric | Minimum Metric Quantity | Part Number |
|---|---|---|---|---|---|
| **Oracle RightNow Cloud Service: Knowledgebase Add-Ons** | | | | | |
| *Knowledgebase Add-Ons can be added to a subset of the Oracle RightNow desktop seat purchases. Note that they may be already bundled, depending upon the package chosen.* | | | | | |
| Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service | 30.00 | - | Hosted Named User | 10 | B68542 |
| | 75.00 | - | Hosted Connected User | 10 | B68541 |
| | - | 30.00 | Hosted Named Seat Month | 100 | B68543 |
| | - | 75.00 | Hosted Connected Seat Month | 100 | B68540 |
| Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service | 60.00 | - | Hosted Named User | 10 | B82249 |
| | 150.00 | - | Hosted Connected User | 10 | B82250 |
| | - | 60.00 | Hosted Named Seat Month | 100 | B82251 |
| | - | 150.00 | Hosted Connected Seat Month | 100 | B82252 |
| **Oracle RightNow Cloud Service: Desktop Seats Add-Ons** | | | | | |
| *Desktop Seat Add-Ons can be added to a sub-set of the Oracle RightNow desktop seat purchase. For example, a customer can purchase 100 Enterprise Named Users and add on 20 Chat Named Users. They may be already bundled, depending upon the package chosen. Desktop Seat Add-Ons can be added to a sub-set of the entire desktop seat purchase.* | | | | | |
| Oracle RightNow Chat Cloud Service | 40.00 | - | Hosted Named User | - | B68258 |
| | 100.00 | - | Hosted Connected User | - | B68259 |
| | - | 40.00 | Hosted Named Seat Month | - | B68281 |
| | - | 100.00 | Hosted Connected Seat Month | - | B68282 |
| Oracle Cobrowse Cloud Service | 30.00 | - | Hosted Named User | - | B68246 |
| | 75.00 | - | Hosted Connected User | - | B78656 |
| | - | 30.00 | Hosted Named Seat Month | - | B68278 |
| | - | 75.00 | Hosted Connected Seat Month | - | B78657 |
| Oracle RightNow Video Chat Cloud Service | 120.00 | - | Hosted Named User | 10 | B89053 |
| | 300.00 | - | Hosted Connected User | 10 | B89054 |
| | - | 120.00 | Hosted Named Seat Month | 100 | B89055 |
| | - | 300.00 | Hosted Connected Seat Month | 100 | B89056 |
| Oracle Live Experience for RightNow Cloud Service - Enterprise | 125.00 | - | Hosted Named User | 10 | B92096 |
| | 312.50 | - | Hosted Connected User | 10 | B92098 |
| | - | 125.00 | Hosted Named Seat Month | 100 | B92100 |
| | - | 312.50 | Hosted Connected Seat Month | 100 | B92102 |
| Oracle Live Experience for RightNow Cloud Service - Premium | 150.00 | - | Hosted Named User | 10 | B92097 |
| | 375.00 | - | Hosted Connected User | 10 | B92099 |
| | - | 150.00 | Hosted Named Seat Month | 100 | B92101 |
| | - | 375.00 | Hosted Connected Seat Month | 100 | B92103 |
| Oracle RightNow Non-Contact Center User Cloud Service | 25.00 | - | Hosted Non-Contact Center Named User | - | B82255 |
| | - | 25.00 | Hosted Non-Contact Center Named Seat Month | - | B82256 |
| Oracle Service Monitoring for Connected Assets Cloud Service | 50.00 | - | Hosted Named User | 125 | B88214 |
| | 125.00 | - | Hosted Connected User | 125 | B88215 |
| | - | 50.00 | Hosted Named Seat Month | 1,250 | B88216 |
| | - | 125.00 | Hosted Connected Seat Month | 1,250 | B88217 |
| Oracle RightNow Contextual Workspaces Cloud Service | 10.00 | - | Hosted Named User | - | B68469 |
| | 25.00 | - | Hosted Connected User | - | B68468 |
| | - | 10.00 | Hosted Named Seat Month | - | B68470 |
| | - | 25.00 | Hosted Connected Seat Month | - | B68467 |

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| | Monthly Price | Per Unit Price | License Metric | Minimum Metric Quantity | Part Number |
|---|---|---|---|---|---|
| Oracle RightNow Guided Assistance Cloud Service | 20.00 | - | Hosted Named User | - | B68300 |
| | 50.00 | - | Hosted Connected User | - | B68301 |
| | - | 20.00 | Hosted Named Seat Month | - | B68283 |
| | - | 50.00 | Hosted Connected Seat Month | - | B68284 |
| Oracle RightNow Agent Scripting Cloud Service | 30.00 | - | Hosted Named User | - | B68302 |
| | 75.00 | - | Hosted Connected User | - | B68303 |
| | - | 30.00 | Hosted Named Seat Month | - | B68285 |
| | - | 75.00 | Hosted Connected Seat Month | - | B68286 |
| Oracle RightNow Desktop Workflow Cloud Service | 40.00 | - | Hosted Named User | - | B68304 |
| | 100.00 | - | Hosted Connected User | - | B68305 |
| | - | 40.00 | Hosted Named Seat Month | - | B68287 |
| | - | 100.00 | Hosted Connected Seat Month | - | B68288 |
| Oracle RightNow Experience Routing Cloud Service | 10.00 | - | Hosted Named User | 10 | B77355 |
| | 25.00 | - | Hosted Connected User | 10 | B77356 |
| | - | 10.00 | Hosted Named Seat Month | 100 | B77357 |
| | - | 25.00 | Hosted Connected Seat Month | 100 | B77358 |

## Oracle RightNow Web Cloud Service: Billable Sessions

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

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

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

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

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

| Oracle RightNow Web Cloud Service: Billable Sessions | Monthly Price | Per Unit Price | License Metric | Minimum Metric Quantity | Part Number |
|---|---|---|---|---|---|
| Oracle RightNow Universal Core Tier 1 Sessions Monthly | 6.40 | - | 100 Sessions - Monthly Capacity | - | B72236 |
| Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly | 12.00 | - | 100 Sessions - Monthly Capacity | - | B82253 |
| Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly | 33.00 | - | 100 Sessions - Monthly Capacity | 25 | B72233 |
| Oracle RightNow Universal Core Tier 1 Sessions Service Period Pool | - | 6.40 | 100 Sessions - Pooled Capacity | - | B72237 |
| Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool | - | 12.00 | 100 Sessions - Pooled Capacity | - | B82254 |
| Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool | - | 33.00 | 100 Sessions - Pooled Capacity | 250 | B72234 |

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| | Monthly Price | Per Unit Price | License Metric | Minimum Metric Quantity | Part Number |
|---|---|---|---|---|---|
| **Oracle Fusion Customer Data Management** | | | | | |
| *Use the cross-product model in CPQ to quote CDM* | | | | | |
| Oracle Fusion Customer Data Management Cloud Service | 35.00 | - | Hosted Named User | 10 | B91434 |
| Oracle Fusion Data Quality Cloud Service | 10.00 | - | Hosted 1,000 Records | - | B91072 |
| **Oracle RightNow Emails Cloud Service: Emails Sent** | | | | | |
| *Emails Sent must be purchased for all outbound emails (either broadcast or transactional) sent through Oracle RightNow Outreach or Oracle RightNow Feedback. In addition to Emails Sent, Billable Sessions are required for - Outreach and Feedback functionality delivered through the web.* | | | | | |
| Oracle RightNow Emails Sent Monthly | 1.20 | - | 100 Emails Sent - Monthly Capacity | - | B68548 |
| Oracle RightNow Emails Sent Service Period Pool | - | 1.20 | 100 Emails Sent - Pooled Capacity | - | B68251 |
| **Oracle RightNow Connect Web Services Cloud Service** | | | | | |
| *Oracle RightNow Connect Web Services API Operations can be added to a contract if allocations provided with the Oracle RightNow Dynamic Agent Desktop Cloud Service do not suffice.* | | | | | |
| Oracle RightNow Connect Web Services API Operations Monthly | 25.00 | - | 250,000 Web Services API Operations - Monthly Capacity | - | B76483 |
| Oracle RightNow Connect Web Services API Operations Service Period Pool | - | 25.00 | 250,000 Web Services API Operations - Pooled Capacity | - | B76484 |
| **Oracle RightNow Cloud Service: Software Add-Ons** | | | | | |
| Oracle RightNow Instance Cloud Service | 833.33 | - | Instance | - | B68550 |
| Oracle RightNow Interface Cloud Service | 500.00 | - | Interface | - | B73899 |
| Oracle Additional Test Environment for Oracle RightNow Cloud Service | 2,500.00 | - | Test Environment | - | B70790 |
| Oracle RightNow Single Sign-On Cloud Service | 375.00 | - | Interface | - | B68558 |
| Oracle RightNow Advanced Website Search Cloud Service | 560.00 | - | 20,000 Documents Indexed | - | B85219 |

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# Oracle RightNow Pricing

## Policy Automation Subscription Services

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

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

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

| | Monthly Price | Per Unit Price | License Metric | | | Minimum Metric Quantity | Part Number |
|---|---|---|---|---|---|---|---|
| **Oracle Policy Automation: Base Parts** | | | | | | | |
| Oracle Policy Automation Agent Cloud Service | 80.00 | - | Hosted Named User | | - | 10 | B86965 |
| | 200.00 | - | Hosted Connected User | | - | 10 | B86966 |
| | - | 80.00 | Hosted Named Seat Month | | - | 100 | B86967 |
| | - | 200.00 | Hosted Connected Seat Month | | - | 100 | B86968 |
| Oracle Policy Automation Enterprise Assessment API Cloud Service | 9,500.00 | - | 1M Monthly Assessments | - | - | - | B88133 |
| **Oracle Policy Automation: Add-On Parts** | | | | | | | |
| Oracle Policy Automation Collaboration Cloud Service | 100.00 | - | Hosted Named User | #REF! | - | 5 | B78442 |
| | 250.00 | - | Hosted Connected User | #REF! | - | 5 | B78443 |
| | - | 100.00 | Hosted Named Seat Month | #REF! | - | 50 | B78444 |
| | - | 250.00 | Hosted Connected Seat Month | #REF! | - | 50 | B78445 |

# Oracle RightNow Pricing

## Field Service Subscription Services

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

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

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

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

| | Monthly Price | Per Unit Price | License Metric | Minimum Metric Quantity | Part Number |
|---|---|---|---|---|---|
| **Oracle Field Service Cloud Service: Base Parts** | | | | | |
| Oracle Field Service Professional Cloud Service | 100.00 | | Hosted Named User | 50 | B90333 |
| | | 100.00 | Hosted Named Seat Month | 500 | B90334 |
| Oracle Field Service Enterprise Cloud Service | 225.00 | | Hosted Named User | 50 | B90335 |
| | | 225.00 | Hosted Named Seat Month | 500 | B90336 |
| **Oracle Field Service Cloud Service: Add-On Parts** | | | | | |
| Oracle Field Service Contingent Worker Cloud Service | 5.00 | - | Activity - Pooled Capacity | 36,000 | B90337 |
| Oracle Additional Test Environment for Oracle Field Service Cloud Service | 2,500.00 | - | Test Environment | - | B79903 |
| Oracle Field Service Standard Map Cloud Service with Google Maps | 0.000 | - | Hosted Named User | 50 | B87739 |
| | | 0.000 | Hosted Named Seat Month | 500 | B88504 |
| Oracle Field Service Standard Map Cloud Service with Baidu Maps | 0.000 | - | Hosted Named User | 50 | B88850 |
| | | 0.000 | Hosted Named Seat Month | 500 | B88851 |

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# Oracle RightNow Pricing

## Support and Hosting Services

| | Subscription Price | Price Measure | License Metric | Minimum Metric Quantity | Part Number |
|---|---|---|---|---|---|
| **Oracle RightNow Cloud Service Cloud Offerings** | | | | | |
| Oracle RightNow Cloud Platform Cloud Service | Included with Desktop | - | *Not a part, do not order separately* | - | N/A |
| Oracle RightNow Dedicated Database with Encryption Cloud Service | 7,500.00 | Monthly | Customer | - | B72235 |
| Oracle SaaS for Dedicated Region Cloud@Customer | 0.000 | Annual | Each | - | B93516 |
| Oracle RightNow PCI Certified Cloud Platform Cloud Service | 10% of Net Subscription Fees | Monthly | Customer | - | B69332 |
| Oracle RightNow HIPAA Cloud Platform Cloud Service | 10% of Net Subscription Fees | Monthly | Customer | - | B85994 |
| Oracle RightNow Cloud Platform for United States Government Cloud Service | 30% of Net Subscription Fees | Monthly | Customer | - | B69333 |
| Oracle RightNow Cloud Platform for United Kingdom Government Cloud Service | 30% of Net Subscription Fees | Monthly | Customer | - | B74851 |
| Oracle RightNow Cloud Platform for United States Department of Defense Cloud Service | 30% of Net Subscription Fees | Monthly | Customer | - | B73929 |
| **Oracle RightNow Cloud Service Support Offerings** | | | | | |
| Oracle Cloud Priority Support for SaaS: Base Fee | 1,250.00 | Monthly | Each | - | B86669 |
| Oracle Cloud Priority Support for SaaS | 10% of Net Subscription Fees | Monthly | Each | - | B86668 |
| Oracle Solution Support Center for SaaS: Base Fee | 10,000.00 | Monthly | Each | - | B90813 |
| Oracle Solution Support Center for SaaS | 12% of Net Subscription Fee | Annual | Each | - | B90626 |
| Oracle Technical Account Management for PCI Certification Services - Percentage | 5% of Net Subscription Fees | Monthly | Customer | 10,000 | B76702 |
| Oracle Technical Account Management for PCI Certification Services - Fixed Price Minimum | 833.33 | Monthly | Customer | - | B76703 |
| **Oracle RightNow Cloud Service Support Add-Ons** | | | | | |
| Oracle RightNow Custom Domain SSL Application Hosting | 140.00 | Monthly | Certificate | - | B68310 |
| Oracle Virtual Private Network for Oracle RightNow Cloud Service | 500.00 | Monthly | VPN Connection | - | B70797 |
| Oracle Virtual Private Network for Oracle Field Service Cloud Service | 500.00 | Monthly | VPN Connection | 2 | B81064 |
| Oracle RightNow Additional Mailbox | 30.00 | Monthly | Each | - | B68311 |
| Additional 50GB File Storage Cloud Service | 3.00 | Monthly | Each | - | B92134 |
| Oracle Live Experience Cloud Service, Enterprise Plus Additional Storage, 50 Gigabyte Storage Capacity | 3.00 | Monthly | Each | - | B89066 |
| Additional 1 GB Peak Database Storage | 33.33333 | Monthly | Each | - | B68313 |
| Additional 5 GB Monthly Bandwidth | 6.25 | Monthly | Each | - | B68257 |
| Oracle RightNow Dedicated Outbound IP Address | 80.00 | Monthly | External Interface | - | B68551 |

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# Oracle RightNow Pricing
## Consulting Services

| | Consulting Service Fees for North America | | | | | | |
|---|---|---|---|---|---|---|---|
| | North America | [redacted] | Price Measure | Minimum | License Metric | Pillar | Part Number |
| **Oracle RightNow Service Cloud Implementation Services** ***(North America)*** | | | | | | | |
| Oracle Virtual Private Network Setup Fee Cloud Service *(No Discounting)* | 5,000.00 | | One-Time | - | Each | | B70817 |
| **Oracle RightNow Service Cloud Import/Export Services** | | | | | | | |
| Oracle RightNow Data Export Service - One-Time | 3,000.00 | | One-Time | - | Each | | B68987 |

| | Consulting Service Fees by Country Zone | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | Country Zone A | Country Zone B | Country Zone C | Country Zone D | Country Zone E | Price Measure | Minimum | License Metric | Pillar | Part Number |
| **Oracle RightNow Service Cloud Managed Services** ***(EMEA/APAC/JAPAN)*** | | | | | | | | | | |
| Oracle RightNow Managed Services - Basic (20-99 hours) | 222.75 | 165.00 | 115.50 | 82.50 | 66.00 | Per Year | 20 | Hour | | B73313 |
| Oracle RightNow Managed Services - Standard (100+ hours) | 202.50 | 150.00 | 105.00 | 75.00 | 60.00 | Per Year | 100 | Hour | | B73312 |

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## Definitions

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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## Definitions

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

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

**Hosted 1,000 Records:** is defined as 1,000 unique customer database records stored in the hosted service.

For the purposes of Enterprise Data Management Cloud Service, a record is defined as a unique instance by name of a specific business entity -- called a node -- such as, but not limited to, company, account, cost center, product, customer, location, departments, or other critical business element that is managed within the hosted service.

For the purposes of Fusion Accounting Hub Cloud Service, record is a unique external transaction row uploaded to Accounting Hub Cloud Service during the month, and stored in the hosted service. It will be based on unique records in the subledger accounting

For the purposes of Fusion Customer Management Foundation for Organizations Cloud Service, a customer database record is a unique business entity or company record which is stored as an account or organization in the hosted service.

For the purposes of Fusion Customer Management Foundation for Persons Cloud Service, a customer database record is a unique consumer (i.e., physical person) record, which is stored as a contact or a person in the hosted service.

For the purposes of Fusion Data Quality Address Cleansing Cloud Service, the number of records should match the number of records of Fusion Customer Management Foundation for Organizations Cloud Service and/or Fusion Customer Management Foundation for Persons Cloud Service.

For the purposes of Fusion Data Quality Matching Cloud Service, the number of records should match the number of records of Fusion Customer Management Foundation for Organizations Cloud Service and/or Fusion Customer Management Foundation for Persons Cloud Service.

For the purposes of Fusion Automated Invoice Processing Cloud Service (and Fusion WebCenter Forms Recognition Cloud Service), a records is a unique invoice header, in the hosted service, entered during the month.

For the purposes of Product Hub Cloud Service, a product record is defined by a unique product that is used by an enterprise in the hosted service at any given time. A unique product record would include all items including but not limited to finished goods, phantom items, style items, sku items, pack items, assemblies, components, model and option items but does not include any instance items (i.e. star items), or organization assignments, or revisions/versions of the same item, or items.

For the purposes of Product Hub Portal Cloud Service a hosted product record is defined by a unique record that is uploaded through the Product Hub Portal Cloud Service.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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**APPENDIX B**
**TECHNICAL SUPPORT POLICIES**

The Oracle Software Technical Support Policies, dated May 6, 2022, are attached hereto for your convenience, for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the technical support policies at http://oracle.com/contracts.

ORACLE

# Oracle Software Technical Support Policies

**Effective Date: 06-May-2022**

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# 1. OVERVIEW

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

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

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

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

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

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

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

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

### Use of Services

Services may not be delivered to or accessed by or on behalf of individuals or entities in Venezuela or the Russian Federation, including, without limitation, the Government of Venezuela and the Government of the Russian Federation, nor may the Services or any output from the Services be used for the benefit of any such individuals or entities.

# 2. SUPPORT TERMS

### Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical

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

## Support Period

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

## License Set

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

*As specified on Oracle’s price list.

**Programs that share the same source code are:

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

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

included in the Application Package pursuant to the ESL Distribution Agreement, ASFU Distribution Agreement, or other distribution agreement between you and Oracle. If the end user also has Full Use licenses supported directly by you, then those Full Use licenses must also be supported at the same level as the ASFU or ESL licenses.

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

### Matching Service Levels

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

### Reinstatement of Oracle Technical Support

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

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

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

## Pricing Following Reduction of Licenses or Support Level

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

## Custom Application Bundles

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

## Unsupported Programs

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

## Technical Contacts

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

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

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

## Program Updates

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

## Right to Desupport

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

## First and Second Line Support

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

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

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

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

### Third Party Vendor-Specific Support Terms

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

### Technical Support for Development, Demonstration and End User Licenses

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

## 3. LIFETIME SUPPORT

Lifetime Support consists of the following service levels:

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

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

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

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

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

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

**General Exceptions**

For Oracle Database releases designated as an "Oracle Database Innovation Release" in the Lifetime Support Policy and on ODSC, Premier Support will be available for two years from the generally available date. Please refer to the Lifetime Support Policy: Coverage for Technology Products document.

**Exceptions for customers with a current support contract running:**

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

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

   PeopleSoft application maintenance, which includes but is not limited to: images, patches, bundles, and maintenance packs, may require an upgrade to a newer version of PeopleTools. Oracle reserves the right to make changes to the third party products included in the

   PeopleTools program release which includes but is not limited to: (i) requiring newer versions of the third party products, (ii) changing the way in which third party products are packaged and distributed and (iii) replacing or remediating one or more third party products.
2. **Oracle Database 12*c* Release 1 (12.1):** The Extended Support fee has been waived for the period of August 2018 – July 2019. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
   For customers running the E-Business Suite programs, the Extended Support fee has been waived through July 2022 for those Oracle database 12.1 licenses that are used for running the E-Business Suite programs.
3. **Oracle Database 11gR2:** For customers running the Oracle database 11.2.0.4 release on the HP OpenVMS on Itanium platform, during the first year of Sustaining Support, January 2021 – December 2021, you will continue to receive Severity 1 fixes and security updates.
4. **Oracle Database 10*g*R2:** For customers running Oracle Database 10*g*R2 on the IBM z/OS platform, after July 2013, Extended Support will continue to be available at Oracle's then-current Extended Support fees. Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
5. **Oracle Database Standard Edition 2:** Customers with a current support contract for Oracle Database Standard Edition 2 will continue to receive technical support for previously licensed Oracle Database Standard Edition or Oracle Database Standard Edition One program releases. License restrictions are as specified in the license definitions and rules of the Oracle Database Standard Edition 2 order.
6. **Governance, Risk and Compliance Programs:** For Sustaining Support for the Governance, Risk and Compliance program releases specified below, Oracle will continue to provide Severity 1 fixes through May 2025.

| PROGRAM | PROGRAM RELEASE |
|---|---|
| Application Access Controls Governor | 8.x |
| Configuration Controls Governor | 5.x |
| Enterprise Governance, Risk, and Compliance Manager | 8.x |
| Enterprise Transaction Controls Governor | 8.x |
| Fusion Governance, Risk, and Compliance Intelligence | 3.x |
| Preventive Controls Governor | 7.x |

7. **Java SE 7:** The Extended Support fee will be waived for the period June 2019 - July 2022. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
8. **Java SE 8:** The Extended Support fee will be waived for the period March 2022 - December 2030. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
9. **Oracle Business Intelligence Applications 11.1.1.10.2:** The Extended Support fee will be waived for the period January 2022 - July 2022. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
10. **WebLogic Server and Coherence 12.1.3:** Extended Support for the period of January 1, 2020 through January 31, 2022 will be limited to Severity 1 and security fixes. No security fixes will be provided for WebLogic Samples.
11. **Oracle Database 12.2.0.1:** Premier Support error correction provided for the period of December 1, 2020 through March 31, 2022 will be limited to Severity 1 production fixes and security fixes delivered via the Quarterly Release Update (RU) process. Error Correction support will be available only for the following platforms: Linux x86-64, Solaris x86-64, Solaris SPARC, IBM AIX on Power Systems, IBM Linux on System Z (ZLinux), HP-UX Itanium, Fujitsu BS2000, and Microsoft Windows x64. This extension excludes:
    - Functional upgrades of any kind, issues associated with Third-Party software, and certifications with new versions of the OS
    - Embedded components in the Oracle Database that rely upon de-supported releases of Java products; Updates to any cryptography related functionality, including, but not limited to, Transport Layer Security (TLS), network encryption, and other forms of secured communications
12. **Oracle Rdb and Oracle CODASYL Database 7.3.3:** The Extended Support fee will be waived for the period September 2020 - August 2021. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
13. **Oracle Transportation Management/Global Trade Management 6.4**: The Extended Support fee will be waived for the period January 1, 2022 through December 31, 2022. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.

14. **Tuxedo 12.2.2:** The Extended Support fee will be waived for the period May 2022 – April 2023. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
15. **Oracle Essbase 11.1.2:** The Extended Support fee will be waived for the period January 2022 – December 2022. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
16. **Oracle Exadata Storage Server Software 12.2 and 18.1**: The Extended Support fee will be waived for the 12.2 software release for the period February 2022 – January 2023. The Extended Support fee will be waived for the 18.1 software release for the period October 2022 – September 2023. During these periods, you will receive Extended Support as described in the Oracle Technical Support Levels section below.

# 4. ORACLE TECHNICAL SUPPORT LEVELS

## Software Update License & Support

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

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

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

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

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

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

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

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

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

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

| SEVERITY LEVEL[1] | RESPONSE TIME GOAL | UPDATE OR RESOLUTION |
|---|---|---|
| Severity 1 | 5 minutes | 1 hour |
| Severity 2 | 2 hours | 6 hours |
| Severity 3 | 8 hours | 24 hours |
| Severity 4 | 24 hours | 48 hours |

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

- Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)
- Severity 2: Severe system disruption (e.g., a severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for a given date or range of date, very slow page or image loading, or inaccessible tools interface)
- Severity 3: Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated workstation/terminal failure, failure to view a single report, password resets, or non-functional loyalty programs).
- Severity 4: Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems)

## Extended Support

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

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

Extended Support does not include:

- Certification with new third party products/versions

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

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days a week

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

## Sustaining Support

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

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

Sustaining Support does not include:

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

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

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

Sustaining Support for the Oracle Linux programs does not include:

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

- Hardware certification
- Backport of fixes

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

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

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

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

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

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

Sustaining Support for the Nimbula program releases does not include:

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

## Oracle Communications Network Software Premier & Sustaining Support

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

Oracle Communications Network Software Premier Support consists of:

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

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

| SEVERITY LEVEL | RESPONSE TIME[1] | REMOTE RESTORATION TIME[1] | RESOLUTION TIME[1] |
|---|---|---|---|
| Severity 1 | 15 minutes | 6 hours | 30 calendar days |
| Severity 2 | 15 minutes | 48 hours | 30 calendar days |
| Severity 3 | N/A | N/A | 180 calendar days |

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

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

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

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

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

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

## Oracle Communications Network Software Support & Sustaining Support

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

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

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

| SEVERITY LEVEL | RESPONSE TIME[1] | REMOTE RESTORATION TIME[1] | RESOLUTION TIME[1] |
|---|---|---|---|
| Severity 1 | 15 minutes | 6 hours | 30 calendar days |
| Severity 2 | 15 minutes | 48 hours | 30 calendar days |
| Severity 3 | N/A | N/A | 180 calendar days |

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution has been

offered. The Remote Restoration Time frames do not apply if program code changes are required.

- Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

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

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

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

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

## 5. ADDITIONAL SUPPORT SERVICES AVAILABLE FOR PURCHASE

### Incident Server Support Package

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

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

Incident Server Support consists of:

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

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

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

### Oracle Java Developent Tools Support

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

Oracle Java Development Tools Support consists of:

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

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

### Oracle Developer Studio Tools Support

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

Oracle Developer Studio Tools Support consists of:

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

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

### Oracle Application Development Framework Essentials Support

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

Oracle Application Development Framework Essentials Support consists of:

- Access to patches and fixes

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

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

### Java SE Support and Java SE Support For Independent Software Vendors

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

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

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

These offerings are available for the following period:

| AVAILABILITY |
| --- |
| Through April 30, 2020 |

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

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

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

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

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

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

## Oracle Solaris 10 Container Support

Oracle Solaris 10 Container Support is available for the Oracle Solaris 10 Container program.

Oracle Solaris 10 Container Support consists of:

- Access to Solaris 10 patches and fixes; including those created during Extended Support if offered
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Solaris 10 Container Support does not include upgrades to new program releases.

## NoSQL Database Community Edition Support

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

NoSQL Database Community Edition Support consists of:

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

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

## Service Request Packages

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

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

## Advanced Customer Services

If you acquire any of the following Advanced Customer Services services on your order, Oracle will provide the services as described in the applicable service description in the ACS Service Descriptions document published on http://www.oracle.com/contracts:

- Oracle Priority Support
- Oracle Priority Support for Hotel and Food and Beverage
- Oracle Priority Support Advantage
- Oracle Priority Support Connected (no longer available effective March 21, 2022)
- Oracle Functional Help Desk for Oracle Hospitality
- 
- ACS Oracle Performance Review and Recommendations for Systems and Software
- ACS Oracle Configuration Review and Recommendations for Systems and Software
- Oracle Standard Software Installation and Configuration for Systems and Software

## Business Critical Fixes and Limited Updates for Oracle E-Business Suite

Business Critical Fixes and Limited Updates for Oracle E-Business Suite is available for Oracle E-Business Suite release 12.1.3. If You acquire Business Critical Fixes and Limited Updates for Oracle E-Business Suite on your order, Oracle will use commercially reasonable efforts to provide the following for one calendar year:

- Code fixes, data fixes, and/or workarounds for Severity 1 and Severity 2 service requests ("SRs")
- Periodic critical security patches and updates, on a schedule determined by Oracle, provided solely at Oracle's discretion for issues that pose a potential Severity 1 or Severity 2 business risk
- Product localizations for the applicable contract year, provided at Oracle's discretion, limited to legislative or regulatory updates backported from Oracle E-Business Suite release 12.2, including United States Tax Form 1099
- Periodic payroll tax updates, including start-of-year and end-of-year updates that are applicable during the contract year
- One (1) upgrade planning presentation delivered remotely by Oracle to provide an overview of the new features included with Oracle E-Business Suite Release 12.2 and guidance related to Your upgrade preparation and planning

The scope of this service includes commercially reasonable efforts to provide support and fixes for the Oracle E-Business Suite application and the technology components and versions embedded in the Oracle E-Business Suite application-tier technology stack. Details regarding the versions and patch levels for the Oracle E-Business Suite application-tier technology stack can be found on My Oracle Support in Infrastructure Requirements for Business Critical Fixes and Limited Updates for Oracle E-Business Suite 12.1.3 (Doc ID 2647635.1). Support for versions of the Oracle Database used with Oracle E-Business Suite is subject to separate standard support policies and timelines for Oracle Database.

This service is available for the following periods:

| BUSINESS CRITICAL FIXES AND LIMITED UPDATES FOR ORACLE E-BUSINESS SUITE | AVAILABILITY | |
|---|---|---|
| 12.1.3 | January 01, 2022 – December 31, 2022 | January 01, 2023 – December 31, 2023 |

The following restrictions and limitations apply:

- Your licensed Oracle E-Business Suite 12.1.3 must be currently supported with Software Update License & Support
- Except where otherwise explicitly included, external integrations, products, and technologies that are used in conjunction with Oracle E-Business Suite are excluded and subject to their own standard support policies and timelines
- Oracle reserves the right to exclude some Oracle E-Business Suite products from this service. The current list of excluded products are noted on My Oracle Support in Products Excluded from Business Critical Fixes and Limited Updates for Oracle E-Business Suite 12.1.3 (Doc ID 2658179.1)
- The Oracle E-Business Suite 12.1.3 environment must be updated to the minimum patch levels as described on My Oracle Support in Minimum Code Level Requirements for Business Critical Fixes and Limited Updates for Oracle E-Business Suite 12.1.3 (Doc ID 2658189.1)
- Any updates that require architectural changes to the Oracle E-Business Suite application are specifically excluded from this service
- Updates for Oracle E-Business Suite 12.1.3 will not be available any sooner than updates for a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12.2 or higher) and such updates will be limited in scope to features that are available with such subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12.2 or higher), excluding any deprecated features
- Backporting of legislative or regulatory updates are provided at Oracle's discretion and will be limited to changes that are architecturally compatible with Oracle E-Business Suite 12.1.3.
- Payroll tax updates will be limited to United States, Canada, and the United Kingdom. All other countries and jurisdictions are specifically excluded from this service but may be available as a separate service from Oracle subject to additional fees
- The scope of this service also specifically excludes the following:
    - Any third party program or third party application, and/or any customizations
    - New certifications or integrations with other Oracle products or third party products, including browsers and operating systems
    - Functional upgrades of any kind, except the ERP product localizations explicitly included above

## Oracle Hospitality Cruise Help Desk and Monitoring

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

## Global Payroll Updates for Oracle E-Business Suite

Global Payroll Updates for Oracle E-Business Suite is available for select countries for Oracle E-Business Suite release 12.1.3. If you acquire Global Payroll Updates for Oracle E-Business Suite, Oracle

will use commercially reasonable efforts to provide one calendar year of periodic payroll and application payroll tax updates, including start-of-year updates, end-of-year updates, and payroll tax updates that are applicable for the contract year.

Global Payroll updates for Oracle E-Business Suite is available only for the applicable Oracle E-Business Suite 12.1.3 payroll module(s) and the country specified in Your order.

This service is available only for the following periods ("calendar year"):

| Payroll Update Availability for E-Business Suite 12.1.3 |
| --- |
| January 01, 2022 – December 31, 2022 |

The following restrictions and limitations apply:

- Your licensed Oracle E-Business Suite 12.1.3 must be currently supported with Software Update License & Support.
- You must separately purchase and maintain *Business Critical Fixes and Limited Updates for Oracle E-Business Suite* for the duration of Global Payroll Updates for E-Business Suite, subject to all associated restrictions and limitations.
- Except where otherwise explicitly included, external integrations, products, and technologies that are used in conjunction with Oracle E-Business Suite are excluded and subject to their own standard support policies and timelines.
- Payroll updates for Oracle E-Business Suite 12.1.3 are limited to backports made available under a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12.2 or higher), excluding any updates that require architectural changes.
- Third party software, third party applications, and/or customizations are explicitly excluded.
- New certifications and/or integrations with other Oracle products or third party software, including browsers and operating systems, are explicitly excluded.

## PeopleSoft Payroll Tax Updates

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

*North American Payroll Tax Updates for PeopleSoft*

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

This service is available for the following periods:

| PEOPLESOFT HCM PAYROLL TAX UPDATE PROGRAM RELEASE | AVAILABILITY |
|---|---|
| HCM Release 9.0 | January 1, 2017 – December 31, 2017<br>January 1, 2018 – December 31, 2018<br>January 1, 2019- December 31, 2019<br>January 1, 2020 – December 31, 2020<br>January 1, 2021 – December 31, 2021 |
| HCM Release 9.1 | February 1, 2018 – December 31, 2018<br>January 1, 2019- December 31, 2019<br>January 1, 2020- December 31, 2020<br>January 1, 2021 – December 31, 2021<br>January 1, 2022 – December 31, 2022 |

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

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

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

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

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

This service is available for the following periods:

| PEOPLESOFT HCM AND FSCM PROGRAM RELEASE | AVAILABILITY | | |
|---|---|---|---|
| 9.1 | January 1, 2020 – December 31, 2020 | January 1, 2021 – December 31, 2021 | January 1, 2022 – December 31, 2022 |

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

The fixes and updates for the PeopleSoft HCM and FSCM releases covered by this service will be limited to functionality provided with the most current PeopleSoft HCM and FSCM release (e.g., PeopleSoft HCM and FSCM release 9.2), and excludes any deprecated product features. Details regarding deprecated functionality can be found on My Oracle Support in the Lifetime Support Summary for PeopleSoft Releases (Doc ID 2238983.2) document. Oracle will not provide fixes or updates any sooner or with any greater scope than what is made available with the most current release of PeopleSoft HCM and FSCM.

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

### Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0

Severity 1 Fixes and Legislative Updates for Campus Solutions is available only for Oracle PeopleSoft Campus Solutions release 9.0, excluding Campus Mobile functionality that leverages the Oracle Mobile Application Framework (Oracle MAF) platform.

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

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

This service is available for the following release and period:

| PEOPLESOFT CAMPUS SOLUTIONS PROGRAM RELEASE | AVAILABILITY |
|---|---|
| 9.0 | January 1, 2021 – December 31, 2021<br>January 1, 2022 – December 31, 2022 |

In order to acquire Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0, your licensed Oracle Campus Solution program must be currently supported with Software Update License & Support and must be, at a minimum, on PeopleTools 8.55 Codeline and Bundle 55. Severity 1 Fixes and Legislative Updates for PeopleSoft Campus Solutions 9.0 will be delivered through My Oracle Support.

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

## Legislative Updates for PeopleSoft 9.2 Global Payroll Localizations

Legislative Updates for PeopleSoft 9.2 Global Payroll Localizations ("PeopleSoft 9.2 Payroll Localizations") is available for select countries for Oracle PeopleSoft HCM release 9.2. If you acquire PeopleSoft 9.2 Payroll Localizations, Oracle will use commercially reasonable efforts to provide one calendar year of payroll related legislative updates for PeopleSoft HCM 9.2 Global Payroll and Absence Management, including start-of-year updates and end-of-year updates.

PeopleSoft 9.2 Payroll Localizations is available only for the applicable Oracle PeopleSoft HCM Release 9.2 payroll modules and the countries identified in Your order.

This service is available only for the following periods ("calendar year"):

| Legislative Updates for PeopleSoft 9.2 Global Payroll Localizations | AVAILABILITY |
|---|---|
| Peoplesoft HCM Release 9.2 | January 1, 2023 - December 31, 2023<br>January 1, 2024 - December 31, 2024<br>January 1, 2025 - December 31, 2025<br>*Program Planned Beyond 2025* |

The following restrictions and limitations apply:

1. Your licensed PeopleSoft HCM Release 9.2 must be currently supported with Software Update License & Support. PeopleSoft 9.2 Payroll Localizations will be delivered through My Oracle Support.
2. Any module other than PeopleSoft 9.2 Global Payroll and Absence Management, as indicated above, is specifically excluded, including, but not limited to the Human Resource module.
3. Legislative updates for PeopleSoft 9.2 Global Payroll Localizations are not cumulative and You must acquire this service for each available calendar without skipping any years.
4. Contractual caps on technical support fees do not apply to PeopleSoft 9.2 Payroll Localizations, unless expressly stated otherwise in the applicable order. PeopleSoft 9.2 Payroll Localizations are not subject to the Reinstatement of Oracle Technical Support section above.

## North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne

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

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

This service is available for the following period:

| NORTH AMERICAN PAYROLL TAX UPDATES FOR ORACLE JD EDWARDS ENTERPRISEONE | AVAILABILITY | |
|---|---|---|
| 9.1 | April 1, 2020 – December 31, 2020 | January 1, 2021 - December 31, 2021 |

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

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

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

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

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

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

This service is available for the following period:

| JD EDWARDS ENTERPRISEONE PROGRAM RELEASE | AVAILABILITY |
|---|---|
| 9.1 | January 1, 2021 – December 31, 2021<br>January 1, 2022 – December 31, 2022 |

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

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

## Oracle Market-Driven Support for Oracle Database 11g Release 2

Oracle Market-Driven Support for Oracle Database 11g Release 2 is available for the Oracle Database Release 11.2.0.4 for the following periods:

| ORACLE MARKET-DRIVEN SUPPORT FOR ORACLE DATABASE 11GR2 | UPGRADE PLANNING WORKSHOP | AVAILABILITY (See limitations below) |
|---|---|---|
| Small, medium, large | Included | January 01, 2021 – December 31, 2021 [1]<br>January 01, 2022 – December 31, 2022 |
| Economy | Not Included | January 01, 2021 – December 31, 2021 [2] |

If you purchase Oracle Market-Driven Support for Oracle Database 11g Release 2, Oracle will provide the following for the number of production 11.2.0.4 databases identified in your order:

1. Severity 1 fixes and critical security patches for production 11.2.0.4 database and non-production 11.2.0.4 databases to support testing requirements as follows:
    a. Workarounds and/or fixes for Severity 1 service requests ("SRs") delivered by Oracle through My Oracle Support using commercially reasonable efforts.
    b. Periodic critical security patches and updates, on a schedule determined by Oracle, provided solely at Oracle's discretion for issues that potentially pose a Severity 1 business risk, and subject to the limitations defined below.

[1] Extended Support ended 31-Mar-2021.

[2] Extended Support ended 31-Mar-2021. Economy version is available for renewal for CY 2022 (January 1, 2022 – December 31, 2022) for existing customers only if the renewal is purchased prior to December 1, 2021. Beginning with December 1, 2021, the Economy version of Oracle Market-Driven Support for Oracle Database 11g Release 2 will no longer be available for purchase and/or renewal.

2. One database upgrade planning workshop ("Workshop") that includes:
    a. Two remote sessions to present an overview of the new features included in the Oracle Database release 19c or higher that is covered by Software Update License & Support; and
    b. Guidance and advice delivered remotely by Oracle regarding Your Oracle Database upgrade preparation and planning, limited to four participants named by You.
3. An assigned Technical Account Manager (TAM) that serves as an escalation point of contact for assistance with patch download or installation issues.

Oracle Market-Driven Support for Oracle Database 11g Release 2 is subject to the following limitations and exclusions:

1. Your licensed Oracle Database 11.2.0.4 must be currently supported with Software Update License & Support.
2. Support is limited to the Oracle Database, specifically excluding the following:
    a. Any other Oracle program, including, but not limited to, Fusion Middleware, Java products (including Java embedded in the Oracle Database), Oracle Applications, SQL Developer, Audit Vault, Database Firewall, TimesTen, and MySQL;
    b. Functional upgrades of any kind, issues associated with Third Party Software, and/or certifications with new versions;
    c. Embedded components in the Oracle database that rely upon desupported releases of Java products;
    d. Updates to any cryptography related functionality, including, but not limited to, Transport Layer Security (TLS), network encryption, and other forms of secured communications.
3. Support is available only for the following platforms:
    a. Non-PaaS:
        i. Linux x86 (32 bit and 64 bit)
        ii.Solaris x86-64 (64 bit)
        iii. Solaris SPARC (64 bit)
        iv. IBM AIX on Power Systems (32 bit and 64 bit)
        v. IBM Linux on System Z (ZLinux)
        vi. HP-UX Itanium, HP-UX PA RISC (64 bit)
        vii. Windows x86 (64 bit)
        viii. Oracle ExaData

    b. PaaS:
        i. Oracle Database Cloud Services on Oracle Cloud Infrastructure (OCI)
        ii. Oracle Database Cloud Services on Oracle Cloud@Customer
        iii. Oracle Exadata Cloud Service on OCI
        iv. Gen1 Oracle Exadata Cloud@Customer
        v. Gen2 Oracle Exadata Cloud@Customer

4. Any platform not specifically supported, as indicated in section 3.a and 3.b above, is excluded, including, but not limited to: Oracle Database Cloud Service on OCI-Classic, Oracle Exadata Cloud Service on OCI-Classic, and Oracle SuperCluster.

## Severity 1 Fixes for Business Intelligence Applications 11g Release 10.2

Severity 1 Fixes for Business Intelligence Applications 11.1.1.10.2 (BI Apps 11g R10.2) is available only for the specific BI Apps 11g R10.2 components included with Your license that are identified in the Oracle Business Intelligence Applications 11.1.1.10.2 Certification Matrix and for the periods listed below:

| SEVERITY 1 FIXES FOR BUSINESS INTELLIGENCE APPLICATIONS | AVAILABILITY |
|---|---|
| Business Intelligence Applications 11.1.1.10.2 | August 01, 2022 – December 31, 2023 |

If you purchase Severity 1 Fixes for BI Apps 11g R10.2 on Your order, Oracle will provide Severity 1 Fixes, critical security updates, and upgrade advice for the BI Apps 11g R10.2 products for the term identified above, including the following:

1. Workarounds and/or fixes for Severity 1 service requests ("SRs") delivered by Oracle through My Oracle Support using commercially reasonable efforts.
2. Periodic critical security fixes and updates, delivered as technical notes, on a schedule determined by Oracle, provided solely at Oracle's discretion for issues that pose a potential Severity 1 business risk, and subject to the limitations defined below.
3. One BI Apps 11g R10.2 upgrade planning workshop ("Workshop") that includes:
    1. Two remote sessions to present an overview of the new features included in BI Apps 11g R10.2 or higher that is covered by Software Update License & Support;
    2. Guidance and advice delivered remotely by Oracle regarding Your BI Apps 11g R10.2 upgrade preparation and planning, limited to four participants named by You.
4. An assigned Technical Account Manager (TAM) that serves as an escalation point of contact for assistance with patch download or installation issues.

Severity 1 Fixes for BI Apps 11g R10.2 is subject to the following limitations and exclusions:

1. Your Supported BI Apps 11g R10.2 products must be currently supported with Software Update License & Support.
2. Security fixes will be limited to high or critical Common Vulnerability Scoring System (CVSS) scores CVSS 7 or greater, or as otherwise determined at Oracle's sole discretion.
3. Oracle will use commercially reasonable efforts to provide Severity 1 and security fixes and deliver periodic updates as technical notes at Oracle's discretion, not to exceed a quarterly cadence.
4. Support is limited to the BI Apps 11g R10.2 products included with Your license that are specified in the Oracle Business Intelligence Applications 11.1.1.10.2 Certification Matrix and that are certified with Java Development Kit (JDK) 7.

5. Support for any Java products, including JDK 7, is specifically excluded from Severity 1 Fixes for BI Apps 11g 10.2; Java products are subject to separate Java product support policies and timelines, including any required JDK 7.
6. Any functional updates, enhancements, or issues associated with Third Party Software are specifically excluded.
7. Any activities related to new certifications, specifications, or standards, including certification with new browsers and/or operating system releases, are specifically excluded.
8. Embedded components in the Oracle WebLogic Server that rely upon desupported releases of Java products are excluded.
9. Support for the BI Apps 11g 10.2 products is available only for the platforms specified in the Oracle Business Intelligence Applications 11.1.1.10.2 Certification Matrix.

## Severity 1 Fixes for Fusion Middleware 11g

Severity 1 Fixes for Fusion Middleware 11g is available only for the specific Fusion Middleware components included with Your license that are identified in the table below, ("Supported FMW 11g Products") and for the periods listed below:

| Product | Version | Availability | Availability |
|---|---|---|---|
| Oracle Access Manager (OAM) | 11.1.2.3 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle Adaptive Access Management (OAAM) | 11.1.2.3 | January 1, 2022 – December 31, 2022 | Not available |
| Oracle Application Development Framework (ADF) | 11.1.1.9.0 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle BPEL Process Manager | 11.1.1.9.0 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle Business Activity Monitoring (BAM) | 11.1.1.9.0 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle Business Intelligence Enterprise Edition (OBIEE) | 11.1.1.9.0 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle Business Intelligence Publisher | 11.1.1.9.0 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle Business Process Management Suite | 11.1.1.9.0 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle Coherence | 3.7.1 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle Data Integrator | 11.1.1.9.0 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle HTTP Server | 11.1.1.9.0 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle Identity Manager (OIM) | 11.1.2.3 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle Internet Directory ("OID") | 11.1.1.9.0 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle JDeveloper | 11.1.1.9.0 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle Service Bus (OSB) | 11.1.1.9.0 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle SOA Suite | 11.1.1.9.0 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle Traffic Director | 11.1.1.9.0 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle Unified Directory (OUD) | 11.1.2.3 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle Virtual Directory (OVD) | 11.1.1.9.0 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle WebCenter Content | 11.1.1.9.0 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle WebCenter Portal | 11.1.1.9.0 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |
| Oracle WebLogic Server | 10.3.6 | January 1, 2022 – December 31, 2022 | January 1, 2023 – December 31, 2023 |

If you purchase Severity 1 Fixes for Fusion Middleware 11g on Your order, Oracle will provide Severity 1 Fixes, critical security updates, and upgrade advice for the Supported FMW 11g Products for one calendar year, including the following:

1. Workarounds and/or fixes for Severity 1 service requests ("SRs") delivered by Oracle through My Oracle Support using commercially reasonable efforts.
2. Periodic critical security patches and updates, including cryptography library fixes, on a schedule determined by Oracle, provided solely at Oracle's discretion for issues that pose a potential Severity 1 business risk, and subject to the limitations defined below.
3. One Fusion Middleware 11g upgrade planning workshop ("Workshop") that includes:
    - i Two remote sessions to present an overview of the new features included in the Oracle Fusion Middleware release 12c or higher that is covered by Software Update License & Support;
    - ii Guidance and advice delivered remotely by Oracle regarding Your Oracle Fusion Middleware 11g upgrade preparation and planning, limited to four participants named by You.
4. An assigned Technical Account Manager (TAM) that serves as an escalation point of contact for assistance with patch download or installation issues.

Severity 1 Fixes for Oracle Fusion Middleware 11g is subject to the following limitations and exclusions:

1. Your Supported FMW 11g Products must be currently supported with Software Update License & Support.
2. Security fixes will be limited to high or critical Common Vulnerability Scoring System (CVSS) scores CVSS 7 or greater, or as otherwise determined at Oracle's sole discretion.
3. Oracle will use commercially reasonable efforts to provide Severity 1 and security fixes and deliver periodic updates as Bundle Patches ("BPs") at Oracle's discretion, not to exceed a quarterly cadence.
4. Support is limited to the Supported FMW 11g Products included with Your license that are specified in the table above and that are certified with Java Development Kit (JDK) 7.
5. Support for any Java products, including JDK 7, is specifically excluded from Severity 1 Fixes for Fusion Middleware 11g; Java products are subject to separate Java product support policies and timelines, including any required JDK 7.
6. Any functional updates, enhancements, or issues associated with Third Party Software, including updates to cryptography functionality, are specifically excluded.
7. Any activities related to new certifications, specifications, or standards, including cryptographic APIs of any kind, including certification with new browsers and/or operating system releases, are specifically excluded.
8. Embedded components in the Oracle WebLogic Server that rely upon desupported releases of Java products are excluded.
9. Support for the Supported FMW 11g Products is available only for the following platforms. All platforms must be on versions currently supported by the vendor with Error Correction Support.
    a. Linux 5
    b. AIX
    c. Red Hat EL

## Oracle Linux Support Services

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

## OracleVM Support Services

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

## Oracle Utilities Live Energy Connect Programs Support

If you acquired support services for Oracle Utilities Live Energy Connect Programs on your order prior to August 3, 2020, Oracle will provide the services as described in the Oracle Software Technical Support Policies for Oracle Utilities Live Energy Connect Programs. If your order for support services for Oracle Utilities Live Energy Connect Programs is dated subsequent to August 3, 2020, unless otherwise stated on your order, Oracle will provide those services as described in the then-current Oracle Software Technical Support Policies.

# 6. WEB-BASED CUSTOMER SUPPORT SYSTEMS

### My Oracle Support

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

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

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

### Oracle Unbreakable Linux Network

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

# 7. TOOLS USED TO PERFORM TECHNICAL SUPPORT SERVICES

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

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

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

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall

govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

## 8. GLOBAL CUSTOMER SUPPORT DATA PROTECTION PRACTICES

To the extent you provide personal information to Oracle as part of Oracle's provision of technical support services, Oracle will comply with the following:

- Oracle's Services Privacy Policy, available at https://www.oracle.com/legal/privacy/services-privacy-policy.html; and
- the applicable version of the Oracle Data Processing Agreement for Oracle Services, available at https://www.oracle.com/corporate/contracts/cloud-services/contracts.html#data-processing

In providing technical support services, Oracle will also adhere to the applicable administrative, physical, technical and other safeguards described in Oracle's Global Customer Support Security Practices (PDF). The Global Customer Support Security Practices are subject to change at Oracle's discretion. However, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the services period of these technical support services. You are advised to review these Global Customer Support Security Practices from time to time. To view changes that have been made, please refer to the Statement of Changes (PDF).

Please note that the technical support services are not designed to accommodate special security or privacy controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any sensitive data, such as protected health information or payment card data, which requires security and privacy controls greater than or different from those specified in the Global Customer Support Security Practices (PDF). Information on how you can remove sensitive data from your submission is available in My Oracle Support, Doc ID 1227943.1.

Notwithstanding the restriction above, if you would like to submit personal information subject to Applicable European Data Protection Law (as such term is defined in the Oracle Data Processing Agreement for Oracle Services) or protected health information ("PHI") subject to the United States Health Insurance Portability and Accountability Act ("HIPAA") to Oracle as part of receiving technical support services, you must:

- For PHI, execute a HIPAA business associate agreement (as applicable) with Oracle that specifically references and covers your technical support services;
- Submit personal information subject to Applicable European Data Protection Law or PHI only in service request attachments on the My Oracle Support customer portal;
- Not include any personal information subject to Applicable European Data Protection Law or PHI in the body of service requests (other than contact information required for Oracle to respond to the service request);
- When prompted in My Oracle Support, indicate that the service request attachment may contain personal information subject to Applicable European Data Protection Law (also may be designated as "EEA Personal Data" in My Oracle Support) or PHI.

## 9. SEVERITY DEFINITIONS

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

**Severity 1 (Critical Outage)**

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

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

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

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

**Severity 2 (Significant Impairment)**

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

**Severity 3 (Technical Issue)**

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

**Severity 4 (General Guidance)**

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

## 10. HYPERION AND AGILE SPECIFIC SUPPORT TERMS

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

Warranties, Disclaimers, and Exclusive Remedies

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

**FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY, AND ORACLE'S ENTIRE LIABILITY, SHALL BE THE REPERFORMANCE OF THE DEFICIENT TECHNICAL SUPPORT SERVICES, OR IF ORACLE CANNOT SUBSTANTIALLY CORRECT A BREACH IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE RELEVANT TECHNICAL SUPPORT SERVICES AND RECOVER THE FEES PAID TO ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES.**

**TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

Limitation of Liability

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

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

Nondisclosure

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

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

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

arising from or in connection with your order or disclosing the confidential information to a federal or state governmental entity as required by law.

## 11. CONTACT INFORMATION

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

**APPENDIX C**
**ORACLE PROCESSOR CORE FACTOR TABLE**

The Oracle Processor Core Factor Table, effective March 16, 2009, updated October 25, 2021, attached hereto for your convenience, for reference purposes only and is subject to change at Oracle's discretion. You may access the current version of the Oracle Processor Core Factor Table at http://www.oracle.com/us/corporate/contracts/processor-core-factor-table-070634.pdf.

# Oracle Processor Core Factor Table

**Effective Date: March 16, 2009**
**Updated: October 25, 2021**

| Vendor and Processor | Core Processor Licensing Factor |
|---|---|
| Sun and Fujitsu UltraSPARC T1 processor (1.0 or 1.2 GHz)<br><br>**Only named servers including:**<br>Sun Fire T1000 Server, SPARC Enterprise T1000 Server*, with 6 or 8-core 1.0 GHz UltraSPARC T1 processor<br><br>Sun Fire T2000 Server, SPARC Enterprise T2000 Server*, with 4, 6, or 8-core 1.0 GHz, or 8 core 1.2 GHz UltraSPARC T1 processor | 0.25 |
| Sun Netra T2000, 1.0 or 1.2 GHz UltraSPARC T1 processor | 0.25 |
| SPARC T3 processor | 0.25 |
| | |
| Sun and Fujitsu UltraSPARC T1 1.4 GHz<br><br>**Only named servers including:**<br>Sun Fire T2000 Server and SPARC Enterprise T2000 Server*, with 8-core, 1.4 GHz UltraSPARC T1 processor | 0.5 |
| Sun T6300, 1.4 GHz UltraSPARC T1 processor | 0.5 |
| AMD EPYC™ 7XX1, 7XX2, 7XX3 and AMD Opteron™ Models 13XX, 23XX, 24XX, 32XX, 41XX, 42XX, 43XX, 61XX, 62XX, 63XX, 83XX, 84XX or earlier Multicore chips | 0.5 |
| Intel® Xeon® Platinum 92XX, Intel® Xeon® Platinum 83XXH/HL/M/P/Q/S/V/Y, Intel® Xeon® Platinum 82XX, Intel® Xeon® Platinum 81XX, Intel® Xeon® Gold 63XXH/HL/N/T/Y, Intel® Xeon® Gold 62XX, Intel® Xeon® Gold 61XX, Intel® Xeon® Gold 53XX/H/S/T/Y/N, Intel® Xeon® Gold 52XX, Intel® Xeon® Gold 51XX, Intel® Xeon® Silver 43XX/T/Y, Intel® Xeon® Silver 42XX, Intel® Xeon® Silver 41XX, Intel® Xeon® Bronze 32XX, Intel® Xeon® Bronze 31XX, Intel Xeon Series 56XX, Series 65XX, Series 75XX, Series E7-28XX, E7-28XX v2, Series E7-48XX, E7-48XX v2, E7-48XX v3, E7-48XX v4, Series E7-88XX, E7-88XX v2, E7-88XX v3, E7-88XX v4, Series E5-24XX, E5-24XX v2, E5-24XX v3, Series E5-26XX, E5-26XX v2, E5-26XX v3, E5–26XX v4, Series E5-46XX, E5-46XX v2, E5-46XX v3, E5-46XX v4, E3-15XX v5, E3-15XX v6, Series E3-12XX, E3-12XX v2, E3-12XX v3, E3-12XX v4, E3–12XX v5, E3-12XX v6**,** E5-14XX v3, E5-14XX v2**,**, E5-16XX v4, E5-16XX v3, E5-16XX v2, and E5-16XX or earlier Multicore chips | 0.5 |
| Intel Itanium Series 93XX or earlier Multicore chips *(For servers purchased prior to Dec 1st, 2010)* | 0.5 |
| Intel or AMD Desktop, Laptop/Notebook, or Netbook Multicore chips | 0.5 |
| Sun UltraSPARC T2+ | 0.5 |
| SPARC64 VII+ | 0.5 |
| SPARC64 X, SPARC64 X+, SPARC64 XII | 0.5 |
| SPARC T4 processor | 0.5 |
| SPARC T5 | 0.5 |
| SPARC M5, SPARC M6, SPARC M7, SPARC M8 | 0.5 |
| SPARC S7 | 0.5 |
| | |
| Sun and Fujitsu SPARC64 VI, VII | 0.75 |
| Sun UltraSPARC IV, IV+, or earlier Multicore chips | 0.75 |
| Sun UltraSPARC T2 | 0.75 |
| HP PA-RISC | 0.75 |
| IBM POWER5+ or earlier Multicore chips | 0.75 |
| | |
| All Single Core Chips | 1.0 |
| Intel Itanium Series 93XX *(For servers purchased on or after Dec 1st, 2010)* | 1.0 |
| Intel Itanium Series 95XX | 1.0 |
| IBM POWER6 | 1.0 |
| IBM POWER7, IBM POWER7+ | 1.0 |
| IBM POWER8, POWER9 | 1.0 |
| IBM Z (z15, z14, z13, z(EC)12, z196, z11, z10 and earlier) | 1.0 |
| All Other Multicore chips | 1.0 |

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

***Important Notes***

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

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

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

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

**Statement of Change:**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

On 10/22/2019, added AMD Chip Model: 7XX2, with a core factor of 0.5

On 6/23/2021, added AMD Chip Model: 7XX3, with a core factor of 0.5. Also, added Intel Xeon® Platinum 83XXH/HL, Intel® Xeon® Gold 63XXH/HL, Intel® Xeon® Gold 53XXH chips with a core factor of 0.5

On 10/25/21 added IBM Chip Model for Z Series (added z15) with a core factor of 1.0. Also added Intel Chip Models: Intel® Xeon® Platinum 83XX/M/P/Q/S/V/Y, Intel® Xeon® Gold 63XX/T/Y/N, Intel® Xeon Gold 53XX/S/T/Y/N, Intel® Xeon® Silver 43XX/T/Y - with a core factor of 0.5

**APPENDIX D**
**LICENSE DEFINITIONS AND RULES**

The Oracle License Definitions and Rules, v031122 attached hereto are for your convenience, for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the license definitions and rules at http://oracle.com/contracts.

ORACLE

# Oracle License Definitions and Rules Booklet

Effective Date: March 11, 2022

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## DEFINITIONS AND LICENSE METRICS

**1K Accounts**: is defined as a financial institution's one thousand customer accounts that are opened, maintained and stored in the Program. An Account includes but is not limited to current accounts, savings accounts, nostro/vostro accounts, deposit accounts and loan accounts. All dormant accounts shall be considered to be Accounts, as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be Accounts for the purposes of licensing requirements.

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

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

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

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

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

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

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

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

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

eSupplier Connection, PeopleSoft Strategic Sourcing, PeopleSoft Supplier Contract Management and JD Edwards Supplier Self Service Programs, use by Your external suppliers is included with Your application user licenses.

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

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

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

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

**1K Bank Account Applications**: is defined as one thousand requests submitted by a financial institution's customer to apply for an asset or a liability product in the hosted Program during a 12 month period. An application includes, but is not limited to, current account products, savings account products, overdraft protection products, term deposit products, nostro/vostro products, loan products, safe deposit products, insurance products, and card products. If a number of products are bundled in a single request, each product would be counted as a Bank Account Application.

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

**1K Bank Deposit Accounts**: is defined as one thousand accounts that are opened, maintained, and stored in the Program. A Bank Deposit Account includes but is not limited to current accounts, savings accounts, nostro/vostro accounts, internal accounts, investment accounts, retirement accounts, virtual accounts, time deposit accounts, certificate of deposit accounts, and term deposit accounts. All dormant accounts shall be considered to be Bank Deposit Accounts as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be Bank Deposit Accounts for the purposes of licensing requirements.

**Bank Deposit Account**: is defined as an account that is opened, maintained, and stored in the Program. A Bank Deposit Account includes but is not limited to current accounts, savings accounts, nostro/ vostro accounts, internal accounts, investment accounts, retirement accounts, virtual accounts, time deposit accounts, certificate of deposit accounts, and term deposit accounts. All dormant accounts shall be considered to be Bank Deposit

Accounts as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be Bank Deposits Accounts for the purposes of licensing requirements.

**1K Branch Accounts**: is defined as a financial institution's one thousand customer accounts that are opened, maintained and stored in the Program. A Branch Account includes but is not limited to current accounts, savings accounts, nostro/vostro accounts, deposit accounts and loan accounts. All dormant accounts shall be considered to be Branch Accounts as long as they are in the production database of the application Program. Closed accounts shall not be considered to be Branch Accounts for the purposes of licensing requirements.

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

**Card**: is defined as one EAGLE system card.

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

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

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

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

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

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

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

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

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

**Compliance Regulatory Report**: is defined as a single pre-configured template that is generated by the Oracle Program and that meets the requirements of a specific country regulator and/or jurisdiction for filling reports on

suspicious activity. You are responsible for filing the compliance regulatory report with the specific country regulator and/or jurisdiction.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**1000 Data Points**: is defined as one thousand data points, where each data point is a unique connection between a data source and a destination for a single type of data. Data types include but are not limited to status data (e.g., on/off, open/closed, or similar data), and/or measurement data (e.g., voltage, vibration frequency, temperature, or similar data) that is managed by a utilities system. A data source may generate multiple types of

data (e.g., a sensor that generates both status and measurement data) and a single data type may be connected to multiple destinations. Every connection between a single data type and a single utilities system is a unique connection that must each be licensed as a data point.

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

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

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

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

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

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

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

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

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

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

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

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

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

time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs. Employees for HCM may only use the licensed Programs with Oracle application Programs that contain "Oracle Fusion Human Capital Management" as a prefix in the Program name.

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

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

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

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

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

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

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

In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise Trainees as of such date.

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

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

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

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

each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M in Revenue as of such date.

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

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

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

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

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

**10K Financial Inclusion Accounts**: is defined as a financial institution's ten thousand customer accounts that are opened, maintained and stored in the Program. An account includes but is not limited to current accounts, savings accounts, nostro/vostro accounts, deposit accounts and loan accounts. All dormant accounts shall be considered to be accounts, as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be accounts for the purposes of licensing requirements.

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

**1K Financial Services Subscribers**: is defined as one thousand individuals who are authorized by You to access the online portal or mobile application of the applicable application Program regardless of whether the individual is actively accessing the Program at any given time. Financial Services Subscribers shall be counted for each single Instance of the Program.

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

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

For the purposes of the Oracle Banking Digital Experience Programs, a Financial Services Subscriber is defined as an individual who is registered to access the applicable application program regardless of whether the individual is actively accessing the Program at any given time.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**1K in Individual Subscribers**: is defined as one thousand individuals who are authorized by You to use one or more of Your services for which the Program is used. For example, an individual subscriber may be tracked as a

customer record/account in the licensed Program or other related subscriber databases such as an ordering system, billing system, etc. An individual subscriber is counted once, regardless of the number of services used.

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

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

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

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

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

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

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

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

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

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

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

**1K Investment Accounts**: is defined as financial institution's one thousand investor accounts that are opened, maintained, and stored in the Program. All dormant investor accounts shall be considered to be investment accounts as long as they are in the production database of the applicable Program. Closed investor accounts shall not be considered to be investment accounts for the purposes of licensing requirements.

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

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

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

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

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

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

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

**License Subscription**: Programs that contain "License Subscription" in the Program name are defined as the right to use the specified Program in accordance with the applicable license metric and to receive Oracle

Software Update License & Support services for the services period specified on the ordering document. The license subscription is effective upon the effective date of the ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Software Update License & Support services are provided under the applicable technical support policies in effect at the time the services are provided. At the end of Your license subscription, You may renew Your license subscription, if available, at the then current fees for the applicable license subscription. If You choose not to renew Your license subscription, Your right to use the Program will terminate and You must de-install all software (including any applications, tools, and binaries) provided to You and You may be subject to reinstatement fees if You later choose to reactivate Your license subscription.

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

**Link**: is defined as one SS7 signaling link.

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

**1K Loan Accounts**: is defined as one thousand customer loan accounts or loan applications created, tracked or processed by, or residing within, the Oracle Programs. A customer of Yours may have multiple loan accounts or loan applications, each one of which is to be counted for the purposes of determining the total number of loan accounts and loan applications.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**Managed Resource**:

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

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

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

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

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

**1K Messages per Second**: is defined as up to one thousand messages that are each composed of an envelope that contains information required to accomplish transmission, delivery, and contents to the recipient. The total

number of sent or received messages over a 15 minute interval during peak usage divided by 900 seconds must be counted.

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

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

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

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

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

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

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

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

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

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

**MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription and MySQL Standard Edition Annual Subscription**: are defined as the right to use the specified Program(s) in accordance with the applicable license metric and to receive Oracle Software Update License & Support for the specified Program(s) and for MySQL Community Edition for the term specified on the order. MySQL Community Edition refers to MySQL that is licensed under the GPL license. Software Update License & Support for MySQL Community Edition does not include updates of any kind. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Software Update License & Support services are provided under the applicable technical support policies in effect at the time the services are provided. You must obtain a subscription license for all servers where MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition are deployed. If You obtain Oracle Software Update License & Support services for any servers where MySQL Community Edition is deployed, then You must also purchase a subscription license for all of such servers for which You have obtained Oracle Software Update License & Support services. You may obtain Oracle Software Update License & Support services

for the MySQL Community Edition subscription licenses at any level (e.g., at the MySQL Cluster Carrier Grade Edition level, at the MySQL Enterprise Edition level and/or at the MySQL Standard Edition level). At the end of the specified term, You may renew Your subscription, if available, at the then current fees for the applicable subscription. If You choose not to renew Your subscription, Your right to use the Program(s) will terminate and You must de-install all applications, tools, and binaries provided to You under the applicable non-Community Edition license (e.g., the license for MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition). If You do not renew a subscription, You will not receive any updates (including patches or subsequent versions) and You may also be subject to reinstatement fees if You later choose to reactivate Your subscription.

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

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

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

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

For the purposes of the following Programs: Data Masking and Subsetting Pack, all database servers where masked data or data subsets orginiates must be counted for the purpose of determining the number of licenses required. Database servers to which masked data or data subsets are copied do not need to be counted for the purpose of determining the number of licenses required.

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

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

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

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

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

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

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

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

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

**Named Workstation User**: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time.

For the purposes of the Oracle VM VirtualBox Enterprise Program, Named Workstation User licensing may only be applied to single-socket devices where only one named user is using Oracle VM VirtualBox Enterprise or is connecting to the virtual machines on Oracle VM VirtualBox Enterprise. A non human operated device will be counted as a named workstation user in addition to all individuals authorized to use the Programs, if such devices can access the Programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted.

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

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

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

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

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

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

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

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

**Network-Wide Concurrent Session**: is defined as an established virtual connection (with or without media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing any licensed Programs within the network at any one time. For example, if a single virtual connection traverses more than one SBC, then each virtual connection must be counted as a Network-Wide Concurrent Session for each SBC that it traverses. You must count the maximum number of concurrent sessions measured at least every 15 minutes during peak usage across any licensed Program within a single network administrative domain.

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

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

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

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

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

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

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

For the purposes of the Oracle Communications Converged Application Server Program, Enterprise Edition, and the Oracle Communications Converged Application Server Program, Carrier Edition, Network-Wide Message per Second is defined as the total number of incoming or outgoing SIP or Diameter protocol messages received and/or sent within a legal entity over the busiest 30 seconds divided by 30. Messages received and/or sent for

the purposes of establishing and maintaining connections with external network elements are not counted. Each legal entity must be separately licensed for Network-Wide Messages per Second.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

For the purposes of the following Programs: Data Masking and Subsetting Pack, all database servers where masked data or data subsets orginiates must be counted for the purpose of determining the number of licenses required. Database servers to which masked data or data subsets are copied do not need to be counted for the purpose of determining the number of licenses required.

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

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

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

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

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

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

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

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

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

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

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

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

For the purposes of the following Program: Verrazzano Enterprise Container Platform, all processors in the nodes in the Kubernetes clusters where Verrazzano images are pulled must be counted when determining the number of subscriptions required. If any Kubernetes node is a virtual machine, then the number of processors on that Kubernetes node is subject to the guidelines documented in the Oracle Partitioning Policy (https://www.oracle.com/assets/partitioning-070609.pdf). In the case where a Kubernetes cluster is used as a dedicated Verrazzano Admin cluster and no managed workloads are run in that cluster, nodes in that cluster can be excluded from the count of processors that require a subscription.

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

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

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

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

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

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

For the purposes of the Oracle Communications Policy Management Sponsored Data Access Cartridge Program, $M Revenue Under Management is defined as one million U.S. dollars (or the equivalent amount in the applicable local currency) in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a calendar year processed through the licensed Program.

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

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

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the

MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

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

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

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

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

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

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

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

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

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

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

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

For the purposes of the following Program: Endeca Experience Manager, requests at the production Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an

application (e.g. ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

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

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

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

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

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

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

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

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

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

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

For the purposes (a) of the portion of the license fee that is based upon capacity for the Oracle Communications SD-WAN Edge Program and (b) of the license fee for the Oracle Communication SD-WAN Edge WAN Optimization Program, the license fee is based on the maximum megabits per second (Mbps) bandwidth permitted on the Server.

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

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

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

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

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

**Signaling Unit**:

For the purposes of the Oracle Communication EAGLE Program, a Signaling Unit is defined as four transactions between client and server with explicit support of agents where each transaction contains a request message and a response message. You must count the total of (a) the number of new transactions for the set of servers managed by one single Operations, Alarms and Measurements (OAM) function over a 5 second interval during peak usage divided by 5 and (b) transactions for failover and overhead capacity.

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

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

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

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

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

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

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

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

single Site (as defined by its Service Account and Service Point fields Site) that is added to multiple Multi-Site Quotes created during a 12-month period shall be only counted once.

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

For the purposes of the Oracle VM VirtualBox Enterprise Program, Socket licensing must be applied to devices (a) with more than one sockets and/or (b) where more than one Named Workstation User is using Oracle VM VirtualBox Enterprise or is connecting to the virtual machines on Oracle VM VirtualBox Enterprise.

**Oracle Solaris Premier Subscription for Non-Oracle Hardware Per Socket**: is defined as the right to use the Oracle Solaris Programs (as defined below) on hardware not manufactured by or for Sun/Oracle, and to receive Oracle Premier Support for Operating Systems services (limited to the Oracle Solaris Programs), for the term specified in the ordering document. "Oracle Solaris Programs" refers to the Oracle Solaris operating system and the separately licensed third party technology (as defined below). The Oracle Solaris Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement. The Oracle Solaris Programs may include or be distributed with certain separately licensed components that are part of Java SE ("Java SE"). Java SE and all components associated with it are licensed to You under the terms of the Oracle Technology Network License Agreement for Oracle Java SE, and not under the agreement. A copy of the Oracle Technology Network License Agreement for Oracle Java SE can be found at java.com/otnlicense.

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

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

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

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

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

**25K Inactive Subscribers**: is defined as twenty-five thousand (a) records in the subscriber database that may contain phone or SIM card data (like IMSI), but that do not associate a subscriber to that phone or SIM card, (b) non-live telephone numbers for all wireline devices, (c) portable handsets or paging devices that have been provisioned but that have not been activated by You for wireless communications and paging, (d) internet

connected landlines or nonresidential devices serviced by a cable provider or (e) working utility meters that are provisioned but that have not been activated in the database. The total number of inactive subscribers shall be equal to the aggregate of all types of inactive subscribers.

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

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

**25K Active Subscribers**: is defined as twenty-five thousand unique active subscribers that have been activated or processed by a network function in a calendar month. An active subscriber is defined as (a) a unique device identifier processed by the network function in the Oracle Program, (b) a unique device identifier processed by a defined, external network function, or (c) an active entity in the subscriber database. The total number of active subscribers shall be equal to the aggregate of all unique active subscribers of all types.

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

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

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

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

**$M of Supply Chain Finance Under Management**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in total value of supply chain finance that is managed in the Program at any given time. Supply Chain Finance includes, but is not limited to, receivables finance, payable finances, channel and/or distributor finance, factoring and/or its variations, forfaiting, loans and/or advances against inventory, bank payment obligations, pre-shipment finances and/or any other supply chain financing schemes (such as invoice management, purchase order management, receivables reconciliation, debit and credit note management) that is managed in the Program.

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

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

**Tape Drive**: is defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not

limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For cloud based backups, Oracle counts each parallel stream or Recovery Manager (RMAN) channel as equivalent to a tape drive.

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

**Technical Reference Manuals**

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

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

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

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

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

For the purposes of the Oracle Financial Services Regulatory Reporting Data Sets and Governance for Asia Pacific and Middle East Jurisdictions Program, the "Total Asset Value" as disclosed in Your annual report and/or regulatory filings must include the Total Asset Value for each of Your jurisdictions (as defined in the Program Documentation) that is managed by the Program.

For the purposes of the Oracle Financial Services Regulatory Reporting for Office of Superintendent of Financial Institutions, Canada Program, the "Total Asset Value" as disclosed in Your annual report and/or regulatory fillings must include the Total Asset Value for the Canada Central Bank jurisdictions that are managed by the Program.

**$M in Total Assets**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in total value of assets that is managed by the Program.

For the purposes of the Oracle Banking Treasury Management Program, assets include, but are not limited to, foreign exchange assets, money market instruments, derivatives, securities, trading portfolio assets, financial assets, fixed income trading assets, treasury assets, and equity assets.

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

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

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

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

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

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

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

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

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

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

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

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

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

For the purposes of the Oracle Banking Cash Management Program, transactions include, but are not limited to, physical invoices, electronic invoices, bills collected, and any other modes of receivables and/or payables such as checks, cash, electronic clearing, book transfers, and direct debits. Each transaction processed by the Program and included in a bulk transaction must be counted.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

A transaction unit shall mean a unit of functionality executed by the licensed Program. For the purposes of the Oracle Communications Services Gatekeeper (OCSG) Program, an example of a transaction unit is a call setup or the sending of a message. For the purposes of the Oracle Communications Converged Application Server–Service Controller (OCCAS-SC) Program, an example of a transaction unit is service brokering a call between an IN network and an IP network. A transaction unit consists of (a) for the OCSG Program, one request and one or more related responses as evidenced by the statistics generated by the licensed OCSG Program, or (b) for the OCCAS-SC Program, one request executed in an inter-working module as evidenced by the statistics generated by the licensed OCCAS-SC Program. The request may originate from the licensed Program and the corresponding response may originate from the network, or alternately, the request may originate from the network and the corresponding response may originate from the licensed Program. A domain is defined as one or more OCSG or OCCAS-SC instances (and their associated resources) that You manage with a single administration server and the instances may include multiple clustered instances as well as non-clustered instances. For the purposes of this definition, a cluster shall mean one or more physical hardware servers located at a single geographical site. For a given domain, the licensed Program monitors the number of transaction units per second executed over 5 minute intervals. For the purposes of calculating the number of Your TUPS per Domain, the total number of transaction units per second executed by the licensed Program in a given domain during the busiest 60 consecutive minute period in a given 24 hour period will be reported by the Program and shall be divided by 3600.

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

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

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

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

**100 Utilities Devices**: is defined as one hundred active hardware or firmware elements in the utility's network. Utilities devices include, but are not limited to, meters, grid devices, home area network devices, and demand response devices. A device's active status is defined by its status in the database of the applicable Oracle Program.

For the Oracle Utilities Market Settlement Management Program, all active devices (both in the database plus any other devices used in settlement calculations including performing settlement calculations on aggregated values of devices which are not stored directly within the application) are counted.

**Utilities System**: is defined as a single implementation of the licensed Program. A single implementation includes a single production environment, and any number of each of the following: test, development, and high-availability environments. Two different implementations of the licensed Program, even if the basic configuration is the same, are considered two separate Utilities Systems that must each be licensed. For example, if the Oracle Utilities Live Energy Connect Program is deployed in two separate utility sites (such as two pumping facilities or substations) then two Utilities System licenses are required.

**Verrazzano Enterprise Container Platform Annual Subscription**: is defined as the right to use the specified Program in accordance with the applicable license metric and to receive Oracle Software Update License & Support services for the subscription time period specified on the ordering document. The subscription is effective upon the effective date of the ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Software Update License & Support services are provided under the applicable technical support policies in effect at the time the services are provided. At the end of Your subscription, You may renew Your subscription, if available, at the then current fees for the applicable subscription. If You choose not to renew Your subscription, Your right to use the Program will terminate and You must de-install all software (including any applications, tools, and binaries) provided to You and You may be subject to reinstatement fees if You later choose to reactivate Your subscription.

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

**1K Virtual Accounts**: is defined as one thousand customer accounts that are opened, maintained and stored in the Program. All dormant virtual accounts shall be considered to be virtual accounts, as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be virtual accounts for the purposes of licensing requirements.

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

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

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

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

**$M in Written Premium**: is defined as (a) for life and health insurance companies, one million U.S. Dollars (or the equivalent amount in the applicable local currency) of Net Written Premium and Annuity Considerations for the specific lines of businesses for which the applicable Program is used and (b) for property and casualty insurance companies, one million U.S. Dollars (or the equivalent amount in the applicable local currency) of Net Written Premium for the specific lines of businesses for which the applicable Program is used. Net Written

Premium shall include the premium income retained by You, directly or through reinsurance after payments made for reinsurance, and Annuity Considerations shall include money deposited in annuity contracts. In the United States, the definitive source for data on Net Written Premiums and Annuity Considerations shall be the annual statement that You file with the applicable state insurance commission. In other countries, the definitive source for data on Net Written Premiums and Annuity Considerations shall be the applicable local governing body for insurance which publishes the breakdowns by line of business.

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

**Term Designation**

**1 Year Term**: A Program license specifying a 1 Year Term shall commence on the Effective date of the order and shall continue for a period of 1 year. At the end of the 1 Year Term, the Program license shall terminate automatically.

## CURRENCY MATRIX

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

| CURRENCY | EQUIVALENT AMOUNT TO ONE MILLION U.S. DOLLARS | EQUIVALENT AMOUNT TO ONE BILLION U.S. DOLLARS | EQUIVALENT AMOUNT TO ONE THOUSAND U.S. DOLLARS |
|---|---|---|---|
| Albania Lek | ALL 106,602,200 | ALL 106,602,200,000 | ALL 106,602.20 |
| Argentina Peso | ARS 100,079,400 | ARS 100,079,400,000 | ARS 100,079.40 |
| Australian Dollar | AUD 1,302,000 | AUD 1,302,000,000 | AUD 1,302 |
| Bangladesh Taka | BDT 84,487,700 | BDT 84,487,700,000 | BDT 84,487.70 |
| Bosnian Mark | BAM 1,627,000 | BAM 1,627,000,000 | BAM 1,627 |
| Brazilian Real | BRL 5,273,900 | BRL 5,273,900,000 | BRL 5,273.90 |
| Bulgaria Lev | BGN 1,756,600 | BGN 1,756,600,000 | BGN 1,756.60 |
| Canadian Dollar | CAD 1,213,500 | CAD 1,213,500,000 | CAD 1,213.50 |
| Chilean Peso | CLP 776,468,000 | CLP 776,468,000,000 | CLP 776,468 |
| Chinese Yuan | CNY 6,822,000 | CNY 6,822,000,000 | CNY 6,822 |
| Colombian Peso | COP 3,733,000,000 | COP 3,733,000,000,000 | COP 3,733,000 |
| Costa Rican Colón | CRC 593,692,000 | CRC 593,692,000,000 | CRC 593,692 |
| Croatian Kuna | HRK 6,668,500 | HRK 6,668,500,000 | HRK 6,668.50 |
| Czech Koruna | CZK 20,918,300 | CZK 20,918,300,000 | CZK 20,918.30 |
| Danish Kroner | DKK 6,616,100 | DKK 6,616,100,000 | DKK 6,616.10 |
| Egyptian Pound | EGP 16,808,700 | EGP 16,808,700,000 | EGP 16,808.70 |
| Euro | EUR 853,200 | EUR 853,200,000 | EUR 853.20 |
| Hong Kong Dollars | HKD 7,749,900 | HKD 7,749,900,000 | HKD 7,749.90 |
| Hungarian Forint | HUF 321,860,200 | HUF 321,860,200,000 | HUF 321,860.20 |
| Iceland Krone | ISK 123,372,000 | ISK 123,372,000,000 | ISK 123,372 |
| Indian Rupee | INR 75,292,500 | INR 75,292,500,000 | INR 75,292.50 |
| Indonesian Rupiah | IDR 14,410,000,000 | IDR 14,410,000,000,000 | IDR 14,410,000 |

| CURRENCY | EQUIVALENT AMOUNT TO ONE MILLION U.S. DOLLARS | EQUIVALENT AMOUNT TO ONE BILLION U.S. DOLLARS | EQUIVALENT AMOUNT TO ONE THOUSAND U.S. DOLLARS |
|---|---|---|---|
| Israel Shekel | ILS 3,253,100 | ILS 3,253,100,000 | ILS 3,253.10 |
| Japanese Yen | JPY 120,000,000 | JPY 120,000,000,000 | JPY 120,000 |
| Kazakhstan | KZT 412,570,000 | KZT 412,570,000,000 | KZT 412,570 |
| Kenyan Shilling | KES 112,140,500 | KES 112,140,500,000 | KES 112,140.50 |
| Korean Won | KRW 1,194,520,000 | KRW 1,194,520,000,000 | KRW 1,194,520 |
| Kuwait Dinar | KWD 290,000 | KWD 290,000,000 | KWD 290 |
| Macau | MOP 7,984,100 | MOP 7,984,100,000 | MOP 7,984.10 |
| Malaysian Ringgit | MYR 4,054,300 | MYR 4,054,300,000 | MYR 4,054.30 |
| Maldives Rufiyaa | MVR 15,380,000 | MVR 15,380,000,000 | MVR 15,380 |
| Mexican Peso | MXN 20,051,600 | MXN 20,051,600,000 | MXN 20,051.60 |
| New Zealand Dollar | NZD 1,382,500 | NZD 1,382,500,000 | NZD 1,382.50 |
| Norwegian Krone | NOK 8,866,700 | NOK 8,866,700,000 | NOK 8,866.70 |
| Pakistan Rupee | PKR 165,613,000 | PKR 165,613,000,000 | PKR 165,613 |
| Peru Sol | PEN 3,706,800 | PEN 3,706,800,000 | PEN 3,706.80 |
| Philippine Peso | PHP 51,788,000 | PHP 51,788,000,000 | PHP 51,788 |
| Polish Zloty | PLN 3,856,300 | PLN 3,856,300,000 | PLN 3,856.30 |
| Pounds Sterling | GBP 713,000 | GBP 713,000,000 | GBP 713 |
| Qatari Riyal | QAR 3,640,800 | QAR 3,640,800,000 | QAR 3,640.80 |
| Romanian New Leu | RON 4,092,200 | RON 4,092,200,000 | RON 4,092.20 |
| Russian Rouble | RUB 106,500,000 | RUB 106,500,000,000 | RUB 106,500.00 |
| Saudi Arabia Riyal | SAR 3,750,400 | SAR 3,750,400,000 | SAR 3,750.40 |
| Serbian Dinar | RSD 105,982,300 | RSD 105,982,300,000 | RSD 105,982.30 |

| CURRENCY | EQUIVALENT AMOUNT TO ONE MILLION U.S. DOLLARS | EQUIVALENT AMOUNT TO ONE BILLION U.S. DOLLARS | EQUIVALENT AMOUNT TO ONE THOUSAND U.S. DOLLARS |
|---|---|---|---|
| Singapore Dollar | SGD 1,381,900 | SGD 1,381,900,000 | SGD 1,381.90 |
| South African Rand | ZAR 15,588,500 | ZAR 15,588,500,000 | ZAR 15,588.50 |
| Swedish Krona | SEK 8,606,000 | SEK 8,606,000,000 | SEK 8,606 |
| Swiss Franc | CHF 906,500 | CHF 906,500,000 | CHF 906.50 |
| Taiwanese Dollar | TWD 28,449,900 | TWD 28,449,900,000 | TWD 28,449.90 |
| Thai Baht | THB 31,827,000 | THB 31,827,000,000 | THB 31,827 |
| Turkish Lira | TRL 15,649,800 | TRL 15,649,800,000 | TRL 15,649.80 |
| United Arab Emirates Dirham | AED 3,673,000 | AED 3,673,000,000 | AED 3,673 |
| Vietnamese Dong | VND 23,411,000,000 | VND 23,411,000,000,000 | VND 23,411,000 |

## Licensing Rules for Oracle Technology Programs and Oracle Business Intelligence Applications

**Failover:** Subject to the conditions that follow below, Your license for the Programs listed on the US Oracle Technology Price List, which may be accessed at http://www.oracle.com/us/corporate/pricing/price-lists/index.html, includes the right to run the licensed Program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate 24-hour periods in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two 24-hour periods). The above right only applies when a number of machines are arranged in a cluster and share one logical disk array in a single data center. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, You must either switch back or designate that repair server as the failover node. Once the failover period has exceeded ten 24-hour periods, the failover node must be licensed. In addition, only one failover node per clustered environment is at no charge for up to ten separate 24-hour periods even if multiple nodes are configured as failover. Downtime for maintenance purposes counts towards the ten separate 24-hour periods limitation. When licensing options on a failover environment, the options must match the number of licenses of the associated database. Additionally, when licensing by Named User Plus, the user minimums are waived on one failover node only. Any use beyond the right granted in this section must be licensed separately. In a failover environment, the same license metric must be used for the production and failover nodes when licensing a given clustered configuration.

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

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

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

target, provided, that users do not use Informatica PowerCenter and PowerConnect Adapters to transform the data.

- With respect to the Java SE Advanced, Java SE Advanced Desktop, Java SE Suite Programs, Java SE Subscription, and Java SE Desktop Subscription, You may not create, modify, or change the behavior of, or authorize Your users to create, modify, or change the behavior of, classes, interfaces, or subpackages that are in any way identified as "java", "javax" "sun" or "oracle" or any variation of the aforementioned naming conventions. The installation and auto-update processes for these Programs transmit a limited amount of data to Oracle (or its service provider) about those specific processes to help Oracle understand and optimize them. Oracle does not associate the data with personally identifiable information. You can find more information about the data Oracle collects at http://oracle.com/contracts. Additional copyright notices and license terms applicable to portions of the Programs are set forth at http://oracle.com/contracts.
- Programs that contain "for Oracle Applications" in the Program name are limited use Programs. These limited use Programs may only be used with "eligible" Oracle application Programs that contain the following prefixes in the Program name: Oracle Fusion, Oracle Argus, Oracle ATG, Oracle Banking, Oracle Communications*, Oracle Documaker, Oracle Enterprise Taxation*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Health Sciences, Oracle Healthcare*, Oracle Hospitality, Oracle Insurance, Oracle Knowledge, Oracle Legal, Oracle Mantas, Oracle Media, Oracle Primavera, Oracle Relate, Oracle Retail*, Oracle Reveleus, Oracle Tax, Oracle Utilites*, and Oracle XBRi. For those prefixes designated above with a "*" not all Programs with that prefix are eligible for use with the "for Oracle Applications" limited use Programs. For a list of excluded Programs please review the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.

  Oracle Analytics Server for Oracle Applications is eligible for use with the following Oracle Business Intelligence Applications provided Oracle Fusion Applications is the only data source: Sales Analytics, Fusion Edition; Marketing Analytics, Fusion Edition; Partner Analytics, Fusion Edition; Supply Chain and Order Management Analytics, Fusion Edition; Financial Analytics, Fusion Edition; Procurement & Spend Analytics, Fusion Edition; Project Analytics; and Human Resources Analytics, Fusion Edition.

  Oracle Analytics Server for Oracle Applications is also eligible for use with: Oracle Product Information Management Analytics, Fusion Edition; Oracle Customer Data Management Analytics, Fusion Edition; and Oracle Product Lifecycle Analytics.

  WebLogic Suite for Oracle Applications is eligible for use with Oracle Agile Applications (available on the Oracle E-Business Suite Applications Global Price Lists). Any use of limited use programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.
- Oracle BPEL Process Manager Option for Oracle Applications may be used only to enable business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and, other Oracle Applications or third party applications are allowed as long as they are enabled/initiated within the eligible Oracle Applications. Business Processes defined in BPEL are allowed as long as at least one of the services invoked from within the Business Process access an eligible Oracle Application either natively (via Web Services) or via an adapter.
- Oracle Business Intelligence Suite Foundation Edition for Oracle Applications may be used only to perform query, reporting and analysis against a transaction database, data warehouse or an Essbase OLAP cube if: (i) the transaction database is an eligible Oracle Applications transaction database itself or an extraction, in whole or in part, of an eligible Oracle Applications transaction database, without transformation (query, reporting and analysis against a transaction database that is not an eligible Oracle Applications transaction database requires a full use license of Oracle Business Intelligence Suite Foundation Edition); or (ii) the data warehouse is a pre-packaged eligible Oracle Applications data warehouse, with any customizations necessary to reflect customizations made in the eligible Oracle Applications, and restricted only to the eligible Oracle Applications sources (query, reporting and analysis against extensions to the data warehouse drawn from source systems not supported by the pre-packaged data warehouses require a full use license of Oracle Business Intelligence Suite Foundation Edition); or (iii) the dimensions of each Essbase OLAP Cube are sourced from eligible Oracle Applications.
- Oracle WebLogic Suite for Oracle Applications may be used only as an embedded runtime for eligible Oracle Applications or to deploy customizations to an eligible Oracle Application. The WebLogic global datasource

or one of the WebLogic application datasources must be configured to access the schema of an eligible Oracle Application.

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

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

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

| PROGRAM | NAMED USER PLUS MINIMUM |
|---|---|
| Oracle Database Enterprise Edition | 25 Named Users Plus per Processor |
| NoSQL Database Enterprise Edition | 25 Named Users Plus per Processor |
| Times Ten In-Memory Database | 25 Named Users Plus per Processor |
| Rdb Enterprise Edition | 25 Named Users Plus per Processor |
| CODASYL DBMS | 25 Named Users Plus per Processor |
| Data Integrator Enterprise Edition | 25 Named Users Plus per Processor |
| GoldenGate | 25 Named Users Plus per Processor |
| GoldenGate for Non Oracle Database | 25 Named Users Plus per Processor |
| GoldenGate for Mainframe | 25 Named Users Plus per Processor |
| GoldenGate Veridata | 25 Named Users Plus per Processor |
| GoldenGate for Teradata Replication Services | 25 Named Users Plus per Processor |
| Data Integrator Enterprise Edition for Oracle Applications | 25 Named Users Plus per Processor |
| GoldenGate for Big Data | 25 Named Users Plus per Processor |
| GoldenGate Foundation Suite | 25 Named Users Plus per Processor |

| PROGRAM | NAMED USER PLUS MINIMUM |
|---|---|
| GoldenGate for Oracle Applications | 25 Named Users Plus per Processor |
| Endeca Discovery Foundation for Oracle Applications | 25 Named Users Plus per Processor |
| Java SE Advanced | 10 Named Users Plus per Processor |
| Java SE Suite | 10 Named Users Plus per Processor |
| WebLogic Server Standard Edition | 10 Named Users Plus per Processor |
| WebLogic Server Enterprise Edition | 10 Named Users Plus per Processor |
| WebLogic Suite | 10 Named Users Plus per Processor |
| Web Tier | 10 Named Users Plus per Processor |
| Coherence Standard Edition One | 10 Named Users Plus per Processor |
| Coherence Enterprise Edition | 10 Named Users Plus per Processor |
| Coherence Grid Edition | 10 Named Users Plus per Processor |
| TopLink and Application Development Framework | 10 Named Users Plus per Processor |
| GlassFish Server | 10 Named Users Plus per Processor |
| Internet Application Server Standard Edition | 10 Named Users Plus per Processor* |
| Internet Application Server Enterprise Edition | 10 Named Users Plus per Processor* |
| API Gateway | 10 Named Users Plus per Processor |
| BPEL Process Manager | 10 Named Users Plus per Processor |
| WebLogic Integration | 10 Named Users Plus per Processor |
| Service Registry | 10 Named Users Plus per Processor |
| Enterprise Repository | 10 Named Users Plus per Processor |
| Forms and Reports | 10 Named Users Plus per Processor |
| Managed File Transfer | 10 Named Users Plus per Processor |
| Tuxedo | 10 Named Users Plus per Processor |

| PROGRAM | NAMED USER PLUS MINIMUM |
|---|---|
| Event Processing | 10 Named Users Plus per Processor |
| SOA Suite for Non Oracle Middleware | 10 Named Users Plus per Processor |
| Unified Business Process Management Suite for Non Oracle Middleware | 10 Named Users Plus per Processor |
| Business Process Management Standard Edition | 10 Named Users Plus per Processor |
| Application Adapters | 10 Named Users Plus per Processor |
| Oracle E-Business Suite Adapter | 10 Named Users Plus per Processor |
| Integration Adapter for SAP R/3 | 10 Named Users Plus per Processor |
| Integration Adapter for JD Edwards World | 10 Named Users Plus per Processor |
| Integration Adapter for Siebel | 10 Named Users Plus per Processor |
| Cloud Adapters | 10 Named Users Plus per Processor |
| B2B for RosettaNet | 10 Named Users Plus per Processor |
| B2B for EDI | 10 Named Users Plus per Processor |
| Healthcare Adapter | 10 Named Users Plus per Processor |
| B2B for ebXML | 10 Named Users Plus per Processor |
| WebCenter Suite Plus | 10 Named Users Plus per Processor |
| WebCenter Portal | 10 Named Users Plus per Processor |
| WebCenter Content | 10 Named Users Plus per Processor |
| WebCenter Sites | 10 Named Users Plus per Processor |
| WebCenter Sites Satellite Server | 10 Named Users Plus per Processor |
| WebCenter Universal Content Management | 10 Named Users Plus per Processor |
| WebCenter Imaging | 10 Named Users Plus per Processor |
| WebCenter Forms Recognition | 10 Named Users Plus per Processor |
| WebCenter Enterprise Capture | 10 Named Users Plus per Processor |

| PROGRAM | NAMED USER PLUS MINIMUM |
|---|---|
| WebCenter Distributed Capture | 10 Named Users Plus per Processor |
| WebCenter Real-Time Collaboration | 10 Named Users Plus per Processor |
| WebCenter Sites Mobile Option | 10 Named Users Plus per Processor |
| Enterprise Identity Services Suite | 10 Named Users Plus per Processor |
| Identity Governance Suite | 10 Named Users Plus per Processor |
| Access Management Suite Plus | 10 Named Users Plus per Processor |
| Entitlements Server | 10 Named Users Plus per Processor |
| Entitlements Server Security Module | 10 Named Users Plus per Processor |
| Beehive Enterprise Collaboration Server | 10 Named Users Plus per Processor |

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

| PROGRAM | NAMED USER PLUS MAXIMUM |
|---|---|
| Personal Edition | 1 Named User Plus per database |
| Business Intelligence Standard Edition One | 50 Named Users Plus |

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

| COLUMN A | COLUMN B |
|---|---|
| **Database Enterprise Edition Options*** - Multitenant, Real Application Clusters, Real Application Clusters One Node, Partitioning, OLAP, Spatial and Graph, Advanced Security, Label Security, Database Vault, Active Data Guard, Real Application Testing, Advanced Compression, Advanced Analytics, Database In-Memory, Retail Data Model, | Oracle Database Enterprise Edition |

| COLUMN A | COLUMN B |
|---|---|
| Communications Data Model, Airlines Data Model, Utilities Data Model<br><br>**Database Enterprise Management***- Diagnostics Pack, Tuning Pack, Database Lifecycle Management Pack, Cloud Management Pack for Oracle Database | |
| RDB Server Options*- TRACE | Rdb Enterprise Edition, CODASYL DBMS |
| **WebLogic Suite Options****- BPEL Process Manager Option, Service Bus, SOA Suite for Oracle Middleware, Unified Business Process Management Suite, WebLogic Coherence Grid Edition Option | WebLogic Suite |
| **WebLogic Server Enterprise Edition and WebLogic Suite Options****-** WebLogic Server Multitenant, WebLogic Server Continuous Availability | Associated application server Program being managed by the Program in Column A. |
| SOA Suite for Oracle Middleware Options**- Integration Continuous Availability | SOA Suite for Oracle Middleware |
| **Application Server Enterprise Management****- WebLogic Server Management Pack Enterprise Edition, SOA Management Pack Enterprise Edition, Cloud Management Pack for Oracle Fusion Middleware, Management Pack for Oracle Data Integrator | Associated application server Program being managed by the Program in Column A. |
| Management Pack for Oracle Coherence** | Coherence Enterprise Edition, Coherence Grid Edition |
| Management Pack for Oracle GoldenGate* | GoldenGate, GoldenGate for Non Oracle Database, GoldenGate for Mainframe, GoldenGate for Big Data |
| GoldenGate Foundation Suite | Oracle GoldenGate, Oracle GoldenGate for Non Oracle Database, GoldenGate for Mainframe licenses |
| Tuxedo Advanced Performance Pack** | Tuxedo |
| **Business Intelligence Server Enterprise Edition Options-** Interactive Dashboard, Delivers, Answers | Business Intelligence Server Enterprise Edition |
| **Business Intelligence Suite Extended Edition Option-** Business Intelligence Management Pack | Business Intelligence Suite Extended Edition |

| COLUMN A | COLUMN B |
|---|---|
| **Beehive Platform Options-** Beehive Messaging, Beehive Team Collaboration, Beehive Synchronous Collaboration, Beehive Voicemail | Beehive Platform |
| Management Pack for Oracle Data Integrator | Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, or Oracle Data Integrator Enterprise Edition for Oracle Applications |
| **Hyperion Financial Data Quality Management Options**- Hyperion Financial Data Quality Management Adapter for Financial Management, Hyperion Financial Data Quality Management Adapter Suite, Hyperion Financial Data Quality Management Adapter for SAP | Hyperion Financial Data Quality Management |
| **Hyperion Financial Data Quality Management for Hyperion Enterprise Option**- Hyperion Financial Data Quality Management - Enterprise Edition Adapter for Financial Management, Hyperion Financial Data Quality Management – Enterprise Edition Adapter Suite, Hyperion Financial Data Quality Management – Enterprise Edition ERP Source Adapter for SAP | Hyperion Financial Data Quality Management for Hyperion Enterprise |

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

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

## Licensing Rules for Applications

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

## Licensing Rules for ATG Applications

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

## Licensing Rules for Oracle Communications Programs

- You have the right to use the Oracle Communications Advanced Billing and Revenue Management Server Program, the Oracle Communications Advanced Billing and Revenue Management Server Extensions and the Oracle Communications Advanced Billing and Revenue Management Market Extensions up the specified amount of application annual revenue defined in this order for the specified Application/Scope of Use.
- Your license for the Oracle Communications Billing and Revenue Management for Convergent Rating Program includes a right to use the Batch Rating Module at no additional charge consistent with the rights granted for the Oracle Communications Billing and Revenue Management for Convergent Rating Program.
- Your license for the Oracle Communications Billing and Revenue Management Server for Roaming Program includes a right to use the Batch Rating Module at no additional charge consistent with the rights granted for the Oracle Communications Billing and Revenue Management Server for Roaming Program.
- The Oracle Communications Technology Foundation for Monitoring Applications may only be used with the Oracle Communications Integrated Diameter Intelligence Hub, Oracle Communications Diameter Intelligence Hub, Oracle Communications Performance Intelligence Center Data Record Storage and Oracle Communications Performance Intelligence Center Management Programs. Any use of the Oracle Communications Technology Foundation for Monitoring Applications by other Oracle Programs or third party programs is not permitted.

## Licensing Rules for Oracle Construction and Engineering Programs

- For the purposes of the following Programs: Primavera P6 Enterprise Project Portfolio Management and Primavera P6 Enterprise Project Portfolio Management Web Services, developers and/or users (i) who are not already licensed for the Primavera P6 Enterprise Project Portfolio Management Program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera P6 Enterprise Project Portfolio Management Web Services Program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.
- For the purposes of the following Programs: Primavera Contract Management Web Services and Primavera Contract Management, developers and/or users (i) who are not already licensed for the Primavera Contract Management Program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera Contract Management Web Services Program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.

## Licensing Rules for Oracle E-Business Suite Applications

- Please be advised that only a subset of the products included on an Applications NLS Supplement Media Pack have been translated. For existing supported customers, My Oracle Support has information on which products have been translated for the supported languages (https://support.oracle.com). For new or unsupported customers, please contact Your Oracle Account Manager for this information.
- The option Activity Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Field Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Marketing Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Sales Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Activity Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Field Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.

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

## Licensing Rules for Oracle Financial Services Programs

- For the purposes of the following Programs: Oracle Banking Payments ACH Connectivity Pack 1, Oracle Banking Payments RTGS Connectivity Pack 1, Oracle Banking Payments RTP Connectivity Pack 1, Oracle Banking Payments RTP Connectivity Pack 2, and Oracle Banking Payments Cross Border Payments Connectivity Pack 1, the countries and the networks supported by these Programs are specified in the Program Documentation.
- For the purposes of the following Programs: Oracle Banking Payments ACH Messaging Pack 1, Banking Payments ACH Messaging Pack 2, Banking Payments RTP Messaging Pack 1, Banking Payments RTP Messaging Pack 2, Banking Payments RTGS Messaging Pack 1, Banking Payments RTGS Messaging Pack 2, and Oracle Banking Payments Cross Border Payments Messaging Pack 1, the countries and the networks supported by these Programs are specified in the Program Documentation.

## Licensing Rules for Oracle Hospitality Cruise Applications

- The Oracle Hospitality Data Foundation for Cruise Program may only be used with Oracle Hospitality Cruise Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is only allowed via the Oracle Hospitality Interface Programs, data integration extracts and/or APIs. You may not add unsupported applications to the environments created with this Program. You are allowed to host data elements originating only from the Oracle Hospitality Programs in the schemas created with the use of this Program. You may not host any third party data elements.

## Licensing Rules for Oracle Food and Beverage Applications

- The Oracle MICROS Technology Foundation for Food and Beverage Program may only be used with either Oracle MICROS Programs or Oracle Hospitality Programs branded Oracle Food and Beverage Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is only allowed via the Oracle MICROS Interface Programs, data integration extracts and/or APIs, or Oracle Hospitality Interface Programs, data integration extracts and/or APIs. You may not add unsupported applications to the environments created with this Program. You are allowed to host data elements originating only from the Oracle MICROS Programs or Oracle Hospitality Programs in the schemas created with the use of this Program. You may not host any third party data elements.
- The Oracle MICROS Simphony Base Software Programs or Oracle Hospitality Simphony Base Software Programs may be operating on Oracle MICROS hardware running the Oracle Linux for MICROS operating system. The Oracle Linux for MICROS operating system is licensed pursuant to the terms of the Oracle Linux license agreement delivered with the Oracle MICROS hardware. In the event that technical support for Oracle MICROS Simphony Base Software Programs or Oracle Hospitality Simphony Base Software Programs includes any updates, bug fixes, and security fixes for the Oracle Linux for MICROS operating system, then those updates, bug fixes, and security fixes are subject to the terms of the Oracle Linux license agreement delivered with the Oracle MICROS hardware.

## Licensing Rules for Oracle Hospitality Hotels Applications

- The Oracle Hospitality Technology Foundation Programs may only be used with Oracle Hospitality Hotel Programs. New reports or customizations of the included reports are allowed. Integration to third party

systems is only allowed via the Oracle Hospitality Interface Programs, data integration extracts and/or APIs. You may not add unsupported applications to the environments created with this Program. You are allowed to host data elements originating only from the Oracle Hospitality Programs in the schemas created with the use of this Program. You may not host any third party data elements.

- The Oracle Hospitality OPERA 5 Property Standard Program is limited to 55 functions as defined in the Program Documentation.
- The Oracle Hospitality OPERA 5 Property Lite Program is limited to 30 functions as defined in the Program Documentation.
- The Oracle Hospitality Suite8 Property Resort Edition Program is limited to 30 functions as defined in the Program Documentation.

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

| COLUMN | COLUMN B |
|---|---|
| **Oracle Hospitality OPERA Property Add-on Modules** - Oracle Hospitality OPERA Hotel Mobile, Oracle Hospitality OPERA Mobile, Oracle Hospitality OPERA Multiproperty Cross Profiles and Configurations, Oracle Hospitality OPERA Multiproperty Cross Reservation, Oracle Hospitality OPERA Multiproperty Cross Postings, Oracle Hospitality OPERA Advanced Reporting and Analytics, Oracle Hospitality OPERA Commission Handling, Oracle Hospitality OPERA Membership for Frequent Guest and Flyer, Oracle Hospitality OPERA Web Self Service | Oracle Hospitality OPERA 5 Property Premium OR Oracle Hospitality OPERA 5 Property Standard OR Oracle Hospitality OPERA 5 Property Lite |
| **Oracle Hospitality OPERA Sales and Catering Add-Ons for Hotels** – Oracle Hospitality OPERA 5 Sales and Catering Multi-Property Base, Oracle Hospitality OPERA 5 Sales and Catering Multiproperty Group Room Control and Function Diary, Oracle Hospitality OPERA 5 Sales and Catering Reporting and Analytics, Oracle Hospitality OPERA 5 Sales and Catering Web Self Service | Oracle Hospitality OPERA 5 Sales and Catering Premium OR Oracle Hospitality OPERA 5 Sales and Catering Standard OR Oracle Hospitality OPERA 5 Sales and Catering Lite |
| **Oracle Hospitality Suite8 Property Add-On Modules* –** Oracle Hospitality Suite8 Property Loyalty and Membership, Oracle Hospitality Suite8 Property Spa and Leisure, Oracle Hospitality Suite8 Central Shared Profiles and Reports, Oracle Hospitality Suite8 Central Cross Reservations, Oracle Hospitality Suite8 Property Travel Agent Commission, Oracle Hospitality Suite8 Property Conference and Catering, Oracle Hospitality Suite8 Property Conference and Catering Room | Oracle Hospitality Suite8 Property Professional Edition OR Oracle Hospitality Suite8 Property Resort Edition, OR Oracle Hospitality Suite8 Property Small Business Edition |

| COLUMN | COLUMN B |
|---|---|
| Planner, Oracle Hospitality Suite8 Hotel Mobile, Oracle Hospitality Suite8 Property Bed Management | |
| **Oracle Hospitality Suite8 Property Interfaces*-** Oracle Hospitality Suite8 Property One-Way Online Interface, Oracle Hospitality Suite8 Property Two-Way Online Interface, Oracle Hospitality Suite8 Property Telephony Management System Interface, Oracle Hospitality Suite8 Property Call Accounting System Interface (EMEA and APAC Regions), Oracle Hospitality Suite8 Property Voice Mail System Interface, Oracle Hospitality Suite8 Property Point-of-Sale Interface, Oracle Hospitality Suite8 Property Key Services System Interface<br><br>Oracle Hospitality Suite8 Property Video Services Interface, Oracle Hospitality Suite8 Property Video Posting Only System Interface<br><br>Oracle Hospitality Suite8 Property Minibar System, Oracle Hospitality Suite8 Property Electronic Funds Transfer Interface, Oracle Hospitality Suite8 Property Building Management System Interface, Oracle Hospitality Suite8 Property Vending System Interface, Oracle Hospitality Suite8 Property Miscellaneous System Interface, Oracle Hospitality Suite8 Property Internet Posting System Interface<br><br>Oracle Hospitality Suite8 Property Back Office Interface, Oracle Hospitality Suite8 Property Voucher Redemption Interface, Oracle Hospitality Suite8 Property Conference and Catering Event Display Interface, Oracle Hospitality Suite8 Property Back Office Interface for baVel, Oracle Hospitality Suite8 Property Interface for HIS-Solution, Oracle Hospitality Suite8 Property Interface for TAC Voucher Redemption | Oracle Hospitality Suite8 Property Professional Edition OR Oracle Hospitality Suite8 Property Resort Edition, OR Oracle Hospitality Suite8 Property Small Business Edition |

*Note: The Oracle Hospitality Suite8 Programs are only applicable to the EMEA and APAC Regions.

## Licensing Rules for JD Edwards Applications

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

## Licensing Rules for MySQL Programs

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

## Licensing Rules for PeopleSoft Applications

- Your use of the Campus Self Service and Student Administration components within the Campus Solutions Program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.
- Notwithstanding anything in the agreement to the contrary, (i) the license granted herein is limited for use by the licensed number of named users for the purpose of performing compilation tasks; and (ii) only 1 instance of the Micro Focus Visual OBOL for Windows compiler may be installed per named user. The license granted herein is for use by an unlimited number of users for purposes other than performing compilation tasks, such as runtime use, and you may use any number of Application Servers in connection with PeopleSoft programs. You may only use this program with PeopleSoft programs that you have licensed. "Named user" shall mean only 1 uniquely identified person having access to the program. More than one individual may not share named user profiles. Notwithstanding anything herein to the contrary: (a) this third party program is a supportable program; and (b) technical support fees are the rates in effect at time of renewal, and are not dependent on number of employees or revenues.
- Notwithstanding anything in the agreement to the contrary, (i) the license granted herein is limited for use by the licensed number of named users for the purpose of performing compilation tasks; and (ii) only 1 instance of the Micro Focus Visual OBOL for Linux and UNIX compiler may be installed per named user. The license granted herein is for use by an unlimited number of users for purposes other than performing compilation tasks, such as runtime use, and you may use any number of Application Servers in connection with PeopleSoft programs. You may only use this program with PeopleSoft programs that you have licensed. "Named user" shall mean only 1 uniquely identified person having access to the program. More than one individual may not share named user profiles. Notwithstanding anything herein to the contrary: (a) this third party program is a supportable program; and (b) technical support fees are the rates in effect at time of renewal, and are not dependent on number of employees or revenues.
- Notwithstanding anything in the agreement to the contrary, (i) the license granted herein is limited for use by the licensed number of named users for the purpose of performing compilation tasks; and (ii) only 1 instance of the Micro Focus Visual OBOL for Linux and UNIX compiler may be installed per named user. The license granted herein is for use by an unlimited number of users for purposes other than performing compilation tasks, such as runtime use, and you may use any number of Application Servers in connection with PeopleSoft programs. You may only use this program with PeopleSoft programs that you have licensed. "Named user" shall mean only 1 uniquely identified person having access to the program. More than one individual may not share named user profiles. Notwithstanding anything herein to the contrary: (a) this third party program is a supportable program; and (b) technical support fees are the rates in effect at time of renewal, and are not dependent on number of employees or revenues.

## Licensing Rules for Siebel Applications

- For the Siebel Branch Teller Services Program, Siebel Internet Banking Services Program, Siebel Retail Finance Foundation Services Program and the Siebel Financial Transactions Workbench Program, You may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the Program Documentation, all in accordance with the Program Documentation, and provided

that such materials or modified materials shall be used solely with Your licensed use of such Programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the Programs, ancillary Programs, Program Documentation, or any other materials provided by Oracle, or to permit third parties to do so.

- The Siebel Details Program includes a license for 20 Concurrent Users that authorizes You to use the Program on only one Computer for a maximum of 20 Concurrent Users at any given time. A "Concurrent User" is defined as each individual that may concurrently use or access the Programs. Concurrent Users may only be Your existing customers or Your prospective customers, and may not be Your business partners or Your employees.
- The Siebel Marketing Server Program is licensed on a Computer basis together with the number of unique Customer Records that You may access using the Program. A "Customer Record" is defined as each unique Record (including contact records, prospect records and records in external data sources) that You may access using the Program.
- The Siebel Pharma Marketing Server is licensed on the basis of the number of unique Customer Records that You may access using the Program together with the number of Brands that You may manage using the Program. A "Brand" is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.
- The Siebel Pricing Claims Server-Up to 20 Application Users is licensed on a Computer basis with a limitation on the number of Application Users. An "Application User" is defined as an individual authorized by You to use the applicable licensed application Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time.
- The users or processors of the Siebel Web Channel Program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the Programs that is defined in the Siebel Tools Program.
- The Siebel Data Quality License may only be used with Oracle Master Data Management or Oracle CRM deployments.

## Licensing Rules for Systems Software Programs

**Failover**: Subject to the conditions that follow below, Your license for the following Programs: StorageTek QFS, StorageTek QFS Client, Oracle Hierarchical Storage Manager, StorageTek Automated Cartridge System Library Software (ACSLS), includes the right to run the licensed Program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate 24-hour periods in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two 24-hour periods). The above right only applies when a number of machines are connected to the disk cache or tape library, i.e., the machines are not in a clustered environment and the machines share a disk array or tape library. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, You must either switch back or designate that repair server as the failover node. Once the failover period has exceeded ten 24-hour periods, the failover node must be licensed. Downtime for maintenance purposes counts towards the ten separate 24-hour periods limitation. Any use beyond the right granted in this section must be licensed separately.

## Licensing Rules for Programs Licensed per UPK Module

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

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

## Licensing Rules for Oracle Utilities Programs

- Notwithstanding anything herein to the contrary: (a) you shall use MicroFocus Third Party Programs exclusively in conjunction with the Oracle Utilities Customer Care and Billing program licensed by you; (b) source code is not included for this program; and (c) this third party program is a supportable program.

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

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

1. Named Product Hierarchy Discounts. From the Effective Date of Amendment Seven until August 28, 2023, the discounts set forth in the discount table attached to this Appendix F shall apply to hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) that are designated by the product name associated with the Named Product Hierarchies for such hardware, Engineered Systems and programs (the "**NPH Discount Table**"), provided that such hardware, Engineered Systems and programs are available in production release when the applicable order is placed. Remanufactured hardware and spare products may be purchased under this Master Agreement.[1]

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

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

   a. Oracle Systems Hardware and Software Global Price List
   b. Oracle Engineered Systems Price List[2]

**(NPH DISCOUNT TABLE FOLLOWS ON THE NEXT PAGE)**

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

[2] You may access the current version of the Oracle Engineered Systems Price List denoted at: http://www.oracle.com/us/corporate/pricing/price-lists/index.html.

| NPH Discount Table | | | |
|---|---|---|---|
| **No** | **Product Hierarchy** | **State & Local Government ("SLG") Discount (%)** | **Higher Education ("EDU") Discount (%)** |
| 1 | 10 Gigabit Ethernet Switch Options | 15 | 18 |
| 2 | Advanced Support Gateway Server | 14 | 20 |
| 3 | Big Data Connectors Software | 25 | 25 |
| 4 | Disk Drives | 14 | 20 |
| 5 | Enterprise Installation Services | 0 | 0 |
| 6 | Enterprise Tape Drive Conversion Options | 24 | 34 |
| 7 | Ethernet Adapters | 14 | 20 |
| 8 | Exadata Database Machine Eighth Rack to Quarter Rack Upgrades | 20 | 20 |
| 9 | Exadata Database Machine X8: Eighth Rack | 20 | 20 |
| 10 | Exadata Database Machine X8: Half Rack | 20 | 20 |
| 11 | Exadata Database Machine X8: Quarter Rack | 20 | 20 |
| 12 | Exadata Database Machine X9M: Half Rack | 20 | 20 |
| 13 | Exadata Database Machine X9M: Quarter Rack | 20 | 20 |
| 14 | Exadata Database Machine: Memory Expansion | 20 | 20 |
| 15 | Exadata Database Machine: Upgrades | 20 | 20 |
| 16 | Exadata Database Servers: X8 | 20 | 20 |
| 17 | Exadata Database Servers: X9M | 20 | 20 |
| 18 | Exadata Software Products | 25 | 25 |
| 19 | Exadata Storage Server X8-2 Extended (XT) | 20 | 20 |
| 20 | Exadata Storage Server X9M-2 Extended (XT) | 20 | 20 |
| 21 | Exadata Storage Servers: X8 | 20 | 20 |
| 22 | Exadata Storage Servers: X9M | 20 | 20 |
| 23 | Exalogic Software Products | 25 | 25 |
| 24 | Exalytics Hardware Products | 15 | 15 |
| 25 | Exalytics Software Products | 25 | 25 |
| 26 | Fibre Channel Host Bus Adapters | 14 | 20 |
| 27 | Fujitsu M10 Server Configured Options | 15 | 18 |
| 28 | Fujitsu M10 Server Features | 15 | 18 |
| 29 | Fujitsu M10 Server X-Options | 15 | 18 |
| 30 | Fujitsu SPARC M12 Server | 15 | 18 |
| 31 | Host Bus Adapters | 14 | 20 |
| 32 | Infiniband Host Channel Adapters | 14 | 20 |
| 33 | Key Management Appliance Temp | 24 | 34 |
| 34 | LTO Conversion Options | 24 | 34 |
| 35 | LTO Tape Drive Features | 24 | 34 |
| 36 | LTO7 Tape Drives: Entry Level | 24 | 34 |
| 37 | LTO7 Tape Drives: High-End Libraries | 24 | 34 |
| 38 | LTO7 Tape Drives: Midrange Libraries | 24 | 34 |
| 39 | LTO8 Tape Drives: Entry Level | 24 | 34 |
| 40 | LTO8 Tape Drives: High-End Libraries | 24 | 34 |
| 41 | LTO8 Tape Drives: Midrange Libraries | 24 | 34 |
| 42 | LTO9 Tape Drives: Entry Level | 24 | 34 |
| 43 | LTO9 Tape Drives: High-End Libraries | 24 | 34 |
| 44 | LTO9 Tape Drives: Midrange Libraries | 24 | 34 |
| 45 | Netra Server X5-2 | 15 | 18 |

| NPH Discount Table | | | |
|---|---|---|---|
| No | Product Hierarchy | State & Local Government ("SLG") Discount (%) | Higher Education ("EDU") Discount (%) |
| 46 | Netra SPARC S7-2 Server | 15 | 18 |
| 47 | Network Adapters | 14 | 20 |
| 48 | Network Cables | 14 | 20 |
| 49 | Network Transceivers | 14 | 20 |
| 50 | NPA_Exadata Options | 20 | 20 |
| 51 | Oracle Database Appliance | 14 | 20 |
| 52 | Oracle Database Appliance options | 20 | 20 |
| 53 | Oracle Database Appliance storage | 14 | 20 |
| 54 | Oracle Database Appliance X8-2M | 14 | 20 |
| 55 | Oracle Database Appliance X8-2S | 14 | 20 |
| 56 | Oracle Database Appliance X8-HA | 14 | 20 |
| 57 | Oracle FS Storage System Options | 15 | 18 |
| 58 | Oracle Server X5-2 | 14 | 20 |
| 59 | Oracle Server X7 Options | 14 | 20 |
| 60 | Oracle Server X8 Options | 14 | 20 |
| 61 | Oracle Server X8-2 | 14 | 20 |
| 62 | Oracle Server X8-2L | 14 | 20 |
| 63 | Oracle Server X8-8 | 14 | 20 |
| 64 | Oracle Server X9 Options | 14 | 20 |
| 65 | Oracle Solaris Cluster Software | 16 | 50 |
| 66 | Oracle Solaris Legacy Containers | 16 | 50 |
| 67 | Oracle ZFS Storage Options | 24 | 34 |
| 68 | Oracle ZFS Storage ZS5-4 | 24 | 34 |
| 69 | Oracle ZFS Storage ZS7-2 | 24 | 34 |
| 70 | Oracle ZFS Storage ZS7-2, High-End | 24 | 34 |
| 71 | Oracle ZFS Storage ZS9-2 | 24 | 34 |
| 72 | Other Server Configured Options | 6 | 6 |
| 73 | Power Cords | 14 | 20 |
| 74 | Private Cloud Appliance: X8 | 15 | 15 |
| 75 | Private Cloud Appliance: X9 | 15 | 15 |
| 76 | Racks | 15 | 18 |
| 77 | SAS Host Bus Adapters | 14 | 20 |
| 78 | Secure Global Desktop Software | 16 | 50 |
| 79 | Server Hard Disk Drives | 14 | 20 |
| 80 | Server Solid State Disks | 14 | 20 |
| 81 | SL150 Tape Library | 24 | 34 |
| 82 | SL150 Tape Library Features | 24 | 34 |
| 83 | SL150 Tape Library Options | 24 | 34 |
| 84 | Solaris Containers | 0 | 0 |
| 85 | SPARC M7 Server Configured Options | 15 | 18 |
| 86 | SPARC M7 Server X-Options | 15 | 18 |
| 87 | SPARC M8 Server | 15 | 18 |
| 88 | SPARC M8 Server X-Options | 15 | 18 |
| 89 | SPARC S7 Server X and Configured Options | 15 | 18 |
| 90 | SPARC S7-2 Server | 15 | 18 |

| NPH Discount Table | | | |
|---|---|---|---|
| **No** | **Product Hierarchy** | **State & Local Government ("SLG") Discount (%)** | **Higher Education ("EDU") Discount (%)** |
| 91 | SPARC S7-2L Server | 15 | 18 |
| 92 | SPARC SuperCluster: M8 | 15 | 18 |
| 93 | SPARC T3 Server Configured Options | 15 | 18 |
| 94 | SPARC T7 Server Configured Options | 15 | 18 |
| 95 | SPARC T7 Server X-Options | 15 | 18 |
| 96 | SPARC T8 Server Configured Options | 15 | 18 |
| 97 | SPARC T8 Server X-Options | 15 | 18 |
| 98 | SPARC T8-1 Server | 15 | 18 |
| 99 | SPARC T8-2 Server | 15 | 18 |
| 100 | SPARC T8-4 Server | 15 | 18 |
| 101 | Spare Parts | 29 | 29 |
| 102 | Storage Hard Disk Drives | 14 | 20 |
| 103 | Storage SAS SSDs | 14 | 20 |
| 104 | StorageTek Automated Cartridge System Library Software | 15 | 18 |
| 105 | StorageTek Availability Suite Software | 15 | 18 |
| 106 | StorageTek T10000D Tape Drive | 24 | 34 |
| 107 | StorageTek Tape Analytics Software | 15 | 34 |
| 108 | StorageTek Virtual Storage Manager Features | 24 | 34 |
| 109 | Sun Flash Accelerator F640 PCIe Card | 24 | 34 |
| 110 | Sun Racks | 15 | 18 |
| 111 | Sun StorageTek SL3000 Modular Library Features | 24 | 34 |
| 112 | Sun StorageTek SL4000 Modular Library Features | 24 | 34 |
| 113 | Sun StorageTek SL4000 Modular Library System | 24 | 34 |
| 114 | Sun StorageTek SL8500 Modular Library Features | 24 | 34 |
| 115 | Sun ZFS Storage System Features | 24 | 34 |
| 116 | Tape Encryption | 24 | 34 |
| 117 | Tape Library Features | 24 | 34 |
| 118 | Tape Media | 24 | 29 |
| 119 | Tape Options | 24 | 34 |
| 120 | Tuxedo CFSR | 15 | 18 |
| 121 | Zero Data Loss Appliance Software | 15 | 15 |
| 122 | Zero Data Loss Recovery Appliance : options | 15 | 15 |
| 123 | Zero Data Loss Recovery Appliance RA21: Base Rack | 15 | 15 |
| 124 | Zero Data Loss Recovery Appliance Storage Server: RA21 | 15 | 15 |
| 125 | Zero Data Loss Recovery Appliance Storage Server: X8 | 15 | 15 |

## APPENDIX G
## HOURLY RATES FOR TIME AND MATERIALS – CONSULTING SERVICES

A. **Consulting Rates.** From the Effective Date of Amendment Seven until August 28, 2023, consulting services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**Consulting Rates**"):

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

| Consultant Level | Hourly Rate Local (or remote) Resource | Hourly Rate Non-Local (traveling) |
|---|---|---|
| Senior Practice Tech Director | $325.91 | $365.91 |
| Practice/Tech Director | $296.28 | $336.28 |
| Practice/Tech Manager | $255.54 | $295.54 |
| Senior Principal Consultant | $226.00 | $266.00 |
| Principal Consultant | $198.13 | $238.13 |
| Senior Consultant | $162.75 | $202.75 |
| Staff Consultant | $137.50 | $177.50 |
| Associate Consultant | $111.00 | $151.00 |
| **Offshore Remote (GSD)** | | |
| Senior Director-Remote | $121.88 | - |
| Director-Remote | $114.38 | - |
| Tech Manager-Remote | $83.85 | - |
| Senior Principal-Remote | $65.63 | - |
| Principal-Remote | $48.15 | - |
| Senior-Remote | $36.68 | - |
| Staff-Remote | $31.95 | - |
| Associate-Remote | $26.48 | - |
| **Primavera Global Business Unit** | | |
| Practice/Tech Director | $345.00 | $385.00 |
| Practice/Tech Manager | $285.00 | $325.00 |
| Senior Principal Consultant | $235.00 | $275.00 |
| Principal Consultant | $195.00 | $235.00 |
| Senior Consultant | $160.00 | $200.00 |
| Staff Consultant | $140.00 | $180.00 |
| Associate Consultant | $110.00 | $150.00 |
| **Primavera Global Business Unit (offshore – remote only)** | | |
| Practice/Tech Manager | $96.00 | Not Applicable |
| Senior Principal Consultant | $72.00 | Not Applicable |
| Principal Consultant | $66.00 | Not Applicable |
| Senior Consultant | $60.00 | Not Applicable |

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

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

C. The Consulting Rates apply to orders executed and effective during the period beginning on the Effective Date of Amendment Seven through and including August 28, 2023.

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

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

F. The Consulting Rates for time and materials consulting services granted under the Master Agreement shall not be applied retroactively to ordering documents executed or fees invoiced prior to the Effective Date of Amendment Seven.

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

H. Any consulting services acquired pursuant to the Master Agreement are separate from any other Oracle Products or Services acquired pursuant to the Master Agreement, as described in section 8.3 (Segmentation) of the Master Agreement. Customer understands that it has the right to acquire any other Oracle Products or Services without acquiring the consulting services, and that Customer has the right to acquire other Oracle Products or Services and the consulting services separately at the fees stated in the Master Agreement.

## APPENDIX H
## HOURLY RATES FOR TIME AND MATERIALS ORACLE ADVANCED CUSTOMER SUPPORT

For the period beginning on the Effective Date of Amendment Seven through and including August 28, 2023, Oracle Advanced Customer Support services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**ACS Rates**"):

| Resource | Hourly Rate Local Resources | Hourly Rate Non-Local Resources |
|---|---|---|
| Advanced Support Engineer | $247 | $307 |
| Senior Advanced Support Engineer | $296 | $356 |
| Data Center Engineer | $148 | $208 |
| Senior Data Center Engineer | $197 | $257 |
| Technical Account Manager I | $247 | $307 |
| Technical Account Manager II | $296 | $356 |

**APPENDIX I**
**PRICING AND DISCOUNT SCHEDULE FOR ORACLE UNIVERSITY TRAINING**

**A. Pricing and Discount Terms for Oracle University Training:**

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

    a. Oracle University Global Base List

2. Pricing and Discount Terms.

    a. From the Effective Date of Amendment Seven until August 28, 2023, all Oracle University products and services may be purchased based on the discount defined in the schedule below off of the then-current version of the Appendix I Price List at the time of the order or the pricing provided in section 7 (Appendix I Pricing Schedules) below:

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

3. Definition Section.

    a. Full descriptions of Services are available via oracle.com/contracts

    b. Apps Cloud Learning Subscription (Apps CLS) shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection and is exclusively for registered students. The Apps Cloud Learning Subscription provides access to all Oracle University Cloud Applications, Industry and OCI content, so that customer can build skills across a broad range of Oracle Cloud Services. It is available on a named user basis, generally for a one-year term from the effective date of the order.

    c. Event Learning Subscriptions (ELS) are delivered in a flexible learning model, utilizing digital and live person delivery. The Event Learning Subscription (ELS) includes a collection of web based learning materials, video content, virtual instructor led programs and services focused on cloud implementation for cloud users. Various individuals, including Oracle architects, support engineers, consultants and other instructors, will present content. Event Learning Subscriptions are available at http://education.oracle.com/cloud and are made available to you subject to the terms of your order and the Agreement. The term for this product is 3 months form the date the order is booked, and the product is sold on a named user basis.

    d. OCI Learning Subscriptions shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection and is exclusively for registered students. The OCI Learning Subscription provides access to Oracle University's OCI, Data Management, and Cloud Application Development content. It is available on a named user basis, generally for a one-year term from the effective date of the order. There is a 1 user minimum for each subscription. The subscription provides 12 months access to end-to-end training videos and product demonstrations of OCI products.

    e. Oracle Guided Learning (OGL) shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection and is exclusively for registered students. Guided Learning is a digital training product that delivers in-application, role-based guidance and learning content. The product is targeted towards the end user audience.

f. Technology Learning Subscription shall mean training courses provided by Oracle University that are requested by the State or an Authorized Contract User and which are delivered online and require an internet connection and is exclusively for registered students. The Technology Learning Subscription provides access to Oracle University's Applications, OCI, Database, Developer and Hardware content. It is available on a named user basis, generally for a one-year term from the effective date of the order.

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

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

4. Price Schedules

From the Effective Date of Amendment Seven (7) through and including August 28, 2023, you may purchase Oracle products and services at the following pricing schedules ("Appendix I Pricing Schedule")

Oracle Certification Exam Vouchers

| Exam Vouchers | Description | Currency | Public Pricing | Metric |
|---|---|---|---|---|
| | Foundation Level Exam | USD | 95 | Single Named User Per Exam – 6 months |
| | All Certification Exams (except Foundation) | USD | 245 | Single Named User Per Exam – 6 months |

Oracle Learning Subscriptions

| Learning Subscriptions | Description | Currency | Public Pricing | Metric |
|---|---|---|---|---|
| Cross Product | | | | |
| | EDU OCI 'Free' Learning subscription – Hosted Named User | USD | 0 | Per Hosted Named User/month, min 1 user |
| | EDU Cloud Applications Learning subscription – Hosted Named User | USD | 416.25 | Per Hosted Named User/month, min 1 user |
| | EDU Technology Learning subscription – Hosted Named User | USD | 416.25 | Per Hosted Named User/month, min 1 user |
| Oracle Hospitality / Food and Beverage Cloud | | | | |
| | EDU Oracle Food & Beverage Learning Subscription – Hosted Named User | USD | 25 | Per Hosted Named User/month, min 1 user |
| Oracle Retail Cloud | | | | |
| | EDU Oracle Retail Learning Subscription – Hosted Named User | USD | 25 | Per Hosted Named User/month, min 1 user |
| **Oracle Health Sciences Cloud** | | | | |
| | EDU Oracle Analytics Cloud for Health Management System Cloud Learning Subscription - Hosted Named Use | USD | 0 | Per Hosted Named User/month, min 1 user |

Oracle Event Learning Subscriptions

| Event Learning Subscription | Description | Currency | Price | Metric |
|---|---|---|---|---|
| **Commerce** | | | | |
| | EDU Oracle Commerce Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Tech** | | | | |
| | EDU Oracle Cloud Infrastructure Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Database Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Data Management Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |

| Event Learning Subscription | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Oracle MySQL Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Application Development Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Java Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle IT Infrastructure Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **CPQ** | | | | |
| | EDU Oracle Configure, Price, and Quote (CPQ) Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Communications** | | | | |
| | EDU Oracle Communications Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Construction and Engineering** | | | | |
| | EDU Oracle Construction & Engineering Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Financials** | | | | |
| | EDU Oracle Financial Services Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **HCM** | | | | |
| | EDU Oracle Global Human Resources Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Talent Management Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle PeopleSoft Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **EPM** | | | | |
| | EDU Oracle Enterprise Performance Management Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Hyperion and Essbase Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **ERP Core** | | | | |
| | EDU Oracle Financials Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Project Portfolio Management Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle E-Business Suite Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU JD Edwards Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **ERP SCM and Procurement** | | | | |
| | EDU Oracle Supply Chain Management Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Procurement Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Sales** | | | | |
| | EDU Oracle Sales Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Siebel Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Service** | | | | |

| Event Learning Subscription | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Oracle Service Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Field Service Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Food and Beverage** | | | | |
| | EDU Oracle Food & Beverage Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Retail** | | | | |
| | EDU Oracle Retail Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Utilities** | | | | |
| | EDU Oracle Utilities Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |
| **Marketing** | | | | |
| | EDU Oracle CX Marketing Event Learning Subscription - Hosted Named User | USD | 1000 | Per Hosted Named User/month, min 1 user |

Oracle Guided Learning Service

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| **Oracle Configure, Price, and Quote (CPQ) Cloud** | | | | |
| | EDU CPQ Cloud Guided Learning Service - Hosted Named User | USD | 28.8 | Per Hosted Named User/month, min 1 user |
| | EDU CPQ Channel User Cloud Guided Learning Service - Hosted Named User | USD | 4.2 | Per Hosted Named User/month, min 1 user |
| **Oracle Enterprise Performance Management Cloud** | | | | |
| | EDU Oracle Enterprise Performance Management Standard Cloud Guided Learning Service - Hosted Named User | USD | 30 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Enterprise Performance Management Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Enterprise Performance Management Enterprise Cloud Guided Learning Service - Hosted Employee | USD | 7 | Per Hosted Employee/month, min 1000 employees |
| | EDU Planning and Budgeting Cloud Guided Learning Service - Hosted Named User | USD | 14.4 | Per Hosted Named User/month, min 1 user |
| | EDU Enterprise Planning and Budgeting Cloud Guided Learning Service - Hosted Named User | USD | 30 | Per Hosted Named User/month, min 1 user |
| | EDU Enterprise Performance Reporting Cloud Guided Learning Service - Hosted Named User | USD | 14.4 | Per Hosted Named User/month, min 1 user |
| | EDU Financial Consolidation and Close Cloud Guided Learning Service - Hosted Named User | USD | 30 | Per Hosted Named User/month, min 1 user |
| | EDU Account Reconciliation Cloud Guided Learning Service - Hosted Named User | USD | 14.4 | Per Hosted Named User/month, min 1 user |
| | EDU Tax Reporting Cloud Guided Learning Service - Hosted Named User | USD | 30 | Per Hosted Named User/month, min 1 user |
| | EDU Profitability and Cost Management Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User/month, min 1 user |
| | EDU Financial Statement Planning Cloud Guided Learning Service - Hosted Named User | USD | 7.8 | Per Hosted Named User/month, min 1 user |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Capital Expenditure Planning Cloud Guided Learning Service - Hosted Named User | USD | 7.8 | Per Hosted Named User/month, min 1 user |
| | EDU Workforce Planning Cloud Guided Learning Service - Hosted Named User | USD | 7.8 | Per Hosted Named User/month, min 1 user |
| | EDU Project Financial Planning Cloud Guided Learning Service - Hosted Named User | USD | 7.8 | Per Hosted Named User/month, min 1 user |
| **Oracle Sales Cloud** | | | | |
| | EDU Oracle Fusion Sales and Service Standard Cloud Guided Learning Service - Hosted Named User | USD | 7.8 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 18 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service Premium Cloud Guided Learning Service - Hosted Named User | USD | 24 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Sales Planning Cloud Guided Learning Service - Hosted Named User | USD | 18 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service for Communications Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service for Consumer Goods Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service for Financial Services Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Fusion Sales and Service for High Tech and Manufacturing Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU CRM Base Cloud Guided Learning Service - Hosted Named User | USD | 24 | Per Hosted Named User/month, min 1 user |
| | EDU Sales Performance Management Cloud Guided Learning Service - Hosted Named User | USD | 9.6 | Per Hosted Named User/month, min 1 user |
| | EDU Customer Data Management Cloud Guided Learning Service - Hosted Named User | USD | 2.4 | Per Hosted Named User/month, min 1 user |
| | EDU Engagement Cloud Guided Learning Service - Hosted Named User | USD | 24 | Per Hosted Named User/month, min 1 user |
| | EDU Sales Contracts Cloud Guided Learning Service - Hosted Named User | USD | 4.2 | Per Hosted Named User/month, min 1 user |
| | EDU Incentive Compensation Cloud Guided Learning Service - Hosted Named User | USD | 4.8 | Per Hosted Named User/month, min 1 user |
| | EDU Partner Relationship Management for Channel Managers Cloud Guided Learning Service - Hosted Named User | USD | 3.6 | Per Hosted Named User/month, min 1 user |
| | EDU Partner Relationship Management for Partners Cloud Guided Learning Service - Hosted Named User | USD | 2.4 | Per Hosted Named User/month, min 1 user |
| | EDU Supplier Portal Cloud Guided Learning Service - Hosted Named User | USD | 72 | Per Hosted Named User/month, min 1 user |
| | EDU Supplier Qualification Management Cloud Guided Learning Service - Hosted Named User | USD | 69 | Per Hosted Named User/month, min 1 user |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Oracle Fusion Engagement Cloud Essential User Cloud Guided Learning Service - Hosted Named User | USD | 3 | Per Hosted Named User/month, min 1 user |
| **Oracle Services Cloud** | | | | |
| | EDU Oracle Field Service Professional Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Field Service Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 27 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Field Guided Learning Service Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 27 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Field Guided Learning Service Professional Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Policy Automation Agent Cloud Guided Learning Service - Hosted Named User | USD | 9.6 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Policy Automation Collaboration Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User/month, min 1 user |
| | EDU Oracle Policy Automation Mobile Cloud Guided Learning Service - Hosted Named User | USD | 3 | Per Hosted Named User/month, min 1 user |
| **Oracle Human Capital Management (HCM) Cloud** | | | | |
| | EDU Fusion Talent Management and Workforce Compensation Cloud Guided Learning Service - Hosted Named User | USD | 1.08 | Per Hosted Named User / month, min 1 user |
| | EDU Time and Labor for Projects Cloud Guided Learning Service - Hosted Employee | USD | .51 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Strategic Workforce Planning Cloud Guided Learning Service - Hosted Named User | USD | .48 | Per Hosted Named User / month, min 1 user |
| | EDU Human Capital Management Base Cloud Guided Learning Service - Hosted Named User | USD | 1.8 | Per Hosted Named User / month, min 1 user |
| | EDU Workforce Compensation Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Payroll Cloud Guided Learning Service - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Time and Labor Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Human Resources Help Desk Cloud Guided Learning Service - Hosted Named User | USD | .48 | Per Hosted Named User / month, min 1 user |
| | EDU Work Life Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Workforce Health and Safety Incidents Cloud Guided Learning Service - Hosted Named User | USD | .25 | Per Hosted Named User / month, min 1 user |
| | EDU Performance Management Cloud Guided Learning Service - Hosted Named User | USD | .25 | Per Hosted Named User / month, min 1 user |
| | EDU Time and Labor for Projects Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Fusion Advanced Human Capital Management Controls Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Payroll Cloud Guided Learning Service for Canada - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Payroll Cloud Guided Learning Service for Mexico - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Payroll Cloud Guided Learning Service for Middle East - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Payroll Cloud Guided Learning Service for United Kingdom - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Payroll Cloud Guided Learning Service for United States - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Transactional Business Intelligence Cloud Guided Learning Service - Hosted Named User | USD | 9 | Per Hosted Named User / month, min 1 user |
| **Oracle Talent Management Cloud** | | | | |
| | EDU Recruiting Cloud Guided Learning Service - Hosted Named User | USD | .96 | Per Hosted Named User / month, min 1 user |
| | EDU Talent Management Cloud Guided Learning Service - Hosted Named User | USD | .96 | Per Hosted Named User / month, min 1 user |
| | EDU Career Development Cloud Guided Learning Service - Hosted Named User | USD | .12 | Per Hosted Named User / month, min 1 user |
| | EDU Goal Management Cloud Guided Learning Service - Hosted Named User | USD | .25 | Per Hosted Named User / month, min 1 user |
| | EDU Talent Review and Succession Management Cloud Guided Learning Service - Hosted Named User | USD | .12 | Per Hosted Named User / month, min 1 user |
| | EDU Learning Cloud Guided Learning Service - Hosted Named User | USD | .36 | Per Hosted Named User / month, min 1 user |
| | EDU Talent Acquisition Cloud Guided Learning Service - Hosted Named User | USD | .6 | Per Hosted Named User / month, min 1 user |
| | EDU Taleo Learn Cloud Guided Learning Service - Hosted Named User | USD | .25 | Per Hosted Named User / month, min 1 user |
| **Oracle ERP Cloud - Core** | | | | |
| | EDU Oracle Fusion Enterprise Resource Planning Cloud Guided Learning Service - Hosted Named User | USD | 75 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Enterprise Resource Planning for Self Service Cloud Guided Learning Service - Hosted Named User | USD | 2.4 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Risk Management Cloud Guided Learning Service - Hosted Named User | USD | 21.60 | Per Hosted Named User / month, min 1 user |
| | EDU CPQ for ERP Cloud Guided Learning Service - Hosted Named User | USD | 28.80 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Enterprise Resource Planning Cloud Guided Learning Service - Hosted Employee | USD | 6.15 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Fusion Risk Management Cloud Guided Learning Service - Hosted Employee | USD | 2.10 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Financials Cloud Guided Learning Service - Hosted Employee | USD | 3.40 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Financial Reporting Compliance Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Expenses Cloud Guided Learning Service - Hosted Employee | USD | .34 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Advanced Collections Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Automated Invoice Processing Cloud Guided Learning Service - Hosted Employee | USD | .34 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Advanced Financial Controls Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Advanced Access Controls Cloud Guided Learning Service - Hosted Employee | USD | 1.36 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Purchasing Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Project Contract Billing Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Project Financials Cloud Guided Learning Service - Hosted Employee | USD | 3.40 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Project Management Cloud Guided Learning Service - Hosted Employee | USD | 1.36 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Project Resource Management Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Task Management Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Grants Management Cloud Guided Learning Service - Hosted Employee | USD | 1.70 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Financials Cloud Guided Learning Service - Hosted Named User | USD | 72 | Per Hosted Named User / month, min 1 user |
| | EDU Financial Reporting Compliance Cloud Guided Learning Service - Hosted Named User | USD | 21 | Per Hosted Named User / month, min 1 user |
| | EDU Expenses Cloud Guided Learning Service - Hosted Named User | USD | .12 | Per Hosted Named User / month, min 1 user |
| | EDU Accounting Hub Reporting Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Advanced Collections Cloud Guided Learning Service - Hosted Named User | USD | 16.8 | Per Hosted Named User / month, min 1 user |
| | EDU Advanced Financial Controls Cloud Guided Learning Service - Hosted Named User | USD | 9.6 | Per Hosted Named User / month, min 1 user |
| | EDU Revenue Management Cloud Guided Learning Service - Hosted Named User | USD | 78 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Purchasing Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Enterprise Contracts Cloud Guided Learning Service - Hosted Named User | USD | 18 | Per Hosted Named User / month, min 1 user |
| | EDU Project Management Cloud Guided Learning Service - Hosted Named User | USD | 33 | Per Hosted Named User / month, min 1 user |
| | EDU Project Financials Cloud Guided Learning Service - Hosted Named User | USD | 90 | Per Hosted Named User / month, min 1 user |
| | EDU Project Resource Management Cloud Guided Learning Service - Hosted Named User | USD | 1.8 | Per Hosted Named User / month, min 1 user |
| | EDU Task Management Cloud Guided Learning Service - Hosted Named User | USD | .6 | Per Hosted Named User / month, min 1 user |
| | EDU Grants Management Cloud Guided Learning Service - Hosted Named User | USD | 36 | Per Hosted Named User / month, min 1 user |
| | EDU Project Contract Billing Cloud Guided Learning Service - Hosted Named User | USD | 78 | Per Hosted Named User / month, min 1 user |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Self Service Procurement Cloud Guided Learning Service - Hosted Named User | USD | 1 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Global Order Promising User Cloud Guided Learning Service - Hosted Named User | USD | 21 | Per Hosted Named User / month, min 1 user |
| | EDU Fusion Student Management Cloud Guided Learning Service - Hosted Named User | USD | .84 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Vocado Student Financial Planning Cloud Guided Learning Service - Hosted Named User | USD | 1.44 | Per Hosted Named User / month, min 1 user |
| **Oracle ERP Cloud – Supply Chain Management and Procurement** | | | | |
| | EDU Oracle Fusion Procurement Cloud Guided Learning Service - Hosted Named User | USD | 75 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Order Management Cloud Guided Learning Service - Hosted Named User | USD | 105 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Product Management Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Supply Chain Execution Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Supply Planning Cloud Guided Learning Service - Hosted Named User | USD | 150 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Demand Management Cloud Guided Learning Service - Hosted Named User | USD | 108 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Sales and Operations Planning Cloud Guided Learning Service - Hosted Named User | USD | 75 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Fusion Procurement Cloud Guided Learning Service - Hosted Employee | USD | 6.15 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Fusion Order Management Cloud Guided Learning Service - Hosted Employee | USD | 6.15 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Fusion Product Management Cloud Guided Learning Service - Hosted Employee | USD | 4.40 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Fusion Supply Chain Execution Cloud Guided Learning Service - Hosted Employee | USD | 4.40 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Oracle Fusion Supply Planning Cloud Guided Learning Service - Hosted Employee | USD | 8.75 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Supplier Portal Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Supplier Qualification Management Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Sourcing Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Procurement Contracts Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Self Service Procurement Cloud Guided Learning Service - Hosted Employee | USD | .68 | Per Hosted Employee / month, min of 1000 employees |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Inventory Management Cloud Guided Learning Service - Hosted Employee | USD | 2.72 | Per Hosted Employee / month, min of 1000 employees |
| | EDU Inventory Management Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Manufacturing Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Maintenance Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Product Development Cloud Guided Learning Service - Hosted Named User | USD | 18 | Per Hosted Named User / month, min 1 user |
| | EDU Innovation Management Cloud Guided Learning Service - Hosted Named User | USD | 18 | Per Hosted Named User / month, min 1 user |
| | EDU Quality Management Cloud Guided Learning Service - Hosted Named User | USD | 9 | Per Hosted Named User / month, min 1 user |
| | EDU Configurator Modeling Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User / month, min 1 user |
| | EDU Order Management User Cloud Guided Learning Service - Hosted Named User | USD | 42 | Per Hosted Named User / month, min 1 user |
| | EDU Service Contracts Cloud Guided Learning Service - Hosted Named User | USD | 48 | Per Hosted Named User / month, min 1 user |
| | EDU Supply Chain Collaboration Cloud Guided Learning Service - Hosted Named User | USD | 75 | Per Hosted Named User / month, min 1 user |
| | EDU Demand Management User Cloud Guided Learning Service - Hosted Named User | USD | 36 | Per Hosted Named User / month, min 1 user |
| | EDU Supply Planning User Cloud Guided Learning Service - Hosted Named User | USD | 36 | Per Hosted Named User / month, min 1 user |
| | EDU Sales and Operations Planning User Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User / month, min 1 user |
| | EDU Planning Central User Cloud Guided Learning Service - Hosted Named User | USD | 60 | Per Hosted Named User / month, min 1 user |
| | EDU Sourcing Cloud Guided Learning Service - Hosted Named User | USD | 78 | Per Hosted Named User / month, min 1 user |
| | EDU Procurement Contracts Cloud Guided Learning Service - Hosted Named User | USD | 48 | Per Hosted Named User / month, min 1 user |
| | EDU Enterprise Data Management Cloud Guided Learning Service - Hosted Employee | USD | 1 | Per Hosted Employee / month, min of 1000 employees |
| **Logistics** | | | | |
| | EDU Oracle Global Trade Management Cloud Guided Learning Service - Hosted Named User | USD | 3.6 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Transportation Management Cloud Guided Learning Service - Hosted Named User | USD | 3.93 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Transportation Operational Planning Cloud Guided Learning Service - Hosted Named User | USD | 5 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Warehouse Management Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 66 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Warehouse Workforce Management Cloud Guided Learning Service - Hosted Named User | USD | 9 | Per Hosted Named User / month, min 1 user |
| **Utilities** | | | | |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Oracle Utilities Customer Cloud Guided Learning Service - Hosted Named User | USD | .08 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Work and Asset Cloud Guided Learning Service - Hosted Named User | USD | 20 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Meter Solution Cloud Guided Learning Service - Hosted Named User | USD | .04 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Customer Care and Billing Cloud Guided Learning Service - Hosted Named User | USD | .08 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Billing Cloud Guided Learning Service - Hosted Named User | USD | .08 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Energy Efficiency and Report Generation Cloud Guided Learning Service - Hosted Named User | USD | 5.44 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Peak Management - Behavioral Demand Response Cloud Guided Learning Service - Hosted Named User | USD | 2.48 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Behavioral Load Shaping Cloud Guided Learning Service - Hosted Named User | USD | 1.12 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Device Control Cloud Guided Learning Service - Hosted Named User | USD | .13 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Digital Self Service, Energy Management Cloud Guided Learning Service - Hosted Named User | USD | .2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Distributed Energy Resources Customer Engagement Cloud Guided Learning Service - Hosted Named User | USD | 1.36 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Digital Self Service - Energy Management Advanced Metering Infrastructure Cloud Guided Learning Service - Hosted Named User | USD | .14 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Digital Self Service, Transactions Cloud Guided Learning Service - Hosted Named User | USD | .75 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Customer Service Interface Cloud Guided Learning Service - Hosted Named User | USD | 26.4 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Proactive Alerts Cloud Guided Learning Service - Hosted Named User | USD | .47 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Rates Engagement Cloud Guided Learning Service - Hosted Named User | USD | .34 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Customer Engagement Platform, Enterprise Edition Cloud Guided Learning Service - Hosted Named User | USD | 6.2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Business Customer Engagement Portal Cloud Guided Learning Service - Hosted Named Use | USD | 9.33 | Per Hosted Named User / month, min 1 user |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Oracle Utilities Opower Non-Advanced Metering Infrastructure High Bill Alerts Cloud Guided Learning Service - Hosted Named User | USD | .27 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Opower Bill Ready Notification Cloud Guided Learning Service - Hosted Named User | USD | 1.09 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Work and Asset Management Enterprise Edition Cloud Learning Service - Hosted Named User | USD | 27 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Customer to Meter Integration Suite Cloud Learning Service - Hosted Named User | USD | .5 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Market Settlements Management Cloud Learning Service - Hosted Named User | USD | 1.65 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Meter Data Management Cloud Learning Service - Hosted Named User | USD | 2.65 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Smart Device Management Cloud Learning Service - Hosted Named User | USD | 3.35 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Advanced Meter Solution Cloud Learning Service - Hosted Named User | USD | 6.65 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Live Energy Connect Cloud Learning Service - Hosted Named User | USD | 100 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Smart Grid Gateway Cloud Learning Service - Hosted Named User | USD | .25 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Utilities Service Order Management Cloud Learning Service - Hosted Named User | USD | .65 | Per Hosted Named User / month, min 1 user |
| **Construction & Engineering** | | | | |
| | EDU Primavera P6 Enterprise Project Portfolio Management Cloud Guided Learning Service - Hosted Named User | USD | 10 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera P6 Progress Reporter Cloud Guided Learning Service - Hosted Named User | USD | .96 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera Unifier Earned Value Management Cloud Guided Learning Service - Hosted Named User | USD | 3.92 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera Unifier Project Controls Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera Unifier Team for External Collaborators Cloud Guided Learning Service - Hosted Named User | USD | 4 | Per Hosted Named User / month, min 1 user |
| | EDU Primavera Analytics Cloud Guided Learning Service - Hosted Named User | USD | 7.2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Construction Intelligence Cloud Advisor Cloud Guided Learning Service - Hosted Named User | USD | 40 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Primavera Portfolio Planning Cloud Guided Learning Service - Hosted Named User | USD | 16 | Per Hosted Named User / month, min 1 user |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Primavera Unifier Facilities and Asset Management Cloud Guided Learning Service - Hosted Named User | USD | 12 | Per Hosted Named User / month, min 1 user |
| | EDU Textura Payment Management Cloud Guided Learning Services - Hosted Named User | USD | .01 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Core Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 4 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Field Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 4 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Project Controls Enterprise Cloud Guided Learning Service - Hosted Named User | USD | 40 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Tenders Enterprise Cloud Guided Learning Service - Hosted Named User | USD | .64 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Supplier Documents Enterprise Cloud Guided Learning Service - Hosted Named User | USD | .64 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Aconex Contract Management Enterprise Cloud Learning Service - Hosted Named User | USD | 16 | Per Hosted Named User / month, min 1 user |
| **Retail** | | | | |
| | EDU Oracle Retail Merchandising Foundation Cloud Guided Learning Service - Hosted Named User | USD | 12.88 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Retail Brand Compliance Management Cloud Guided Learning Service - Hosted Named User | USD | 40 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Retail Open Commerce Platform Cloud Guided Learning Service - Hosted Named User | USD | 28 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Retail Merchandise Financial Planning Cloud Guided Learning Service - Hosted Named User | USD | 40 | Per Hosted Named User / month, min 1 user |
| **Hospitality** | | | | |
| | EDU Oracle Hospitality OPERA Property Management Professional Foundation Cloud Guided Learning Service - Hosted Named User | USD | .8 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Hospitality OPERA Property Management Enterprise Foundation Cloud Guided Learning Service - Hosted Named User | USD | 1.44 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Hospitality OPERA Property Standard Cloud Guided Learning Service - Hosted Named User | USD | .72 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Hospitality OPERA Sales and Catering Standard Cloud Guided Learning Service - Hosted Named User | USD | .16 | |
| | EDU Oracle Hospitality OPERA Room Reservations Cloud Guided Learning Service - Hosted Named User | USD | .88 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Hospitality OPERA Customer Loyalty Tracking Cloud Guided Learning Service - Hosted Named User | USD | .24 | Per Hosted Named User / month, min 1 user |

| GUIDED LEARNING SERVICE | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | EDU Oracle Hospitality OPERA Central Sales Cloud Guided Learning Service - Hosted Named User | USD | 6 | Per Hosted Named User / month, min 1 user |
| **Financial Services** | | | | |
| | EDU Financial Services Lending and Leasing Cloud Guided Learning Service - Hosted Named User | USD | .09 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Banking Digital Experience Base Cloud Guided Learning Service - Hosted Named User | USD | 25 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Insurance Revenue Management and Billing Cloud Guided Learning Service - Hosted Named User | USD | 25 | Per Hosted Named User / month, min 1 user |
| **Cross-Product** | | | | |
| | EDU Oracle Guided Learning Managed Service - Each (per annum) | USD | 2500 | Each/month |
| | EDU Oracle Custom Guided Learning Service - Hosted Named User[1] | USD | 2 | Per Hosted Named User / month, min 10,000 users |
| | EDU Custom Designed Guided Learning Service - Hosted Named User | USD | 17 | Per Hosted Named User / month, min 1 user |
| | EDU Translation Fee per Guided Learning Service Module | USD | 666.666666 | Each |
| | EDU Translation Maintenance per Guided Learning Service Module (per annum) | USD | 333.333333 | Each / month |
| | EDU Oracle Analytics Cloud Guided Learning Service - Hosted Named User | USD | 9 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Internet of Things Asset Monitoring Cloud Guided Learning Service - Hosted Named User | USD | 1.2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Internet of Things Connected Worker Cloud Guided Learning Service - Hosted Named User | USD | 1.2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Internet of Things Fleet Monitoring Cloud Guided Learning Service - Hosted Named User | USD | 1.2 | Per Hosted Named User / month, min 1 user |
| | EDU Oracle Internet of Things Production Monitoring Cloud Guided Learning Service - Hosted Named User | USD | 1.2 | Per Hosted Named User / month, min 1 user |
| | EDU Cloud Training Needs Analysis for Guided Learning Service Learning Credits[2] | USD | 1 | Per Dollar |

[1] Controlled Availability

[2] Minimum purchase is USD 1,000. Learning Credits parts are non invoiceable in CPQ. OU will bill the customer separately once the Learning Credit is created. Customer will receive a Learning Credit Welcome Letter once the account is created.

Custom Content Development & Delivery

| OU Framework | Description | Currency | Price | Metric |
|---|---|---|---|---|
| | Business Transformation Day | USD | 2945 | Per Day |
| | Training Needs Analysis or Change Communications Day | USD | 2575 | Per Day |
| | Curriculum Development Day | USD | 2115 | Per Day |
| | Advanced Curriculum Development Day | USD | 2575 | Per Day |
| | Program Management Day | USD | 2575 | Per Day |

**APPENDIX J**
**Oracle Hardware and Systems Support Policies**

The Oracle Hardware and Systems Support Policies, dated April 8, 2022, attached hereto are for your convenience and for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the technical support policies at http://oracle.com/contracts.

ORACLE

# Oracle Hardware and Systems Support Policies

**Effective Date: 08-April-2022**

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## 1. OVERVIEW

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

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

For Oracle operating system software, technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of the operating system, running unaltered, and on a certified hardware configuration, as specified in your order or program documentation. All patches, bug fixes, and other code received from Oracle as part of the support services shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the operating system software program(s).

Technical support associated with Oracle Linux and Oracle VM may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, are referenced in the Oracle Linux and/or Oracle VM program documentation. The program documentation also includes a list of additional programs that are supported under each level of Oracle Technical Support for Systems. Oracle supports the Oracle Linux and/or Oracle VM functionality described in the program documentation, unless the documentation specifically states otherwise. The program documentation is available at www.oracle.com/documentation. Links to third party websites included in Oracle Linux and Oracle VM program documentation do not imply that Oracle supports the functionality described in that 3rd party website. Oracle may release additional Oracle Linux and/or Oracle VM programs for which Oracle Linux or Oracle VM support is limited to installation assistance only. Program availability, bug fixes and security errata may be made available or removed for these programs as they are released and removed upstream. Certain channels contain packages that fall exclusively in this category and these channels are listed in the Oracle Linux and/or Oracle VM program documentation available at www.oracle.com/documentation.

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

For Oracle to provide technical support for hardware relocated outside the original country of delivery, notice of hardware relocation is required (unless the original country of delivery is in the European Union and the hardware is relocated within the European Union). To provide notice of hardware relocation, you must submit a completed Hardware Relocation Form which can be found here. If the

original country of delivery is in the European Union, and the hardware is relocated within the European Union, notice is not required; however, at your option, you may submit a completed Hardware Relocation Form to facilitate the provision of technical support. Relocated hardware will be entitled to the technical support available in the country to which the hardware is relocated.

If your contract provides for any onsite technical support services, you must provide a safe and healthful workspace for all Oracle resources performing technical support services at your site (e.g., a workspace that is free from recognized hazards that are causing, or likely to cause, death or serious physical harm, a workspace that has proper ventilation, legally acceptable oxygen concentration levels, sound levels acceptable for resources performing technical support services in the workspace, and ergonomically correct work stations, etc.).

Additionally, due to the uncertainties of the evolving Covid-19 situation, all Oracle resources performing onsite technical support services must be permitted and able to perform such services taking into consideration applicable laws and regulations, including those pertaining to health, safety and mobility (whether in the location of service delivery and/or the location of the personnel). If the provision of any onsite services is negatively impacted due to circumstances related to or arising from the Covid-19 situation, you agree to cooperate with Oracle in good faith to review such impact and, if necessary, amend any resource plans, work plans, service specifications, time schedules and the like, including possibly putting in place an infrastructure (e.g., VPN) to enable remote delivery of services. For the avoidance of doubt, this provision is without prejudice to the parties' rights and obligations under the force majeure clause of the applicable agreement.

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

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

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

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

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

Note: As of January 7, 2022, (i) Oracle Premier Support for Retail and Hospitality Hardware has been renamed Oracle Premier Support for Oracle MICROS Hardware and (ii) Oracle Advanced Parts Exchange for Retail and Hospitality Hardware has been renamed to Oracle Advanced Parts Exchange for Oracle MICROS Hardware. In this technical support policy a) all references to Oracle Premier Support for Oracle MICROS Hardware shall include Oracle Premier Support for Retail and Hospitality Hardware, b) all references to Oracle Advanced Parts Exchange for Oracle MICROS Hardware shall include Oracle Advanced Parts Exchange for Retail and Hospitality Hardware and c) all references to Oracle MICROS Hardware shall include Oracle Retail and Hospitality Hardware.

### Use of Services

Services may not be delivered to or accessed by or on behalf of individuals or entities in Venezuela or the Russian Federation, including, without limitation, the Government of Venezuela and the Government of the Russian Federation, nor may the Services or any output from the Services be used for the benefit of any such individuals or entities.

## 2. SUPPORT TERMS

### Technical Support Fees

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

### Support Period

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

### Matching Service Levels

When acquiring technical support, all hardware systems must be supported, except Oracle MICROS Hardware, (e.g., under Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, or Oracle Communications Network Premier Support) or all hardware systems must be unsupported. The preceding sentence pertains to:

(i) all of your hardware systems running the Solaris Operating system release 10 Update 9 or later, (ii) all of your hardware systems running the Oracle  Linux and Oracle VM operating system, and (iii) all hardware systems that benefit in any way from your support of a covered hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). If you have acquired your Oracle Linux and Oracle VM support services under a separate Oracle Linux and Oracle VM Services Agreement then that hardware system is a covered hardware system under this matching service level policy.

When acquiring technical support for point of sale hardware such as Oracle MICROS Hardware, all such point of sale hardware systems must be supported at the same technical support service level (e.g., Oracle Premier Support for Oracle MICROS Hardware or Oracle Advanced Parts Exchange for Oracle MICROS Hardware) or all must be unsupported if the point of sale hardware systems are:  (i) the same type (e.g., workstations); (ii) located at the same physical location; and (iii) benefit in any way from your support of a covered point of sale hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). Hardware systems that have reached an end of service life or that you register with Oracle as retired are excluded from the above policy.

If you add Extended Support for Operating Systems, you still must maintain either Premier Support for Systems or Premier Support for Operating Systems for your entire hardware system; subject to availability, you must acquire Extended Support for Operating Systems for your entire hardware system running any such version release.

### Reinstatement of Oracle Technical Support

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

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

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve support month period shall be the last annual technical support

fee you paid for the relevant hardware system; (ii) if you never acquired technical support for the relevant hardware system, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

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

### Upgrading Your Support Level

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

### Pricing following Reduction of Covered Hardware System or Service Level

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

### Unsupported Hardware Systems

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

### Technical Contacts

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

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

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

### First and Second Line Support

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

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

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

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

### Program Updates

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

## Right to End of Service Life

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

Similarly, in the event that a component of, or support for, an embedded third-party hardware or software product is retired by the manufacturer or vendor of such product, or in Oracle's good faith determination, it is no longer practicable for Oracle to provide support for such component or product, then Oracle may cease providing support for that hardware or software product.

## Other Third Party Products

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

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

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

## Technology Refresh

If you acquire a new hardware system(s) and technical support from Oracle or an Oracle-authorized partner, you may be eligible to receive a credit for unused support on the decommissioned hardware system(s) currently under an active support contract with Oracle. In order to be eligible for the credit, you must complete the Hardware System Decommission Form which can be found here and submit it within one year of the delivery date of the new hardware system(s). If a credit for unused support is due then such credit will be calculated from the date Oracle receives the Hardware System Decommission Form through the end of the current support period for the decommissioned hardware

system(s). The credit for unused support will not exceed the total annual support fee for the new hardware system(s).

## 3. LIFETIME SUPPORT

Lifetime Support consists of the following service levels:

- Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle MICROS Hardware, Oracle Advanced Parts Exchange for Oraclefor MICROS Hardware, and Oracle Communications Network Premier Support
- Extended Support for Operating Systems (if offered)
- Sustaining Support for Operating Systems

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

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

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

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

Notes:

Oracle Linux releases 3 and 4: Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for eight years from the date a release of the operating system becomes generally available.

Oracle Linux releases 5, 6, 7, and 8: Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten years from the date a release of the Oracle Linux program becomes generally available.

**Exceptions** - For customers with a current support contract running:

- Oracle Linux 6 on Oracle Exalogic systems: The Extended Support fee has been waived for the period of April 2021 – August 2024. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.
- Oracle Linux 6 on Exalytics X4-4, X5-4, and X6-4 systems: The Extended Support fee has been waived for the period of March 2021 – June 2024. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.

## 4. ORACLE TECHNICAL SUPPORT LEVELS FOR SYSTEMS

### Oracle Premier Support for Systems

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

Unless otherwise stated in this section, Oracle Premier Support for Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Onsite hardware support for Oracle server or storage systems parts designated as Field Replaceable Units in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Field Change Orders – system modification recommendations
- Assistance with service requests 24 hours per day, 7 days a week

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

Notes:

1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.
2. Oracle has made available at https://linux.oracle.com certain tools that are required to enable the applicable Oracle Linux security patches to be applied to your supported hardware system(s) while such supported hardware systems are operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (a) you will not be able to download and apply security patches while your supported hardware system is operating, and (b) you will be required to reboot the supported hardware system in order to apply the security patch.
3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional supported programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

**System Maintenance**

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

**Replacement Hardware Parts**

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

**Return of Malfunctioning Parts**

If Oracle sends a replacement part to you, you will ensure that the malfunctioning part is returned to Oracle in accordance with all shipping or courier instructions from Oracle (unless you have an agreement with Oracle allowing you to retain the malfunctioning part). You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You may not degauss the hard drive disks prior to returning them to Oracle. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning part within 45 days of shipment to you, you will be charged a minimum of $500.00, or the then-current fee (whichever is higher) for the malfunctioning part.

### Oracle Premier Support for Operating Systems

Oracle Premier Support for Operating Systems consists of services in support of (i) Oracle Solaris, Oracle Linux, and Oracle VM and (ii) integrated software (including integrated software options).

Unless otherwise stated in this section, Oracle Premier Support for Operating Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network

- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program listed on the backport schedule and released from Oracle for a period of six months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at https://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to https://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Notes:

1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.
2. Oracle has made available at https://linux.oracle.com certain tools that are required to enable the applicable Oracle Linux security patches to be applied to your supported hardware system(s) while such supported hardware systems are operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (a) you will not be able to download and apply security patches while your supported hardware system is operating, and (b) you will be required to reboot the supported hardware system in order to apply the security patch.
3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

### Extended Support for Operating Systems

Extended Support for Operating Systems may be offered for certain supported Oracle Solaris, Oracle Linux, and Oracle VM releases after Premier Support expires. Please see Oracle's Lifetime Support Policies for more information. When Extended Support for Operating Systems is offered, it is generally available for the terminal codeline release of a program.

Unless otherwise stated in this section, supported Oracle Solaris, Oracle Linux, and Oracle VM operating system software releases for which Extended Support for Operating Systems is offered and in the Extended Support lifecycle will receive Oracle Premier Support for Operating Systems or technical support for Oracle Solaris, Oracle Linux, and Oracle VM under Oracle Premier Support for Systems limited to the following:

- Program updates
- Fixes, security patches, security alerts, and critical patch updates for Oracle Solaris operating system software

- Access to Oracle Linux operating system patches and fixes for critical security errata and select high-impact critical bug fixes. These updates will be limited to the packages listed on the inclusion list at https://linux.oracle.com/es/packagelist.html
- Access to Oracle VM software patches and fixes for critical security errata and select high-impact critical bug fixes
- Upgrade tools
- Major product and technology releases for Oracle Solaris and Oracle Linux operating system software and Oracle VM, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support system), including the ability to log service requests online
- 24 x 7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to https://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Extended Support for Operating Systems does not include:

- Certification with most new third-party products/versions or most new Oracle programs
- Hardware certification
- Backport of fixes for any Oracle Linux or VM program

Notes:

1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.
2. Oracle has made available at https://linux.oracle.com certain tools that are required to enable the applicable Oracle Linux security patches to be applied to your supported hardware system(s) while such supported hardware systems are operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (a) you will not be able to download and apply security patches while your supported hardware system is operating, and (b) you will be required to reboot the supported hardware system in order to apply the security patch.
3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

### Sustaining Support for Operating Systems

Sustaining Support for Operating Systems may be available for certain operating system software releases. Program releases eligible for Sustaining Support for Operating Systems will receive Oracle

Premier Support for Operating Systems or technical support for the operating system under Oracle Premier Support for Systems limited to the following:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems, and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Critical patch updates for Oracle Solaris operating system software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Access to Oracle Linux operating system patches and fixes for critical security errata and select high-impact critical bug fixes created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends). These updates will be limited to the packages listed on the inclusion list at http://linux.oracle.com/es/packagelist.html and may be applied while your supported systems are operating and that do not require a system reboot
- Access to Oracle VM software patches and fixes for critical security errata and select high-impact critical bug fixes created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Upgrade tools created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems period and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- General maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to: https://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Sustaining Support for Operating Systems does not include:

- New program updates, patches, fixes, security patches, security alerts, general maintenance releases, selected functionality releases, documentation updates
- New critical patch updates for Oracle Solaris operating system software
- New upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes
- Previously released fixes or updates that Oracle no longer supports

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

Notes:

1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.
2. Oracle has made available at https://linux.oracle.com certain tools that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while such hardware systems are operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (a) you will not be able to download and apply security patches while your hardware system is operating, and (b) you will be required to reboot the hardware system in order to apply the security patch.
3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

### Oracle Premier Support for Oracle MICROS Hardware

Oracle Premier Support for Oracle MICROS Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle MICROS Hardware"). Please note that Oracle MICROS Hardware must follow the matching service levels policy for Oracle MICROS Hardware described in the Matching Service Levels section above.

Oracle Premier Support for Oracle MICROS Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Onsite hardware support for Oracle MICROS Hardware specified as Field Replaceable Units in the "Delivery Method Chart: Oracle MICROS Hardware Replacement Parts". Availability varies by country.
- Non-technical customer service during normal business hours

Note:

- Power cords and cash drawer till inserts that are included in Hardware bundles are considered consumables and are not supported under Oracle Premier Support for Oracle MICROS Hardware.

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

| SEVERITY LEVEL | RESPONSE TIME GOAL | UPDATE OR RESOLUTION |
|---|---|---|
| Severity 1 | 5 minutes | 1 hour |
| Severity 2 | 2 hours | 6 hours |
| Severity 3 | 8 hours | 24 hours |
| Severity 4 | 24 hours | 48 hours |

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

- Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)
- Severity 2: Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total Loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for a given date or range of date, an error within the portal that is preventing the customer from doing any function within the MyMicros portal, or very slow page or image loading, inaccessible tools interface)
- Severity 3: Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated workstation/terminal failure, MyMicros unable to review one report within the portal password resets for Oracle Cloud Applications, or Icare loyalty program that is not functioning or has stopped working)
- Severity 4: Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems)

**System Maintenance**

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

**Replacement Oracle MICROS Hardware**

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

**Return of Malfunctioning Oracle MICROS Hardware**

If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You may not degauss the hard drive disks prior to returning them to Oracle. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within 45 days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged a minimum of $500.00, or the then-current fee (whichever is higher) for the malfunctioning hardware.

### Oracle Advanced Parts Exchange for Oracle MICROS Hardware

Oracle Advanced Parts Exchange for Oracle MICROS Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Advanced Parts Exchange for Oracle MICROS Hardware"). Please note that Oracle Advanced Parts Exchange for Oracle MICROS Hardware must follow the matching service levels policy for Oracle Advanced Parts Exchange for Oracle MICROS Hardware described in the Matching Service Levels section above.

Oracle Advanced Parts Exchange for Oracle MICROS Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Next business day parts exchange
- Non-technical customer service during normal business hours

Note:

- Power cords and cash drawer till inserts that are included in Hardware bundles are considered consumables and are not supported under Oracle Advanced Parts Exchange for Oracle MICROS Hardware.

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

| SEVERITY LEVEL | RESPONSE TIME GOAL | UPDATE OR RESOLUTION |
|---|---|---|
| Severity 1 | 5 minutes | 1 hour |
| Severity 2 | 2 hours | 6 hours |
| Severity 3 | 8 hours | 24 hours |
| Severity 4 | 24 hours | 48 hours |

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

- Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)
- Severity 2: Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total Loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for a given date or range of date, an error within the portal that is preventing the customer from doing any function within the MyMicros portal, or very slow page or image loading, inaccessible tools interface)
- Severity 3: Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated workstation/terminal failure, MyMicros unable to review one report within the portal password resets for Oracle Cloud Applications, or Icare loyalty program that is not functioning or has stopped working)
- Severity 4: Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems)

**System Maintenance**

You agree to perform system maintenance on the Oracle Advanced Parts Exchange for Oracle MICROS Hardware as prescribed by Oracle in the relevant Oracle Advanced Parts Exchange for Oracle MICROS Hardware documentation.

**Replacement Oracle Advanced Parts Exchange for Oracle MICROS Hardware**

If Oracle determines that the replacement of Oracle Advanced Parts Exchange for Oracle MICROS Hardware is necessary, Oracle will send replacement Oracle Advanced Parts Exchange for Oracle MICROS Hardware ("replacement hardware") to your location. Oracle will use commercially reasonable efforts to send replacement hardware to you consistent with the response time target guidelines defined below within the Onsite Response Time Targets for Hardware Support section. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five years from last ship date, of the Oracle Advanced Parts Exchange for Oracle MICROS Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

**Return of Malfunctioning Oracle Advanced Parts Exchange for Oracle MICROS Hardware**

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

has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged a minimum of $500.00 or the then-current fee (whichever is higher) for the malfunctioning hardware.

### Oracle Communications Network Premier Support

Oracle Communications Network Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for (i) Oracle Communications EAGLE hardware products, (ii) Oracle Acme Packet hardware products except as otherwise specified in this section and (iii) Oracle Communications TDM support PCIe Card Low Profile. Oracle Communications EAGLE hardware products and the Oracle Acme Packet hardware products, and Oracle Communications TDM Support PCIe Card Low Profile will be referred to collectively in this section as, "Oracle Communications Network Hardware". The following Oracle Acme Packet hardware products are excluded and not eligible for Oracle Communications Network Premier Support: Oracle Acme Packet 1100, 3820, and AP3900 hardware products, Oracle Enterprise Session Border Controller integrated software, Oracle Communications Applications Session Border Controller integrated software and Oracle Enterprise Communications Broker integrated software.

Oracle Communications Network Premier Support consists of:

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

**System Maintenance**

You agree to perform system maintenance on the Oracle Communications Network Hardware as prescribed by Oracle in the relevant Oracle Communications Network Hardware documentation.

**Firmware Updates and Patches for Hewlett Packard Enterprise (HPe)**

In order to get new firmware fixes for the Hewlett Packard Enterprise (HPe) BL460c Blades, DL380 Servers, and DL360 Servers, if the fixes become available from HPe, you must upgrade to the latest firmware version.

**Replacement Hardware Parts**

If Oracle determines that the replacement of Oracle Communications Network Hardware is necessary, Oracle will send replacement Oracle Communications Network Hardware ("replacement hardware") to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates". Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below, except as otherwise noted herein. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five years from last ship date, of the Oracle Communications

Network Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

**Return of Malfunctioning Hardware**

If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You may not degauss the hard drive disks prior to returning them to Oracle. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within 45 days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged a minimum of $500.00, or the then-current fee (whichever is higher) for the malfunctioning hardware.

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

| SEVERITY LEVEL | RESPONSE TIME[1] | REMOTE RESTORATION TIME[2] | RESOLUTION TIME[3] |
|---|---|---|---|
| Severity 1 | 15 minutes | 6 hours | 30 calendar days |
| Severity 2 | 15 minutes | 48 hours | 30 calendar days |
| Severity 3 | N/A | N/A | 180 calendar days |

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

1. Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.

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

3, Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

## Oracle Communications EAGLE Premier Support

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

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

Oracle Communications EAGLE Premier Support consists of:

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

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

| SEVERITY LEVEL | RESPONSE TIME[1] | REMOTE RESTORATION TIME[2] | RESOLUTION TIME[3] |
|---|---|---|---|
| Severity 1 | 15 minutes | 6 hours | 30 calendar days |
| Severity 2 | 15 minutes | 48 hours | 30 calendar days |
| Severity 3 | N/A | N/A | 180 calendar days |

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

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

## 5. ADDITIONAL SERVICES AVAILABLE FOR PURCHASE

### Oracle Customer Data & Device Retention Service

Oracle Customer Data & Device Retention Service permits you to retain eligible items that have been removed from your hardware system, as defined by Oracle in its sole discretion. For the purposes of this service, eligible items are:

- (i) Hard disk drives (HDD)
- (ii) Solid-state drives (SSD)
- (iii) Persistent memory (PMEM) components

For Oracle Exadata DDR eligible items, click here. For all other systems, please refer to the Oracle System Handbook for details.

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

If Oracle, in its sole discretion, determines the applicable items need to be replaced, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates". Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below. Replacement parts will be of new or like-new quality. After five years from last ship date, replacement parts may not be available and/ or the response times for sending replacement parts may be delayed. If you acquire Oracle Customer Data & Device Retention Service, you will be responsible for the proper disposal/destruction of the applicable items. If you fail to return a malfunctioning part that is not DDR eligible, you will be charged the then-current fee, or a minimum of $500.00, (whichever is higher) for the malfunctioning part.

### Oracle Onsite Spares

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

Oracle Onsite Spares consists of the following:

- Parts
- Maintenance and replacement of parts
- Setup of parts onsite
- Annual physical inventory
- Retrieval of parts at end of Support Period

If you acquire Oracle Onsite Spares, you will:

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

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

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

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

### Oracle Hospitality Cruise Help Desk and Monitoring

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

### Advanced Customer Support

If you acquire any of the following Advanced Customer Support services on your order, Oracle will provide the services as described in the applicable service description in the ACS Service Descriptions document published on www.oracle.com/contracts:

- Oracle Business Critical Service for Systems (for Customers that contracted prior to 05-Jun-2020)
- Oracle Priority Support
- Oracle Priority Support for Systems (Systems only)
- Oracle Priority Support for Hotel and Food and Beverage
- Oracle Priority Support Advantage
- Oracle Priority Support Connected (no longer available effective March 21, 2022)
- Oracle Functional Help Desk for Oracle Hospitality
- Oracle Standard Systems Installations:
    - Oracle Standard System Installation ("OSSI") - Basic Service Exhibit
    - Oracle Standard System Installation ("OSSI") with Site Audit Services Exhibit
    - Oracle Standard System Installation ("OSSI") without Site Audit Services Exhibit
- Oracle Standard Software Installation and Configuration for Systems
- ACS Oracle Performance Review and Recommendations for Systems
- ACS Oracle Configuration Review and Recommendations for Systems
- Oracle Engineered Systems Configuration Services
- Oracle Exadata Deployment Pack
- Oracle Preproduction Readiness Review for Systems Service or Oracle Preproduction Readiness Review for Oracle Platinum Services
- Oracle Go-Live Support for Systems Service or Oracle Go-Live Support for Oracle Platinum Services
- Oracle Customer Replaceable Unit Installation Service

### Oracle Tekelec Professional Services

If you acquire any of the below Tekelec Professional Services on your order, Oracle will provide the services described in the Tekelec Professional Services Descriptions.

- Oracle Communications Hardware Engineering Site Survey – Per Node Per Site
- Oracle Communications Hardware Installation – Per DC Frame or DC Application Frame enclosure extension
- Oracle Communications Hardware Installation – Per AC Frame

- Oracle Communications DC Hardware Extension Installation – Per Frame – Rack mount server and Shelf additions
- Oracle Communications Hardware Extension Installation – AC or DC Blade Server/Eagle Card/Switches – Per 16 cards/switches per site
- Oracle Communications AC Hardware Extension Installation – Per Frame – Rack mount servers and AC enclosure additions

## 6. WEB-BASED CUSTOMER SUPPORT SYSTEMS

### My Oracle Support

My Oracle Support is Oracle's customer support website for hardware and systems support. Access to My Oracle Support is governed by the Oracle Support Portal Terms of Use. The Oracle Support Portal Terms of Use are subject to change at Oracle's discretion. Access to My Oracle Support is limited to your designated technical contacts.

### Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Oracle Premier Support for Systems and Oracle Premier Support for Operating Systems.

## 7. TOOLS USED TO PERFORM TECHNICAL SUPPORT SERVICES

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

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

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

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software,

licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

**Auto Service Request**

Auto Service Request ("ASR") allows Oracle products which are ASR-enabled to automatically initiate a service request when specific hardware faults occur by sending fault telemetry information to Oracle. If the ASR enabled hardware is entitled to service, a service request will be initiated on your behalf. The specific hardware faults detected by ASR vary by product type, product version and operating system. Not all hardware faults are detected or sent to Oracle. The ASR fault coverage is subject to change by Oracle at any time and without prior notice.

## 8. GLOBAL CUSTOMER SUPPORT DATA PROTECTION PRACTICES

To the extent you provide personal information to Oracle as part of Oracle's provision of technical support services, Oracle will comply with the following:

- Oracle's Services Privacy Policy, available at https://www.oracle.com/legal/privacy/services-privacy-policy.html; and
- the applicable version of the Oracle Data Processing Agreement for Oracle Services, available at https://www.oracle.com/corporate/contracts/cloud-services/contracts.html#data-processing

In providing technical support services, Oracle will also adhere to the applicable administrative, physical, technical and other safeguards described in Oracle's Global Customer Support Security Practices. The Global Customer Support Security Practices are subject to change at Oracle's discretion. However, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the services period of these technical support services. You are advised to review these Global Customer Support Security Practices from time to time. To view changes that have been made, please refer to the Statement of Changes (PDF).

Please note that the technical support services are not designed to accommodate special security or privacy controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any sensitive data, such as protected health information or payment card data, which requires security and privacy controls greater than or different from those specified in the Global Customer Support Security Practices. Information on how you can remove sensitive data from your submission is available in My Oracle Support, Doc ID 1227943.1.

Notwithstanding the restriction above, if you would like to submit personal information subject to Applicable European Data Protection Law (as such term is defined in the Oracle Data Processing Agreement for Oracle Services) or protected health information ("PHI") subject to the United States Health Insurance Portability and Accountability Act ("HIPAA") to Oracle as part of receiving technical support services, you must:

- For PHI, execute a HIPAA business associate agreement (as applicable) with Oracle that specifically references and covers your technical support services;
- Submit personal information subject to Applicable European Data Protection Law or PHI only in service request attachments on the My Oracle Support customer portal;

- Not include any personal information subject to Applicable European Data Protection Law or PHI in the body of service requests (other than contact information required for Oracle to respond to the service request);
- When prompted in My Oracle Support, indicate that the service request attachment may contain personal information subject to Applicable European Data Protection Law (also may be designated as EEA Personal Data" in My Oracle Support) or PHI.

## 9. SEVERITY DEFINITIONS

Service requests for your covered hardware system may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the following severity definitions:

**Severity 1 (Critical Outage)**

Your production use of the covered hardware system is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency.

A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts
- System functionality failure causes data loss or renders system unstable
- System malfunction causes mission critical applications to restart, hang, or suspend

Except as otherwise specified, reasonable efforts will be made to respond to Severity 1 service requests within one hour. For response efforts associated with Oracle Communications EAGLE Premier Support, please see the Oracle Communications EAGLE Premier Support section above. For response efforts associated with Oracle Communications Network Premier Support, please see the Oracle Communications Network Premier Support section above.

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

**Severity 2 (Significant Impairment)**

You experience a severe loss of service. Important features are unavailable with no acceptable workaround, impaired or broken functionality with significant impact to applications, and/or frequent application failure but not data loss; however, operations can continue in a restricted fashion.

**Severity 3 (Technical Issue)**

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

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

## 10. ONSITE RESPONSE TIME TARGETS FOR HARDWARE SUPPORT

Except as otherwise specified herein, response time targets for hardware support are as specified below, and are solely applicable for the replacement of physical hardware once Oracle has determined a replacement is required. The response time target for Sun Ray Clients, regardless of severity level, is limited to Advanced Parts Exchange with next business day delivery to your location. The response time targets for (i) hardware eligible for Oracle Communications EAGLE Premier Support or Oracle Communications Network Premier Support and (ii) Tekelec BNS and PIC hardware, regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within 48 hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time targets for Oracle Talari hardware products and the Oracle Acme Packet hardware products excluded and not eligible for Oracle Communications Network Support, regardless of severity level, is limited to Advanced Parts Exchange with next business day shipment to your location. Please review the Oracle Communications Network Premier Support section above for excluded Oracle Acme Packet hardware products. The response time targets for Oracle Premier Support for Oracle MICROS Hardware and Oracle Advanced Parts Exchange for Oracle MICROS Hardware (i) on a ship or other water vessel, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within 48 hours of Oracle's receipt of the malfunctioning hardware, (ii) on an island country, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within 48 hours of Oracle's acknowledgement that replacement of a hardware part is necessary, and (iii) for Payment Equipment Devices (PED), regardless of severity level, is limited to Advanced Parts Exchange with Next Business Day shipment of the replacement part. Except as provided in the preceding sentence, the response time targets for Oracle Advanced Parts Exchange for Retail and Hospitality, regardless of severity level, are limited to Advanced Parts Exchange with next business day delivery to your location.

Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

**Severity 1**
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below.

- Within 2 hours: Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
- Within 4 hours: Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
- Next Day: Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

**Severity 2**
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below. Onsite response times are during local business hours only.

- Within 4 hours: Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
- Within same business day: Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
- Next Business Day: Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

**Severity 3**
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location the next business day from the close of local business hours or at a later mutually agreed-upon time (e.g., scheduled maintenance window).

Note:
The geographic location of your covered hardware system may cause on-site service to be unavailable or may require additional charges or longer Severity 1, Severity 2 and Severity 3 response times. Oracle reserves the right, in its sole discretion, to adjust Severity 1, Severity 2 and Severity 3 on-site response times or charge additional fees based on the location of the covered hardware system. Actual response times are subject to acts and conditions beyond Oracle's control and, therefore, Oracle's response may be delayed. Oracle is not responsible for response delays caused by factors outside its control. You should contact an Oracle Support Sales representative for more details regarding availability for your covered hardware systems.

## 11. CONTACT INFORMATION

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

**EXHIBIT ONE TO APPENDIX K**
**DATA PROCESSING AGREEMENT**

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

# Data Processing Agreement for Oracle Services

**("Data Processing Agreement")**

Version June 26, 2019

## 1. Scope and Applicability

1.1 This Data Processing Agreement applies to Oracle's Processing of Personal Information on Your behalf as a Processor for the provision of the Services specified in Your Services Agreement. Unless otherwise expressly stated in Your Services Agreement, this version of the Data Processing Agreement shall be effective and remain in force for the term of Your Services Agreement.

1.2 In addition, any Processing of Personal Information subject to Applicable European Data Protection Law is subject to the additional terms of the European DPA Addendum set out in Exhibit 1 and the Oracle Processor Code referenced therein.

## 2. Responsibility for Processing of Personal Information and Your instructions

2.1 You are a Controller and Oracle is a Processor for the Processing of Personal Information as part of the provision of the Services. Each party is responsible for compliance with its respective obligations under Applicable Data Protection Law.

2.2 Oracle will Process Personal Information solely for the purpose of providing the Services in accordance with the Services Agreement and this Data Processing Agreement.

2.3 In addition to Your instructions incorporated into the Services Agreement, You may provide additional instructions in writing to Oracle with regard to Processing of Personal Information in accordance with Applicable Data Protection Law. Oracle will promptly comply with all such instructions to the extent necessary for Oracle to (i) comply with its Processor obligations under Applicable Data Protection Law; or (ii) assist You to comply with Your Controller obligations under Applicable Data Protection Law relevant to Your use of the Services.

2.4 Oracle will follow Your instructions at no additional cost to You and within the timeframes reasonably necessary for You to comply with your obligations under Applicable Data Protection Law. To the extent Oracle expects to incur additional charges or fees not covered by the fees for Services payable under the Services Agreement, such as additional license or third party contractor fees, it will promptly inform You thereof upon receiving Your instructions. Without prejudice to Oracle's obligation to comply with Your instructions, the parties will then negotiate in good faith with respect to any such charges or fees.

2.5 Unless otherwise specified in the Services Agreement, You may not provide Oracle with any sensitive or special Personal Information that imposes specific data security or data protection obligations on Oracle in addition to or different from those specified in the Data Processing Agreement or Services Agreement.

## 3. Privacy Inquiries and Requests from Individuals

3.1 If You receive a request or inquiry from an Individual related to Personal Information processed by

Oracle for the provision of Services, You can either (i) securely access Your Services environment that holds Personal Information to address the request, or (ii) to the extent such access is not available to You, submit a "service request" via My Oracle Support (or other applicable primary support tool or support contact provided for the Services, such as Your project manager) with detailed written instructions to Oracle on how to assist You with such request.

3.2 If Oracle directly receives any requests or inquiries from Individuals that have identified You as the Controller, it will promptly pass on such requests to You without responding to the Individual. Otherwise, Oracle will advise the Individual to identify and contact the relevant controller(s).

**4. Oracle Affiliates and Third Party Subprocessors**

4.1 To the extent Oracle engages Third Party Subprocessors and/or Oracle Affiliates to Process Personal Information, such entities shall be subject to the same level of data protection and security as Oracle under the terms of the Services Agreement. Oracle is responsible for the performance of the Oracle Affiliates' and Third Party Subprocessors' obligations in compliance with the terms of this Data Processing Agreement and Applicable Data Protection Law.

**5. Cross-border data transfers**

5.1 Without prejudice to any applicable regional data center restrictions for hosted Services specified in Your Services Agreement, Oracle may Process Personal Information globally as necessary to perform the Services.

5.2 To the extent such global access involves a transfer of Personal Information subject to cross-border transfer restrictions under Applicable Data Protection Law, such transfers shall be subject to (i) for transfers to Oracle Affiliates, the terms of the Oracle Intra-Company Data Transfer and Mandate Agreement, which requires all transfers of Personal Information to be made in compliance with Applicable Data Protection Law and all applicable Oracle security and data privacy policies and standards globally; and (ii) for transfers to Third Party Subprocessors, security and data privacy requirements consistent with the relevant requirements of this Data Processing Agreement and Applicable Data Protection Law.

**6. Security and Confidentiality**

6.1 Oracle has implemented and will maintain appropriate technical and organizational security measures for the Processing of Personal Information designed to prevent accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Personal Information. These security measures govern all areas of security applicable to the Services, including physical access, system access, data access, transmission and encryption, input, data backup, data segregation and security oversight, enforcement and other security controls and measures. Additional details regarding the specific security measures that apply to the Services You have ordered are set out in the relevant security practices for these Services:

- For **Cloud Services**: Oracle's Hosting & Delivery Policies, available at http://www.oracle.com/us/corporate/contracts/cloud-services/index.html;
- For **NetSuite (NSGBU) Services**: NetSuite's Terms of Service, available at: http://www.netsuite.com/portal/resource/terms-of-service.shtml;
- For **Global Customer Support Services**: Oracle's Global Customer Support Security Practices available at: https://www.oracle.com/support/policies.html;

- For **Consulting and Advanced Customer Support (ACS) Services**: Oracle's Consulting and ACS Security Practices available at: http://www.oracle.com/us/corporate/contracts/consulting-services/index.html.

6.2 All Oracle and Oracle Affiliates employees, as well as any Third Party Subprocessors that Process Personal Information, are subject to appropriate written confidentiality arrangements, including confidentiality agreements, regular training on information protection, and compliance with Oracle policies concerning protection of confidential information.

**7. Audit Rights**

7.1 You may audit Oracle's compliance with its obligations under this Data Processing Agreement up to once per year. In addition, to the extent required by Applicable Data Protection Law, You or Your Regulator may perform more frequent audits.

7.2 If a third party is to conduct the audit, the third party must be mutually agreed to by You and Oracle (except if such third party is a Regulator). Oracle will not unreasonably withhold its consent to a third party auditor requested by You. The third party must execute a written confidentiality agreement acceptable to Oracle or otherwise be bound by a statutory or legal confidentiality obligation.

7.3 To request an audit, You must submit a detailed proposed audit plan to Oracle at least two weeks in advance of the proposed audit date. The proposed audit plan must describe the proposed scope, duration, and start date of the audit. Oracle will review the proposed audit plan and provide You with any concerns or questions. Oracle will work cooperatively with You to agree on a final audit plan.

7.4 The audit must be conducted during regular business hours at the applicable facility, subject to the agreed final audit plan and Oracle's health and safety or other relevant policies, and may not unreasonably interfere with Oracle business activities.

7.5 Upon completion of the audit, You will provide Oracle with a copy of the audit report, which is subject to the confidentiality terms of Your Services Agreement. You may use the audit reports only for the purposes of meeting Your regulatory audit requirements and/or confirming compliance with the requirements of this Data Processing Agreement.

7.6 Each party will bear its own costs in relation to the audit, unless Oracle promptly informs you upon reviewing Your audit plan that it expects to incur additional charges or fees in the performance of the audit that are not covered by the fees payable under Your Services Agreement, such as additional license or third party contractor fees. The parties will negotiate in good faith with respect to any such charges or fees.

7.7 Without prejudice to the rights granted in Section 7.1 above, if the requested audit scope is addressed in a SOC, ISO, NIST, PCI DSS, HIPAA or similar audit report issued by a qualified third party auditor within the prior twelve months and Oracle provides such report to You confirming there are no known material changes in the controls audited, You agree to accept the findings presented in the third party audit report in lieu of requesting an audit of the same controls covered by the report.

**8. Incident Management and Breach Notification**

8.1 Oracle has implemented controls and policies designed to detect and promptly respond to incidents that create suspicion of or indicate destruction, loss, alteration, unauthorized disclosure or access to

Personal Information transmitted, stored or otherwise Processed. Oracle will promptly define escalation paths to investigate such incidents in order to confirm if a Personal Information Breach has occurred, and to take reasonable measures designed to identify the root cause(s) of the Personal Information Breach, mitigate any possible adverse effects and prevent a recurrence.

8.2 Oracle will notify you of a confirmed Personal Information Breach without undue delay but at the latest within 24 hours. As information regarding the Personal Information Breach is collected or otherwise reasonably becomes available to Oracle, Oracle will also provide You with (i) a description of the nature and reasonably anticipated consequences of the Personal Information Breach; (ii) the measures taken to mitigate any possible adverse effects and prevent a recurrence; and (iii) where possible, information about the types of Personal Information that were the subject of the Personal Information Breach. You agree to coordinate with Oracle on the content of Your intended public statements or required notices for the affected Individuals and/or notices to the relevant Regulators regarding the Personal Information Breach.

**9. Return and Deletion of Personal Information**

9.1 Upon termination of the Services, Oracle will promptly return, including by providing available data retrieval functionality, or delete any remaining copies of Personal Information on Oracle systems or Services environments, except as otherwise stated in the Services Agreement.

9.2 For Personal Information held on Your systems or environments, or for Services for which no data retrieval functionality is provided by Oracle as part of the Services, You are advised to take appropriate action to back up or otherwise store separately any Personal Information while the production Services environment is still active prior to termination.

**10. Legal Requirements**

10.1 Oracle may be required by law to provide access to Personal Information, such as to comply with a subpoena or other legal process, or to respond to government requests, including public and government authorities for national security and/or law enforcement purposes.

10.2 Oracle will promptly inform You of requests to provide access to Personal Information, unless otherwise required by law.

**11. Definitions**

"**Applicable Data Protection Law**" means all data privacy or data protection laws or regulations globally that apply to the Processing of Personal Information under this Data Processing Agreement, which may include Applicable European Data Protection Law.

"**Applicable European Data Protection Law**" means (i) the EU General Data Protection Regulation EU/2016/679, as supplemented by applicable EU Member State law and as incorporated into the EEA Agreement; (ii) the Swiss Federal Act of 19 June 1992 on Data Protection, as amended; and (iii) the UK Data Protection Act 2018.

"**Europe"** means for the purposes of this Data Processing Agreement (i) the European Economic Area, consisting of the EU Member States, Iceland, Lichtenstein and Norway; (ii) Switzerland and (iii) the UK after it withdraws from the EU.

“**Individual”** shall have the same meaning as the term “data subject” or the equivalent term under Applicable Data Protection Law.

“**Process/Processing**”, “**Controller**”, “**Processor**” and “**Binding Corporate Rules**” (or the equivalent terms) have the meaning set forth under Applicable Data Protection Law.

“**Oracle Affiliate(s)**” means the subsidiar(y)(ies) of Oracle Corporation that may Process Personal Information as set forth in Section 4.

“**Oracle Intra-Company Data Transfer and Mandate Agreement”** means the Oracle Intra-Company Data Transfer and Mandate Agreement for Customer Services Personal Information entered into between Oracle Corporation and the Oracle Affiliates.

“**Oracle Processor Code**” means Oracle’s Privacy Code for Processing Personal Information of Customer Individuals referenced in the European DPA Addendum.

“**Oracle**” means the Oracle Affiliate that has executed the Services Agreement.

“**Personal Information**” shall have the same meaning as the term “personal data”, “personally identifiable information (PII)” or the equivalent term under Applicable Data Protection Law.

“**Personal Information Breach”** means a breach of security leading to the misappropriation or accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to, Personal Information transmitted, stored or otherwise Processed on Oracle systems or the Services environment that compromises the security, confidentiality or integrity of such Personal Information.

“**Regulator**” shall have the same meaning as the term “supervisory authority”, “data protection authority” or the equivalent term under Applicable Data Protection Law.

“**Services**” or the equivalent terms “Service Offerings” or “services” means the Cloud, Advanced Customer Support, Consulting, or Global Technical Support services specified in the Services Agreement.

“**Services Agreement**” means (i) the applicable order for the Services you have purchased from Oracle; (ii) the applicable master agreement referenced in the applicable order, and (iii) the Service Specifications.

“**Third Party Subprocessor**” means a third party, other than an Oracle Affiliate, which Oracle subcontracts with and which may Process Personal Information as set forth in Section 4.

“**You**” means the customer entity that has executed the Services Agreement.

Other capitalized terms have the definitions provided for them in the Services Agreement.

# Exhibit 1: European Data Processing Addendum for Oracle Services

**("European DPA Addendum")**

This European DPA Addendum supplements the Data Processing Agreement to include additional Processor terms applicable to the Processing of Personal Information subject to Applicable European Data Protection Law.

Except as expressly stated otherwise in the Data Processing Agreement, the Services Agreement, this European DPA Addendum or the Oracle Processor Code, in the event of any conflict between these documents, the following order of precedence applies (in descending order): (i) the Oracle Processor Code; (ii) this European DPA Addendum; (iii) the body of the Data Processing Agreement; and (iv) the Services Agreement.

## 1. Cross-Border Data Transfers – Oracle Processor Code

1.1 The Oracle Processor Code (Binding Corporate Rules for Processors) applies to the Processing of Personal Information by Oracle on Your behalf in its role as a Processor as part of the provision of Services under the Services Agreement and this European DPA Addendum, where such Personal Information is: (i) subject to any data transfer restrictions under Applicable European Data Protection Law; and (ii) processed by Oracle or an Oracle Affiliate in a country outside Europe.

1.2 The most current version of the Oracle Processor Code is available on https://www.oracle.com/a/ocom/docs/corporate/bcr-privacy-code-051719.pdf, and is incorporated by reference into the Services Agreement and this European DPA Addendum. Oracle has obtained EEA authorization for its Processor Code and will maintain such authorization for the duration of the Services Agreement.

1.3 Transfers to Third Party Subprocessors shall be subject to security and data privacy requirements consistent with the Oracle Processor Code, the Data Processing Agreement and the Services Agreement.

## 2. Description of Processing

2.1 *Duration of processing activities*. Oracle may Process Personal Information during the term of the Services Agreement and to perform its obligations under Section 9 of the Data Processing Agreement, unless otherwise required by applicable law.

2.2 *Processing activities.* Oracle may Process Personal Information as necessary to perform the Services, including where applicable for hosting and storage; backup and disaster recovery; service change management; issue resolution; applying new product or system versions, patches, updates and upgrades; monitoring and testing system use and performance; IT security purposes including incident management; maintenance and performance of technical support systems and IT infrastructure; and migration, implementation, configuration and performance testing.

2.3 *Categories of Personal Information.* In order to perform the Services and depending on the Services You have ordered, Oracle may Process some or all of the following categories of Personal Information: personal contact information such as name, home address, home telephone or mobile number, fax

number, email address, and passwords; information concerning family, lifestyle and social circumstances including age, date of birth, marital status, number of children and name(s) of spouse and/or children; employment details including employer name, job title and function, employment history, salary and other benefits, job performance and other capabilities, education/qualification, identification numbers, and business contact details; financial details; goods and services provided; unique IDs collected from mobile devices, network carriers or data providers; IP addresses and online behavior and interest data.

2.4 *Categories of Data Subjects.* Categories of Data Subjects whose Personal Information may be Processed in order to perform the Services may include, among others, Your representatives and end users, such as Your employees, job applicants, contractors, collaborators, partners, suppliers, customers and clients.

2.5 Additional or more specific descriptions of Processing activities, categories of Personal Information and Data Subjects may be described in the Services Agreement.

**3. Your Instructions**

3.1 Your right to provide instructions to Oracle as specified in Section 2 of the Data Processing Agreement encompasses instructions regarding (i) data transfers as set forth in Section 1 of this European DPA Addendum; and (ii) assistance with Data Subject requests to access, delete or erase, restrict, rectify, receive and transmit (data portability), block access to or object to Processing of specific Personal Information or sets of Personal Information as described in Section 3 of the Data Processing Agreement.

3.2 To the extent required by the Applicable EEA Data Protection Law, Oracle will immediately inform You if, in its opinion, Your instruction infringes Applicable European Data Protection Law. You acknowledge and agree that Oracle is not responsible for performing legal research and/or for providing legal advice to You.

**4. Notice and Objection Right to New Oracle Affiliates and Third Party Subprocessors**

4.1 Subject to the terms and restrictions specified in this Section 4 of the European DPA Addendum and Section 4 of the Data Processing Agreement, You provide Oracle general written authorization to engage Oracle Affiliates and Third Party Subprocessors to assist in the performance of the Services.

4.2 Oracle maintains lists of Oracle Affiliates and Third Party Subprocessors that may Process Personal Information. These lists are available via My Oracle Support, Document ID 2121811.1 (or other applicable primary support tool, user interface or contact provided for the Services, such as the NetSuite Support Portal or Your Oracle project manager). If You would like to receive notice of any intended changes to these lists of Oracle Affiliates and Third Party Subprocessors, You can (i) sign up per the instructions on My Oracle Support, Document ID 2288528.1; or (ii) Oracle will provide you notice of intended changes where a sign up mechanism is not available. For ACS and Consulting Services, any additional Third Party Subprocessors that Oracle intends to use will be listed in Your order for ACS or Consulting Services, or in a subsequent “Oracle Subprocessor Notice”, which Oracle will send to you by e-mail as necessary.

4.3 Within fourteen (14) calendar days of Oracle providing such notice to You under Section 4.2 above, You may object to the intended involvement of a Third Party Subprocessor or Oracle Affiliate in the performance of the Services, providing objective justifiable grounds related to the ability of such Third Party Subprocessor or Oracle Affiliate to adequately protect Personal Information in accordance with the Data Processing Agreement or Applicable European Data Protection Law in writing by submitting a “service

request" via (i) My Oracle Support (or other applicable primary support tool) or (ii) for ACS and Consulting Services, the project manager for the Services. You and Oracle will work together in good faith to find a mutually acceptable resolution to address such objection, including but not limited to reviewing additional documentation supporting the Third Party Subprocessor's or Oracle Affiliate's compliance with the Data Processing Agreement or Applicable European Data Protection Law, or delivering the Services without the involvement of such Third Party Subprocessor. To the extent You and Oracle do not reach a mutually acceptable resolution within a reasonable timeframe, You shall have the right to terminate the relevant Services (i) upon serving thirty (30) days prior notice; (ii) without liability to You or Oracle and (iii) without relieving You from Your payment obligations under the Services Agreement up to the date of termination. If the termination in accordance with this Section 4.3 only pertains to a portion of Services under an order, You will enter into an amendment or replacement order to reflect such partial termination.

## 5. Information and Assistance

5.1 For hosted Services, Your audit rights under Section 7 of the Data Processing Agreement include the right to conduct inspections of the applicable Services data center facility that hosts Personal Information.

5.2 In addition, You may request that Oracle audit a Third Party Subprocessor or provide confirmation that such an audit has occurred (or, where available, obtain or assist You in obtaining a third-party audit report concerning the Third Party Subprocessor's operations) to verify compliance with the Third Party Subprocessor's obligations. You will also be entitled, upon written request, to receive copies of the relevant privacy and security terms of Oracle's agreement with any Third Party Subprocessors and Oracle Affiliates that may Process Personal Information.

5.3 Oracle provides You with information and assistance reasonable necessary for You to conduct Your data protection impact assessments or consult with Your Regulator(s), by granting You electronic access to a record of Processing activities and any available privacy & security functionality guides for the Services. This information is available via (i) My Oracle Support, Document ID 111.1 or other applicable primary support tool provided for the Services, such as the NetSuite Support Portal, or (ii) upon request, if such access to My Oracle Support (or other primary support tool) is not available to You.

## 6. Data Protection Officer

6.1 Oracle has appointed a Global Data Protection Officer and, in some European countries, a local Data Protection Officer. Further details on how to contact Oracle's Global Data Protection Officer and, where applicable, the local Data Protection Officer, are available here.

6.2 If You have appointed a Data Protection Officer, You may request Oracle to include the contact details of Your Data Protection Officer in the relevant Services order.

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

## CONTRACT CHANGE NOTICE

Change Notice Number **10**

to

Contract Number **071B4300149**

| CONTRACTOR | |
|---|---|
| | ORACLE AMERICA INC |
| | 500 Oracle Parkway |
| | Redwood Shores, CA 94065 |
| | Justin Fekete |
| | 303-334-4417 |
| | justin.fekete@oracle.com |
| | CV0066538 |

| STATE | | | |
|---|---|---|---|
| | Program Manager | Various | DTMB |
| | | | |
| | | | |
| | Contract Administrator | KeriAnn Trumble | DTMB |
| | | (517) 241-7000 | |
| | | trumblek1@michigan.gov | |

| CONTRACT SUMMARY | | | |
|---|---|---|---|
| ORACLE SOFTWARE, HARDWARE & RELATED SRVCS | | | |
| **INITIAL EFFECTIVE DATE** | **INITIAL EXPIRATION DATE** | **INITIAL AVAILABLE OPTIONS** | **EXPIRATION DATE BEFORE** |
| August 29, 2014 | August 28, 2019 | 3 - 1 Year | August 28, 2021 |
| **PAYMENT TERMS** | | **DELIVERY TIMEFRAME** | |
| NET30 | | | |
| **ALTERNATE PAYMENT OPTIONS** | | | **EXTENDED PURCHASING** |
| ☐ P-Card | ☐ PRC | ☐ Other | ☒ Yes ☐ No |
| **MINIMUM DELIVERY REQUIREMENTS** | | | |
| | | | |

| DESCRIPTION OF CHANGE NOTICE | | | | |
|---|---|---|---|---|
| **OPTION** | **LENGTH OF OPTION** | **EXTENSION** | **LENGTH OF EXTENSION** | **REVISED EXP. DATE** |
| ☒ | 1 Year | ☐ | | August 28, 2022 |
| **CURRENT VALUE** | **VALUE OF CHANGE NOTICE** | | **ESTIMATED AGGREGATE CONTRACT VALUE** | |
| $122,466,666.67 | $0.00 | | $122,466,666.67 | |

**DESCRIPTION**

Effective 8/25/2021, the State is exercising the final option year. The revised contract expiration date is 8/28/2022.

Please note the Contract Administrator has been changed to KeriAnn Trumble.

All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Central Procurement Services approval, and State Administrative Board approval on 5/22/2019.

**Program Managers**
**for**
**Multi-Agency and Statewide Contracts**

| AGENCY | NAME | PHONE | EMAIL |
|---|---|---|---|
| DTMB | Sena Aktulga | 517-420-6234 | AktulgaS@michigan.gov |
| DTMB | Mohamed Gibril | 517-230-1452 | GibrilM@michigan.gov |

# AMENDMENT SIX
# TO
# MASTER AGREEMENT

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

The parties agree to amend the Master Agreement as follows:

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

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

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

"**8.1 Term of the Agreement and Pricing, Discount, and/or Rate Terms**

**a. Term of the Agreement.** Orders may be placed under this Master Agreement through August 28, 2022. All Products and Services as ordered under this Master Agreement shall be under Oracle's standard fees and policies in effect at the time of such order.

**b. Pricing, Discount, and/or Rate Terms.** The pricing, discount, and/or rate terms as of the Effective Date of Amendment Six are as set forth in the following appendices, as applicable:

(i) **Appendix A (Pricing and Discount Schedule).** Appendix A (Pricing and Discount Schedule) of the Master Agreement is hereby deleted and replaced with Appendix A (Pricing and Discount Schedule) attached hereto. The pricing and discounting terms set forth in the attached **Appendix A** (Pricing and Discount Schedule) supersede any and all pricing and discounting terms for program licenses and first-year technical support services contained in the Master Agreement. All prior Price List(s) associated with Appendix A are hereby deleted and made null and void.

(ii) **Appendix F (Pricing and Discount Schedule for Hardware).** Appendix F (Pricing and Discount Schedule for Hardware) of the Master Agreement is hereby deleted and replaced with **Appendix F** (Discount Table for Hardware and Engineered Systems and Associated Software) attached hereto. The pricing and discounting terms set forth in the attached Appendix F (Discount Table for Hardware and Engineered Systems and Associated Software) supersede any and all pricing and discounting terms for hardware contained in the Master Agreement. All prior pricing and discount schedules associated with Appendix F are hereby deleted and made null and void.

(iii) **Appendix G (Hourly Rates for Time and Materials – Consulting Services).** Appendix G (Hourly Rates for Time and Materials – Consulting Services) of the Master Agreement is hereby deleted and replaced with **Appendix G** (Hourly Rates for Time and Materials – Consulting Services) attached hereto. The pricing and discounting terms set forth in the attached Appendix G (Hourly Rates for Time and Materials – Consulting Services) supersede any and all pricing and discounting terms for consulting services contained in the Master Agreement. All prior Consulting Rates associated with Appendix G are hereby deleted and made null and void.

(iv) **Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support).** Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) of the Master Agreement is hereby deleted and replaced with **Appendix H** (Hourly Rates for Time and Materials Oracle Advanced Customer Support) attached hereto. The pricing and discounting terms set forth in the attached Appendix H (Hourly Rates for Time and Materials Oracle Advanced Customer Support) supersede any and all pricing and discounting terms for advanced customer support contained in the Master Agreement. All prior ACS Rates associated with Appendix H are hereby deleted and made null and void.

(v) **Appendix I (Pricing and Discount Schedule for Oracle University Training).** Pricing and discounts for any Oracle University products ordered under the Master Agreement shall be as

specified in the applicable order, based on Oracle's standard fees and policies in effect at the time of such order.

Notwithstanding the foregoing, the parties may negotiate larger discounts based on the nature and volume of sales at the time of the applicable order.

**3. Appendix B (Oracle Software Technical Support Policies).** Appendix B (Technical Support Policies) of the Master Agreement is hereby deleted and replaced with **Appendix B** (Technical Support Policies) attached hereto. The Oracle Software Technical Support Policies, dated April 2, 2021, attached hereto are for your convenience and for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the technical support policies at http://oracle.com/contracts.

**4. Appendix D (License Definitions and Rules).** Appendix D (License Definitions and Rules) of the Master Agreement is hereby and replaced with **Appendix D** (License Definitions and Rules) attached hereto. The Oracle License Definitions and Rules dated March 11, 2021 attached hereto are for your convenience and for reference purposes only and are subject to change at Oracle's discretion. Current policies may also be viewed on the following link: http://oracle.com/contracts

**5. Appendix J (Oracle Hardware and Systems Support Policies).** Appendix J (Oracle Hardware and Systems Support Policies) of the Master Agreement is hereby deleted and replaced with **Appendix J** (Oracle Hardware and Systems Support Policies) attached hereto. The Oracle Hardware and Systems Support Policies, dated May 7, 2021, are attached hereto for your convenience and for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the Oracle Hardware and Systems Support Policies at http://oracle.com/us/support/index.html.

Subject to the modifications herein, the Master Agreement shall remain in full force and effect.

The Effective Date of this Amendment Six is _____.

| **State of Michigan, Department of Technology, Management and Budget (DTMB)** | **Oracle America, Inc.** |
|---|---|
| Authorized Signature: _____ | Authorized Signature: _____ |
| Name: _____ | Name: _____ |
| Title: _____ | Title: _____ |
| Signature Date: _____ | Signature Date: _____ |

**Appendix A**
**Pricing and Discount Schedule**

**A. Pricing and Discounting Terms for New Program Licenses and First-Year Technical Support**

The following pricing and discounting terms for new Program licenses and first-year technical support services are hereby incorporated into the Master Agreement:

1. On-Prem Price Lists. The "**On-Prem Price Lists**" shall be defined as the then-current versions of the following On-Prem Price Lists at the time of order:

   a. Oracle Technology Global Price List
   b. Oracle Business Intelligence Applications Global Price List
   c. Oracle E-Business Suite Applications Global Price List
   d. Oracle Siebel CRM Global Price List
   e. PeopleSoft Component Global Price List
   f. JD Edwards Component Global Price List
   g. Oracle Fusion Applications Global Price List

   You may access the current version of the On-Prem Price Lists at: http://www.oracle.com/us/corporate/pricing/price-lists/index.html.

2. Pricing and Discounts.
   From the Effective Date of Amendment Six to the Master Agreement until August 28, 2022, You may acquire Products listed on the On-Prem Price Lists, provided such Products are available in production release when ordered, and provided you have continuously maintained technical support for your existing Program licenses, by paying Oracle the fees specified on the On-Prem Price Lists less the discount set forth below in section A.3 of this Appendix A, except as specified in section A.4 below. You may also acquire first-year Software Update License & Support ("**SULS**") for such Programs by paying Oracle the fees specified, less the discount set forth below, except as specified in section A.4 below.

3. Discount Schedule.
   From the Effective Date of Amendment Six of the Master Agreement until August 28, 2022, a discount of 44.45% shall apply to the fees listed on the then-current version of the On-Prem Price Lists at the time of the order for program licenses and first-year SULS acquired pursuant to the terms of this Master Agreement.

4. Exclusions: For the avoidance of doubt, the discounts provided in section A.3 above shall not apply to the following:

   a. any price lists listed in section B of this Appendix A;
   b. any third-party products included in any of the On-Prem Price Lists;
   c. any grandfathered Primavera products;
   d. any products priced in advance of availability or with controlled availability;
   e. any Cloud products on any On-Prem Price Lists.

**B. Pricing for MySQL, Managed Cloud Services, Linux Support and Oracle VM Support, and RightNow Cloud Services**

1. From the Effective Date of Amendment Six to the Master Agreement until August 28, 2022, You may acquire Products listed on the following price lists, provided such Products are generally available in production release when ordered:

   a. MySQL Global Price List(*) – limited to MySQL Subscription products only
   b. Oracle Managed Cloud Services Global Price List(*)
   c. Oracle Linux Support and Oracle VM Support Global Price List(*) – excluding Oracle Linux Network products
   d. Oracle RightNow (Service Cloud) Global Price List, dated March 17, 2021, attached hereto as Exhibit One to Appendix A

   You may access the current version of the Appendix A Price Lists denoted with an asterisk (*) at: http://www.oracle.com/us/corporate/pricing/price-lists/index.html.

**C.** Any updates or changes to the pricing and discounting terms provided in this Appendix A shall be made by a written amendment to this Master Agreement.

**EXHIBIT ONE TO APPENDIX A**
**ORACLE RIGHTNOW (SERVICE CLOUD) GLOBAL PRICE LIST**

# Oracle Global Price List

## Oracle RightNow (Service Cloud) Pricing

March 17, 2021

Prices in USA (Dollar)

# Oracle RightNow Pricing

## RightNow Subscription Services

| Oracle RightNow Cloud Service: Desktop Seats | Monthly Price | Per Unit Price | License Metric | Minimum Metric Quantity | Part Number |
|---|---|---|---|---|---|
| Oracle RightNow Standard Dynamic Agent Desktop Cloud Service | 110.00 | - | Hosted Named User | 10 | B88480 |
| | 275.00 | - | Hosted Connected User | 10 | B88481 |
| | - | 110.00 | Hosted Named Seat Month | 100 | B88482 |
| | - | 275.00 | Hosted Connected Seat Month | 100 | B88483 |
| Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service | 140.00 | - | Hosted Named User | 10 | B88484 |
| | 350.00 | - | Hosted Connected User | 10 | B88485 |
| | - | 140.00 | Hosted Named Seat Month | 100 | B88486 |
| | - | 350.00 | Hosted Connected Seat Month | 100 | B88487 |
| Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service | 250.00 | - | Hosted Named User | 10 | B88488 |
| | 450.00 | - | Hosted Connected User | 10 | B88489 |
| | - | 250.00 | Hosted Named Seat Month | 100 | B88490 |
| | - | 450.00 | Hosted Connected Seat Month | 100 | B88491 |
| Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service | 90.00 | - | Hosted Named User | 10 | B88492 |
| | 225.00 | - | Hosted Connected User | 10 | B88493 |
| | - | 90.00 | Hosted Named Seat Month | 100 | B88494 |
| | - | 225.00 | Hosted Connected Seat Month | 100 | B88495 |
| Oracle Standalone Cobrowse Dynamic Agent Desktop Cloud Service | 50.00 | - | Hosted Named User | 10 | B78652 |
| | 125.00 | - | Hosted Connected User | 10 | B78653 |
| | - | 50.00 | Hosted Named Seat Month | 100 | B78654 |
| | - | 125.00 | Hosted Connected Seat Month | 100 | B78655 |
| Oracle Standalone Live Experience Cloud Service - Premium | - | 150.00 | Hosted Named Seat Month | 100 | B89063 |
| **Oracle RightNow Cloud Service: Desktop Seats Add-Ons** | | | | | |
| Oracle RightNow Chat Cloud Service | 40.00 | - | Hosted Named User | - | B68258 |
| | 100.00 | - | Hosted Connected User | - | B68259 |
| | - | 40.00 | Hosted Named Seat Month | - | B68281 |
| | - | 100.00 | Hosted Connected Seat Month | - | B68282 |
| Oracle Cobrowse Cloud Service | 30.00 | - | Hosted Named User | - | B68246 |
| | 75.00 | - | Hosted Connected User | - | B78656 |
| | - | 30.00 | Hosted Named Seat Month | - | B68278 |
| | - | 75.00 | Hosted Connected Seat Month | - | B78657 |
| Oracle Live Experience for RightNow Cloud Service - Enterprise | 125.00 | - | Hosted Named User | 10 | B92096 |
| | 312.50 | - | Hosted Connected User | 10 | B92098 |
| | - | 125.00 | Hosted Named Seat Month | 100 | B92100 |
| | - | 312.50 | Hosted Connected Seat Month | 100 | B92102 |
| Oracle Live Experience for RightNow Cloud Service - Premium | 150.00 | - | Hosted Named User | 10 | B92097 |
| | 375.00 | - | Hosted Connected User | 10 | B92099 |
| | - | 150.00 | Hosted Named Seat Month | 100 | B92101 |
| | - | 375.00 | Hosted Connected Seat Month | 100 | B92103 |
| Oracle RightNow Non-Contact Center User Cloud Service | 25.00 | - | Hosted Non-Contact Center Named User | - | B82255 |
| | - | 25.00 | Hosted Non-Contact Center Named Seat Month | - | B82256 |

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| | Monthly Price | Per Unit Price | License Metric | Minimum Metric Quantity | Part Number |
|---|---|---|---|---|---|
| Oracle Service Monitoring for Connected Assets Cloud Service | 50.00 | - | Hosted Named User | 125 | B88214 |
| | 125.00 | - | Hosted Connected User | 125 | B88215 |
| | - | 50.00 | Hosted Named Seat Month | 1,250 | B88216 |
| | - | 125.00 | Hosted Connected Seat Month | 1,250 | B88217 |
| Oracle RightNow Contextual Workspaces Cloud Service | 10.00 | - | Hosted Named User | - | B68469 |
| | 25.00 | - | Hosted Connected User | - | B68468 |
| | - | 10.00 | Hosted Named Seat Month | - | B68470 |
| | - | 25.00 | Hosted Connected Seat Month | - | B68467 |
| Oracle RightNow Guided Assistance Cloud Service | 20.00 | - | Hosted Named User | - | B68300 |
| | 50.00 | - | Hosted Connected User | - | B68301 |
| | - | 20.00 | Hosted Named Seat Month | - | B68283 |
| | - | 50.00 | Hosted Connected Seat Month | - | B68284 |
| Oracle RightNow Agent Scripting Cloud Service | 30.00 | - | Hosted Named User | - | B68302 |
| | 75.00 | - | Hosted Connected User | - | B68303 |
| | - | 30.00 | Hosted Named Seat Month | - | B68285 |
| | - | 75.00 | Hosted Connected Seat Month | - | B68286 |
| Oracle RightNow Desktop Workflow Cloud Service | 40.00 | - | Hosted Named User | - | B68304 |
| | 100.00 | - | Hosted Connected User | - | B68305 |
| | - | 40.00 | Hosted Named Seat Month | - | B68287 |
| | - | 100.00 | Hosted Connected Seat Month | - | B68288 |

| | Monthly Price | Per Unit Price | License Metric | Minimum Metric Quantity | Part Number |
|---|---|---|---|---|---|
| **Oracle RightNow Web Cloud Service: Billable Sessions** | | | | | |
| Oracle RightNow Universal Core Tier 1 Sessions Monthly | 6.40 | - | 100 Sessions - Monthly Capacity | - | B72236 |
| Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly | 33.00 | - | 100 Sessions - Monthly Capacity | 25 | B72233 |
| Oracle RightNow Universal Core Tier 1 Sessions Service Period Pool | - | 6 | 100 Sessions - Pooled Capacity | - | B72237 |
| Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool | - | 33 | 100 Sessions - Pooled Capacity | 250 | B72234 |
| **Oracle Fusion Customer Data Management** | | | | | |
| Oracle Fusion Data Quality Cloud Service | 10.00 | - | Hosted 1,000 Records | - | B91072 |
| **Oracle RightNow Emails Cloud Service: Emails Sent** | | | | | |
| Oracle RightNow Emails Sent Monthly | 1.20 | - | 100 Emails Sent - Monthly Capacity | - | B68548 |
| Oracle RightNow Emails Sent Service Period Pool | - | 1.20 | 100 Emails Sent - Pooled Capacity | - | B68251 |
| **Oracle RightNow Connect Web Services Cloud Service** | | | | | |
| Oracle RightNow Connect Web Services API Operations Monthly | 25.00 | - | 250,000 Web Services API Operations - Monthly Capacity | - | B76483 |
| Oracle RightNow Connect Web Services API Operations Service Period Pool | - | 25 | 250,000 Web Services API Operations - Pooled Capacity | - | B76484 |

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| | Monthly Price | Per Unit Price | License Metric | Minimum Metric Quantity | Part Number |
|---|---|---|---|---|---|
| **Oracle RightNow Cloud Service: Software Add-Ons** | | | | | |
| Oracle RightNow Instance Cloud Service | 833.33 | - | Instance | - | B68550 |
| Oracle RightNow Interface Cloud Service | 500.00 | - | Interface | - | B73899 |
| Oracle Additional Test Environment for Oracle RightNow Cloud Service | 2,500.00 | - | Test Environment | - | B70790 |
| Oracle RightNow Single Sign-On Cloud Service | 375.00 | - | Interface | - | B68558 |
| Oracle RightNow Advanced Website Search Cloud Service | 560.00 | - | 20,000 Documents Indexed | - | B85219 |

## Oracle RightNow Pricing
### Policy Automation Subscription Services

| | Monthly Price | Per Unit Price | License Metric | Minimum Metric Quantity | Part Number |
|---|---|---|---|---|---|
| **Oracle Policy Automation: Base Parts** | | | | | |
| Oracle Policy Automation Agent Cloud Service | 80.00 | - | Hosted Named User | 10 | B86965 |
| | 200.00 | - | Hosted Connected User | 10 | B86966 |
| | - | 80 | Hosted Named Seat Month | 100 | B86967 |
| | - | 200 | Hosted Connected Seat Month | 100 | B86968 |
| Oracle Policy Automation Enterprise Assessment API Cloud Service | 9,500.00 | - | 1M Monthly Assessments | - | B88133 |
| Oracle Policy Automation Mobile Cloud Service | 25.00 | - | Hosted Named User | 10 | B81060 |
| | 65.00 | - | Hosted Connected User | 10 | B81061 |
| | - | 25 | Hosted Named Seat Month | 100 | B81062 |
| | - | 65 | Hosted Connected Seat Month | 100 | B81063 |
| **Oracle Policy Automation: Add-On Parts** | | | | | |
| Oracle Policy Automation Collaboration Cloud Service | 100.00 | - | Hosted Named User | 5 | B78442 |
| | 250.00 | - | Hosted Connected User | 5 | B78443 |
| | - | 100 | Hosted Named Seat Month | 50 | B78444 |
| | - | 250 | Hosted Connected Seat Month | 50 | B78445 |

## Oracle RightNow Pricing
### Field Service Subscription Services

| | Monthly Price | Per Unit Price | License Metric | Minimum Metric Quantity | Part Number |
|---|---|---|---|---|---|
| **Oracle Field Service Cloud Service: Base Parts** | | | | | |
| Oracle Field Service Professional Cloud Service | 100.00 | | Hosted Named User | 50 | B90333 |
| | | 100 | Hosted Named Seat Month | 500 | B90334 |
| Oracle Field Service Enterprise Cloud Service | 225.00 | | Hosted Named User | 50 | B90335 |
| | | 225 | Hosted Named Seat Month | 500 | B90336 |
| **Oracle Field Service Cloud Service: Add-On Parts** | | | | | |
| Oracle Field Service Contingent Worker Cloud Service | 5.00 | - | Activity - Pooled Capacity | 36,000 | B90337 |
| Oracle Additional Test Environment for Oracle Field Service Cloud Service | 2,500 | - | Test Environment | - | B79903 |
| Oracle Field Service Standard Map Cloud Service with Google Maps | 0.0000 | - | Hosted Named User | 50 | B87739 |
| | | 0.0000 | Hosted Named Seat Month | 500 | B88504 |
| Oracle Field Service Standard Map Cloud Service with Baidu Maps | 0.0000 | - | Hosted Named User | 50 | B88850 |
| | | 0.0000 | Hosted Named Seat Month | 500 | B88851 |

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# Oracle RightNow Pricing

## Support and Hosting Services

| | Subscription Price | Price Measure | License Metric | Minimum Metric Quantity | Part Number |
|---|---|---|---|---|---|
| **Oracle RightNow Cloud Service Cloud Offerings** | | | | | |
| Oracle Cloud Priority Support for SaaS: Base Fee | 1,250.00 | Monthly | Each | - | B86669 |
| Oracle Cloud Priority Support for SaaS | 10% of Net Subscription Fees | Monthly | Each | - | B86668 |
| Oracle Solution Support Center for SaaS: Base Fee | 10,000.00 | Monthly | Each | - | B90813 |
| Oracle Solution Support Center for SaaS | 12% of Net Subscription Fee | Annual | Each | - | B90626 |
| Oracle Technical Account Management for PCI Certification Services - Percentage | 5% of Net Subscription Fees | Monthly | Customer | 10,000 | B76702 |
| Oracle Technical Account Management for PCI Certification Services - Fixed Price Minimum | 833.33 | Monthly | Customer | - | B76703 |
| **Oracle RightNow Cloud Service Support Add-Ons** | | | | | |
| Oracle RightNow Custom Domain SSL Application Hosting | 140.00 | Monthly | Certificate | - | B68310 |
| Oracle Virtual Private Network for Oracle RightNow Cloud Service | 500.00 | Monthly | VPN Connection | - | B70797 |
| Oracle Virtual Private Network for Oracle Field Service Cloud Service | 500.00 | Monthly | VPN Connection | 2 | B81064 |
| Oracle RightNow Additional Mailbox | 30.00 | Monthly | Each | - | B68311 |
| Additional 50GB File Storage Cloud Service | 3.00 | Monthly | Each | - | B92134 |
| Oracle Live Experience Cloud Service, Enterprise Plus Additional Storage, 50 Gigabyte Storage Capacity | 3.00 | Monthly | Each | - | B89066 |
| Additional 1 GB Peak Database Storage | 33.33 | Monthly | Each | - | B68313 |
| Additional 5 GB Monthly Bandwidth | 6.25 | Monthly | Each | - | B68257 |
| Oracle RightNow Dedicated Outbound IP Address | 80.00 | Monthly | External Interface | - | B68551 |

# Oracle RightNow Pricing

## Consulting Services

**Consulting Service Fees for North America**

| North America | [redacted] | Price Measure | Minimum | License Metric | Pillar | Part Number |
|---|---|---|---|---|---|---|
| **Oracle RightNow Service Cloud Implementation Services** *(North America)* | | | | | | |
| Oracle RightNow Solution Implementation Service for Standalone Cobrowse | 3,000 | One-Time | - | Each | | B87639 |
| Oracle Virtual Private Network Setup Fee Cloud Service *(No Discounting)* | 5,000 | One-Time | 2 | Each | | B70817 |
| **Oracle RightNow Service Cloud Import/Export Services** | | | | | | |
| Oracle RightNow Data Export Service - One-Time | 3,000 | One-Time | - | Each | | B68987 |

**Consulting Service Fees by Country Zone**

| Country Zone A | Country Zone B | Country Zone C | Country Zone D | Country Zone E | Price Measure | Minimum | License Metric | Pillar | Part Number |
|---|---|---|---|---|---|---|---|---|---|
| **Oracle RightNow Service Cloud Managed Services** *(EMEA/APAC/JAPAN)* | | | | | | | | | |
| Oracle RightNow Managed Services - Basic (20-99 hours) | 223 | 165 | 116 | 83 | 66 | Per Year | 20 | Hour | B73313 |
| Oracle RightNow Managed Services - Standard (100+ hours) | 203 | 150 | 105 | 75 | 60 | Per Year | 100 | Hour | B73312 |

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## Definitions

**1M Monthly Assessments:** is defined as up to 1,000,000 assessments made using the Oracle Policy Automation Determinations Application Programming Interface (API), during each calendar month of the service period. Unused assessments do not rollover to subsequent months. One (1) assessment corresponds to the following:

1) An invocation of the Determinations API Assess Service Simple Object Access protocol (SOAP) Assess action
2) An invocation of the Determinations API Answer Service Simple Object Access Protocol (SOAP) GetAnswer action
3) Each individual case POSTed to the Determinations API Batch Assessment Representational State Transfer (REST) Service endpoint.

*Note that an assessment is deemed to have occurred even if the provided data cannot be processed.*

If a policy model has been constructed such that multiple independent assessments are processed together (for example unrelated customers or unrelated incidents), each independent assessment processed via the policy model will be counted separately for the purpose of Oracle Policy Automation Cloud Service.

**Bandwidth:** is defined as the amount of data transferred between your and Oracle's web servers.

**8 Hour Block:** is defined as a single block of time lasting up to 8 hours. This block may not be divided up into several smaller blocks. The block of time may be less then 8 hours, but not more then 8 hours.

**Certificate:** is defined as your previously purchased Secure Socket Layer Certificate from a vendor such as Comodo or VeriSign. The Oracle RightNow Custom Domain SSL Application Hosting offering creates the ability for RightNow to host your Comodo or VeriSign certificates on a custom domain in custom, wildcard or Subject Alternative Name configurations.

**Community Instance:** is defined as a platform containing all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by Oracle RightNow to host the Community.

**Connection:** is defined as a secure (encrypted) LAN to LAN link between your network and the RightNow hosting facility.

**Customer:** is defined as the customer entity specified on your order. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of computers on which such programs may be copied, installed and used.

**Database Storage:** is defined as the total amount of disk usage you are using through dynamic data stored in database tables.

**Documents Indexed:** is defined as a document of any type that can be reached through a URI/URL. An example would be http://mydocdomain.com/docfolder.

**100 Emails Sent:** is defined as 100 emails sent for all outbound broadcast or transactional emails through Oracle RightNow Outreach Cloud Service or Oracle RightNow Feedback Cloud Service. There are a small amount of emails bundled into the Standalone Chat, Enterprise and Enterprise Contact Center Desktops.

With Monthly Capacity, you are purchasing transactions to be used within a single month. This is the quantity that is identified on the order form. A single unit can be used for one transaction per month for each service period in your subscription term. The price identified is a monthly price.

With Pooled Capacity, you are purchasing transactions to be used for the entire service period. This is the quantity that is identified on the order form. The price identified is the per unit price.

**External Interface:** is defined as a set of configuration files accessed via a unique URL, which is designed to give you an opportunity to permit others to view all or a discrete subset of a Database.

**File Storage:** is defined as the total amount of disk usage stored in the file attachment server (i.e. - file attachments, archived data).

**Hosted Connected Seat Month**: is defined as an individual authorized by you to access the hosted service simultaneously with other individuals during one service period month. The Hosted Connected Seat Months are pooled for the Service Period stated on the Order Form. You can consume as many units as you need for each month, but will need to buy more units to fill your pool if you run out of capacity before the Service Period End Date. This is monitored retroactively. At the end of each month, Oracle will look at the previous month's daily peak simultaneous user count, find the maximum number and decrement that amount from the total seat pool. If you go over your purchased capacity prior to purchasing more, you will owe Oracle for back-compliance. You can consume as many seats as you need for each month, but need to buy more seats to fill your pool if you run out of capacity before the service period end date.

**Hosted Connected User:** is defined as an individual authorized by you to access the hosted service simultaneously with other individuals at any given time. The capacity on the order form will be the number of users required for a single month. If at any time you use more than your purchased capacity, you are out of compliance and are responsible for back-compliance charges for the overage and will be asked to purchase additional seats to accommodate your increased usage. This is monitored retroactively. At the end of each month, Oracle will look at the previous calendar or service month's peak Hosted Connected User count, find the maximum number and count that as your consumption for the month.

**Hosted Non-Contact Center Named User:** is defined as an individual authorized by you to access the Oracle Service Cloud regardless of whether the individual is actively accessing these services at any given time. This individual will be an employee of the organization that reports outside of the Contact Center team. The Contact Center team includes any individual reporting into a group responsible for the service channels the Oracle Service Cloud supports and/or any individual reporting into a group that supports administration, operations or monitoring of the Oracle Service Cloud site, including but not limited to: chat, email, phone, co-browse, social and customer communications around case management. The quantity of Hosted Non-Contact Center Named Users on the ordering document is the maximum number of Hosted Non-Contact Center Named Users. If at any time during the Service Period you use more than your purchased capacity of Hosted Non-Contact Center Named Users, then you are out of compliance and you must pay Oracle for back-compliance charges for the overage and purchase additional Hosted Non-Contact Center Named User seats to accommodate your increased usage. The peak number of Hosted Non-Contact Center Named Users at any given time during each month of the Service Period determines your compliance with this metric.

**Hosted Non-Contact Center Named Seat Month:** is defined as an individual who is authorized by you to access the Oracle Service Cloud during each month of the Service Period, regardless of whether the individual is actively accessing these service at any given time. This individual will be an employee of the organization that reports outside of the Contact Center team. The Contact Center team includes any individual reporting into a group responsible for the service channels the Oracle Service Cloud supports and/or any individual reporting into a group that supports administration, operations or monitoring of the Oracle Service Cloud site, including but not limited to: chat, email, phone, co-browse, social and customer communications around case management. For each month of the Service Period, the amount of Hosted Non-Contact Center Named Seat Months used is the peak number of individuals authorized by you to access the Oracle Service Cloud at any given time during such month. If at any time use of the Oracle Service Cloud exceeds the purchased quantity of Hosted Non-Contact Center Named Seat Months, then you are required to purchase and pay for additional Hosted Non-Contact Center Named Seat Months in accordance with the terms of your order, such that the amount of Hosted Non-Contact Center Named Seat Months used or to be used is equal to or less than the total purchased quantity.

**Hosted Named Seat Month:** is defined as an individual authorized by you to access the hosted service by enabling a unique staff account in Oracle RightNow's management and configuration, regardless of whether the individual is actively accessing the hosted service at any given time during one service period month. The Hosted Named Seat Months are pooled for the Service Period stated on the Order Form. You can consume as many units as you need for each month, but will need to buy more units to fill your pool if you run out of capacity before the Service Period End Date. This is monitored retroactively. At the end of each month, Oracle will look at the previous month's daily peak enabled staff account count, find the maximum number and decrement that amount from the total seat pool. If you go over your purchased capacity prior to purchasing more, you will owe Oracle for back-compliance.

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## Definitions

**Hosted Named User:** is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

For the purpose of Oracle RightNow Cloud Service, a unique staff account is enabled for each authorized individual in Oracle RightNow's management and configuration. The capacity on the order form will be the number of users required for a single month. If at any time you use more than your purchased capacity, you are out of compliance and are responsible for back-compliance charges for the overage and will be asked to purchase additional seats to accommodate your increased usage. This is monitored retroactively. At the end of each month, Oracle will look at the previous calendar or service period month's daily peak Hosted Named User count, find the maximum number and count that as your consumption for the month.

**Hosted 1,000 Records:** is defined as 1,000 unique customer database records stored in the hosted service.

For the purposes of Enterprise Data Management Cloud Service, a record is defined as a unique instance by name of a specific business entity -- called a node -- such as, but not limited to, company, account, cost center, product, customer, location, departments, or other critical business element that is managed within the hosted service.

For the purposes of Fusion Accounting Hub Cloud Service, record is a unique external transaction row uploaded to Accounting Hub Cloud Service during the month, and stored in the hosted service. It will be based on unique records in the subledger accounting

For the purposes of Fusion Customer Management Foundation for Organizations Cloud Service, a customer database record is a unique business entity or company record which is stored as an account or organization in the hosted service.

For the purposes of Fusion Customer Management Foundation for Persons Cloud Service, a customer database record is a unique consumer (i.e., physical person) record, which is stored as a contact or a person in the hosted service.

For the purposes of Fusion Data Quality Address Cleansing Cloud Service, the number of records should match the number of records of Fusion Customer Management Foundation for Organizations Cloud Service and/or Fusion Customer Management Foundation for Persons Cloud Service.

For the purposes of Fusion Data Quality Matching Cloud Service, the number of records should match the number of records of Fusion Customer Management Foundation for Organizations Cloud Service and/or Fusion Customer Management Foundation for Persons Cloud Service.

For the purposes of Fusion Automated Invoice Processing Cloud Service (and Fusion WebCenter Forms Recognition Cloud Service), a records is a unique invoice header, in the hosted service, entered during the month.

For the purposes of Product Hub Cloud Service, a product record is defined by a unique product that is used by an enterprise in the hosted service at any given time. A unique product record would include all items including but not limited to finished goods, phantom items, style items, sku items, pack items, assemblies, components, model and option items but does not include any instance items (i.e. star items), or organization assignments, or revisions/versions of the same item, or items.

For the purposes of Product Hub Portal Cloud Service a hosted product record is defined by a unique record that is uploaded through the Product Hub Portal Cloud Service.

**Instance:** is defined as one database which includes the knowledge RightNow foundation (Database), management & administrative capabilities, business rules, process management and reporting.

**Interface:** is defined as a set of configuration files accessed via a unique URL, which is designed to give you an opportunity to permit certain users to view all or a discrete subset of your data, and may be either an Internal Interface or an External Interface. RightNow Interfaces enable Customer to provide an additional language or additional data segmentation for its employees, agents or the public.

**External Interface:** is defined as an external facing interface that may be accessed by Customer's customers and the public. External facing capabilities, if enabled, will cause Oracle RightNow Universal Sessions to be incurred.

**Internal Interface:** is defined as an Internal Interface that may **not** be accessed by Customer's customers or by the public.

**Learning Credit:** A Learning Credits account is a prepaid commitment or a deposit of funds from which the customer can acquire education products and services offered in the Oracle University online catalog posted at education.oracle.com. Learning Credits may only be used to acquire products and services at the list price in effect at the time the customer orders the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when the customer acquires the relevant product or service. The list price will be reduced by applying the Learning Credits discount specified at the time of the customer's Learning Credits purchase.

Notwithstanding anything to the contrary in the previous three sentences, Learning Credits may also be used to pay taxes, materials and/or expenses related to a customer's order; however, the discount specified in the customer's order will not be applied to such taxes, materials and/or expenses. Learning Credits are valid for a period of 12 months from the date the customer's order is accepted by Oracle, and the customer must acquire products and must use any acquired services prior to the end of such period. A customer may only use Learning Credits in the country in which they were acquired, may not use them as a payment method for additional Learning Credits, and may not use different Learning Credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning Credits are non-transferable and non-assignable. A customer may be required to execute standard Oracle ordering materials when using Learning Credits to order products or services.

**Mailbox:** is defined as functionality which allow emails to be brought into your Oracle RightNow site and be converted into an incident to be handled by your support agents or to send and feedback emails.

**100 Sessions:** is defined as 100 15-minute time periods of user activity within a Web Visit.

With Monthly Capacity, you are purchasing transactions to be used within a single month. This is the quantity that is identified on the order form. A single unit can be used for one transaction per month for each service period in your subscription term. The price identified is a monthly price.

With Pooled Capacity, you are purchasing transactions to be used for the entire service period. This is the quantity that is identified on the order form. The price identified is the per unit price.

**Peak Total Storage:** is defined as the total amount of disk usage you are using through any of the following:

- Dynamic data stored in the database tables
- File attachments
- Archived Incidents
- Oracle RightNow Cloud Service Product (Binaries, Programs, PHP Files, CPS Assets and Code)

**Test Environment:** is defined as a single test environment provided to Customer as part of the Cloud Services. A test environment is used for testing and validating changes prior to promotion to the production environment as well as for recreating events and duplicating issues occurring in the production environment for the purposes of troubleshooting and facilitating incident resolution.

**Universal Service Credit:** the purchase of Universal Service Credits ("USC") allows the Customer the flexibility, based on the rate specified in the applicable Order Form, to place pre-funded orders for ORACLE consulting or technical services (i.e., customization/ integration/data imports) in support of the Customer's RightNow Cloud Services implementation. At the time that Customer requires such services, Customer and Oracle/RightNow will agree to a documented scope of work and will reference the USC as form of payment. USCs may not be applied toward education services (i.e., workshops, onsite training). For US Public Sector customers, USCs are paid in arrears of service performance.

**VPN Connection:** is defined as each Oracle virtual private network connection installed between the Oracle data center and Customer.

**250,000 Web Services API Operations:** is defined as 250,000 operations to be used by the Connect Web Services Application Programming Interface (API). This corresponds to operations as defined in the Web Services Description Language (WSDL), and sent via a Simple Object Access Protocol (SOAP) request on the wire. These requests are metered at the server, where each SOAP request corresponds to one API Operation. When using batch, one or more metered Operations can be sent in a single SOAP request.

For the purposes of Monthly Capacity, you are purchasing transactions to be used within a single month as specified in Your Ordering Document. A single unit can be used for one transaction per month during the Services Period.

For the purposes of Pooled Capacity, you are purchasing transactions to be used for the entire Services Period as specified in Your Ordering Document.

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**APPENDIX B**
**TECHNICAL SUPPORT POLICIES**

The Oracle Software Technical Support Policies, dated April 2, 2021, are attached hereto for your convenience, for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the technical support policies at http://oracle.com/contracts.

ORACLE

# Oracle Software Technical Support Policies

**Effective Date: 02-April-2021**

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# 1. OVERVIEW

Unless otherwise stated, these Software Technical Support Policies apply to technical support for all Oracle software product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

To receive technical support as provided by Oracle Support Services ("OSS") as described in these Oracle Software Technical Support Policies, all programs must be properly licensed.

Technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of an Oracle licensed program, running unaltered, and on a certified hardware, database and operating system configuration, as specified in your order or program documentation.

Except as otherwise specified in this section, product release and supported platforms information for all Oracle programs, other than Nimbula and MICROS Systems programs (US Cruise only), is available through Oracle's web-based customer support systems as described in the Web-Based Customer Support Systems section below. Product release and supported platforms information for Nimbula programs will be provided to you in writing.

References to the Technical Support Policies in former Oracle, or vendors acquired by Oracle, agreements may vary (e.g., Software Support Services Terms and Conditions, Maintenance Services Policy, Standard Maintenance Program, product support policy, Support Services policies, Support

Maintenance Agreement, Maintenance and Technical Support Agreement, Maintenance and Support Schedule 2.0, and Licensee Support Services Policy).

These Technical Support Policies are subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of the services provided for supported programs during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Software Technical Support Policies and the previous version of the Oracle Software Technical Support Policies, please refer to the attached Statement of Changes (PDF).

## 2. SUPPORT TERMS

### Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

### Support Period

Technical support is effective upon the effective date of your order unless stated otherwise in your order. If your order was placed through the Oracle Store, the effective date is the date your order was accepted by Oracle. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

### License Set

A license set consists of (i) all of your licenses of a program, including any options* (e.g., Database Enterprise Edition and Enterprise Edition Options; Purchasing and Purchasing Options), Data Enterprise Management programs* (e.g., Database Enterprise Edition and Diagnostics Pack), or self-service module* (e.g., Human Resources and Self-Service Human Resources) licensed for such programs, (ii) all of your licenses of a program that share the same source code**, or (iii) for Crystal Ball programs, the same licenses of a program contained on a single order, (iv) for Java Embedded Binary programs, all of the distributed units of the program(s) embedded in each unique Java Application Product pursuant to the Java Binary License and Redistribution Agreement ("BLRA") between you and Oracle, or (v) if you are distributing Java Restricted Use Binary programs or if you are distributing Java Embedded Binary programs under the Oracle Java Platform Integrator program ("OJPI"), all of the end user's licenses of the program(s) embedded or included in the Java Application Product pursuant to the BLRA. Development and demonstration licenses available through the Oracle Partner Network or the Oracle Technology Network are not included in the definition of a license set.

*As specified on Oracle's price list.

**Programs that share the same source code are:

- Database Enterprise Edition, Database Standard Edition, Database Standard Edition One, Oracle Database Standard Edition 2 and Personal Edition
- Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, WebLogic Server Enterprise Edition, WebLogic Server Standard Edition, WebLogic Suite, and Web Tier
- Oracle FLEXCUBE Core Banking programs
- Oracle FLEXCUBE Universal Banking for Retail programs
- Oracle FLEXCUBE Universal Banking for Corporate programs
- Oracle FLEXCUBE Lending & Leasing programs
- Oracle Daybreak programs
- Oracle Banking programs

If you are an Oracle partner and provide first line support to an end user (e.g., Embedded Software License ("ESL"), Application Specific Full Use ("ASFU"), or any other Oracle authorized provision of first line support), a license set consists of all of the end user's licenses of the program(s) embedded or included in the Application Package pursuant to the ESL Distribution Agreement, ASFU Distribution Agreement, or other distribution agreement between you and Oracle. If the end user also has Full Use licenses supported directly by you, then those Full Use licenses must also be supported at the same level as the ASFU or ESL licenses.

If Oracle is providing first line support for all of an end user's ASFU and Full Use licenses, then both the ASFU and Full Use licenses must be supported at the same level. However, if Oracle is providing first line support for an end user's Full Use licenses and you are providing first line support for the ASFU and/or ESL licenses, then the licenses would not be considered part of the same license set.

## Matching Service Levels

When acquiring technical support, all licenses in any given license set must be supported under the same technical support service level (e.g., Software Update License & Support, Oracle Communications Network Premier Support, or unsupported). If you add Extended Support, you still must maintain Software Update License & Support for the entire license set; subject to availability, you must acquire Extended Support for all licenses of a particular version release of a program if you acquire Extended Support for any license in such version release. You may not support a subset of licenses within a license set; the license set must be reduced by terminating any unsupported licenses. You will be required to document license terminations via a termination letter.

## Reinstatement of Oracle Technical Support

If technical support lapses or was not originally purchased with a program license, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: (a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the relevant program; (b) if you never acquired technical support for the relevant programs, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original program license order date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve month support period shall be the last annual technical support fee you paid for the relevant program; (ii) if you never acquired technical support for the relevant program, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired technical support from an Oracle-authorized distributor and are now acquiring technical support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee. If support is not reinstated for the entire license set or if support for a subset of licenses from an order is reinstated, then the "License Set", "Matching Service Levels", and "Pricing following Reduction of Licenses or Support Level" policies will apply.

### Pricing Following Reduction of Licenses or Support Level

Pricing for support is based upon the level of support and the volume of licenses for which support is ordered. In the event that a subset of licenses on a single order is terminated or if the level of support is reduced, support for the remaining licenses on that license order will be priced at Oracle's list price for support in effect at the time of termination or reduction minus the applicable standard discount. Such support price will not exceed the previous support fees paid for both the remaining licenses and the licenses being terminated or unsupported, and will not be reduced below the previous support fees paid for the licenses continuing to be supported. If the license order from which licenses are being terminated established a price hold for additional licenses, support for all of the licenses ordered pursuant to the price hold will be priced at Oracle's list price for support in effect at the time of reduction minus the applicable standard discount.

### Custom Application Bundles

Technical support may not be discontinued for a single program module within a custom application bundle.

### Unsupported Programs

Customers with unsupported programs are not entitled to download, or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported programs. CD packs or programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported programs.

### Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported programs and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support

services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one primary and four backup individuals ("technical contact") per license set, to serve as liaisons with OSS. With each USD$250,000 in net support fees per license set, you have the option to designate an additional two primary and four backup technical contacts. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

## Program Updates

Update means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

## Right to Desupport

It may become necessary as a part of Oracle's product lifecycle to desupport certain program releases (including any embedded third-party programs for which support has been retired by the manufacturer or vendor of such programs for which, in Oracle's good faith determination, it is no longer practicable for Oracle to support) and, therefore, Oracle reserves that right. However, program releases that are expressly identified within Oracle's Lifetime Support policy will be governed by the terms of the Lifetime Support Policy. Desupport information is subject to change.

## First and Second Line Support

You are required to establish and maintain the organization and processes to provide "First Line Support" for the supported programs directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported programs, (ii) a direct response to users with respect to problems or issues with the supported programs, (iii) a diagnosis of problems or issues of the supported programs, and (iv) a resolution of problems or issues of the supported programs.

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported programs, you may contact Oracle for "Second Line Support". You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., access to repository files, log files, or database extracts) required to provide Second Line Support.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported programs and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported programs so that such supported programs perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

### Third Party Vendor-Specific Support Terms

You must remain on a supported environment – including applications and platforms – to receive technical support. If a vendor retires support for its product, you may be required to upgrade to a current certified and supported product, application, hardware platform, framework, database, and/or operating system configuration to continue receiving technical support services from Oracle.

### Technical Support for Deveopment, Demonstration and End User Licenses

Technical support for Development and/or Demonstration licenses is provided through your membership in the Oracle PartnerNetwork. Before you may provide technical support for a program you have licensed to an end user you must, in addition to the technical support you may receive for Development and/or Demonstration licenses, acquire technical support for such program from Oracle and continuously maintain it for as long as you provide support to the end user.

## 3. LIFETIME SUPPORT

Lifetime Support consists of the following service levels:

- Premier Support (also referred to as, and will be documented on your order as, “Software Update License & Support” or “Oracle Communications Network Software Premier Support”)
- Extended Support (if offered)
- Sustaining Support

A description of the services available under Premier Support, Extended Support and Sustaining Support is included in the Oracle Technical Support Levels section below.

When offered and except as noted below, Premier Support will be available for five years from the date a release of the Oracle program becomes generally available. If offered, support may be extended for an additional three years with Extended Support for specific releases. Except as noted below, in addition to the technical support fee, an Extended Support fee applies for each support period for which Extended Support is purchased.

Alternatively, and if offered, support may be extended with Sustaining Support, which will be available for as long as you maintain technical support for your Oracle program licenses.

For specific programs that are, or will be covered by the Lifetime Support Policy, service levels offered, and timeframes refer to the following:

- For server technology programs view: Lifetime Support Policy: Coverage for Technology Products
- For fusion middleware programs view: Lifetime Support Policy: Coverage for Fusion Middleware
- For application programs view: Lifetime Support Policy: Coverage for Applications
- For retail application programs view: Lifetime Support Policy: Coverage for Retail Applications
- For Sun software and operating system products view: Lifetime Support Policy: Coverage for Sun Software and Operating System Products
- For Oracle Linux program releases view: Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM
- For OFSS programs view: Lifetime Support Policy: Coverage for Oracle Financial Services Software

**General Exceptions**

For Oracle Database releases designated as an "Oracle Database Innovation Release" in the Lifetime Support Policy and on ODSC, Premier Support will be available for two years from the generally available date. Please refer to the Lifetime Support Policy: Coverage for Technology Products document.

**Exceptions for customers with a current support contract running:**

1. **PeopleTools:** The PeopleTools program, provided in conjunction with a PeopleSoft application program release, will be supported for as long as such application program release is supported. Patches and platform certifications for a PeopleTools minor release will be provided until 12 months after the next minor release is made generally available or Oracle announces that no future releases will be made; critical patch updates for a PeopleTools minor release may be provided for up to 24 months after the next minor release is made generally available.

   You must apply PeopleTools minor releases in order to continue to receive Premier or Extended Support, if offered, for a PeopleSoft application program release. You may be required to apply PeopleTools minor releases to remain current with versions of third party technologies and products as supported by the provider of the third party product.

   PeopleSoft application maintenance, which includes but is not limited to: images, patches, bundles, and maintenance packs, may require an upgrade to a newer version of PeopleTools. Oracle reserves the right to make changes to the third party products included in the

   PeopleTools program release which includes but is not limited to: (i) requiring newer versions of the third party products, (ii) changing the way in which third party products are packaged and distributed and (iii) replacing or remediating one or more third party products.
2. **Oracle Database 12*c* Release 1 (12.1):** The Extended Support fee has been waived for the period of August 2018 – July 2019. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.
   For customers running the E-Business Suite programs, the Extended Support fee has been waived through July 2022 for those Oracle database 12.1 licenses that are used for running the E-Business Suite programs.
3. **Oracle Database 11gR2:** For customers running the Oracle database 11.2.0.4 release on the HP OpenVMS on Itanium platform, during the first year of Sustaining Support, January 2021 – December 2021, you will continue to receive Severity 1 fixes and security updates.

4. **Oracle Database 10*g*R2:** For customers running Oracle Database 10*g*R2 on the IBM z/OS platform, after July 2013, Extended Support will continue to be available at Oracle's then-current Extended Support fees. Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available.
5. **Oracle Database Standard Edition 2:** Customers with a current support contract for Oracle Database Standard Edition 2 will continue to receive technical support for previously licensed Oracle Database Standard Edition or Oracle Database Standard Edition One program releases. License restrictions are as specified in the license definitions and rules of the Oracle Database Standard Edition 2 order.
6. **Governance, Risk and Compliance Programs:** For Sustaining Support for the Governance, Risk and Compliance program releases specified below, Oracle will continue to provide Severity 1 fixes through May 2025.

| PROGRAM | PROGRAM RELEASE |
|---|---|
| Application Access Controls Governor | 8.x |
| Configuration Controls Governor | 5.x |
| Enterprise Governance, Risk, and Compliance Manager | 8.x |
| Enterprise Transaction Controls Governor | 8.x |
| Fusion Governance, Risk, and Compliance Intelligence | 3.x |
| Preventive Controls Governor | 7.x |

7. **Java SE 7:** The Extended Support fee will be waived for the period June 2019 - July 2022. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
8. **Java SE 8:** The Extended Support fee will be waived for the period March 2022 - December 2030. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
9. **Oracle Business Intelligence Applications 11.1.1.10.2:** The Extended Support fee will be waived for the period January 2020-June 2021. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
10. **WebLogic Server and Coherence 12.1.3:** Extended Support for the period of January 1, 2020 through January 31, 2022 will be limited to Severity 1 and security fixes.
11. **Oracle Database 12.2.0.1:** Premier Support error correction provided for the period of December 1, 2020 through March 31, 2022 will be limited to Severity 1 production fixes and security fixes delivered via the Quarterly Release Update (RU) process. Error Correction support will be available only for the following platforms: Linux x86-64, Solaris x86-64, Solaris SPARC, IBM AIX on Power Systems, IBM Linux on System Z (ZLinux), HP-UX Itanium, Fujitsu BS2000, and Microsoft Windows x64. This extension excludes:

- Functional upgrades of any kind, issues associated with Third-Party software, and certifications with new versions of the OS
- Embedded components in the Oracle Database that rely upon de-supported releases of Java products; Updates to any cryptography related functionality, including, but not limited to, Transport Layer Security (TLS), network encryption, and other forms of secured communications

12. **Oracle Rdb and Oracle CODASYL Database 7.3.3:** The Extended Support fee will be waived for the period September 2020 - August 2021. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.
13. **Oracle Transportation Management/Global Trade Management 6.4**: The Extended Support fee will be waived for the period January 1, 2022 through December 31, 2022. During this period, you will receive Extended Support as described in the Oracle Technical Support Levels section below.

# 4. ORACLE TECHNICAL SUPPORT LEVELS

## Software Update License & Support

Program releases in the Premier Support phase of Oracle's product support lifecycle will receive Software Update License & Support. Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week. Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise.
- Regulatory updates for certain Oracle Financial Services and Oracle Banking Platform programs and jurisdictions will be delivered in accordance with the Oracle Financial Services Software and Oracle Banking Platform Regulatory Updates Delivery Policy document located here.
- Current licensees of MySQL Classic Edition Annual Subscription, MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription or MySQL Standard Edition Annual Subscription ("MySQL Subscription"), may receive Software Update License & Support (SULS) for MySQL Community Edition*, except that SULS for MySQL Community Edition does not include Updates of any kind. MySQL Community Edition may not contain all of the features and functionality of the programs contained in the MySQL Subscription. (*Community Edition refers to MySQL licensed under the GPL license.)
- For Oracle VM VirtualBox Enterprise, Software Update License & Support (SULS) is limited to the platforms specified here. SULS is not available for Oracle VM VirtualBox Enterprise features noted as experimental; such features are specified in the Oracle VM VirtualBox User Manual located here
- Access to Platinum Services as described at: http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs) consists of:

- The Software Update License & Support described above
- 24x7 access to Oracle Unbreakable Linux Network
- Hardware Certification[1]
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux program released from Oracle for a period of six months from the date the next release of the Oracle Linux program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html

**Note:** Hardware certification will be provided for the first six years from the data a release of the Oracle Linux program becomes generally available. After six years, hardware certification may be provided at Oracle's sole discretion; however, Oracle is under no obligation to provide such hardware certification.

Limited Software Update License & Support is available for the Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas). The limited Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Assistance with service requests during normal business hours
- Ability to log service requests as specified in the following link: https://www.oracle.com/industries/health-sciences/support.html
- Non-technical customer service during normal business hours

Software Update License & Support for the qualifying Oracle Hospitality programs listed here: http://www.oracle.com/us/support/library/hospitality-programs-3840568.pdf ("Hospitality Programs") consists of:

- The Software Update License & Support described above
- First Line Support (Level 1)

For Oracle Hospitality programs only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

| SEVERITY LEVEL[1] | RESPONSE TIME GOAL | UPDATE OR RESOLUTION |
|---|---|---|
| Severity 1 | 5 minutes | 1 hour |
| Severity 2 | 2 hours | 6 hours |
| Severity 3 | 8 hours | 24 hours |
| Severity 4 | 24 hours | 48 hours |

For purposes of the above table, the following definitions apply:

- Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)
- Severity 2: Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total Loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for a given date or range of date, an error within the portal that is preventing the customer from doing any function within the MyMicros portal, or very slow page or image loading, inaccessible tools interface
- Severity 3: Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated workstation/terminal failure, MyMicros unable to review one report within the portal password resets for Oracle Cloud Applications, or Icare loyalty program that is not functioning or has stopped working)
- Severity 4: Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems)

## Extended Support

Extended Support may be available for certain Oracle program releases after Premier Support expires. When Extended Support is offered, it is generally available for three years following the expiration of Premier Support and only for the terminal patchset release of a program. In order to receive Extended Support, you must continue to pay the technical support fee for SULS/Premier Support and purchase Extended Support. Unless otherwise stated in this section, Extended Support for eligible program releases consists of the following:

- Program updates, fixes, security alerts, and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days per week
- Regulatory updates for certain Oracle Financial Services and Oracle Banking Platform programs and jurisdictions will be delivered in accordance with the Oracle Financial Services Software and Oracle Banking Platform Regulatory Updates Delivery Policy document located here
- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise
- Access to Platinum Services as described at: http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Extended Support does not include:

- Certification with new third party products/versions

*Extended Support for Java* SE - Extended Support for eligible Java SE program releases consists of:

- Bug fixes, security fixes and minor updates
- Upgrade tools

- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

### Sustaining Support

Sustaining Support will be available after Premier Support expires. As program releases under Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited. The availability of hardware systems to run such program releases may also be limited. Unless otherwise stated in this section, program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates created during Premier Support and Extended Support (if offered and only after the Extended Support period ends)
- Tax, legal, and regulatory updates (availability may vary by country and/or program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade scripts (availability may vary by program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week,
- Access to the customer support systems specified in the Web-Based Customer Support Systems section below (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise
- Non-technical customer service during normal business hours

Sustaining Support does not include:

- New program updates, fixes, security alerts, and critical patch updates
- New tax, legal, and regulatory updates
- New upgrade scripts
- Certification with new third party products/versions
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

*Sustaining Support for Oracle Linux* - Oracle Linux program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to patches, fixes, and security alerts created during the Premier Support period

Sustaining Support for the Oracle Linux programs does not include:

- Access to new patches, fixes, and security alerts

- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes

*Sustaining Support for Java SE* - Java SE program releases eligible for Sustaining Support will receive Java SE Support limited to the following:

- Minor updates and bug and security fixes created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade tools created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Java SE program releases does not include:

- New minor updates and bug and security fixes
- New upgrade tools
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

*Sustaining Support for Nimbula* – Nimbula program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to existing program updates and fixes only (i.e., new program updates and fixes will not be provided)
- Assistance with service requests during normal business hours.
- Ability to log service requests via the following email: Nimbula-Support_WW@oracle.com
- Non-technical customer service during normal business hours

Sustaining Support for the Nimbula program releases does not include:

- Access to new program updates and fixes
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below

## Oracle Communications Network Software Premier & Sustaining Support

Oracle Communications Network Software Premier Support is available for the following program categories (collectively "Oracle Communications Network Premier Programs"): Diameter Signaling Router Network Function Edition; Integrated Diameter Intelligence Hub - Network Function Editions; Common Signaling; Performance Intelligence Center Network Function Edition; Policy Management Network Function Edition; Cloud Native Core; User Data Repository Network Function Edition; Perpetual license of Session Border Controller, Subscriber-Aware Load Balancer, Core Session Manager, Session Router, Mobile Security Gateway, Operations Monitor, Control Plane Monitor, Fraud Monitor, Application Orchestrator, and Evolved Communications Application Server; Net-Net Central applications; Elastic Charging Engine and Charging Traffic Monitor; Network Service Orchestration; Convergent Charging Controller; Recharge and Voucher Management; and Notification Gateway.

Oracle Communications Network Software Premier Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Remote installation of Oracle Communications Network Premier Programs
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

| SEVERITY LEVEL | RESPONSE TIME[1] | REMOTE RESTORATION TIME[1] | RESOLUTION TIME[1] |
|---|---|---|---|
| Severity 1 | 15 minutes | 6 hours | 30 calendar days |
| Severity 2 | 15 minutes | 48 hours | 30 calendar days |
| Severity 3 | N/A | N/A | 180 calendar days |

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution has been offered. The Remote Restoration Time frames do not apply if program code changes are required.
   - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Premier Program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program updates, fixes, security alerts, and critical patch updates, created during the Premier Support period
- Upgrade scripts (availability may vary by program) created during the Premier Support period
- Major product and technology releases, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates.
- Assistance with service requests 24 hours per day, 7 days a week

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Premier Program releases does not include:

- New program updates, fixes, security alerts, and critical patch updates
- Remote installation of Oracle Communications Network Premier Programs
- New upgrade scripts
- Certification with new third party products/versions
- Response Times identified above
- Previously released fixes or updates that Oracle no longer supports

## Oracle Communications Network Software Support & Sustaining Support

Oracle Communications Network Software Support is available for the following program categories (collectively "Oracle Communications Network Software Programs"): Oracle Communications EAGLE (non ISO), Oracle Communications Performance Intelligence Center, Oracle Communications Diameter Signaling Router, Oracle Communications Policy Management, Oracle Communications User Data Repository, and Oracle Communications Subscriber Data Management. Oracle Communications Network Software Support consists of:

- Program updates, fixes, security alerts, and critical patch updates
- Certification with most new third-party products/versions (availability may vary by program)
- Remote installation of Oracle Communications Network Software Programs
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

| SEVERITY LEVEL | RESPONSE TIME[1] | REMOTE RESTORATION TIME[1] | RESOLUTION TIME[1] |
|---|---|---|---|
| Severity 1 | 15 minutes | 6 hours | 30 calendar days |
| Severity 2 | 15 minutes | 48 hours | 30 calendar days |
| Severity 3 | N/A | N/A | 180 calendar days |

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution has been offered. The Remote Restoration Time frames do not apply if program code changes are required.
   - Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Software Program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program updates, fixes, security alerts, and critical patch updates created during the Support period
- Assistance with service requests 24 hours per day, 7 days a week

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Software Program releases does not include:

- New program updates, fixes, security alerts, and critical patch updates
- Remote installation of Oracle Communications Network Software
- Certification with new third party products/versions
- Response Times identified above
- Previously released fixes or updates that Oracle no longer supports

# 5. ADDITIONAL SUPPORT SERVICES AVAILABLE FOR PURCHASE

### Incident Server Support Package

Incident Server Support provides web-based technical support on a per server basis in packages of 10 service requests to be used within a 12 month period. Any unused service requests at the end of the support period shall expire. Incident Server Support for a program may be acquired with the initial program license purchase and, if acquired with such purchase, may be renewed for subsequent support periods for as long as Premier Support is available for your Oracle program license. If you want to obtain Software Update License & Support, it will be subject to Oracle's reinstatement policies in effect at the time Software Update License & Support is acquired. Incident Server Support is available for the following across all platforms:

- Oracle Database Incident Server Support Package: Oracle Database Enterprise Edition, Oracle Database Standard Edition, Oracle Database Standard Edition One, Partitioning, and Real Application Clusters
- Oracle Application Incident Server Support Package: Internet Application Server Enterprise Edition Internet Application Server Standard Edition, and Internet Application Server Java Edition

Incident Server Support consists of:

- 10 service requests
- Access to My Oracle Support (24x7 web-based technical support system), including the ability to log service requests online
- Access to downloadable software patches and patchsets

Service requests requiring resolution of a program bug will not be counted against your overall service request total. Your access to Incident Server Support services, including My Oracle Support, ends on the earlier of (i) expiration of the support period; or (ii) resolution of your final service request. The Incident Server Support Packages do not include updates and may not be used, purchased, or sold in conjunction with any other support offering.

If you renew Incident Server Support Package, your renewal fee for such services will be based on Oracle's Incident Server Support Package pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Incident Server Support Package is not subject to the Reinstatement of Oracle Technical Support section above.

## Oracle Java Developent Tools Support

Oracle Java Development Tools Support is available for the following programs: Sun NetBeans, Oracle Enterprise Pack for Eclipse, and Oracle JDeveloper (downloaded from the Oracle Technology Network after June 28, 2005). If you acquire Oracle Java Development Tools Support, you will receive support for all of the programs included above.

Oracle Java Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Java Development Tools Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

## Oracle Develper Studio Tools Support

Oracle Developer Studio Tools Support is available for the Oracle Developer Studio program.

Oracle Developer Studio Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Developer Studio Tools Support does not include upgrades to new program releases or access to Oracle Solaris or Oracle Linux updates, fixes or patches. Contractual caps on technical support fees do not apply to this service, unless expressly stated otherwise in the applicable order.

## Oracle Application Development Framework Essentials Support

Oracle Application Development Framework Essentials Support is available for Oracle Application Development Framework (ADF) Essentials program releases.

Oracle Application Development Framework Essentials Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Application Development Framework Essentials Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

## Java SE Support and Java SE Support For Independent Software Vendors

As of June 1, 2017, the Java SE Support and Java SE Support for Independent Software Vendors ("ISVs") offerings are available for renewal only. These offerings are only in support of Java SE 7 program release.

Java SE Support and Java SE Support for ISVs consist of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

These offerings are available for the following period:

| AVAILABILITY |
| --- |
| Through April 30, 2020 |

The services described above are in support of licenses you acquired separately. Bug fixes, security fixes and any updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Java SE program. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

## Oracle Java Embedded Development Support and Oracle Java Embedded Suite Development Support

Oracle Java Embedded Development Support is available for Oracle Java SE Embedded or Oracle Java ME Embedded program releases per Standard Binary. Oracle Java Embedded Suite Development Support is available for the Oracle Java Embedded Suite.

Both Oracle Java Embedded Development Support and Oracle Java Embedded Suite Development Support consist of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

If you acquire Oracle Java Embedded Development Support or Oracle Java Embedded Suite Development Support, the services described above are in support of licenses you acquired separately. Bug fixes, security fixes and any updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Oracle Java SE Embedded, Oracle Java ME Embedded programs or

Oracle Java Embedded Suite. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

## Oracle Solaris 10 Container Support

Oracle Solaris 10 Container Support is available for the Oracle Solaris 10 Container program.

Oracle Solaris 10 Container Support consists of:

- Access to Solaris 10 patches and fixes; including those created during Extended Support if offered
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Solaris 10 Container Support does not include upgrades to new program releases.

## NoSQL Database Community Edition Support

NoSQL Database Community Edition Support is available for NoSQL Database Community Edition program releases.

NoSQL Database Community Edition Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

NoSQL Database Community Edition Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

## Service Request Packages

Service Request Packages are made available to members of the Oracle Partner Network. Service Request Packages provide web-based technical support in packages of 10 or 25 service requests, do not include updates, and are not available for all programs. Please contact your at http://partner.oracle.com for program availability.

Service Request Packages are valid for one year from the date of purchase. Any unused service request(s) will expire at the earlier of (i) the end of such year, or (ii) the end of your OPN membership term if such membership is not renewed. Access to log service requests will be restricted at the same time the final service request is resolved.

## Advanced Customer Support

If you acquire any of the following Advanced Customer Support services on your order, Oracle will provide the services as described in the applicable service description in the ACS Service Descriptions document published on http://www.oracle.com/contracts:

- Oracle Priority Support
- Oracle Priority Support for Hotel and Food and Beverage
- Oracle Priority Support Advantage
- Oracle Priority Support Connected

- Oracle Functional Help Desk for Oracle Retail and Hospitality
- Oracle Retail Store Open Support
- Oracle Retail Close Support
- CS Oracle Performance Review and Recommendations for Systems and Software
- ACS Oracle Configuration Review and Recommendations for Systems and Software
- Oracle Standard Software Installation and Configuration for Systems and Software

## Business Critical Fixes and Limited Updates for Oracle E-Business Suite

Business Critical Fixes and Limited Updates for Oracle E-Business Suite is available for Oracle E-Business Suite release 12.1.3. If You acquire Business Critical Fixes and Limited Updates for Oracle E-Business Suite on your order, Oracle will use commercially reasonable efforts to provide the following for one calendar year:

- Code fixes, data fixes, and/or workarounds for Severity 1 and Severity 2 service requests ("SRs")
- Periodic critical security patches and updates, on a schedule determined by Oracle, provided solely at Oracle's discretion for issues that pose a potential Severity 1 or Severity 2 business risk
- Product localizations for the applicable contract year, provided at Oracle's discretion, limited to legislative or regulatory updates backported from Oracle E-Business Suite release 12.2, including United States Tax Form 1099
- Periodic payroll tax updates, including start-of-year and end-of-year updates that are applicable during the contract year

The scope of this service includes commercially reasonable efforts to provide support and fixes for the Oracle E-Business Suite application and the technology components and versions embedded in the Oracle E-Business Suite application-tier technology stack. Details regarding the versions and patch levels for the Oracle E-Business Suite application-tier technology stack can be found on My Oracle Support in Infrastructure Requirements for Business Critical Fixes and Limited Updates for Oracle E-Business Suite 12.1.3 (Doc ID 2647635.1). Support for versions of the Oracle Database used with Oracle E-Business Suite is subject to separate standard support policies and timelines for Oracle Database.

This service is available for the following periods:

| BUSINESS CRITICAL FIXES AND LIMITED UPDATES FOR ORACLE E-BUSINESS SUITE | AVAILABILITY | |
|---|---|---|
| 12.1.3 | January 01, 2022 – December 31, 2022 | January 01, 2023 – December 31, 2023 |

The following restrictions and limitations apply:

- Your licensed Oracle E-Business Suite 12.1.3 must be currently supported with Software Update License & Support
- Except where otherwise explicitly included, external integrations, products, and technologies that are used in conjunction with Oracle E-Business Suite are excluded and subject to their own standard support policies and timelines
- Oracle reserves the right to exclude some Oracle E-Business Suite products from this service. The current list of excluded products are noted on My Oracle Support in Products Excluded from Business Critical Fixes and Limited Updates for Oracle E-Business Suite 12.1.3 (Doc ID 2658179.1)

- The Oracle E-Business Suite 12.1.3 environment must be updated to the minimum patch levels as described on My Oracle Support in Minimum Code Level Requirements for Business Critical Fixes and Limited Updates for Oracle E-Business Suite 12.1.3 (Doc ID 2658189.1)
- Any updates that require architectural changes to the Oracle E-Business Suite application are specifically excluded from this service
- Updates for Oracle E-Business Suite 12.1.3 will not be available any sooner than updates for a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12.2 or higher) and such updates will be limited in scope to features that are available with such subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12.2 or higher), excluding any deprecated features
- Backporting of legislative or regulatory updates are provided at Oracle's discretion and will be limited to changes that are architecturally compatible with Oracle E-Business Suite 12.1.3.
- Payroll tax updates will be limited to United States, Canada, and the United Kingdom. All other countries and jurisdictions are specifically excluded from this service but may be available as a separate service from Oracle subject to additional fees
- The scope of this service also specifically excludes the following:
    - Any third party program or third party application, and/or any customizations
    - New certifications or integrations with other Oracle products or third party products, including browsers and operating systems
    - Functional upgrades of any kind, except the ERP product localizations explicitly included above

### Oracle Hospitality Cruise Help Desk and Monitoring

If you acquire Oracle Hospitality Cruise Help Desk and Monitoring on your order, Oracle will provide Oracle Hospitality Cruise Help Desk and Monitoring as described here.

### Severity 1 Fixes and Financials Legislative Update for Oracle E-Business Suite

Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is available for Oracle E-Business Suite release 11.5.10.

If you acquire Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite on your order, Oracle will provide the following (formerly referred to as "Tier 1 Support"):

- Severity 1 fixes, security updates and United States Tax Form 1099 updates for the applicable tax year(s)

For the Oracle E-Business Suite 11.5.10 release, Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is currently available for a fee to customers currently supported with Software Update License & Support. Please see the Lifetime Support section above for additional information.

This service is available for the following period:

| AVAILABILITY | |
|---|---|
| January 1, 2019 – December 31, 2019 | January 1, 2020 – December 31, 2020 |

Information on Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is available on My Oracle Support (E-Business Suite Releases – Support Policy FAQ (Doc ID 1494891.1)). Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite will be delivered through My Oracle Support.

The following restrictions and limitations apply:

- Oracle will not provide financials legislative updates for Oracle E-Business Suite 11.5.10 any sooner or with any greater scope than what is made available under a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12 or higher)
- Due to architectural or other changes between a subsequent release of Oracle E-Business Suite and Oracle E-Business Suite 11.5.10, Oracle may not provide all localized updates for Oracle E-Business Suite 11.5.10 that are made available in a subsequent release of Oracle E-Business Suite
- The prerequisite for these services is based on the current minimum prerequisite level as described on My Oracle Support in E-Business Suite 11.5.10 Minimum Patch Level and Extended Support Information Center (Doc ID 1199724.1) and Oracle E-Business Suite Error Correction Support Policy (Doc ID 11905034.1)
- Limitations of the services are described in E-Business Suite 11.5.10 Configurations with SSL/TLS Encryption (Doc ID 2193395.1)
- Details about the process for creating and releasing Security Updates is described on My Oracle Support in Additional Coverage Options for 11.5.10 E-Business Suite Sustaining Support (Doc ID 1596629.1)

In order to acquire Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10, your licensed Oracle E-Business Suite must be currently supported with Software Update License & Support.

If you renew Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite release 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is not subject to the Reinstatement policies stated above.

Severity 1 Fixes and Financials Legislative Updates for Oracle E-Business Suite is not available for all programs. Please contact your Oracle Sales Representative for program availability.

### Global Payroll Updates for Oracle E-Business Suite

Global Payroll Updates for Oracle E-Business Suite is available for select countries for Oracle E-Business Suite release 12.1.3. If you acquire Global Payroll Updates for Oracle E-Business Suite, Oracle will use commercially reasonable efforts to provide one calendar year of periodic payroll and application payroll tax updates, including start-of-year updates, end-of-year updates, and payroll tax updates that are applicable for the contract year.

Global Payroll updates for Oracle E-Business Suite is available only for the applicable Oracle E-Business Suite 12.1.3 payroll module(s) and the country specified in Your order.

This service is available only for the following periods (“calendar year”):

| Payroll Update Availability for E-Business Suite 12.1.3 |
| --- |
| January 01, 2022 – December 31, 2022 |

The following restrictions and limitations apply:

- Your licensed Oracle E-Business Suite 12.1.3 must be currently supported with Software Update License & Support.
- You must separately purchase and maintain *Business Critical Fixes and Limited Updates for Oracle E-Business Suite* for the duration of Global Payroll Updates for E-Business Suite, subject to all associated restrictions and limitations.
- Except where otherwise explicitly included, external integrations, products, and technologies that are used in conjunction with Oracle E-Business Suite are excluded and subject to their own standard support policies and timelines.
- Payroll updates for Oracle E-Business Suite 12.1.3 are limited to backports made available under a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12.2 or higher), excluding any updates that require architectural changes.
- Third party software, third party applications, and/or customizations are explicitly excluded.
- New certifications and/or integrations with other Oracle products or third party software, including browsers and operating systems, are explicitly excluded.

## PeopleSoft Payroll Tax Updates

PeopleSoft Payroll Tax Updates is available for the PeopleSoft HCM (formerly HRMS) Payroll program releases specified in the Availability Matrix below.

*North American Payroll Tax Updates for PeopleSoft*

If you acquire North American Payroll Tax Updates for PeopleSoft on your order, Oracle will provide one calendar year of tax updates for the applicable PeopleSoft HCM Payroll for North America program release, including tax updates for such calendar year that are made available in January of the following calendar year. North American Payroll Tax Updates for PeopleSoft is only available in the following countries: United States, Canada and Puerto Rico.

This service is available for the following periods:

| PEOPLESOFT HCM PAYROLL TAX UPDATE PROGRAM RELEASE | AVAILABILITY |
|---|---|
| HCM Release 9.0 | January 1, 2017 – December 31, 2017<br>January 1, 2018 – December 31, 2018<br>January 1, 2019- December 31, 2019<br>January 1, 2020 – December 31, 2020<br>January 1, 2021 – December 31, 2021 |
| HCM Release 9.1 | February 1, 2018 – December 31, 2018<br>January 1, 2019- December 31, 2019<br>January 1, 2020- December 31, 2020<br>January 1, 2021 – December 31, 2021<br>January 1, 2022 – December 31, 2022 |

In order to acquire North American Payroll Tax Updates for PeopleSoft, your licensed PeopleSoft HCM Payroll program must be currently supported with Software Update License & Support. PeopleSoft Payroll Tax Updates will be delivered through My Oracle Support.

Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. PeopleSoft Payroll Tax Updates is not subject to the Reinstatement policies stated above.

### Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM

Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM is available for the PeopleSoft Human Capital Management (HCM) and Financials and Supply Chain Management (FSCM) releases identified in the Availability Matrix below ("PeopleSoft Enterprise Applications").

If you acquire Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM on your order, Oracle will provide one calendar year of Severity 1 fixes and United States Tax Form 1099 updates.

This service is available for the following periods:

| PEOPLESOFT HCM AND FSCM PROGRAM RELEASE | AVAILABILITY | | |
|---|---|---|---|
| 9.0 | January 1, 2020 – December 31, 2020 | N/A | N/A |
| 9.1 | January 1, 2020 – December 31, 2020 | January 1, 2021 – December 31, 2021 | January 1, 2022 – December 31, 2022 |

In order to acquire this service, your licensed PeopleSoft Enterprise Applications must be currently supported with Software Update License & Support. Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM will be delivered through My Oracle Support.

The fixes and updates for the PeopleSoft HCM and FSCM releases covered by this service will be limited to functionality provided with the most current PeopleSoft HCM and FSCM release (e.g., PeopleSoft HCM and FSCM release 9.2), and excludes any deprecated product features. Details regarding deprecated functionality can be found on My Oracle Support in the Lifetime Support Summary for PeopleSoft Releases (Doc ID 2238983.2) document. Oracle will not provide fixes or updates any sooner or with any greater scope than what is made available with the most current release of PeopleSoft HCM and FSCM.

If you renew Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Severity 1 Fixes and United States Tax Form 1099 Updates for PeopleSoft HCM and FSCM is not subject to the Reinstatement policies stated above.

### Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0

Severity 1 Fixes and Legislative Updates for Campus Solutions is available only for Oracle PeopleSoft Campus Solutions release 9.0, excluding Campus Mobile functionality that leverages the Oracle Mobile Application Framework (Oracle MAF) platform.

If you acquire Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0 on your order, Oracle will provide one calendar year of the following:

- Fixes and/or workarounds for Severity 1 bug fixes
- United States regulatory and legislative updates provided solely at Oracle's discretion for functional areas including, but not limited, to the following:
    - Financial Aid
    - For SEVIS – Student and Exchange Visitor Information System, changes in batch processing for Student (F/M) and Exchange Visitor (J) visas
    - Form 1098-T update(s) for the applicable tax year(s)
    - Veteran's Benefit Reporting
- United Kingdom regulatory and legislative updates, provided solely at Oracle's discretion, for Higher Education Statistics Agency (HESA) Data Futures program for the applicable reporting years
- For other countries, country-specific regulatory and legislative updates, provided solely at Oracle's discretion, for the applicable reporting years
- Security updates for issues that pose a potential Severity 1 business risk, provided solely at Oracle's discretion

This service is available for the following release and period:

| PEOPLESOFT CAMPUS SOLUTIONS PROGRAM RELEASE | AVAILABILITY | |
|---|---|---|
| 9.0 | January 1, 2020 – December 31, 2020 | January 1, 2021 – December 31, 2021 |

In order to acquire Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0, your licensed Oracle Campus Solution program must be currently supported with Software Update License & Support and must be, at a minimum, on PeopleTools 8.55 Codeline and Bundle 55. Severity 1 Fixes and Legislative Updates for PeopleSoft Campus Solutions 9.0 will be delivered through My Oracle Support.
If you renew Severity 1 Fixes and Legislative Updates for Campus Solutions 9.0, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

### North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne

Payroll Tax Updates for Oracle JD Edwards is available for Oracle JD Edwards EnterpriseOne program releases specified in the Availability Matrix below.

If you acquire North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne on your order, Oracle will provide one calendar year of United States and/or Canadian payroll tax updates for the applicable Oracle JD Edwards Enterprise One program release for North America. Payroll Tax Updates for Oracle JD Edwards EnterpriseOne is only available for the following North American countries: United States and Canada. North American payroll tax updates for Puerto Rico is not included.

This service is available for the following period:

| NORTH AMERICAN PAYROLL TAX UPDATES FOR ORACLE JD EDWARDS ENTERPRISEONE | AVAILABILITY | |
|---|---|---|
| 9.0 | December 1, 2018 - December 31, 2019 | January 1, 2020 - December 31, 2020 |
| 9.1 | April 1, 2020 – December 31, 2020 | January 1, 2021 - December 31, 2021 |

In order to acquire North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne, your licensed Oracle JD Edwards EnterpriseOne applications must be currently supported with Software Update License & Support. North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne will be delivered through My Oracle Support.

If you renew North American Payroll Tax Updates for Oracle JD Edwards EnterpriseOne, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

### Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne

Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne is available for Oracle JD Edwards EnterpriseOne program releases specified in the Availability Matrix below.

If you acquire Severity 1 Fixes and Tax Form Updates for JD Edwards EnterpriseOne on your order, Oracle will provide one calendar year of:

- Fixes and/or workarounds for Severity 1 service requests

- United States Tax Form 1099 update(s) for the applicable tax year(s)
- Canadian Tax Form T5018 update(s) for the applicable tax year(s)
- Security updates will be provided solely at Oracle's discretion for issues that potentially pose a Severity 1 business risk

This service is available for the following period:

| JD EDWARDS ENTERPRISEONE PROGRAM RELEASE | AVAILABILITY | |
|---|---|---|
| 9.0 | December 1, 2018 - December 31, 2019 | January 1, 2020 – December 31, 2020 |
| 9.1 | April 1, 2020 – December 31, 2020 | January 1, 2021 – December 31, 2021 |

In order to acquire Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne, your licensed Oracle JD Edwards EnterpriseOne applications must be currently supported with Software Update License & Support. You must run a release of JDE Tools that does not fall under Sustaining Support, and maintain all pertinent security updates associated with your release of JDE Tools. Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne will be delivered through My Oracle Support.

If you renew Severity 1 Fixes and Tax Form Updates for Oracle JD Edwards EnterpriseOne, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

## Oracle Market-Driven Support for Oracle Database 11g Release 2

Oracle Market-Driven Support for Oracle Database 11g Release 2 is available for the Oracle Database Release 11.2.0.4 for the following periods:

| ORACLE MARKET-DRIVEN SUPPORT FOR ORACLE DATABASE 11GR2 | UPGRADE PLANNING WORKSHOP | AVAILABILITY (See limitations below) |
|---|---|---|
| Small, medium, large | Included | January 01, 2021 – December 31, 2021 [1]<br>January 01, 2022 – December 31, 2022 |
| Economy | Not included | January 01, 2021 – December 31, 2021 [1] |

[1] Extended Support ends 31-Mar-2021

If you purchase Oracle Market-Driven Support for Oracle Database 11g Release 2, Oracle will provide the following for the number of production 11.2.0.4 databases identified in your order:

1. Severity 1 fixes and critical security patches for production 11.2.0.4 database and non-production 11.2.0.4 databases to support testing requirements as follows:
    a. Workarounds and/or fixes for Severity 1 service requests ("SRs") delivered by Oracle through My Oracle Support using commercially reasonable efforts.
    b. Periodic critical security patches and updates, on a schedule determined by Oracle, provided solely at Oracle's discretion for issues that potentially pose a Severity 1 business risk, and subject to the limitations defined below.
2. One database upgrade planning workshop ("Workshop") that includes:
    a. Two remote sessions to present an overview of the new features included in the Oracle Database release 19c or higher that is covered by Software Update License & Support; and
    b. Guidance and advice delivered remotely by Oracle regarding Your Oracle Database upgrade preparation and planning, limited to four participants named by You.
3. An assigned Technical Account Manager (TAM) that serves as an escalation point of contact for assistance with patch download or installation issues.

Oracle Market-Driven Support for Oracle Database 11g Release 2 is subject to the following limitations and exclusions:

1. Your licensed Oracle Database 11.2.0.4 must be currently supported with Software Update License & Support.
2. Support is limited to the Oracle Database, specifically excluding the following:
    a. Any other Oracle program, including, but not limited to, Fusion Middleware, Java products (including Java embedded in the Oracle Database), Oracle Applications, SQL Developer, Audit Vault, Database Firewall, TimesTen, and MySQL;
    b. Functional upgrades of any kind, issues associated with Third Party Software, and/or certifications with new versions;
    c. Embedded components in the Oracle database that rely upon desupported releases of Java products;
    d. Updates to any cryptography related functionality, including, but not limited to, Transport Layer Security (TLS), network encryption, and other forms of secured communications.
3. Support is available only for the following platforms:
    a. Non-PaaS:
        i. Linux x86 (32 bit and 64 bit)
        ii.Solaris x86-64 (64 bit)
        iii. Solaris SPARC (64 bit)
        iv. IBM AIX on Power Systems (32 bit and 64 bit)
        v. IBM Linux on System Z (ZLinux)
        vi. HP-UX Itanium, HP-UX PA RISC (64 bit)
        vii. Windows x86 (64 bit)
        viii. Oracle ExaData

b. PaaS:
   i. Oracle Database Cloud Services on Oracle Cloud Infrastructure (OCI)
   ii. Oracle Database Cloud Services on Oracle Cloud@Customer
   iii. Oracle Exadata Cloud Service on OCI
   iv. Gen1 Oracle Exadata Cloud@Customer
   v. Gen2 Oracle Exadata Cloud@Customer

4. Any platform not specifically supported, as indicated in section 3.a and 3.b above, is excluded, including, but not limited to: Oracle Database Cloud Service on OCI-Classic, Oracle Exadata Cloud Service on OCI-Classic, and Oracle SuperCluster.

### Oracle Linux Support Services

Oracle offers Oracle Linux support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

### OracleVM Support Services

Oracle offers Oracle VM support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

### Oracle Utilities Live Energy Connect Programs Support

If you acquired support services for Oracle Utilities Live Energy Connect Programs on your order prior to August 3, 2020, Oracle will provide the services as described in the Oracle Software Technical Support Policies for Oracle Utilities Live Energy Connect Programs. If your order for support services for Oracle Utilities Live Energy Connect Programs is dated subsequent to August 3, 2020, unless otherwise stated on your order, Oracle will provide those services as described in the then-current Oracle Software Technical Support Policies.

## 6. WEB-BASED CUSTOMER SUPPORT SYSTEMS

### My Oracle Support

My Oracle Support is Oracle's customer support web site for software support. Access to My Oracle Support is governed by the Oracle Support Portal Terms of Use posted on the My Oracle Support web site. The Oracle Support Portal Terms of Use are subject to change at Oracle's discretion. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle programs are not currently supported under My Oracle Support: Phase Forward (i.e., InForm, InForm CRF Submit, Central Designer, Central Coding, Clinical Development Center, Clintrial, Empirica (Gateway, Inspections, Signal, Study, Topics, Trace), and LabPas), Nimbula and MS CRM (for MICROS Systems).

For web-based customer support for the Phase Forward programs listed above, please refer to the Health Sciences License Support page.

### Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs).

## 7. TOOLS USED TO PERFORM TECHNICAL SUPPORT SERVICES

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your computer system (e.g., Oracle Web Conferencing)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Oracle Configuration Manager)) to assist with issue resolution. The tools are licensed under the Oracle Support Portal Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data") and not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

## 8. GLOBAL CUSTOMER SUPPORT DATA PROTECTION PRACTICES

To the extent you provide personal information to Oracle as part of Oracle's provision of technical support services, Oracle will comply with the following:

- Oracle's Services Privacy Policy, available at https://www.oracle.com/legal/privacy/services-privacy-policy.html; and
- the applicable version of the Oracle Data Processing Agreement for Oracle Services, available at https://www.oracle.com/corporate/contracts/cloud-services/contracts.html#data-processing

In providing technical support services, Oracle will also adhere to the applicable administrative, physical, technical and other safeguards described in Oracle's Global Customer Support Security Practices (PDF). The Global Customer Support Security Practices are subject to change at Oracle's

discretion. However, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the services period of these technical support services. You are advised to review these Global Customer Support Security Practices from time to time. To view changes that have been made, please refer to the Statement of Changes (PDF).

Please note that the technical support services are not designed to accommodate special security or privacy controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any sensitive data, such as protected health information or payment card data, which requires security and privacy controls greater than or different from those specified in the Global Customer Support Security Practices (PDF). Information on how you can remove sensitive data from your submission is available in My Oracle Support, Doc ID 1227943.1.

Notwithstanding the restriction above, if you would like to submit personal information subject to Applicable European Data Protection Law (as such term is defined in the Oracle Data Processing Agreement for Oracle Services) or protected health information ("PHI") subject to the United States Health Insurance Portability and Accountability Act ("HIPAA") to Oracle as part of receiving technical support services, you must:

- For PHI, execute a HIPAA business associate agreement (as applicable) with Oracle that specifically references and covers your technical support services;
- Submit personal information subject to Applicable European Data Protection Law or PHI only in service request attachments on the My Oracle Support customer portal;
- Not include any personal information subject to Applicable European Data Protection Law or PHI in the body of service requests (other than contact information required for Oracle to respond to the service request);
- When prompted in My Oracle Support, indicate that the service request attachment may contain personal information subject to Applicable European Data Protection Law (also may be designated as "EEA Personal Data" in My Oracle Support) or PHI.

## 9. SEVERITY DEFINITIONS

Service requests for supported Oracle programs may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the severity definitions specified below.

**Severity 1**

Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Reasonable efforts will be made to respond to Severity 1 service requests within one hour. For response efforts associated with Oracle Communications Network Software Premier Support and Oracle Communications Network Software Support & Sustaining Support, please see the Oracle

Communications Network Premier & Sustaining Support and Oracle Communications Network Software Support & Sustaining Support sections above.

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported programs (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

**Severity 2**
You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

**Severity 3**
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality

**Severity 4**
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

## 10. HYPERION AND AGILE SPECIFIC SUPPORT TERMS

For orders placed pursuant to a Hyperion master agreement or to an Agile master agreement, the following terms apply with respect to the technical support services you have ordered.

Warranties, Disclaimers, and Exclusive Remedies

Oracle warrants that technical support services will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support services warranty deficiencies within 90 days from performance of the defective technical support services.

**FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY, AND ORACLE'S ENTIRE LIABILITY, SHALL BE THE REPERFORMANCE OF THE DEFICIENT TECHNICAL SUPPORT SERVICES, OR IF ORACLE CANNOT SUBSTANTIALLY CORRECT A BREACH IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE RELEVANT TECHNICAL SUPPORT SERVICES AND RECOVER THE FEES PAID TO ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES.**

**TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

Limitation of Liability

**NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE. ORACLE'S MAXIMUM LIABILITY FOR ANY DAMAGES ARISING OUT OF OR RELATED TO YOUR ORDER, WHETHER IN CONTRACT OR TORT, OR OTHERWISE, SHALL BE LIMITED TO THE**

**AMOUNT OF THE FEES YOU PAID ORACLE UNDER YOUR ORDER, AND IF SUCH DAMAGES RESULT FROM YOUR USE OF TECHNICAL SUPPORT SERVICES, SUCH LIABILITY SHALL BE LIMITED TO THE FEES YOU PAID ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES GIVING RISE TO THE LIABILITY.**

For orders placed pursuant to a Hyperion master agreement, the following terms also apply with respect to the technical support services you have ordered.

Nondisclosure

By virtue of your order, the parties may have access to information that is confidential to one another ("confidential information"). We each agree to disclose only information that is required for the performance of obligations under your order. Confidential information shall be limited to the terms and pricing under your order and all information clearly identified as confidential at the time of disclosure.

A party's confidential information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party.

We each agree to hold each other's confidential information in confidence for a period of three years from the date of disclosure. Also, we each agree to disclose confidential information only to those employees or agents who are required to protect it against unauthorized disclosure. Nothing shall prevent either party from disclosing the terms or pricing under your order in any legal proceeding arising from or in connection with your order or disclosing the confidential information to a federal or state governmental entity as required by law.

## 11. CONTACT INFORMATION

Phone numbers and contact information can be found on Oracle's support web site located here.

**APPENDIX D**
**LICENSE DEFINITIONS AND RULES**

The Oracle License Definitions and Rules, v031121 attached hereto are for your convenience, for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the license definitions and rules at http://oracle.com/contracts.

ORACLE

# Oracle License Definitions and Rules Booklet

Effective Date: March 11, 2021
Oracle Confidential

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## DEFINITIONS AND LICENSE METRICS

**Account**: is defined as a financial institution's customer account that is opened, maintained and stored in the Program. An Account includes but is not limited to current accounts, savings accounts, nostro/ vostro accounts, deposit accounts and loan accounts. All dormant accounts shall be considered to be Accounts, as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be Accounts for the purposes of licensing requirements. The value of these Program licenses is determined by the amount of Accounts. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Accounts as of the effective date of Your order. If at any time the amount of Accounts exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Accounts is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Accounts. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Accounts as of such date.

For the purposes of the Oracle FLEXCUBE Online Trading Account Program, Account is defined as the securities trading account of a financial institution's customer.

**$M Annual Transaction Volume**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in all purchase orders transacted and all auctions conducted through the Oracle Exchange Marketplace by You and others during the applicable year of the Oracle Exchange Marketplace license, regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

**10K API Calls**: is defined as ten thousand Application Program Interface (API) Calls or notifications recorded by the licensed application Program during a 12 month period.

**1M API Calls**: is defined as a maximum of one million Application Programming Interface (API) calls or notifications recorded by the licensed application Program during a 12 month period.

**Application Module**: is defined as a Program used by You on a single or multiple computers.

**$M in Application Annual Revenue**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) excluding taxes processed through the licensed Program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

**Application Developed**: is defined as a software Program developed by You that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

**Application User**: is defined as an individual authorized by You to use the applicable licensed application Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time. If You license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, You are required to maintain licenses for the equivalent number of Application Users licensed and You are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for Your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the Programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle Fusion Sourcing, Oracle iSupplier Portal, Oracle Fusion Supplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing, PeopleSoft Supplier Contract Management and JD Edwards Supplier Self Service Programs, use by Your external suppliers is included with Your application user licenses. For the purposes of the Oracle Financial Services Operational Risk Solution Program, employees who are just contributing information to the Program via the applicable user interface shall not be counted as application users.

**Application Read-Only User**: is defined as an individual authorized by You to run only queries or reports against the application Program for which You have also acquired non read-only licenses, regardless of whether the individual is actively using the Programs at any given time.

**$B in Assets Under Management**: is defined as one billion U.S. Dollars (or the equivalent amount in the applicable local currency) of the total value of assets You manage and administer for yourself and that You manage and administer on behalf of Your customers, as disclosed in Your annual report and/or regulatory filings.

**Bank Account**: is defined as a financial institution's customer account that is opened, maintained and stored in the Program. A Bank Account includes but is not limited to current accounts, savings accounts, nostro/vostro accounts, deposit accounts and loan accounts. All dormant accounts shall be considered to be Bank Accounts as long as they are in the production database of the application Program. Closed accounts shall not be considered to be Bank Accounts for the purposes of licensing requirements. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Bank Accounts as of the effective date of Your order. If at any time the amount of Bank Accounts exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Bank Accounts is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Bank Accounts. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Bank Accounts as of such date.

For the purposes of the following Programs: Oracle Banking Limits and Collateral Management, Oracle Banking Advanced Limits and Collateral Management, Oracle Banking Relationship Pricing, Oracle Banking Advanced Relationship Pricing, Oracle Banking Originations, Oracle Banking Advanced Originations and Oracle Banking Collections, Bank Account is defined as every account of the financial institution's customers that is processed by the Oracle application Program, irrespective of whether an account is opened, maintained or stored in the Oracle application Program.

**Bank Account Application**: is defined as a request submitted by a financial institution's customer to apply for an asset or a liability product in the hosted Program during a 12 month period. An application includes, but is not limited to, current account products, savings account products, overdraft protection products, term deposit products, nostro/vostro products, loan products, safe deposit products, insurance products, and card products. If a number of products are bundled in a single request, each product would be counted as an application.

**Bank Deposit Account**: is defined as an account that is opened, maintained, and stored in the Program. A Bank Deposit Account includes but is not limited to current accounts, savings accounts, nostro/ vostro accounts, internal accounts, investment accounts, retirement accounts, virtual accounts, time deposit accounts, certificate of deposit accounts, and term deposit accounts. All dormant accounts shall be considered to be Bank Deposit Accounts as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be Bank Deposits Accounts for the purposes of licensing requirements.

**Branch Account**: is defined as a financial institution's customer account that is opened, maintained and stored in the Program. A Branch Account includes but is not limited to current accounts, savings accounts, nostro/vostro accounts, deposit accounts and loan accounts. All dormant accounts shall be considered to be Branch Accounts as long as they are in the production database of the application Program. Closed accounts shall not be considered to be Branch Accounts for the purposes of licensing requirements.

**Card**: is defined as one EAGLE system card.

**Card (STC Card, IPLIM Card, HIPR2 Card, SM Card)**: is defined as one EAGLE system card.

**Case**: is defined as a standard safety record identified by a Case ID number which contains data elements related to the safety of a medicinal product. If the total number of Cases created in the Oracle Argus Program in a 12-month period exceeds the number purchased, then additional Cases must be purchased.

**Case Report Form (CRF) Page**: is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12 month period. You may not exceed the licensed number of CRF Pages during any 12 month period unless You acquire additional CRF Page licenses from Oracle.

**Chassis**: is defined as a physical enclosure containing hardware. For the purposes of the following Programs: Oracle Fabric Manager and Oracle Fabric Monitor, only the chassis (a) that contain networking hardware and (b) that are managed by the Program must be counted for the purpose of determining the number of licenses required.

**Client Application Loader Client**: is defined as a device that receives its configuration from a client application server.

**Cluster**: is defined as a minimum of two Global Communication Multimedia Policy Engine Servers at a primary site in active and/or standby mode or the same configuration in geographic redundancy mode with a third server at a secondary site.

**Collaboration Program User**: is defined as an individual authorized by You to use the Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time. For the purposes of counting and licensing the number of Beehive Synchronous Collaboration users, a Collaboration Program User within Your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to Your company and attending a web conference are not required to be licensed.

**$M in Collaterals or Limits Under Management**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in total value of Collateral under Management or Limits under Management that are managed by the Program. When using the Program to manage both Collateral and Limits Under Management, the greater of either Collateral or Limits Under Management must be used to determine the licenses required.

**Compensated Individual**: is defined as an individual whose compensation or compensation calculations are generated by the Programs. The term Compensated Individual includes, but is not limited to, Your employees, contractors, retirees, and any other Person.

**Compliance Regulatory Report**: is defined as a single pre-configured template that is generated by the Oracle Program and that meets the requirements of a specific country regulator and/or jurisdiction for filling reports on suspicious activity. You are responsible for filing the compliance regulatory report with the specific country regulator and/or jurisdiction.

**Computer**: is defined as the computer on which the Programs are installed. A Computer license allows You to use the licensed Program on a single specified computer. For the purposes of Computer licenses for the Oracle Health Science Integration Engine Program, a communication point is an interface to an input system (e.g., a clinical laboratory system in a hospital or healthcare setting) or to an output system (e.g., a healthcare data repository).

**100 Concurrent Calls**: is defined as one hundred simultaneous active end to end calls that the operations monitor sees, no matter the number of underlying devices. For example, the same concurrent call may be monitored on two or more sessions, one on each side of a back to back user agent.

**500 Concurrent Calls**: is defined as five hundred simultaneous active end to end calls that the operations monitor sees, no matter the number of underlying devices. For example, the same concurrent call may be monitored on two or more sessions, one on each side of a back to back user agent.

**1K Concurrent Calls**: is defined as one thousand simultaneous active end to end calls that the operations monitor sees, no matter the number of underlying devices. For example, the same concurrent call may be monitored on two or more sessions, one on each side of a back to back user agent.

**Concurrent Call**: is defined as the number of simultaneous active end to end calls that the operations monitor sees, no matter the number of underlying devices. For example, the same concurrent call may be monitored on two or more sessions, one on each side of a back to back user agent.

**5 Concurrent Users**: is defined as five concurrent users where each Concurrent User is an individual who is authorized by You to access the Program concurrently with other individuals at any given time.

**Concurrent Connection**: is defined as each connection to a Serduct/Datalink. A Serduct/Datalink is defined as an interface that renders the Infor software operable for use with Micros Applications.

**25 Concurrent Sessions**: is defined as a maximum of 25 established virtual connections (with or without media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software at any one time.

For the purposes of the Transcoding coder/decoder programs, only concurrent sessions with media anchoring (encoded with specified codec and utilizing the transrating, transcoding, or other media processing feature requiring media decoding) are counted.

**50 Concurrent Sessions**: is defined as a maximum of 50 established virtual connections (with or without media anchoring) (a) between two endpoints represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software at any one time.

For the purposes of the following Programs: Oracle Communications Session Border Controller - SRTP and Oracle Communications Unified Session Manager - SRTP, each call leg utilizing media anchoring and negotiating Secure Real-Time Transport Protocol is counted as a concurrent session.

For the purposes of the following Programs: Oracle Communications Session Border Controller - MSRP B2BUA and Oracle Communications Unified Session Manager - MSRP B2BUA, only concurrent sessions with media anchoring and negotiating Message Session Relay Protocol are counted.

**500 Concurrent Sessions**: is defined as a maximum of 500 established virtual connections (with or without media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software at any one time.

For the purposes of the following Programs: Oracle Communications Session Border Controller - SRTP and Oracle Communications Unified Session Manager - SRTP, only concurrent sessions with media anchoring and negotiating Secure Real-Time Transport Protocol are counted.

For the purposes of the following Programs: Oracle Communications Session Border Controller - MSRP B2BUA and Oracle Communications Unified Session Manager - MSRP B2BUA, only concurrent sessions with media anchoring and negotiating Message Session Relay Protocol are counted.

**1K in Concurrent Sessions**: is defined as one thousand concurrent sessions of a specified application or service at any one time.

**Concurrent Session**: is defined as the aggregate number of established virtual connections (a) between two endpoints that are represented by subscriber devices or network switching equipment and (b) which are traversing the licensed software at any one time.

For the purposes of the following Programs: Oracle Communications WebRTC Session Controller and Oracle Communications Application Session Controller, all concurrent sessions (with or without media anchoring) with the exception of SIP Registrations are counted.

For the purposes of the Oracle Communications Converged Application Server, Service Controller Program, only concurrent sessions towards the network are counted.

For the purposes of the Transcoding coder/decoder Programs, only concurrent sessions with media anchoring (encoded with specified codec and utilizing the transrating, transcoding, or other media processing feature requiring media decoding) are counted.

For the purposes of the following Programs: Oracle Communications Session Border Controller - SRTP and Oracle Communications Unified Session Manager - SRTP, only sessions with media anchoring and negotiating Secure Real-Time Transport Protocol are counted.

For the purposes of the following Programs: Oracle Communications Session Border Controller - MSRP B2BUA and Oracle Communications Unified Session Manager - MSRP B2BUA, only sessions with media anchoring and negotiating Message Session Relay Protocol are counted.

**1K in Concurrent Subscribers**: is defined as one thousand unique concurrent subscribers with access to a specified application or service at any one time.

**Concurrent User**: is defined as each individual that may concurrently use or access the Programs. Concurrent Users shall be only customers or prospective customers of Yours, and shall not be business partners, or employees of Yours.

**Connected Device**: is defined as each unique device (a) that transmits data to or receives data from Oracle application Programs or Oracle cloud services and (b) that does not require any human interaction or human input to execute Oracle application business logic or to update Oracle application tables. Devices include, but are not limited to, sensors, meters, RFID readers, and barcode scanners. Devices may be connected directly to Oracle application Programs or Oracle cloud services, or may be connected indirectly to Oracle application Programs or Oracle cloud services through a gateway device or a third-party communications service. A device may be uniquely identified as being the endpoint of communication of data to or from an Oracle application Program or an Oracle cloud service, or may be uniquely identified by its explicit registry with an Oracle application Program or an Oracle cloud service.

**Connected Instance**: is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

**IK in Connections**: is defined as one thousand pairs of end points (e.g., ports, connectors, locations, devices) connected together via a pipe, trail or connection. Each connection may contain other connections such as circuits and, services, in which case each instance is counted. Different versions of the same connection are counted as one connection.

**Connector**: is defined as each connector connecting the software product with a third party product. A unique connector is required for each distinct third party product that the software product is required to interface.

**Connector Pack**: is defined as a collection of connectors as specified in the Program Documentation for the applicable Connector Pack. There is no limitation on the number of physical servers on which any of the connectors in the pack may be copied, installed and used.

**$M in Assets Under Management**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) of total value of assets You, manage and administer for yourself and on behalf of Your customers as disclosed in Your annual report and/or regulatory filings.

**$M Cost of Goods Sold**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to You then Cost of Goods Sold shall be equal to 75% of total company revenue.

**Country**: is defined as a nation for which risk management and financial crime compliance related regulatory reports are generated using the Program.

**CPU**: is defined as a chip that contains a collection of one or more cores on which the Program is running. Regardless of the number of cores, each chip counts as 1 CPU.

**Custom Suite User**: is defined as an individual authorized by You to use the application Programs included in the applicable Custom Applications Suite which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time.

**100 in Customer Count**: is defined as the total number of Your and Your affiliate's individual customers. If You supply multiple services to one person or entity, that person or entity will count as a single customer. If a person or entity receives utility services at multiple locations (e.g., a chain store, an apartment building or a municipality), each such location shall count as a single customer.

**Customer**: is defined as the customer entity specified on Your order. The Programs may not be used or accessed for the business operations of any third party, including but not limited to Your customers, partners, or Your affiliates. There is no limitation on the number of computers on which such Programs may be copied, installed and used.

**Customer Account**: is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the Program, regardless of the number of individual account holders associated with such accounts.

**Oracle Customer Data & Device Retention Service**: is defined as a service for which the description may be found **in the** Technical Support Policies section (**Oracle Hardware and Systems Support Policies)** at www.oracle.com/contracts and which is incorporated by reference.

**Customer Device**: is defined as a device (physical or logical) (a) that is a functional independent component (e.g., cable/DSL modem, set top box, home gateway, SIM/USIM card, mobile handset, VoIP telephone, ATA, Customer-Edge router, PC, or access point) dedicated to a specific customer, subscriber, or user and (b) that is managed by the Program.

**Customer ID**: is defined as a unique customer identification number associated with an individual customer who has an account that is opened, maintained and stored in the Program.

**Customer Record**: is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that You may access using the Program.

**10,000 Daily Average Transactions**: is defined as ten thousand unique transactions (including but not limited to sales transactions, return transactions, exchange transactions, loyalty transactions, deal transactions, gift card transactions, inventory transactions, petty cash transactions, and administrative transactions) that are processed by the Program in a single 24 hour period. The daily transaction volume is calculated as the daily average over the prior 12 month period.

**1000 Data Points**: is defined as one thousand data points, where each data point is a unique connection between a data source and a destination for a single type of data. Data types include but are not limited to status data (e.g., on/off, open/closed, or similar data), and/or measurement data (e.g., voltage, vibration frequency, temperature, or similar data) that is managed by a utilities system. A data source may generate multiple types of data (e.g., a sensor that generates both status and measurement data) and a single data type may be connected to multiple destinations. Every connection between a single data type and a single utilities system is a unique connection that must each be licensed as a data point.

**500K DB Entries**: is defined as five hundred thousand database (DB) entries in the international number portability database.

**$M of Delinquent Accounts Managed**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in total value of delinquent accounts managed by the Program.

**Developer User / Developer/ Developer Seat**: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. With respect to Developer Users only, such users may create, modify, view and interact with the Programs and documentation.

**100K Devices**: is defined as one hundred thousand network elements being modeled, discovered or managed by the application.

**Device**: is defined as a network element being modeled, discovered or managed by the application.

For the Oracle Communications Network Integrity Programs, devices are discovered directly from the Network Element itself or through a Network/Element Management System (NMS/EMS) or through Oracle Communications Network Discovery or through third party discovery applications or from a repository of data (such as Inventory, Asset Management or other systems). When a single device is being reconciled between two systems it shall be counted only once.

For the Oracle Communications Unified Inventory Management Program, devices are functionally independent components. For example: physical shelves, chassis or units, logical devices, servers. elements, etc. Logical or physical separation denotes different devices.

For the Oracle Communications Session Element Manager Program, the Oracle Communications Session Route Manager Program, the Oracle Communications Session Report Manager Program, the Oracle Communications

Application Orchestrator Program, and the Oracle SD-WAN Aware Program, a device can be physical or virtual and is considered managed or orchestrated when one or more of the fault, configuration, auditing, performance, security, and lifecycle functions are in use.

For the Oracle Communications Network Service Orchestration Program and the Oracle Communications ASAP Program, a device can be physical or virtual and is considered managed or orchestrated when one or more of the network service configuration, monitoring and lifecycle functions are in use involving the device.

**Disk Drive**: is defined as a spinning media device that stores data accessed by the Program.

**Electronic Order Line**: is defined as the total number of distinct order lines entered electronically into the Oracle Program from any source (not manually entered by licensed users) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

**Employee**: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs.

**Employee for HCM**: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs. Employees for HCM may only use the licensed Programs with Oracle application Programs that contain "Oracle Fusion Human Capital Management" as a prefix in the Program name.

**Employee User**: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the Programs at any given time.

**5K Endpoints**: is defined as five thousand individual user devices identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint.

**20K Endpoints**: is defined as twenty thousand individual user devices identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint.

**Endpoint**: is defined as an individual user device identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint.

**Enterprise Employee**: is defined as (i) all of Your full-time, part-time, temporary employees, and (ii) all of Your agents, contractors and consultants who have access to, use, or are tracked by the Programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if You elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Enterprise Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the Programs. The value of these Program licenses is determined by the number of Enterprise Employees. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the number of Enterprise Employees as of the effective date of Your order. If at any time the number of Enterprise Employees exceeds the licensed quantity, You are required to order additional

licenses (and technical support for such additional licenses) such that the number of Enterprise Employees is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Employees. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise Employees as of such date.

**Enterprise Full Time Equivalent (FTE) Student**: is defined as any full-time student enrolled in Your institution and any part-time student enrolled in Your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on Your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements. The value of these Program licenses is determined by the number of Enterprise FTE Students. For these Program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise FTE Students as of the effective date of Your order. If at any time the number of Enterprise FTE Students exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise FTE Students is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise FTE Students. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise FTE Students as of such date.

**Enterprise Trainee**: is defined as an employee, contractor, student or other person who is being recorded by the Program. The value of these Program licenses is determined by the number of Enterprise Trainees. For these Program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise Trainees as of the effective date of Your order. If at any time the number of Enterprise Trainees exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Trainees is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Trainees. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise Trainees as of such date.

**Enterprise $M in Cost of Goods Sold**: Enterprise $M Cost of Goods Sold is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to You then Cost of Goods Sold shall be equal to 75% of total company revenue. The value of these Program licenses is determined by the amount of Enterprise $M Cost of Goods Sold. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Cost of Goods Sold as of the effective date of Your order. If at any time the amount of Enterprise $M Cost of Goods Sold exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Cost of Goods Sold is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Cost of Goods Sold. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M Cost of Goods Sold as of such date.

**Enterprise $M in Freight Under Management**: $M Freight Under Management is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by You, plus the cost of freight for shipments managed by You (e.g., You are not purchasing transportation services on behalf of Your clients but are providing transportation management services for Your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to You with freight terms of prepaid). The value of these Program licenses is determined by the amount of Enterprise $M Freight Under Management. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Freight Under Management as of the effective date of Your order. If at any time the amount of Enterprise $M Freight Under Management exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Freight Under Management is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any

kind if there is a reduction in the amount of Enterprise $M Freight Under Management. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M Freight Under Management as of such date.

**Enterprise $M in Operating Budget**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) of Your gross budget reflected in an audited statement from Your external accounting firm. The value of these Program licenses is determined by the amount of Enterprise $M in Operating Budget. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Operating Budget as of the effective date of Your order. If at any time the amount of Enterprise $M in Operating Budget exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Operating Budget is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Operating Budget. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M in Operating Budget as of such date.

**Enterprise $M in Revenue**: Enterprise $M in Revenue is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year. The value of these Program licenses is determined by the amount of Enterprise $M in Revenue. For these Program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Revenue as of the effective date of Your order. If at any time the amount of Enterprise $M in Revenue exceeds the licensed quantity, You are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Revenue is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Revenue. In addition, each year 90 days before the anniversary date of Your order, You are required to report to Oracle the number of Enterprise $M in Revenue as of such date.

**Enterprise $M Revenue Under Management**: Enterprise $M Revenue Under Management: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Revenue Under Management as of the effective date of your order. If at any time the amount of Enterprise $M in Revenue Under Management exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Revenue Under Management is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Revenue Under Management. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M in Revenue Under Management as of such date.

**Expense Report**: is defined as the total number of expense reports processed by Internet Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

**Faculty User**: is defined as an active teaching member of the faculty for an accredited academic institution; such user may only use the Programs for academic and non-commercial use.

**Field Resource**: is defined as dispatchers using the program, as well as engineers, technicians, representatives or other persons scheduled by the programs.

**Field Technician**: is defined as an engineer, technician, representative, or other person who is dispatched by You, including the dispatchers, to the field using the Programs.

**Financial Inclusion Account**: is defined as a financial institution's customer account that is opened, maintained and stored in the Program. An account includes but is not limited to current accounts, savings accounts, nostro / vostro accounts, deposit accounts and loan accounts. All dormant accounts shall be considered to be accounts, as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be accounts for the purposes of licensing requirements.

**Financial Services Subscriber**: is defined as an individual who is authorized by You to access the online portal or mobile application of the applicable application program regardless of whether the individual is actively accessing the Programs at any given time. Financial Services Subscribers shall be counted for each single Instance of the Program.

For the purposes of the Oracle Documaker Mobile Program, a Financial Services Subscriber is defined as an individual who is registered to receive mobile documents in lieu of or in addition to printed documents.

For the purposes of the Oracle Banking Digital Experience Programs, a Financial Services Subscriber is defined as an individual who is registered to access the applicable application program regardless of whether the individual is actively accessing the Program at any given time.

**Flash Drive**: is defined as a front mounted solid state media device that stores data accessed by the Program.

**$M Freight Under Management**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by You, plus the cost of freight for shipments managed by You (e.g., You are not purchasing transportation services on behalf of Your clients but are providing transportation management services for Your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to You with freight terms of prepaid).

**Full Time Equivalent (FTE) Student**: is defined as any full-time student enrolled in Your institution and any part-time student enrolled in Your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on Your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

**100 Gigabytes** (GB): is defined as one hundred gigabytes (GB) of hard disk drive space.

**Gigabyte**: is defined as one billion bytes of data archived and purged by the Program.

For the purposes of the Oracle Banking Payments SWIFTNet FileAct Program, a Gigabyte is defined as one gigabyte of payment files data exchanged over SWIFTNet over a 12 month period.

**25,000 Gift Cards**: is defined as twenty-five thousand value cards (gift or stored) that are generated by the Program during a 12 month period.

**Global Title Translations per Translation Type**: is defined as the number of SS7 Global Title Translation records per SS7 Translation Type.

**Guest Cabin**: is defined as a guest cabin onboard a cruise ship managed by the Program. You must license the total number of Guest Cabins onboard each cruise ship managed by the Program and the licensed quantity of Guest Cabin licenses may not be shared across multiple cruise ships.

For the purposes of the Cruise Fleet Management, Cruise Crew Management, Cruise Materials Management HQ and Sub-HQ Programs, You must license the total number of Guest Cabins onboard all ships or vessels in the fleet that are managed by the Program.

**Guest Room**: is defined as the number of guest rooms managed by the Program.

For the purposes of the Oracle Hospitality Suite8 Interface Programs, a unique Guest Room license is required for each distinct product with which an Oracle Hospitality Suite8 Program is required to interface. For example, a customer requiring interfaces of an Oracle Hospitality Suite8 Program with three distinct products must have three separate Guest Room licenses.

**1000 Healthcare Records**: is defined as one thousand patient records stored by the Oracle Program for Your healthcare (healthcare provider, health plan, government or research) setting. For the purposes of this definition, the term “setting” means the population for which You provide healthcare services. For example, for a licensor that is a county department of health services, it would be the population provided with healthcare services by the department, and for a licensor that is a healthcare research facility, it would be the patients associated with

the healthcare research facility. You must be licensed for the total amount of patient records stored by the Oracle Program for Your healthcare setting.

**Healthcare Record**: is defined as the total number of unique person (physical person) database records stored in the Oracle Program.

**Hosted Named User**: is defined as an individual authorized by You to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

**Oracle Hospitality Consulting Services**: are defined as services for which the description may be found in the Oracle Hospitality Global Business Unit ("Micros") Consulting Service Descriptions section at www.oracle.com/contracts and which is incorporated by reference.

**Hospitality Suite**: is defined as an entertainment space that typically includes, but is not limited to, a kitchenette, restroom, table and seats within an arena, stadium, concert venue or other venue that is managed by the Program.

**1K in Individual Subscribers**: is defined as one thousand individuals who are authorized by You to use one or more of Your services for which the Program is used. For example, an individual subscriber may be tracked as a customer record/account in the licensed Program or other related subscriber databases such as an ordering system, billing system, etc. An individual subscriber is counted once, regardless of the number of services used.

**Individual Subscriber**: is defined as an individual who is authorized by You to use one or more of Your services for which the Program is used. For example, an individual subscriber may be tracked as a customer record/account in the licensed Program or other related subscriber databases such as an ordering system, billing system, etc. An individual subscriber is counted once, regardless of the number of services used. Individual Subscriber for the Billing and Revenue Management Servers and extensions with application specific usage are defined as follows:

Oracle Communications Billing and Revenue Management Server for Real-time Rating Program: Defined as an individual subscriber who purchases one or more services from You that utilizes real-time rating capabilities of the Program.

Oracle Communications Billing and Revenue Management for Convergent Rating Program: Defined as an individual subscriber that purchases one or more services from You that utilizes real-time and/or batch rating capabilities of the Program.

Oracle Communications Billing and Revenue Management Server for Billing Program: Defined as an individual subscriber that purchases one or more services from You that utilizes billing capabilities of the Program.

**Installation Services, Start-Up Packs and Configuration/Upgrade Services**: is defined as a service(s) for which the description may be found in the Advanced Customer Support Services section at www.oracle.com/contracts and which is incorporated by reference.

**Instance**: is defined as a single database environment. Test, production, and development environments are considered three separate instances that must each be licensed.

For the purposes of the Oracle Banking API Infrastructure Program, Instance is defined as the environments (production and non-production) used to run the Oracle Banking API Program.

**1K Insurable Entities**: is defined as one thousand insurable entities that are listed members and/or an objects that are managed by the Oracle Program. A listed member is an individual insured, annuitant and/or member in one of Your product offerings per quote, application, certificate or policy. An object is the item and/or property (such as building, motor vehicle) insured within a policy.

**1K Insurance Plan Members**: is defined as one thousand individual active Insurance Plan Members. An Insurance Plan Member is active if he/she is currently covered by any of your health or group insurance plan product offerings that are processed through the Oracle program. Individuals who are active members of multiple health or group insurance plan product offerings processed through the Oracle program shall only be deemed to be a single Insurance Plan Member. Use of the Oracle program to process health or group insurance plan product offerings for former members (i.e., "inactive" members who are not currently covered by, but who are tracked by and/or have records in, one of your health plan product offerings) is included with your 1K Insurance Plan

Members licenses. For the purposes of this definition, the group insurance plan product offerings exclude any of your property and casualty business product offerings.

**Interface**: is defined as each interface connecting the Oracle Program with a third party product. A unique Interface license is required for each distinct third party product with which the Oracle Program is required to interface.

**Inventory Location**: is defined as a dedicated physical inventory space used by vendors to store their inventory within an arena, stadium, concert venue or other venue that is managed by the Program. Each dedicated physical inventory space must be counted as one Inventory Location.

**Investment Account**: is defined as a financial institution's investor account that is opened, maintained, and stored in the Program. All dormant investor accounts shall be considered to be investment accounts as long as they are in the production database of the applicable Program. Closed investor accounts shall not be considered to be investment accounts for the purposes of licensing requirements.

**1K Invoice Line**: is defined as one thousand invoice line items processed by the Program during a 12 month period. You may not exceed the licensed number of 1K Invoice Lines during any 12 month period unless You acquire additional 1K Invoice Line licenses from Oracle.

**IPsec Tunnel**: is defined as one Internet Protocol Security (IPsec) tunnel termination that is represented by one Security Association (SA). The maximum number of IPsec tunnels that are simultaneously terminated on the licensed software at any one time must be licensed.

**IVR Port**: is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. You must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

**Oracle Java SE Subscription and Oracle Java SE Desktop Subscription:** are defined as the right to use the specified Oracle Java SE Subscription Program(s) in accordance with the applicable metric and to receive Oracle Software Update License & Support (limited to the specified Oracle Java SE Subscription Program(s)), for the term specified on the ordering document. You may not create, modify, or change the behavior of classes, interfaces, or subpackages that are in any way identified as "Java", "Javax", "Sun", "Oracle", or similar convention as specified by Oracle in any naming convention designation. Your right to use the specified Oracle Java SE Subscription Program(s) for Your internal business operations includes using the Oracle Java SE Subscription Program(s) to run Your Java applications as a cloud service, subject to the terms of the Master Agreement. For the avoidance of doubt, You shall not make the Oracle Java SE Subscription Program(s) themselves available as a cloud service. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Software Update License & Support is provided under the Oracle Software technical support policies in effect at the time the services are provided. At the end of the specified subscription term, You may renew Your subscription, if available, at the then current fees for the applicable subscription. If You choose not to renew Your subscription, Your right to use the specified Oracle Java SE Subscription Program(s) will terminate and You must de-install the specified Oracle Java SE Subscription Program(s).

**Kitchen Display Client**: is defined as a device that is used to display and monitor the status of ordered items. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

**Learning Credits**: may be used to acquire education products and services offered in the Oracle University online catalogue posted at http://www.oracle.com/education under the terms specified therein. Learning credits may only be used to acquire products and services at the list price in effect at the time You order the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when You order the relevant product or service. The list price will be reduced by applying the discount specified to You by Oracle. Notwithstanding anything to the contrary in the previous three sentences, learning credits may also be used to pay taxes, materials and/or expenses related to Your order; however, the discount specified above will not be applied to such taxes, materials and/or expenses. Learning credits are valid for a period of 12 months from

the date Your order is accepted by Oracle, and You must acquire products and must use any acquired services prior to the end of such period. You may use learning credits worldwide subject to the export laws and regulations of the U.S. and any other relevant local jurisdiction in which You acquired them, may not use them as a payment method for additional learning credits, and may not use different learning credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning credits are non-transferable and non-assignable. You may be required to execute standard Oracle ordering materials when using learning credits to order products or services.

**Liquidity Account**: is defined as an account that is opened, maintained, stored or processed in the Program. A liquidity account includes but is not limited to the following accounts: current accounts, savings accounts, nostro/vostro accounts, deposit accounts, internal accounts, virtual accounts and loan accounts. All dormant accounts shall be considered to be liquidity accounts as long as those dormant accounts are in the production database of the applicable Program. Closed accounts shall not be considered to be liquidity accounts for the purposes of licensing requirements. If an account is opened or maintained or stored or processed in multiple hierarchies of liquidity accounts in the applicable Program, then that account must be counted as a separate liquidity account for each hierarchy within the applicable Program in which the account is opened or maintained or stored or processed.

**Link**: is defined as one SS7 signaling link.

**12M LNP Entries**: is defined as twelve million Local Number Portability (LNP) database entries in the Local Number Portability database.

**Loan Account:** is defined as a customer loan account or loan application created, tracked or processed by, or residing within, the Oracle Daybreak Programs. A customer of Yours may have multiple loan accounts or loan applications, each one of which is to be counted for the purposes of determining the total number of loan accounts and loan applications.

For the purposes of the Daybreak Consumer Loans Servicing and Collection Program, Loan Account is defined as the number of Loan Accounts identified with a status of ACTIVE at the beginning of each calendar month.

For purposes of the Daybreak Consumer Loans Origination Program, Loan Account is defined as the number of customer loan applications created in the Oracle Daybreak Programs in a calendar month.

For the purposes of the Oracle Banking Retail and SME Loan Servicing Program and the Oracle Banking Retail and SME Line of Credit Servicing Program, Loan Account is defined as a customer loan account or a line of credit account that is opened, maintained and stored in the Program. All charged-off accounts shall be considered to be Loan Accounts as long as they are in the production database of the application Program.

**8 Low Speed SS7 Signaling Links**: is defined as eight 56 kbps SS7 signaling links.

**12M LSMS Records**: is defined as twelve million Local Service Management System (LSMS) records that are interfacing with the Local Number Portability database.

**$M in Loan Book Size**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in loan books that are managed in the licensed Program. The total value of all loan books that are managed in the licensed Program must be counted for the purposes of determining the number of licenses required.

For the purposes of the Oracle Banking Corporate Lending Syndicated Loans Program, $M in Loan Book Size is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in syndicated loans that are managed in the licensed Program and the total value of all syndicated loans that are managed in the licensed Program must be counted for the purposes of determining the number of licenses required.

For the purposes of the Oracle Banking Enterprise Recovery Program, $M in Loan Book Size is defined as one million U.S. Dollars (or equivalent amount in the applicable local currency) of debts that have been charged as full loss and are no longer receivable that are managed in the licensed Program.

**$M in Managed Assets**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the Program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the Program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the Program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the Program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the Program, then sold within the previous 12 months.

**Managed Device**: is defined as a Device managed via an Oracle Communications Configuration Management application Program.

**1K in Managed Resources**: is defined as one thousand entities (account, IP address, RADIUS user profile, ENUM E.164 phone numbers, subscriber endpoint, managed street address and individual telephone number) managed by the Program.

For the Oracle Communications Logical Device Account Management Program, a managed resource is an account which is a unique identifier such as telephone number, email address, etc.

For Oracle Communications Internet Name and Address Management, a managed resource is an IP address managed by the Oracle Communications Internet Name and Address Management Program.

For the Oracle Communications Telephone Number Management Program, a managed resource is a single managed telephone number.

**Managed Resource**:

For the purposes of the Oracle Communications IP Management Program, a Managed Resource is defined as an entity (Account, IP Address, ENUM E.164 Phone Numbers, Subscriber Endpoint, Managed Street Address, Individual Telephone Number and Media Stream) managed by the Program.

For the purposes of the Oracle Communications Media Stream Management Program, a Managed Resource is defined as a video, audio or other media content (a) that is delivered over a cable, mobile, satellite, or Internet infrastructure and (b) that is managed by the Program.

For the purposes of the Oracle Fusion Project Resource Management Program and the Oracle Fusion Territory Management Program, a Managed Resource is defined as an individual authorized by You to use the Programs which are installed on a single server or on multiple servers, regardless of whether the individual is actively using the Programs at any given time. In addition, Your employees, contractors, partners and any other individual or entity managed by the Programs shall be counted for the purposes of determining the number of Managed Resource licenses required.

**Market**: is defined as one instance of a state, province or portion thereof that constitutes a discrete region separately from other such regions for purposes of deregulated electricity, gas or water sales.

**Megabits per Second**: is defined as the average number of bits, characters, or blocks per second passing between equipment in a data transmission system during peak usage.

**1K Messages per Second**: is defined as up to one thousand messages that are each composed of an envelope that contains information required to accomplish transmission, delivery, and contents to the recipient. The total number of sent or received messages over a 15 minute interval during peak usage divided by 900 seconds must be counted.

**10K Messages**: is defined as ten thousand messages exchanged over a 12 month period.

**Member Record**: is defined as each unique customer loyalty Program Member Record managed by the Program. 100K Member Records shall mean one hundred thousand Member Records.

**Merchandise**: is defined as a unique item or SKU of a consumer good.

**Merchant**: is defined as a financial institution's partner company providing online payment services to its customers via a web based portal.

**Message per Second (MPS)**: is defined as the maximum rate of messages that are each composed of an envelope which contains information required to accomplish transmission and delivery of message contents to the recipient. You must count all messages whether received or transmitted, averaged over a 30-second interval during the highest period of peak usage.

**Module**: is defined as each production database running the Programs.

**Molecular Report**: is defined as an analysis report created using partial or full workflow in the Oracle Program. If the total number of Molecular Reports created in the Oracle Program in a 12-month period exceeds the number purchased, then additional Molecular Reports must be purchased.

**Monitored User**: is defined as an individual who is monitored by an Analytics Program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time. Individual users who are licensed for an Analytics Program by either Named User Plus or Application User may not be licensed by Monitored User. For the purposes of the Usage Accelerator Analytics Program, every user of Your licensed CRM Sales application Program must be licensed. For the purposes of the Human Resources Compensation Analytics Program, all of Your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, Preventive Controls Governor, and Governance, Risk, and Compliance Controls Suite, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the Program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / Programs) users (individuals) that the Program monitors.

**MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription and MySQL Standard Edition Annual Subscription**: are defined as the right to use the specified Program(s) in accordance with the applicable license metric and to receive Oracle Software Update License & Support for the specified Program(s) and for MySQL Community Edition for the term specified on the order. MySQL Community Edition refers to MySQL that is licensed under the GPL license. Software Update License & Support for MySQL Community Edition does not include updates of any kind. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Software Update License & Support services are provided under the applicable technical support policies in effect at the time the services are provided. You must obtain a subscription license for all servers where MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition are deployed. If You obtain Oracle Software Update License & Support services for any servers where MySQL Community Edition is deployed, then You must also purchase a subscription license for all of such servers for which You have obtained Oracle Software Update License & Support services. You may obtain Oracle Software Update License & Support services for the MySQL Community Edition subscription licenses at any level (e.g., at the MySQL Cluster Carrier Grade Edition level, at the MySQL Enterprise Edition level and/or at the MySQL Standard Edition level). At the end of the specified term, You may renew Your subscription, if available, at the then current fees for the applicable subscription. If You choose not to renew Your subscription, Your right to use the Program(s) will terminate and

You must de-install all applications, tools, and binaries provided to You under the applicable non-Community Edition license (e.g., the license for MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition). If You do not renew a subscription, You will not receive any updates (including patches or subsequent versions) and You may also be subject to reinstatement fees if You later choose to reactivate Your subscription.

**Named Developer**: is defined as an individual who is authorized by you to use the programs which are installed on a multiple servers, regardless of whether the individual is actively using the programs at any time. A Named developer may create, modify, view and interact with the programs and documentation.

**Named User Plus**: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the Programs, if such devices can access the Programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the Programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following Programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware and Management Pack for WebCenter Suite, only the users of the Program that is being managed/monitored are counted for the purpose of determining the number of Named User Plus licenses required.

With respect to the following Programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, Load Testing Suite for Oracle Applications and Oracle Test Starter Kit for Utilities (Load Testing), each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following Programs: Data Masking and Subsetting Pack , only (a) the users of the database servers where masked data or data subsets originate and (b) the users of the database servers performing the masking or subsetting operations (via GUI or command line) must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight and Application Replay Pack, all users of the respective managed application Program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which You capture data and (b) the users of the Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Big Data, only the users of the source Oracle or non Oracle database(s) or NoSQLrepositories from which You capture data must be counted for the purpose of determining the number of licenses required. For any messaging systems from which you capture data, every queue/topic is counted as a user. For multiple source databases, NoSQL repositories, or messaging systems, all users for all sources must be counted.

For the purposes of the following Programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which You capture data and (b) the users of the database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which You capture data and (b) the users of the Non Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Integrator Enterprise Edition and Data Integrator Enterprise Edition for Oracle Applications, only the users that are running or accessing the data transformation processes must be counted for determining the number of licenses required.

For the purposes of the following Programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

For the purposes of the following Program: Audit Vault and Database Firewall, only users of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Java SE Desktop Subscription, the term "server" refers to a desktop computer.

**Named Workstation User:** is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time.

For the purposes of the Oracle VM VirtualBox Enterprise Program, Named Workstation User licensing may only be applied to single-socket devices where only one named user is using Oracle VM VirtualBox Enterprise or is connecting to the virtual machines on Oracle VM VirtualBox Enterprise. A non human operated device will be counted as a named workstation user in addition to all individuals authorized to use the Programs, if such devices can access the Programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted.

**1K Network Access Sessions**: is defined as one thousand concurrent associations between (1) a user endpoint or device and (2) an IP network identified by one IPv4 and/or one IPv6 address managed by a single configuration management platform (CMP) node; the associations must be measured based upon the average of peak simultaneous associations over a 5 minute interval during the busiest hour of a day.

**Network**: is defined as the logical set of signaling nodes grouped by an operator to process a specific type of signaling messages.

For the purposes of the Oracle Communications Policy Management Program, a Network is defined as all components that are managed by a single set of element management instances, known as the Configuration Management Platform (CMP) or the Configuration Management service in the case of Policy Control Function (PCF).

**Network Device**: is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

**Network-Wide 20K Endpoints**: is defined as up to twenty thousand individual user devices, with each user device being identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint. You must count the maximum number of 20K endpoints measured at least every 15 minutes during peak usage registered with any licensed Programs within a single network administrative domain.

**Network-Wide 20K Concurrent Endpoints**: is defined as up to twenty thousand individual user devices, with each user device being identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint. You must count the maximum number of 20K concurrent endpoints measured at least every 15 minutes during peak usage registered with any licensed Program within a single network administrative domain.

**Network-Wide Concurrent Endpoint**: is defined as an individual user device identified by a unique internet protocol (IP) and port combination. If subscribers have multiple user devices, each unique user device must be counted as an endpoint. You must count the maximum number of concurrent endpoints measured at least every 15 minutes during peak usage across any licensed Program within a single network administrative domain.

**5K Network-Wide Concurrent Sessions**: is defined as a maximum of five thousand concurrent stateful diameter message exchanges (sessions) between two or more end points. You must count the maximum number of concurrent sessions across all signaling nodes that are managed by a single network Operations, Alarms and Measurements (OAM) node over a 5 minute interval during peak usage.

**Network-Wide Concurrent Session**: is defined as an established virtual connection (with or without media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing any licensed Programs within the network at any one time. For example, if a single virtual connection traverses more than one SBC, then each virtual connection must be counted as a Network-Wide Concurrent Session for each SBC that it traverses. You must count the maximum number of concurrent sessions measured at least every 15 minutes during peak usage across any licensed Program within a single network administrative domain.

For the purposes of the Oracle Communications Session Border Controller – SRTP Program, each call leg utilizing media anchoring and negotiating Secure Real-Time Transport Protocol must be counted as a Network-Wide Concurrent Session.

For the purposes of the Oracle Communications Session Border Controller - MSRP B2BUA Program, each concurrent session with media anchoring and negotiating Message Session Relay Protocol must be counted as a Network-Wide Concurrent Session.

**Network-Wide Concurrent Tunnel**: is defined as one connection where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol). You must count the maximum number of concurrent tunnels measured at least every 15 minutes during peak usage terminated by any licensed Programs within a single network administrative domain.

**100 Network-Wide Messages per Second**: is defined as one hundred messages that are each composed of an envelope which contains information required to accomplish transmission and delivery of message contents to the recipient. The total number of received messages (i) forwarded or discarded and/or (ii) copied and/or (iii) re-routed across all signaling nodes that are managed by a single network Operations, Alarms and Measurements (OAM) node over a 5 minute interval during peak usage divided by 300 seconds must be counted.

**Network-Wide Message per Second**: is defined as one message that is composed of an envelope which contains information required to accomplish transmission and delivery of message contents to the recipient.

For the purposes of the Oracle Communications Diameter Signaling Router Program, the total number of sent or received messages (i) forwarded or discarded and/or, (ii) copied and/or (iii) re-routed across all signaling nodes that are managed by a single network Operations, Alarms and Measurements (OAM) node over a 5-minute interval during peak usage divided by 300 seconds must be counted.

For the purposes of the Oracle Communications Session Router Program, the total number of sent or received messages over a 15 minute interval during peak usage divided by 900 seconds must be counted.

**Network-Wide 1K Tunnels**: is defined as up to one thousand connections (tunnels) where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol). You must count the maximum number of 1K tunnels measured at least every 15 minutes during peak usage registered by any licensed Programs within a single network administrative domain.

**1K in Nodes**: is defined as a one thousand records within an Oracle Unified Inventory Management application Program network. A record may represent a location, customer, device, network or termination.

**Node**: is defined as a set of servers managed by one Operations, Alarms and Measurements (OAM) function.

**Non Employee User - External**: is defined as an individual, who is not Your employee, contractor or outsourcer, authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the Programs at any given time.

**1000 Number Range Entries**: is defined as one thousand Local Number Portability number ranges.

**330K Number Planning Area Entries**: is defined as three hundred and thirty thousand combinations of the area code and first three digits (office code) of a North American telephone number.

**Oracle Financing Contract**: is a contract between You and Oracle (or one of Oracle's affiliates) that provides for payments over time of some or all of the sums due under Your order.

**Order Line**: is defined as the total number of order entry line items processed by the Program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless You acquire additional Order Line licenses from Oracle.

**1,000 Page Views**: is defined as 1,000 Page Views per Month, where one Page View means one visit by a unique internet user to a particular page on a website.

**Partner Organization**: is defined as an external third party business entity that provides value-added services in developing, marketing and selling Your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

**Party**: is defined as each unique party, designated by a unique party identification number, that is maintained and/or stored in the Program. A Party includes, but it is not limited to, a prospect, an individual, a trust, an organization, an agent, a broker, a solicitor, a guarantor, a co-signer, a natural person and/or legal entity whose demographic and other relevant details need to be recorded.

**Person**: is defined as Your employee or contractor who is actively working on behalf of Your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

**Physical Server**: is defined as each physical server on which the Programs are installed.

**PIN Entry Device (PED)**: is defined as an electronic hardware device that is used in a debit, credit or smart card-based transaction to accept and encrypt the cardholder's personal identification number (PIN).

**Ported Number**: is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

**POS Client**: is defined as a device that is used to record any part of a sales transaction or related end-user functionality such as workstation reporting, cash management, engagement, table management, or manager operations. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

For the purposes of the Oracle Hospitality Guest Access POS and Device Client Program, a POS Client is a guest access control method that includes, but is not limited to, turnstiles, gates and swing doors that are managed by the Program. For each guest access control method, both entrance and exit points must be counted for the purposes of determining the number of licenses required. For example, each turnstile must be counted as two POS Clients (one for entrance and one for exit).

**Product Offering**: is defined as a product offer that a financial institution sets up, maintains and stores in the Program. Closed product offerings are not counted for licensing purposes.

For the purposes of the Oracle Banking Enterprise Product Manufacturing for Deposits Program, Product Offerings include but are not limited to account product offerings, savings account product offerings and term deposit product offerings.

For the purposes of the Oracle Banking Enterprise Product Manufacturing for Loans Program, Product Offerings are defined as loan product offerings.

For the purposes of the Oracle Banking Enterprise Product Manufacturing for Credit Cards Program, Product Offerings include but are not limited to credit card product offerings or credit card-like product offerings.

For the purposes of the Oracle Banking Enterprise Product Manufacturing for Insurance Program, Product Offerings include but are not limited to insurance product offerings for consumer credit, insurance product offerings for lender mortgages and other product offerings for covering financial risk.

**Processor**: shall be defined as all processors where the Oracle Programs are installed and/or running. Programs licensed on a processor basis may be accessed by Your internal users (including agents and contractors) and by Your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed Program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle Programs with Standard Edition 2, Standard Edition One or Standard Edition in the product name (with the exception of WebCenter Enterprise Capture Standard Edition, Java SE Subscription, Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the Program (other than Standard Edition One Programs or Standard Edition Programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the Program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following Program: Oracle Healthcare Data Repository, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base Programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed Program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed Program; under these licenses You may also install and/or run the licensed Program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following Programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware and Management Pack for WebCenter Suite, only the processors on which the Program that is being managed/monitored are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Masking and Subsetting Pack, only (a) the processors running the database servers where masked data or data subsets originate and (b) the processors running the database servers performing the masking or subsetting operations (via GUI or command line) must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Application Management Pack for Utilities and Application Management Pack for Taxation and Policy Management, all processors on which the middleware and/or database software that support the respective managed application Program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Application Replay Pack and Real User Experience Insight, all processors on which the middleware software that supports the respective managed application Program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache Program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which You capture data and (b) the processors running the Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which You capture data and (b) the processors running the database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the non Oracle database from which You capture data and (b) the processors running the non Oracle database where You will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Programs: Oracle GoldenGate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which You capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all processors for all sources must be counted.

For the purpose of the following programs: Oracle GoldenGate for Big Data, only the processors running the source Oracle or non Oracle database(s) or NoSQL repositories from which you capture data must be counted for the purpose of determining the number of licenses required. For any messaging systems from which you capture data, every 25 queues/topics are counted as a Processor. In the instance of multiple source databases, NoSQL repositories, or messaging systems, all processors for all sources must be counted.

For the purposes of the following Program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the Program is running for indexing content in configured content sources as long as the foregoing is the only use of the Program on all the processors installed in a given server.

**Project**: is defined as a scheduled stage gate process plan in operation.

**Property**: is defined as a location with a single physical address.

**128 Provision Database Interface Connections**: is defined as one hundred twenty-eight simultaneous connections to the International Number Portability Provisioning System to the provisioning interface for the Home Location Register Router application from EAGLE signaling nodes.

**500,000 Queries Per Day**: is defined as five hundred thousand queries from midnight to the next midnight (e.g., a day) to the production MDEX engine, including but not limited to: text searches; changes to facet (refinement); and page up/down through results (any text box query, change in facet selection, change in results viewed). Queries that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed queries. You may also use the programs for non-production uses, including but not limited to development, quality assurance, and performance testing.

**$M in Revenue**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

**$M Revenue Under Management**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year for the product lines for which the Programs are used.

For the purposes of the Oracle Communications Policy Management Sponsored Data Access Cartridge Program, $M Revenue Under Management is defined as one million U.S. dollars (or the equivalent amount in the applicable local currency) in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a calendar year processed through the licensed Program.

**Record:** The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record, which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record, which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub Program a record is defined as the total number of unique case database records stored in the Case Hub Program. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For the purposes of the Site Hub Program a record is defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub Program. A site database record is a unique site (e.g., an asset, a building, part of a building (such as a store or a franchise within a store, an ATM, etc.)) stored in the Site Hub Program.

For the Programs listed above, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the purposes of the Oracle Data Relationship Management Program, a record is defined as the unique occurrence of any business object or master data construct that You choose to manage within the Program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as

a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

For the purposes of the Supplier Lifecycle Management and Supplier Hub Programs, a record is defined as a unique business entity or company record stored as Supplier in the AP_SUPPLIERS table of the Supplier Lifecycle Management and Supplier Hub Programs.

For the purposes of the Life Sciences Customer Hub Program, a record is defined as the number of unique customer database records stored in such Program. A customer database record is a unique physician (i.e., physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub Program.

**1000 Records**: is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator Program.

**Registered User**: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. Registered Users shall be business partners and/or customers and shall not be Your employees.

**250,000 Requests Per Day**: is defined as two hundred fifty thousand requests from midnight to the next midnight (e.g., a day) in the production systems. Requests that can be reasonably shown to be generated via malicious intent, such as Denial of Service attacks, are not counted against the number of licensed requests. You may also use the Program for non-production uses, including but not limited to development, quality assurance, and performance testing.

For the purposes of the following Program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls in the production systems, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: WebCenter Sites for Oracle ATG Web Commerce, requests to the production WebCenter Sites or production WebCenter Sites Satellite Server Programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

For the purposes of the following Program: Endeca Experience Manager, requests at the production Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g. ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

**Retail Register**: is defined as any device designed to record any part of a sales transaction.

**Retail Store**: is defined as any location where two or more people are employed to generate revenue by selling goods and services to customers.

**Retail Wireless Device**: is defined as a detached device that accesses the Program. Examples of wireless devices include but are not limited to, scanners, RF devices, PDAs.

**Revenue Center**: is defined as a logical reporting as configured within a Location. For example, a restaurant that keeps its reports and configuration separate from its bar and its room service would require 3 Revenue Center licenses (one for the restaurant, one for the bar and one for room service).

**RosettaNet Partner Interface Processes® (PIPs®)**: are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

**Rule Set**: is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

**Scenario**: is defined as a discreet behavior of interest uniquely pertaining to a customer, Account, address, correspondent bank, household, external entity, employee, trader, organization, investment advisor, registered rep, portfolio manager, execution, order or security that is tracked and detected by the Program. Examples of scenarios are: rapid movement of funds - all activity, large depreciation of Account value, wash trades and possible employee front running.

**Security Gateway Tunnel**: is defined as one Internet Protocol Security (IPsec) tunnel termination that is represented on the licensed software, using either manual keys or Internet Key Exchange version 1 (IKEv1) exchange protocol. The maximum number of IPsec tunnels that are simultaneously terminated on the licensed software at any one time must be licensed.

**Server**: is defined as the computer on which the Programs are installed. A Server license allows You to use the licensed Program on a single specified computer.

For the purposes of Acme Packet and Talari Programs, a Server in a virtual environment is defined as a virtual machine image.

For the purposes (a) of the portion of the license fee that is based upon capacity for the Oracle Communications SD-WAN Edge Program and (b) of the license fee for the Oracle Communication SD-WAN Edge WAN Optimization Program, the license fee is based on the maximum megabits per second (Mbps) bandwidth permitted on the Server.

**Service Access Point**: is defined as an interface or sub-interface that is configured as part of a service deployment such as L3 VPN, L2 VPN, dedicated internet access (DIA), VLAN access (port), VRF Lite WAN access and quality of service.

**Service Order Line**: is defined as the total number of service order entry line items processed by the Program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless You acquire additional Service Order Line licenses from Oracle.

**Session**: is defined as one established virtual connection (with or without media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software. The maximum number of sessions that are simultaneously traversing the licensed software at any one time must be licensed.

**Session of SRTP**: is defined one established virtual connection (with media anchoring and negotiating Secure Real-Time Transport Protocol) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software. The maximum number of sessions of SRTP that are simultaneously traversing the licensed software at any one time must be licensed.

**SS7 Signaling Route**: is defined as a signaling path from a local signaling point to a remote signaling point using a specified link set.

**Signaling Unit**:

For the purposes of the Oracle Communication EAGLE Program, a Signaling Unit is defined as four transactions between client and server with explicit support of agents where each transaction contains a request message and a response message. You must count the total of (a) the number of new transactions for the set of servers managed by one single Operations, Alarms and Measurements (OAM) function over a 5 second interval during peak usage divided by 5 and (b) transactions for failover and overhead capacity.

For the purposes of the Oracle Communication Diameter Signaling Router Program, a Signaling Unit is defined as one message that is composed of an envelope which contains information required to accomplish transmission and delivery of message contents to the recipient. You must count the total number of received messages across all signaling nodes that are managed by one single network Operations, Alarms and

Measurements (OAM) node over a 5 minute interval during peak usage divided by 300 seconds (the foregoing includes messages that are (i) forwarded or discarded and/or (ii) copied and/or (iii) re-routed).

**Simultaneous Users**: is defined as the maximum number of users entitled concurrently to connect to the Oracle Communications Performance Intelligence Center (PIC) Program and to the PIC optional set of Programs.

**Single Server Concurrent Endpoint:** is defined as an individual user device identified by a unique internet protocol (IP) and port combination. Single server concurrent endpoints are counted separately on each server and must be counted during peak usage on each server. Each virtual machine is considered to be a server. You may allocate Your Single Server Concurrent Endpoint Program licenses to a different server (a) no more than once per 90 days or (b) if the prior server (on which Your Single Server Concurrent Endpoint Program licenses have previously been allocated) has been permanently decommissioned.

**Single Server Concurrent Session:** is defined as the aggregate number of established virtual connections (with or without media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment, and (b) which are traversing the licensed software at any one time. Single server concurrent sessions are counted separately on each server and must be counted during peak usage on each server. Each virtual machine is considered to be a server. You may allocate Your Single Server Concurrent Session Program licenses to a different server (a) no more than once per 90 days or (b) if the prior server (on which Your Single Server Concurrent Session Program licenses have previously been allocated) has been permanently decommissioned.

For the purposes of the Oracle Communications Session Border Controller – SRTP Program, only sessions with media anchoring and negotiating Secure Real-Time Transport Protocol are counted.

For the purposes of the Oracle Communications Session Border Controller - MSRP B2BUA Program, only sessions with media anchoring and negotiating Message Session Relay Protocol are counted.

**Single Server Concurrent Tunnel:** is defined as one connection where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol). Single server concurrent tunnels are counted separately on each server and must be counted during peak usage on each server. Each virtual machine is considered to be a server. You may allocate Your Single Server Concurrent Tunnel Program licenses to a different server (a) no more than once per 90 days or (b) if the prior server (on which Your Single Server Concurrent Tunnel Program licenses have previously been allocated) has been permanently decommissioned.

**1,000 Sites**: is defined as one thousand unique sites added to Multi-Site Quotes created during a 12 month period. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of a Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. A single Site (as defined by its Service Account and Service Point fields Site) that is added to multiple Multi-Site Quotes created during a 12-month period shall be only counted once.

**Socket**: is defined as a slot that houses a chip (or a multi-chip module) which contains a collection of one or more cores. Regardless of the number of cores, each chip (or multi-chip module) shall count as a single socket. All occupied sockets on which the Oracle Program is installed and/or running must be licensed.

For the purposes of the Oracle VM VirtualBox Enterprise Program, Socket licensing must be applied to devices (a) with more than one sockets and/or (b) where more than one Named Workstation User is using Oracle VM VirtualBox Enterprise or is connecting to the virtual machines on Oracle VM VirtualBox Enterprise.

**Oracle Solaris Premier Subscription for Non-Oracle Hardware Per socket**: is defined as the right to use the Oracle Solaris Programs (as defined below) on hardware not manufactured by or for Sun/Oracle, and to receive Oracle Premier Support for Operating Systems services (limited to the Oracle Solaris Programs), for the term specified in the ordering document. "Oracle Solaris Programs" refers to the Oracle Solaris operating system and the separately licensed third party technology (as defined below). The Oracle Solaris Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology

under the separate terms are not restricted in any way by the agreement. The Oracle Solaris Programs may include or be distributed with certain separately licensed components that are part of Java SE ("Java SE"). Java SE and all components associated with it are licensed to You under the terms of the Oracle Binary Code License Agreement for the Java SE Platform Products, and not under the agreement. A copy of the Oracle Binary Code License Agreement for the Java SE Platform Products can be found at www.oracle.com/contracts.

This subscription is available only for a server that is certified by Oracle and listed on the Hardware Compatibility List (HCL) at http://www.oracle.com/webfolder/technetwork/hcl/index.html. You must obtain a subscription license for each socket in the server. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in Your ordering document. If Your order was placed through the Oracle Store, then the effective date is the date Your order was accepted by Oracle. Oracle Premier Support for Operating System services are provided under the applicable technical support policies in effect at the time the services are provided. At the end of the specified term, You may renew Your subscription, if available, at the then current fees for this subscription.

If Your order specifies "1 – 4 socket server" then You may only use the subscription on a server with not more than 4 sockets. If Your order specifies "5+ socket server" then You may use the subscription for servers with any number of sockets.

**Standard Binary**: is defined as a single downloadable Oracle Java Standard Edition (SE) or Oracle Java Micro Edition (ME) or Oracle Java Embedded Suite for embedded software that is listed on the Oracle Technology Network (OTN) Java Embedded downloads at http://www.oracle.com/technetwork/java/embedded.

**Store**: is defined as a physical store location which sells goods or services that utilize one Point-of-Sale (POS) system. If a physical store location has multiple POS systems, then each POS system must be counted as a Store.

**Stream**: is defined as a concurrent backup or restore job to a tape, disk or cloud target. For tape targets (which would be a physical tape drive (e.g., T10000D or LTO6) or a virtual tape drive), each configured tape drive within the Oracle Secure Backup domain must be counted for determining the number of licenses required. For disk targets, each concurrent job defined per Oracle Secure Backup disk pool must be counted for determining the number of licenses required. For Cloud based targets utilizing the Oracle Secure Backup Cloud Module, each parallel Recovery Manager (RMAN) channel must be counted for determining the number of licenses required.

**25K Inactive Subscribers**: is defined as twenty-five thousand (a) records in the subscriber database that may contain phone or SIM card data (like IMSI), but that do not associate a subscriber to that phone or SIM card, (b) non-live telephone numbers for all wireline devices, (c) portable handsets or paging devices that have been provisioned but that have not been activated by You for wireless communications and paging, (d) internet connected landlines or nonresidential devices serviced by a cable provider or (e) working utility meters that are provisioned but that have not been activated in the database. The total number of inactive subscribers shall be equal to the aggregate of all types of inactive subscribers.

**Inactive Subscribers**: is defined as (a) a non-live telephone number for all wireline devices; (b) a portable handset or an application on handset or paging device that has been provisioned but not activated by You for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a working utility meter that is provisioned but that is not activated in the database. The total number of Inactive Subscribers is equal to the aggregate of all types of Inactive Subscribers.

**1K Subscribers**: is defined as one thousand (a) active subscribers that have been provisioned in the subscriber database as a record associating the subscriber to an IMSI-based SIM card; (b) working telephone numbers for all wireline devices; (c) portable handsets or paging devices that have been activated by You for wireless communications and paging; (d) internet connected landlines or nonresidential devices serviced by a cable provider; (e) live connected utility meters; or (f) entities in the subscriber database. The total number of subscribers shall be equal to the aggregate of all types of subscribers.

**25K Active Subscribers**: is defined as twenty-five thousand unique active subscribers that have been activated or processed by a network function in a calendar month. An active subscriber is defined as (a) a unique device identifier processed by the network function in the Oracle Program, (b) a unique device identifier processed by a

defined, external network function, or (c) an active entity in the subscriber database. The total number of active subscribers shall be equal to the aggregate of all unique active subscribers of all types.

**25K Subscribers**: is defined as twenty-five thousand (a) active subscribers that have been provisioned in the subscriber database as a record associating the subscriber to an IMSI-based SIM card, (b) working telephone numbers for all wireline devices, (c) portable handsets or paging devices that have been activated by You for wireless communications and paging, (d) internet connected landlines or nonresidential devices serviced by a cable provider, (e) live connected utility meters or (f) entities in the subscriber database. The total number of subscribers shall be equal to the aggregate of all types of subscribers.

For the purposes of the Oracle Communications Diameter Signaling Router and the Oracle Communications Diameter Signaling Router Network Function Edition Programs, 25K Subscribers is defined as twenty-five thousand subscriber identities (MSISDN, IMSI or NAI) that have been provisioned in the subscriber database.

**100K Subscribers**: is defined as one hundred thousand (a) active subscribers that have been provisioned in the subscriber database as a record associating the subscriber to an IMSI-based SIM card; (b) working telephone numbers for all wireline devices; (c) portable handsets or paging devices that have been activated by You for wireless communications and paging; (d) internet connected landlines or nonresidential devices serviced by a cable provider; (e) live connected utility meters; or (f) entities in the subscriber database. The total number of subscribers shall be equal to the aggregate of all types of subscribers.

**Suite**: is defined as all the functional software components described in the product documentation.

**$M of Supply Chain Finance Under Management**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in total value of supply chain finance that is managed in the Program at any given time. Supply Chain Finance includes, but is not limited to, receivables finance, payable finances, channel and/or distributor finance, factoring and/or its variations, forfaiting, loans and/or advances against inventory, bank payment obligations, pre-shipment finances and/or any other supply chain financing schemes (such as invoice management, purchase order management, receivables reconciliation, debit and credit note management) that is managed in the Program.

**Sun Ray Device**: is defined as the Sun Ray computer on which the Program is running.

**System**: is defined as a single configuration environment. Test, production, and development configurations are considered three separate systems that must each be licensed.

**Tape Drive**: is defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For cloud based backups, Oracle counts each parallel stream or Recovery Manager (RMAN) channel as equivalent to a tape drive.

**Tape Library Slot**: is defined as a physical slot location within a tape library where each slot accepts a single tape cartridge.

**Technical Reference Manuals**

Technical Reference Manuals ("TRMs") are Oracle's confidential information. You shall use the TRMs solely for Your internal data processing operations for purposes of: (a) implementing applications Programs, (b) interfacing other software and hardware systems to the applications Programs and (c) building extensions to applications Programs. You shall not disclose, use or permit the disclosure or use by others of the TRMs for any other purpose. You shall not use the TRMs to create software that performs the same or similar functions as any of Oracle products. You agree: (a) to exercise either at least the same degree of care to safeguard the confidentiality of the TRMs as You exercise to safeguard the confidentiality of Your own most important confidential information or a reasonable degree of care, whichever is greater; (b) to maintain agreements with Your employees and agents that protect the confidentiality and proprietary rights of the confidential information of third parties such as Oracle and instruct Your employees and agents of these requirements for the TRMs; (c) restrict disclosure of the TRMs to those of Your employees and agents who have a "need to know" consistent with the purposes for which

such TRMs were disclosed; (d) maintain the TRMs at all times on Your premises; and (e) not to remove or destroy any proprietary or confidential legends or markings placed upon the TRMs. Oracle shall retain all title, copyright and other proprietary rights in the TRMs. TRMs are provided to You "as-is" without any warranty of any kind. Upon termination, You shall cease using, and shall return or destroy, all copies of the applicable TRMs.

**Telephone Number**: is defined as each unique telephone number for which the billing information is managed or displayed using the Program, regardless of the number of individual account holders associated with such telephone numbers.

**Terabyte**: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

**$B in Total Assets**: is defined as one billion U.S. Dollars (or the equivalent amount in the applicable local currency) of Your latest published or internally available "Total Asset Value" as disclosed in Your annual report and/or regulatory filings.

For the purposes of the Oracle Financial Services Trade-Based Anti Money Laundering Enterprise Edition Program, the "Total Asset Value" disclosed in Your annual reports and/or regulatory filings refers to Your lines of business that are involved with trade finance and includes but is not limited to, corporate banking, institutional banking, global banking, or other lines of business that You specified in Your annual reports and/or regulatory filings.

**$M in Total Assets**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in total value of assets that is managed by the Program.

For the purposes of the Oracle Banking Treasury Management Program, assets include, but are not limited to, foreign exchange assets, money market instruments, derivatives, securities, trading portfolio assets, financial assets, fixed income trading assets, treasury assets, and equity assets.

**$M in Trades**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in trades that are managed in the licensed Program during a 12 month period. The total value of all trades that are managed in the licensed Program during a 12 month period must be counted for the purposes of determining the number of licenses required.

**$M in Trade Under Management**: is defined as one million U.S. Dollars (or the equivalent amount in the applicable local currency) in total value of trades that are managed in the Program at any given time. A trade includes, but is not limited to, letters of credit, bank guarantees, shipping guarantees, delivery order, standby letters of credit, bills discounted, bills under collection, reimbursement role exposures, trade finance loans, and bank payment obligation.

**Trainee**: is defined as an employee, contractor, student or other person who is being recorded by the Program.

**25 Transactions per Second**: is defined as twenty-five transactions between client and server with explicit support of agents where each transaction contains a request message and a response message. The total number of new transactions for the entire system over a 1 second interval during peak usage must be counted.

**100 Transactions per Second**: is defined as one hundred transactions between client and server with explicit support of agents where each transaction contains a request message and a response message. The total number of new transactions for the entire system over a 30 second interval divided by 30 must be counted.

For the purposes of the following Program: Oracle Control Plane Monitor, Transaction Per Second is the total number of messages (requests/responses) from the source to destination regardless of how many devices and/or segments the messages traverse.

**250K Transactions per Second**: is defined as two hundred and fifty thousand transactions between client and server with explicit support of agents where each transaction contains a request message and a response message. The total number of new transactions for the entire system over a 5 second interval during peak usage divided by 5 must be counted.

**500 Transactions per Second**: is defined as five hundred transactions between client and server with explicit support of agents where each transaction contains a request message and a response message. The total number of new transactions for the entire system over a 5 second interval during peak usage divided by 5 must be counted.

**1K Transactions**: is defined as one thousand unique transactions processed through the Program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless You acquire additional transaction licenses from Oracle.

For the purposes of the Oracle FLEXCUBE Universal Banking Adapter for Blockchain Payments Program, 1K Transactions is defined as one thousand unique payment transactions that are processed through the Program.

For the purposes of the Oracle FLEXCUBE Universal Banking Adapter for Blockchain Trade Finance for Buyer's Credit Program, 1K Transactions is defined as one thousand unique trade finance transactions that are processed through the Program.

**10K Transactions**: is defined as ten thousand transactions processed through the Program during a 12 month period.

For the purposes of the Oracle Banking Payments Program, transactions include but are not limited to funds transfers, card payments, online payments, mobile payments, financial service kiosk originated payments, biometric payments, P2P payments, electronic direct debits, instruments collections, demand drafts and banker's cheques.

For the purposes of the Oracle Banking Cash Management Program, transactions include, but are not limited to, physical invoices, electronic invoices, bills collected, and any other modes of receivables and/or payables such as checks, cash, electronic clearing, book transfers, and direct debits. Each transaction processed by the Program and included in a bulk transaction must be counted.

**1M Transactions**: is defined as one million transactions processed through the Program during a 12 month period.

For the purposes of the Oracle Banking Payments for Enterprise Program, transactions include but are not limited to cross border payments, low value payments, high value payments, direct debits, faster payments, clearing and demand drafts.

**Transaction**: is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

**Transactions per Second (TPS)**: is defined as the maximum rate of transactions between any client and server represented by a request message and a response message, traversing the licensed software. You must count all transactions received and transmitted averaged over a 30-second interval during the highest period of peak usage.

**Transaction per Second Per Card**: is defined as a transaction per Eagle Application card between client–server protocol with explicit support of agents (intermediaries) where each transaction contains a request message and a response message. The total number of new transactions per Eagle Application card over a 30 second interval during peak usage divided by 30 must be counted.

**Transaction Services Client**: is defined as a device that is used to receive data from an external source to record a sales transaction (e.g., a device in a coffee shop that is used by customers to enter their sandwich orders). If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end.

For the purposes of the Oracle Hospitality Simphony Transaction Services Program, devices that are used to send property or revenue center configuration to an external source must be counted as Transaction Services Clients. For example, if a digital signage provider wants to display menu item information (e.g., price, name, etc.) on a menu board behind the counter and the menu board system requests that a device provides a list of the menu items and prices that are available for purchase, then that device must be licensed as Transaction Services Client.

**500 Transaction Units per Second**: is defined as five hundred SS7 over IP transactions per second that include M3UA or M2PA encoded messages.

**Transcoding Session**: is defined as one established virtual connection (with media anchoring) (a) between two endpoints that are represented by subscriber devices or network switching equipment being transcoded, and (b) which are traversing the licensed software. The maximum number of transcoding sessions that are simultaneously traversing the licensed software at any one time must be licensed.

**Trial**: is defined as each research project, study or procedure created, modified, tracked and/or conducted by a sponsor using the licensed Program(s) or service(s).

For the purposes of the Oracle Health Sciences Data Management Workbench Enterprise Program, a Trial is defined as a research project, study or procedure that starts on or after the effective date (the "Effective Date") of the applicable Oracle order under which You licensed the Oracle Health Sciences Data Management Workbench Enterprise Program and that uses the Oracle Health Sciences Data Management Workbench Enterprise Program. You must have licenses for the Program equal to the number of Trials that start in each consecutive 12 month period that follows the Effective Date. Trials completed by a third party and loaded into the Oracle Health Sciences Data Management Workbench Enterprise Program ("Third Party Trials") are not counted for licensing purposes provided that You complete and load these Third Party Trials into the Oracle Health Sciences Data Management Workbench Enterprise Program within 90 days of the creation date in the Oracle Health Sciences Data Management Workbench Enterprise Program of the applicable Third Party Trial. If You load any additional data or send any discrepancies to a third party for these Third Party Trials into the Oracle Health Sciences Data Management Workbench Enterprise Program after the applicable 90 day period, then You must purchase additional Trial licenses for these Third Party Trials.

**TSM tunnel**: is defined as one tunnel connecting a device running the TSM SDK with the Tunneled Services Control Function (TSCF) interface on the licensed software. The maximum number of TSM tunnels that are simultaneously terminated on the licensed software at any one time must be licensed.

**100 Tunnels**: is defined as one hundred connections where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol).

For the purposes of the Oracle Communications Session Border Controller – TSC Program, only Tunneled Services Control Function (TSCF) tunnels must be counted.

**1K Tunnels**: is defined as one thousand connections where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol).

**Tunnel**: is defined as one connection where one network protocol (the delivery protocol) encapsulates another network protocol (the payload protocol).

**Tunnel of IPsec IMS AKA**: is defined as one Internet Protocol Security (IPsec) tunnel termination where each tunnel secures SIP signaling with IMS endpoints using the IMS-AKA (IMS Authentication and Key Agreement) crypto key exchange mechanism. The maximum number of tunnels of IPsec IMS AKA that are simultaneously terminated on the licensed software at any one time must be licensed. It should be noted that each IMS endpoint utilizes two IMS-AKA tunnels simultaneously.

**TUPS per Domain**: is defined as transaction units per second per domain.

A transaction unit shall mean a unit of functionality executed by the licensed Program. For the purposes of the Oracle Communications Services Gatekeeper (OCSG) Program, an example of a transaction unit is a call setup or the sending of a message. For the purposes of the Oracle Communications Converged Application Server–Service Controller (OCCAS-SC) Program, an example of a transaction unit is service brokering a call between an IN network and an IP network. A transaction unit consists of (a) for the OCSG Program, one request and one or more related responses as evidenced by the statistics generated by the licensed OCSG Program, or (b) for the OCCAS-SC Program, one request executed in an inter-working module as evidenced by the statistics generated by the licensed OCCAS-SC Program. The request may originate from the licensed Program and the corresponding response may originate from the network, or alternately, the request may originate from the network and the corresponding response may originate from the licensed Program. A domain is defined as one

or more OCSG or OCCAS-SC instances (and their associated resources) that You manage with a single administration server and the instances may include multiple clustered instances as well as non-clustered instances. For the purposes of this definition, a cluster shall mean one or more physical hardware servers located at a single geographical site. For a given domain, the licensed Program monitors the number of transaction units per second executed over 5 minute intervals. For the purposes of calculating the number of Your TUPS per Domain, the total number of transaction units per second executed by the licensed Program in a given domain during the busiest 60 consecutive minute period in a given 24 hour period will be reported by the Program and shall be divided by 3600.

**UPK Developer**: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

**UPK Module**: is defined as the functional software component described in the product documentation.

**User**: is defined as an individual authorized by You to use the Programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the Programs at any given time. A non human operated device will be counted as a user in addition to all individuals authorized to use the Programs, if such devices can access the Programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted.

**100 Utilities Assets**: is defined as one hundred records of Utilities Assets that are stored in the Oracle Utilities Asset Management Base program. Utilities Assets are devices tracked using the program, including, but not limited to, meters, communication devices, components, motors, pumps, pipes and vehicles.

**100 Utilities Devices**: is defined as one hundred active hardware or firmware elements in the utility's network. Utilities devices include, but are not limited to, meters, grid devices, home area network devices, and demand response devices. A device's active status is defined by its status in the database of the applicable Oracle Program.

For the Oracle Utilities Market Settlement Management Program, all active devices (both in the database plus any other devices used in settlement calculations including performing settlement calculations on aggregated values of devices which are not stored directly within the application) are counted.

**Utilities System:** is defined as a single implementation of the licensed Program. A single implementation includes a single production environment, and any number of each of the following: test, development, and high-availability environments. Two different implementations of the licensed Program, even if the basic configuration is the same, are considered two separate Utilities Systems that must each be licensed. For example, if the Oracle Utilities Live Energy Connect Program is deployed in two separate utility sites (such as two pumping facilities or substations) then two Utilities System licenses are required.

**Video Wrapper**: is defined as a standardized container that acts as a file system for video assets installed per site. Examples of video wrapper formats include GXF, MXF, OP1A, AVI, Quicktime and LXF.

**Virtual Account**: is defined as a customer account that is opened, maintained and stored in the Program. All dormant virtual accounts shall be considered to be virtual accounts, as long as they are in the production database of the applicable Program. Closed accounts shall not be considered to be virtual accounts for the purposes of licensing requirements.

**Virtual Identifier**: is defined as an identifier assigned to a customer by a Financial Institution for use within the licensed Program regardless of whether the identifier is actively being used by a Financial Institute at any given time.

**Web Services API License Session**: is defined as one session under the control of the Web Services API. The maximum number of Web Services API license sessions that are simultaneously under the control of the licensed product at any one time must be licensed.

**Wireless handset**: is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

**$M in Written Premium**: is defined as (a) for life and health insurance companies, one million U.S. Dollars (or the equivalent amount in the applicable local currency) of Net Written Premium and Annuity Considerations for the specific lines of businesses for which the applicable Program is used and (b) for property and casualty insurance companies, one million U.S. Dollars (or the equivalent amount in the applicable local currency) of Net Written Premium for the specific lines of businesses for which the applicable Program is used. Net Written Premium shall include the premium income retained by You, directly or through reinsurance after payments made for reinsurance, and Annuity Considerations shall include money deposited in annuity contracts. In the United States, the definitive source for data on Net Written Premiums and Annuity Considerations shall be the annual statement that You file with the applicable state insurance commission. In other countries, the definitive source for data on Net Written Premiums and Annuity Considerations shall be the applicable local governing body for insurance which publishes the breakdowns by line of business.

**Workstation**: is defined as the client computer from which the Programs are being accessed, regardless of where the Program is installed.

**Term Designation**

**1 Year Term**: A Program license specifying a 1 Year Term shall commence on the Effective date of the order and shall continue for a period of 1 year. At the end of the 1 Year Term, the Program license shall terminate automatically.

## CURRENCY MATRIX

For License Metrics that reference One Million U.S. Dollars, One Billion U.S. Dollars and One Thousand U.S. Dollars, please find the equivalent amount per the Applicable Currency below. "Applicable Currency" is defined as the currency specified in the Summary of Fees section on your order.

| CURRENCY | EQUIVALENT AMOUNT TO ONE MILLION U.S. DOLLARS | EQUIVALENT AMOUNT TO ONE BILLION U.S. DOLLARS | EQUIVALENT AMOUNT TO ONE THOUSAND U.S. DOLLARS |
|---|---|---|---|
| Albania Lek | ALL 106,602,200 | ALL 106,602,200,000 | ALL 106,602.20 |
| Argentina Peso | ARS 82,710,200 | ARS 82,710,200,000 | ARS 82,710.20 |
| Australian Dollar | AUD 1,446,700 | AUD 1,446,700,000 | AUD 1,446.70 |
| Bangladesh Taka | BDT 84,487,700 | BDT 84,487,700,000 | BDT 84,487.70 |
| Bosnian Mark | BAM 1,807,700 | BAM 1,807,700,000 | BAM 1,807.70 |
| Brazilian Real | BRL 5,273,900 | BRL 5,273,900,000 | BRL 5,273.90 |
| Bulgaria Lev | BGN 1,756,600 | BGN 1,756,600,000 | BGN 1,756.60 |
| Canadian Dollar | CAD 1,348,400 | CAD 1,348,400,000 | CAD 1,348.40 |
| Chilean Peso | CLP 776,468,000 | CLP 776,468,000,000 | CLP 776,468 |
| Chinese Yuan | CNY 6,822,000 | CNY 6,822,000,000 | CNY 6,822 |
| Colombian Peso | COP 3,733,000,000 | COP 3,733,000,000,000 | COP 3,733,000 |
| Costa Rican Colón | CRC 593,692,000 | CRC 593,692,000,000 | CRC 593,692 |
| Croatian Kuna | HRK 6,668,500 | HRK 6,668,500,000 | HRK 6,668.50 |
| Czech Koruna | CZK 23,242,500 | CZK 23,242,500,000 | CZK 23,242.50 |
| Danish Kroner | DKK 6,616,100 | DKK 6,616,100,000 | DKK 6,616.10 |
| Egyptian Pound | EGP 16,808,700 | EGP 16,808,700,000 | EGP 16,808.70 |
| Euro | EUR 898,100 | EUR 898,100,000 | EUR 898.10 |
| Hong Kong Dollars | HKD 7,749,900 | HKD 7,749,900,000 | HKD 7,749.90 |
| Hungarian Forint | HUF 316,480,000 | HUF 316,480,000,000 | HUF 316,480 |
| Iceland Krone | ISK 137,080,000 | ISK 137,080,000,000 | ISK 137,080 |

| CURRENCY | EQUIVALENT AMOUNT TO ONE MILLION U.S. DOLLARS | EQUIVALENT AMOUNT TO ONE BILLION U.S. DOLLARS | EQUIVALENT AMOUNT TO ONE THOUSAND U.S. DOLLARS |
|---|---|---|---|
| Indian Rupee | INR 73,468,800 | INR 73,468,800,000 | INR 73,468.80 |
| Indonesian Rupiah | IDR 14,410,000,000 | IDR 14,410,000,000,000 | IDR 14,410,000 |
| Israel Shekel | ILS 3,614,600 | ILS 3,614,600,000 | ILS 3,614.60 |
| Japanese Yen | JPY 120,000,000 | JPY 120,000,000,000 | JPY 120,000 |
| Kazakhstan | KZT 360,360,000 | KZT 360,360,000,000 | KZT 360,360 |
| Kenyan Shilling | KES 101,027,500 | KES 101,027,500,000 | KES 101,027.50 |
| Korean Won | KRW 1,194,520,000 | KRW 1,194,520,000,000 | KRW 1,194,520 |
| Kuwait Dinar | KWD 290,000 | KWD 290,000,000 | KWD 290 |
| Macau | MOP 7,984,100 | MOP 7,984,100,000 | MOP 7,984.10 |
| Malaysian Ringgit | MYR 4,054,300 | MYR 4,054,300,000 | MYR 4,054.30 |
| Maldives Rufiyaa | MVR 15,380,000 | MVR 15,380,000,000 | MVR 15,380 |
| Mexican Peso | MXN 20,051,600 | MXN 20,051,600,000 | MXN 20,051.60 |
| New Zealand Dollar | NZD 1,536,100 | NZD 1,536,100,000 | NZD 1,536.10 |
| Norwegian Krone | NOK 9,851,900 | NOK 9,851,900,000 | NOK 9,851.90 |
| Pakistan Rupee | PKR 165,613,000 | PKR 165,613,000,000 | PKR 165,613 |
| Peru Sol | PEN 3,369,900 | PEN 3,369,900,000 | PEN 3,369.90 |
| Philippine Peso | PHP 51,788,000 | PHP 51,788,000,000 | PHP 51,788 |
| Polish Zloty | PLN 3,856,300 | PLN 3,856,300,000 | PLN 3,856.30 |
| Pounds Sterling | GBP 792,200 | GBP 792,200,000 | GBP 792.20 |
| Qatari Riyal | QAR 3,640,800 | QAR 3,640,800,000 | QAR 3,640.80 |
| Romanian New Leu | RON 4,092,200 | RON 4,092,200,000 | RON 4,092.20 |
| Russian Rouble | RUB 70,698,500 | RUB 70,698,500,000 | RUB 70,698.50 |
| Saudi Arabia Riyal | SAR 3,750,400 | SAR 3,750,400,000 | SAR 3,750.40 |

| CURRENCY | EQUIVALENT AMOUNT TO ONE MILLION U.S. DOLLARS | EQUIVALENT AMOUNT TO ONE BILLION U.S. DOLLARS | EQUIVALENT AMOUNT TO ONE THOUSAND U.S. DOLLARS |
|---|---|---|---|
| Serbian Dinar | RSD 105,982,300 | RSD 105,982,300,000 | RSD 105,982.30 |
| Singapore Dollar | SGD 1,381,900 | SGD 1,381,900,000 | SGD 1,381.90 |
| South African Rand | ZAR 17,320,500 | ZAR 17,320,500,000 | ZAR 17,320.50 |
| Swedish Krona | SEK 9,562,200 | SEK 9,562,200,000 | SEK 9,562.20 |
| Swiss Franc | CHF 1,007,200 | CHF 1,007,200,000 | CHF 1,007.20 |
| Taiwanese Dollar | TWD 31,611,000 | TWD 31,611,000,000 | TWD 31,611 |
| Thai Baht | THB 31,827,000 | THB 31,827,000,000 | THB 31,827 |
| Turkish Lira | TRL 7,691,400 | TRL 7,691,400,000 | TRL 7,691.40 |
| United Arab Emirates Dirham | AED 3,673,000 | AED 3,673,000,000 | AED 3,673 |
| Vietnamese Dong | VND 23,411,000,000 | VND 23,411,000,000,000 | VND 23,411,000 |

# ORACLE LICENSING RULES

## Licensing Rules for Oracle Technology Programs and Oracle Business Intelligence Applications

**Failover:** Subject to the conditions that follow below, Your license for the Programs listed on the US Oracle Technology Price List, which may be accessed at http://www.oracle.com/us/corporate/pricing/price-lists/index.html, includes the right to run the licensed Program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate 24-hour periods in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two 24-hour periods). The above right only applies when a number of machines are arranged in a cluster and share one logical disk array in a single data center. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, You must either switch back or designate that repair server as the failover node. Once the failover period has exceeded ten 24-hour periods, the failover node must be licensed. In addition, only one failover node per clustered environment is at no charge for up to ten separate 24-hour periods even if multiple nodes are configured as failover. Downtime for maintenance purposes counts towards the ten separate 24-hour periods limitation. When licensing options on a failover environment, the options must match the number of licenses of the associated database. Additionally, when licensing by Named User Plus, the user minimums are waived on one failover node only. Any use beyond the right granted in this section must be licensed separately. In a failover environment, the same license metric must be used for the production and failover nodes when licensing a given clustered configuration.

**Testing:** For the purpose of testing physical copies of backups, Your license for the Oracle Database includes the right to run the database on an unlicensed computer for up to four times, not exceeding 2 days per testing, in any given calendar year. The aforementioned right does not cover any other data recovery method - such as remote mirroring - where the Oracle Program binary files are copied or synchronized.

**You are responsible for ensuring that the following restrictions are not violated:**

- Oracle Database Standard Edition 2 may only be licensed on servers that have a maximum capacity of 2 sockets. In addition, notwithstanding any provision in Your Oracle license agreement to the contrary, each Oracle Database Standard Edition 2 database may use a maximum of 16 CPU threads at any time. If You purchase Named User Plus (NUP) licenses, You must maintain a minimum of 10 NUP per server.
- If you are licensing the Oracle database Program, you may not cause or permit reverse engineering (unless required by law for interoperability), disassembly or decompilation of data formats included in or produced by that Program; the foregoing includes a prohibition on reverse engineering of code, data structures, file formats or memory formats included in or produced by that Program or use of any tools or products that have been derived from the reverse engineering of that Program or those data formats.
- Exadata Database In-Memory may only be used on Exadata Database Machines and Oracle Superclusters.
- Exadata Multitenant may only be used on Exadata Database Machines and Oracle Superclusters.
- WebLogic Server Standard Edition does not include WebLogic Server Clustering.
- Business Intelligence Standard Edition One can only be licensed on servers that have the ability to run a maximum of 2 sockets. The data sources for BI Server and BI Publisher are limited to the included Oracle Standard Edition One, one other database, and any number of flat file sources such as CSV, and XLS. You may use Oracle Warehouse Builder Core ETL to pull data from any number of data sources but You must use only the included Oracle Standard Edition One as the target database.
- Informatica PowerCenter and PowerConnect Adapters may not be used on a standalone basis or as a standalone ETL tool. The Informatica PowerCenter and PowerConnect Adapters may be used with any data source provided the target(s) are: (i) the Oracle Business Intelligence applications Programs (excluding Hyperion Enterprise Performance Management Applications), (ii) the underlying platforms on which the Oracle Business Intelligence Extended Edition Program, Oracle Business Intelligence Standard Edition One or associated components of those Business Intelligence applications Programs run, or (iii) a staging database for any of the foregoing. Informatica PowerCenter and PowerConnect Adapters may also be used where the

Oracle Business Intelligence applications Programs (excluding Hyperion Enterprise Performance Management Applications) are the source and non-Oracle Business Intelligence application Programs are the target, provided, that users do not use Informatica PowerCenter and PowerConnect Adapters to transform the data.

- With respect to the Java SE Advanced and Java SE Suite Programs, You may not create, modify, or change the behavior of, or authorize Your users to create, modify, or change the behavior of, classes, interfaces, or subpackages that are in any way identified as "java", "javax" "sun" or "oracle" or any variation of the aforementioned naming conventions. The installation and auto-update processes for these Programs transmit a limited amount of data to Oracle (or its service provider) about those specific processes to help Oracle understand and optimize them. Oracle does not associate the data with personally identifiable information. You can find more information about the data Oracle collects at http://oracle.com/contracts. Additional copyright notices and license terms applicable to portions of the Programs are set forth at http://oracle.com/contracts.
- Programs that contain "for Oracle Applications" in the Program name are limited use Programs. These limited use Programs may only be used with "eligible" Oracle application Programs that contain the following prefixes in the Program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Endeca*, Oracle Knowledge, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance, Oracle Primavera, Oracle Hospitality, Oracle XBRi, and Oracle Relate. For those prefixes designated above with a "*" not all Programs with that prefix are eligible for use with the "for Oracle Applications" limited use Programs. For a list of excluded Programs please review the Applications Licensing Table, which may be accessed at http://oracle.com/contracts. Notwithstanding anything above, Oracle Business Intelligence Suite Extended Edition for Oracle Applications may only be used with "eligible" Oracle application Programs that contain "Oracle Fusion Human Capital Management" as a prefix in the Program name provided that the Oracle Fusion Human Capital Management Programs are the only Programs configured to run against the database instance Oracle Business Intelligence Suite Foundation Edition for Oracle Applications may also be used with the Oracle Product Information Management Analytics, Fusion Edition, Oracle Customer Data Management Analytics, Fusion Edition and Oracle Product Lifecycle Analytics Programs. Oracle Business Intelligence Suite Foundation Edition for Oracle Applications may also be used with the following Programs provided that the Oracle Fusion Applications are the only data source: Oracle Sales Analytics, Fusion Edition; Oracle Partner Analytics, Fusion Edition; Oracle Supply Chain and Order Management Analytics; Oracle Financial Analytics, Fusion Edition; Oracle Procurement and Spend Analytics, Fusion Edition; Oracle Human Resources Analytics, Fusion Edition and Oracle Project Analytics. Any use of limited use Programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.
- Oracle BPEL Process Manager Option for Oracle Applications may be used only to enable business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and, other Oracle Applications or third party applications are allowed as long as they are enabled/initiated within the eligible Oracle Applications. Business Processes defined in BPEL are allowed as long as at least one of the services invoked from within the Business Process access an eligible Oracle Application either natively (via Web Services) or via an adapter.
- Oracle Business Intelligence Suite Foundation Edition for Oracle Applications may be used only to perform query, reporting and analysis against a transaction database, data warehouse or an Essbase OLAP cube if: (i) the transaction database is an eligible Oracle Applications transaction database itself or an extraction, in whole or in part, of an eligible Oracle Applications transaction database, without transformation (query, reporting and analysis against a transaction database that is not an eligible Oracle Applications transaction database requires a full use license of Oracle Business Intelligence Suite Foundation Edition); or (ii) the data warehouse is a pre-packaged eligible Oracle Applications data warehouse, with any customizations necessary to reflect customizations made in the eligible Oracle Applications, and restricted only to the eligible Oracle Applications sources (query, reporting and analysis against extensions to the data warehouse drawn from source systems not supported by the pre-packaged data warehouses require a full use license of Oracle Business Intelligence Suite Foundation Edition); or (iii) the dimensions of each Essbase OLAP Cube are sourced from eligible Oracle Applications.

- Oracle WebLogic Suite for Oracle Applications may be used only as an embedded runtime for eligible Oracle Applications or to deploy customizations to an eligible Oracle Application. The WebLogic global datasource or one of the WebLogic application datasources must be configured to access the schema of an eligible Oracle Application.
- Data Integrator Enterprise Edition for Oracle Applications may only be used with the Oracle supplied data integration jobs and customization of the supplied jobs is allowed. For the avoidance of doubt, examples of uses that are not permitted include, but are not limited to, the following: adding new jobs that support different applications, new schemas, or previously unsupported application modules.
- Oracle SOA Suite for Oracle Applications may be used only to enable integration, business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and other non-eligible Oracle Applications or third party applications are allowed as long as they are either initiated or terminated within eligible Oracle Applications. Usage of SOA composites (including but not limited to Rules, Mediator, XSLT transforms, BPEL processes, Spring components, Workflow services and OWSM security policies) is allowed as long as at least one of the services invoked from within each composite accesses an eligible Oracle Application either natively (via Web services) or via an adapter and the invocation is part of a flow that is either initiated or terminated within eligible Oracle Applications. Oracle Service Bus (OSB) usage is allowed as long as each service deployed accesses an eligible Oracle Application either natively (via Web services) or via an adapter.
- Oracle WebCenter Portal for Oracle Applications may be used only to surface eligible Oracle Application(s) and custom applications (collectively, "eligible applications"). Surfacing any third-party applications, including other applications from Oracle, requires a license for Oracle WebCenter Portal. Multiple eligible applications may be surfaced in a single portal instance provided that a WebCenter Portal for Oracle Applications license exists for each eligible application surfaced in the portal. WebCenter Portal for Oracle Applications may be used to integrate the various WebCenter services (e.g., wikis, blogs, and discussions) into an application context, as well as to build out custom workflows and notifications between the eligible application and WebCenter Portal components. The content management features of the Oracle WebCenter Portal for Oracle Applications Program may be used to store and manage documents created outside of the eligible application provided that such documents are related to the eligible application or to the application context.
- Oracle WebCenter Imaging for Oracle Applications may be used to create and modify imaging searches, to modify pre-packaged imaging application document types, and to create and modify input mappings to imaging applications. Oracle WebCenter Imaging for Oracle Applications may also be used to invoke web service application programming interfaces (API's) from Oracle Application workflows. A license for WebCenter Imaging for Oracle Applications is required to define new document types for the management of images unrelated to a pre-packaged Oracle Applications integration, to develop custom workflows, and to invoke APIs from custom workflows or custom application integrations.
- Oracle Identity and Access Management Suite Plus for Oracle Applications may be used only to perform associated actions for users of and within the eligible Oracle Applications. The Programs may be used to do the following: (1) add, delete, modify, and manage user identities and roles in the eligible Oracle Applications; (2) provide web access management and single sign-on into eligible Oracle Applications; (3) provide data storage or virtualization to data storage of user identities and user identity related information or authentication and authorization policies for eligible Oracle Applications; (4) provide federated single sign-on to eligible Oracle Applications.
- Oracle Coherence Enterprise Edition for Oracle Applications may only be used within the same Java Virtual Machine as the eligible Oracle Application components.
- Oracle GoldenGate for Oracle Applications may only be used with the Oracle supplied integration jobs. Customization of the Oracle supplied integration jobs is allowed if necessitated by (i) customizations of the source application or of the target application or (ii) for performance tuning of the GoldenGate configuration. Oracle GoldenGate for Oracle Applications may not be used (i) for data replication to non-Oracle databases or (ii) by other Oracle applications or (iii) by third party applications for any type of data integration or replication purposes. For the avoidance of doubt, examples of other uses that are not permitted include, but are not limited to, the following: replicating data to non-Oracle databases (including MySQL), adding new

source or target schemas, adding unsupported application modules to source or target schemas, supporting other replication topologies (e.g., active-active or multi-master) or adding anything not supplied by Oracle.

- The license for the Hyperion Planning Plus Program includes a limited use license for the Oracle Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis Programs. Such limited use license means that the Oracle Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis Programs may only be used to access data from the Hyperion Planning Plus Program. The Oracle Data Integrator for Oracle Business Intelligence Program may be used to load data from any data source provided that the target database is the Hyperion Planning Plus Program. Specifically, the Oracle Essbase Plus Program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Planning Plus Program and the Aggregate Storage option component of the Oracle Essbase Plus Program may not be used.
- The license for the Hyperion Profitability and Cost Management Program includes a limited use license for the Oracle Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator for Business Intelligence Programs. Such limited use license means that the Oracle Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator for Business Intelligence Programs may only be used to access data from the Hyperion Profitability and Cost Management Program. Specifically, the Oracle Essbase Plus Program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Profitability and Cost Management Program and the Aggregate Storage option component of the Oracle Essbase Plus Program may not be used.

**If You purchase Named User Plus licenses for the Programs listed below, You must maintain 25 Named Users Plus per Processor:**

| PROGRAM | NAMED USER PLUS MINIMUM |
|---|---|
| Oracle Database Enterprise Edition | 25 Named Users Plus per Processor |
| NoSQL Database Enterprise Edition | 25 Named Users Plus per Processor |
| Times Ten In-Memory Database | 25 Named Users Plus per Processor |
| Rdb Enterprise Edition | 25 Named Users Plus per Processor |
| CODASYL DBMS | 25 Named Users Plus per Processor |
| Data Integrator Enterprise Edition | 25 Named Users Plus per Processor |
| GoldenGate | 25 Named Users Plus per Processor |
| GoldenGate for Non Oracle Database | 25 Named Users Plus per Processor |
| GoldenGate for Mainframe | 25 Named Users Plus per Processor |
| GoldenGate Veridata | 25 Named Users Plus per Processor |
| GoldenGate for Teradata Replication Services | 25 Named Users Plus per Processor |
| Data Integrator Enterprise Edition for Oracle Applications | 25 Named Users Plus per Processor |
| GoldenGate for Big Data | 25 Named Users Plus per Processor |

| PROGRAM | NAMED USER PLUS MINIMUM |
|---|---|
| GoldenGate Foundation Suite | 25 Named Users Plus per Processor |
| GoldenGate for Oracle Applications | 25 Named Users Plus per Processor |
| Endeca Discovery Foundation for Oracle Applications | 25 Named Users Plus per Processor |
| Java SE Advanced | 10 Named Users Plus per Processor |
| Java SE Suite | 10 Named Users Plus per Processor |
| WebLogic Server Standard Edition | 10 Named Users Plus per Processor |
| WebLogic Server Enterprise Edition | 10 Named Users Plus per Processor |
| WebLogic Suite | 10 Named Users Plus per Processor |
| Web Tier | 10 Named Users Plus per Processor |
| Coherence Standard Edition One | 10 Named Users Plus per Processor |
| Coherence Enterprise Edition | 10 Named Users Plus per Processor |
| Coherence Grid Edition | 10 Named Users Plus per Processor |
| TopLink and Application Development Framework | 10 Named Users Plus per Processor |
| GlassFish Server | 10 Named Users Plus per Processor |
| Internet Application Server Standard Edition | 10 Named Users Plus per Processor* |
| Internet Application Server Enterprise Edition | 10 Named Users Plus per Processor* |
| API Gateway | 10 Named Users Plus per Processor |
| BPEL Process Manager | 10 Named Users Plus per Processor |
| WebLogic Integration | 10 Named Users Plus per Processor |
| Service Registry | 10 Named Users Plus per Processor |
| Enterprise Repository | 10 Named Users Plus per Processor |
| Forms and Reports | 10 Named Users Plus per Processor |
| Managed File Transfer | 10 Named Users Plus per Processor |
| Tuxedo | 10 Named Users Plus per Processor |

| PROGRAM | NAMED USER PLUS MINIMUM |
|---|---|
| Event Processing | 10 Named Users Plus per Processor |
| SOA Suite for Non Oracle Middleware | 10 Named Users Plus per Processor |
| Unified Business Process Management Suite for Non Oracle Middleware | 10 Named Users Plus per Processor |
| Business Process Management Standard Edition | 10 Named Users Plus per Processor |
| Application Adapters | 10 Named Users Plus per Processor |
| Oracle E-Business Suite Adapter | 10 Named Users Plus per Processor |
| Integration Adapter for SAP R/3 | 10 Named Users Plus per Processor |
| Integration Adapter for JD Edwards World | 10 Named Users Plus per Processor |
| Integration Adapter for Siebel | 10 Named Users Plus per Processor |
| Cloud Adapters | 10 Named Users Plus per Processor |
| B2B for RosettaNet | 10 Named Users Plus per Processor |
| B2B for EDI | 10 Named Users Plus per Processor |
| Healthcare Adapter | 10 Named Users Plus per Processor |
| B2B for ebXML | 10 Named Users Plus per Processor |
| WebCenter Suite Plus | 10 Named Users Plus per Processor |
| WebCenter Portal | 10 Named Users Plus per Processor |
| WebCenter Content | 10 Named Users Plus per Processor |
| WebCenter Sites | 10 Named Users Plus per Processor |
| WebCenter Sites Satellite Server | 10 Named Users Plus per Processor |
| WebCenter Universal Content Management | 10 Named Users Plus per Processor |
| WebCenter Imaging | 10 Named Users Plus per Processor |
| WebCenter Forms Recognition | 10 Named Users Plus per Processor |
| WebCenter Enterprise Capture | 10 Named Users Plus per Processor |
| WebCenter Distributed Capture | 10 Named Users Plus per Processor |

| PROGRAM | NAMED USER PLUS MINIMUM |
|---|---|
| WebCenter Real-Time Collaboration | 10 Named Users Plus per Processor |
| WebCenter Sites Mobile Option | 10 Named Users Plus per Processor |
| Enterprise Identity Services Suite | 10 Named Users Plus per Processor |
| Identity Governance Suite | 10 Named Users Plus per Processor |
| Access Management Suite Plus | 10 Named Users Plus per Processor |
| Entitlements Server | 10 Named Users Plus per Processor |
| Entitlements Server Security Module | 10 Named Users Plus per Processor |
| Beehive Enterprise Collaboration Server | 10 Named Users Plus per Processor |

*The Named User Plus Minimum does not apply if the Program is installed on a one-processor machine that allows for a maximum of one user per Program.

| PROGRAM | NAMED USER PLUS MINIMUM |
|---|---|
| Personal Edition | 1 Named User Plus per database |
| Business Intelligence Standard Edition One | 50 Named Users Plus |

If licensing by Named User Plus, the number of licenses for the Programs listed below in column A must match the number of licenses of the associated Program listed in column B. In the case where the minimum number of Named User Plus licenses are/were purchased, the number of licenses may not match due to variance in core factors between the time the respective Programs were licensed. If licensing by Processor, the number of licenses for the Programs listed below in column A must match the number of licenses of the associated Program listed in column B. In the case where the Programs are licensed at different times, the number of licenses may not match due to variance in core factors between the time the respective Programs were licensed; in that case the number of cores used to determine the number of licensed processors for the Programs listed below in column A must match the number of cores used to determine the number of licensed processors of the associated Program listed in Column B. Associated Programs are those Programs being used in conjunction with the Program in Column A.

| COLUMN A | COLUMN B |
|---|---|
| **Database Enterprise Edition Options*** - Multitenant, Real Application Clusters, Real Application Clusters One Node, Partitioning, OLAP, Spatial and Graph, Advanced Security, Label Security, Database Vault, Active Data Guard, Real Application Testing, Advanced Compression, Advanced Analytics, Database In-Memory, Retail Data Model, Communications Data Model, Airlines Data Model, Utilities Data Model | Oracle Database Enterprise Edition |

| COLUMN A | COLUMN B |
|---|---|
| **Database Enterprise Management***- Diagnostics Pack, Tuning Pack, Database Lifecycle Management Pack, Cloud Management Pack for Oracle Database | |
| **RDB Server Options***- TRACE | Rdb Enterprise Edition, CODASYL DBMS |
| **WebLogic Suite Options****- BPEL Process Manager Option, Service Bus, SOA Suite for Oracle Middleware, Unified Business Process Management Suite, WebLogic Coherence Grid Edition Option | WebLogic Suite |
| **WebLogic Server Enterprise Edition and WebLogic Suite Options****-** WebLogic Server Multitenant, WebLogic Server Continuous Availability | Associated application server Program being managed by the Program in Column A. |
| **SOA Suite for Oracle Middleware Options****- Integration Continuous Availability** | SOA Suite for Oracle Middleware |
| **Application Server Enterprise Management****- WebLogic Server Management Pack Enterprise Edition, SOA Management Pack Enterprise Edition, Cloud Management Pack for Oracle Fusion Middleware, Management Pack for Oracle Data Integrator | Associated application server Program being managed by the Program in Column A. |
| Management Pack for Oracle Coherence** | Coherence Enterprise Edition, Coherence Grid Edition |
| Management Pack for Oracle GoldenGate* | GoldenGate, GoldenGate for Non Oracle Database, GoldenGate for Mainframe |
| GoldenGate Foundation Suite | Oracle GoldenGate, Oracle GoldenGate for Non Oracle Database, GoldenGate for Mainframe licenses |
| Tuxedo Advanced Performance Pack** | Tuxedo |
| **Business Intelligence Server Enterprise Edition Options-** Interactive Dashboard, Delivers, Answers | Business Intelligence Server Enterprise Edition |
| **Business Intelligence Suite Extended Edition Option-** Business Intelligence Management Pack | Business Intelligence Suite Extended Edition |
| **Beehive Platform Options-** Beehive Messaging, Beehive Team Collaboration, Beehive Synchronous Collaboration, Beehive Voicemail | Beehive Platform |
| Management Pack for Oracle Data Integrator | Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, or Oracle Data Integrator Enterprise Edition for Oracle Applications |

| COLUMN A | COLUMN B |
|---|---|
| **Hyperion Financial Data Quality Management Options**- Hyperion Financial Data Quality Management Adapter for Financial Management, Hyperion Financial Data Quality Management Adapter Suite, Hyperion Financial Data Quality Management Adapter for SAP | Hyperion Financial Data Quality Management |
| **Hyperion Financial Data Quality Management for Hyperion Enterprise Option**- Hyperion Financial Data Quality Management - Enterprise Edition Adapter for Financial Management, Hyperion Financial Data Quality Management – Enterprise Edition Adapter Suite, Hyperion Financial Data Quality Management – Enterprise Edition ERP Source Adapter for SAP | Hyperion Financial Data Quality Management for Hyperion Enterprise |

*If licensing by Named User Plus You must maintain, at a minimum, 25 Named Users Plus per Processor per associated Program.

** If licensing by Named User Plus You must maintain, at a minimum, 10 Named Users Plus per Processor per associated Program.

## Licensing Rules for Applications

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts

## Licensing Rules for ATG Applications

- The Oracle ATG Web Commerce Business Intelligence Program and the Oracle ATG Web Commerce Business Intelligence Administrator Program may only be used in conjunction with either the Oracle ATG Web Commerce Program and/or the Oracle ATG Web Knowledge Manager Program. You may, however, expand Your data model to include other information provided the additional information supplements information is already included in the Oracle ATG Web Commerce Program or in the Oracle ATG Knowledge Manager Program.
- The Cognos BI Consumer Bundle is included in the Oracle ATG Web Commerce Business Intelligence Program and is comprised of (a) one (1) reporting engine for anonymous viewers consisting of no more than two (2) processors and four (4) total cores, (b) unlimited anonymous report viewer seat licenses, (c) one (1) Named BI Web Administrator seat license and one (1) Named BI Professional Report Author seat license. Any additional seat licenses must be licensed separately by purchase of Oracle ATG Web Commerce BI Administrator seat licenses at an additional cost and are not included in any enterprise-wide or similar license.

## Licensing Rules for Oracle Communications Programs

- You have the right to use the Oracle Communications Advanced Billing and Revenue Management Server Program, the Oracle Communications Advanced Billing and Revenue Management Server Extensions and the Oracle Communications Advanced Billing and Revenue Management Market Extensions up the specified amount of application annual revenue defined in this order for the specified Application/Scope of Use.
- Your license for the Oracle Communications Billing and Revenue Management for Convergent Rating Program includes a right to use the Batch Rating Module at no additional charge consistent with the rights granted for the Oracle Communications Billing and Revenue Management for Convergent Rating Program.

- Your license for the Oracle Communications Billing and Revenue Management Server for Roaming Program includes a right to use the Batch Rating Module at no additional charge consistent with the rights granted for the Oracle Communications Billing and Revenue Management Server for Roaming Program.

## Licensing Rules for Oracle Construction and Engineering Programs

- For the purposes of the following Primavera Programs: Earned Value Management, Evolve, SureTrak, Contractor and P3 Project Planner, You acknowledge that You have both read and understand the limited Software Update License & Support services that are available for these Programs, as described in Oracle's Technical Support Policies.
- For purposes of the Primavera SureTrak and Primavera P3 Project Planner Programs, You acknowledge that the agreement delivered to You with these Programs, and not the end user license agreement contained in the product installation, governs the end user's use of these Programs.
- For the purposes of the following Programs: Primavera P6 Enterprise Project Portfolio Management and Primavera P6 Enterprise Project Portfolio Management Web Services, developers and/or users (i) who are not already licensed for the Primavera P6 Enterprise Project Portfolio Management Program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera P6 Enterprise Project Portfolio Management Web Services Program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.
- For the purposes of the following Programs: Primavera Contract Management Web Services and Primavera Contract Management, developers and/or users (i) who are not already licensed for the Primavera Contract Management Program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera Contract Management Web Services Program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.
- For the purposes of the following Primavera programs: Earned Value Management, Evolve, SureTrak, Contractor and P3 Project Planner, you acknowledge that you have read and understand the limited Software Update License & Support services that are available for these programs, as described in Oracle's Technical Support Policies.
- For purposes of the Primavera SureTrak and Primavera P3 Project Planner programs, you acknowledge that the agreement referenced on this ordering document (i.e., the Oracle License and Services Agreement), and not the end user license agreement contained in the product installation, governs your use of these programs.

## Licensing Rules for Oracle E-Business Suite Applications

- Please be advised that only a subset of the products included on an Applications NLS Supplement Media Pack have been translated. For existing supported customers, My Oracle Support has information on which products have been translated for the supported languages (https://support.oracle.com). For new or unsupported customers, please contact Your Oracle Account Manager for this information.
- The option Activity Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Field Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Marketing Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Sales Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B Program.
- The option Activity Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Field Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.

- The option Marketing Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Privacy Management Policy Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Sales Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.
- The option Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C Program.

## Licensing Rules for Oracle Financial Services Programs

- For the purposes of the following Programs: Oracle Banking Payments ACH Connectivity Pack 1, Oracle Banking Payments RTGS Connectivity Pack 1, Oracle Banking Payments RTP Connectivity Pack 1, Oracle Banking Payments RTP Connectivity Pack 2, and Oracle Banking Payments Cross Border Payments Connectivity Pack 1, the countries and the networks supported by these Programs are specified in the Program Documentation.
- For the purposes of the following Programs: Oracle Banking Payments ACH Messaging Pack 1, Banking Payments ACH Messaging Pack 2, Banking Payments RTP Messaging Pack 1, Banking Payments RTP Messaging Pack 2, Banking Payments RTGS Messaging Pack 1, Banking Payments RTGS Messaging Pack 2, and Oracle Banking Payments Cross Border Payments Messaging Pack 1, the countries and the networks supported by these Programs are specified in the Program Documentation.

## Licensing Rules for Oracle Hospitality Cruise Applications

- The Oracle Hospitality Data Foundation for Cruise Program may only be used with Oracle Hospitality Cruise Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is only allowed via the Oracle Hospitality Interface Programs, data integration extracts and/or APIs. You may not add unsupported applications to the environments created with this Program. You are allowed to host data elements originating only from the Oracle Hospitality Programs in the schemas created with the use of this Program. You may not host any third party data elements.

## Licensing Rules for Oracle Hospitality Food and Beverage Applications

- The Oracle Hospitality Technology Foundation for Food and Beverage Program may only be used with Oracle Hospitality Food and Beverage Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is only allowed via the Oracle Hospitality Interface Programs, data integration extracts and/or APIs. You may not add unsupported applications to the environments created with this Program. You are allowed to host data elements originating only from the Oracle Hospitality Programs in the schemas created with the use of this Program. You may not host any third party data elements.
- The Oracle Hospitality Simphony Base Software programs may be operating on Oracle MICROS hardware running the Oracle Linux for MICROS operating system. The Oracle Linux for MICROS operating system is licensed pursuant to the terms of the Oracle Linux license agreement delivered with the Oracle MICROS hardware. In the event that technical support for Oracle Hospitality Simphony Base Software programs includes any updates, bug fixes, and security fixes for the Oracle Linux for MICROS operating system, then those updates, bug fixes, and security fixes are subject to the terms of the Oracle Linux license agreement delivered with the Oracle MICROS hardware.

## Licensing Rules for Oracle Hospitality Hotels Applications

- The Oracle Hospitality Technology Foundation Programs may only be used with Oracle Hospitality Hotel Programs. New reports or customizations of the included reports are allowed. Integration to third party systems is only allowed via the Oracle Hospitality Interface Programs, data integration extracts and/or APIs. You may not add unsupported applications to the environments created with this Program. You are

allowed to host data elements originating only from the Oracle Hospitality Programs in the schemas created with the use of this Program. You may not host any third party data elements.

- The Oracle Hospitality OPERA 5 Property Standard Program is limited to 55 functions as defined in the Program Documentation.
- The Oracle Hospitality OPERA 5 Property Lite Program is limited to 30 functions as defined in the Program Documentation.
- The Oracle Hospitality Suite8 Property Resort Edition Program is limited to 30 functions as defined in the Program Documentation.

The number of licenses for the Oracle Hospitality Hotels Programs listed below in column A must match the number of licenses of the associated Oracle Hospitality Hotels Program listed in column B.

| COLUMN | COLUMN B |
|---|---|
| **Oracle Hospitality OPERA Property Add-on Modules** - Oracle Hospitality OPERA Hotel Mobile, Oracle Hospitality OPERA Mobile, Oracle Hospitality OPERA Multiproperty Cross Profiles and Configurations, Oracle Hospitality OPERA Multiproperty Cross Reservation, Oracle Hospitality OPERA Multiproperty Cross Postings, Oracle Hospitality OPERA Advanced Reporting and Analytics, Oracle Hospitality OPERA Commission Handling, Oracle Hospitality OPERA Membership for Frequent Guest and Flyer, Oracle Hospitality OPERA Web Self Service | Oracle Hospitality OPERA 5 Property Premium OR Oracle Hospitality OPERA 5 Property Standard OR Oracle Hospitality OPERA 5 Property Lite |
| **Oracle Hospitality OPERA Sales and Catering Add-Ons for Hotels** – Oracle Hospitality OPERA 5 Sales and Catering Multi-Property Base, Oracle Hospitality OPERA 5 Sales and Catering Multiproperty Group Room Control and Function Diary, Oracle Hospitality OPERA 5 Sales and Catering Reporting and Analytics, Oracle Hospitality OPERA 5 Sales and Catering Web Self Service | Oracle Hospitality OPERA 5 Sales and Catering Premium OR Oracle Hospitality OPERA 5 Sales and Catering Standard OR Oracle Hospitality OPERA 5 Sales and Catering Lite |
| **Oracle Hospitality Suite8 Property Add-On Modules* –** Oracle Hospitality Suite8 Property Loyalty and Membership, Oracle Hospitality Suite8 Property Spa and Leisure, Oracle Hospitality Suite8 Central Shared Profiles and Reports, Oracle Hospitality Suite8 Central Cross Reservations, Oracle Hospitality Suite8 Property Travel Agent Commission, Oracle Hospitality Suite8 Property Conference and Catering, Oracle Hospitality Suite8 Property Conference and Catering Room Planner, Oracle Hospitality Suite8 Hotel Mobile, Oracle Hospitality Suite8 Property Bed Management | Oracle Hospitality Suite8 Property Professional Edition OR Oracle Hospitality Suite8 Property Resort Edition, OR Oracle Hospitality Suite8 Property Small Business Edition |
| **Oracle Hospitality Suite8 Property Interfaces*-** Oracle Hospitality Suite8 Property One-Way Online Interface, Oracle Hospitality Suite8 Property Two-Way Online Interface, Oracle Hospitality Suite8 Property Telephony Management System Interface, Oracle Hospitality Suite8 Property Call Accounting System Interface (EMEA and APAC Regions), Oracle Hospitality Suite8 Property Voice Mail System Interface, Oracle | Oracle Hospitality Suite8 Property Professional Edition OR Oracle Hospitality Suite8 Property Resort Edition, OR Oracle Hospitality Suite8 Property Small Business Edition |

| COLUMN | COLUMN B |
|---|---|
| Hospitality Suite8 Property Point-of-Sale Interface, Oracle Hospitality Suite8 Property Key Services System Interface<br><br>Oracle Hospitality Suite8 Property Video Services Interface, Oracle Hospitality Suite8 Property Video Posting Only System Interface<br><br>Oracle Hospitality Suite8 Property Minibar System, Oracle Hospitality Suite8 Property Electronic Funds Transfer Interface, Oracle Hospitality Suite8 Property Building Management System Interface, Oracle Hospitality Suite8 Property Vending System Interface, Oracle Hospitality Suite8 Property Miscellaneous System Interface, Oracle Hospitality Suite8 Property Internet Posting System Interface<br><br>Oracle Hospitality Suite8 Property Back Office Interface, Oracle Hospitality Suite8 Property Voucher Redemption Interface, Oracle Hospitality Suite8 Property Conference and Catering Event Display Interface, Oracle Hospitality Suite8 Property Back Office Interface for baVel, Oracle Hospitality Suite8 Property Interface for HIS-Solution, Oracle Hospitality Suite8 Property Interface for TAC Voucher Redemption | |

*Note: The Oracle Hospitality Suite8 Programs are only applicable to the EMEA and APAC Regions.

## Licensing Rules for JD Edwards Applications

- The Foundation Program contains the development foundation environment/toolkit. You understand and acknowledge that any software Program developed with the functionality of the development foundation environment/toolkit is subject to the terms and conditions of this agreement. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer Programs generated by You utilizing the development tools included in the Programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.

## Licensing Rules for MySQL Programs

- The MySQL Programs may contain third party technology. Oracle may provide certain notices to You in Program Documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to You either under the terms of the agreement, or if specified in the Program Documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement.

## Licensing Rules for PeopleSoft Applications

- Your use of the Campus Self Service and Student Administration components within the Campus Solutions Program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.
- Notwithstanding anything in the agreement to the contrary, (i) the license granted herein is limited for use by the licensed number of named users for the purpose of performing compilation tasks; and (ii) only 1 instance of the Micro Focus Visual OBOL for Windows compiler may be installed per named user. The license granted herein is for use by an unlimited number of users for purposes other than performing compilation tasks, such as runtime use, and you may use any number of Application Servers in connection with PeopleSoft programs. You may only use this program with PeopleSoft programs that you have licensed. "Named user" shall mean only 1 uniquely identified person having access to the program. More than one individual may not share named user profiles. Notwithstanding anything herein to the contrary: (a) this third party program is a supportable program; and (b) technical support fees are the rates in effect at time of renewal, and are not dependent on number of employees or revenues.
- Notwithstanding anything in the agreement to the contrary, (i) the license granted herein is limited for use by the licensed number of named users for the purpose of performing compilation tasks; and (ii) only 1 instance of the Micro Focus Visual OBOL for Linux and UNIX compiler may be installed per named user. The license granted herein is for use by an unlimited number of users for purposes other than performing compilation tasks, such as runtime use, and you may use any number of Application Servers in connection with PeopleSoft programs. You may only use this program with PeopleSoft programs that you have licensed. "Named user" shall mean only 1 uniquely identified person having access to the program. More than one individual may not share named user profiles. Notwithstanding anything herein to the contrary: (a) this third party program is a supportable program; and (b) technical support fees are the rates in effect at time of renewal, and are not dependent on number of employees or revenues.
- Notwithstanding anything in the agreement to the contrary, (i) the license granted herein is limited for use by the licensed number of named users for the purpose of performing compilation tasks; and (ii) only 1 instance of the Micro Focus Visual OBOL for Linux and UNIX compiler may be installed per named user. The license granted herein is for use by an unlimited number of users for purposes other than performing compilation tasks, such as runtime use, and you may use any number of Application Servers in connection with PeopleSoft programs. You may only use this program with PeopleSoft programs that you have licensed. "Named user" shall mean only 1 uniquely identified person having access to the program. More than one individual may not share named user profiles. Notwithstanding anything herein to the contrary: (a) this third party program is a supportable program; and (b) technical support fees are the rates in effect at time of renewal, and are not dependent on number of employees or revenues.

## Licensing Rules for Oracle Retail Programs

- The Oracle Retail Technology Foundation for Store Applications Program may only be used with the Oracle Retail Point of Service Program, the Oracle Retail Back Office Program, the Oracle Retail XStore Point of Service Program and the Oracle Retail XStore Office Program. Any use of the Oracle Retail Technology Foundation for Store Applications Program by other Oracle Programs or third party programs is not permitted.

## Licensing Rules for Siebel Applications

- For the Siebel Branch Teller Services Program, Siebel Internet Banking Services Program, Siebel Retail Finance Foundation Services Program and the Siebel Financial Transactions Workbench Program, You may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the Program Documentation, all in accordance with the Program Documentation, and provided that such materials or modified materials shall be used solely with Your licensed use of such Programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely

exploit the Programs, ancillary Programs, Program Documentation, or any other materials provided by Oracle, or to permit third parties to do so.

- The Siebel Details Program includes a license for 20 Concurrent Users that authorizes You to use the Program on only one Computer for a maximum of 20 Concurrent Users at any given time. A "Concurrent User" is defined as each individual that may concurrently use or access the Programs. Concurrent Users may only be Your existing customers or Your prospective customers, and may not be Your business partners or Your employees.
- The Siebel Marketing Server Program is licensed on a Computer basis together with the number of unique Customer Records that You may access using the Program. A "Customer Record" is defined as each unique Record (including contact records, prospect records and records in external data sources) that You may access using the Program.
- The Siebel Pharma Marketing Server is licensed on the basis of the number of unique Customer Records that You may access using the Program together with the number of Brands that You may manage using the Program. A "Brand" is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.
- The Siebel Pricing Claims Server-Up to 20 Application Users is licensed on a Computer basis with a limitation on the number of Application Users. An "Application User" is defined as an individual authorized by You to use the applicable licensed application Programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the Programs at any given time.
- The users or processors of the Siebel Web Channel Program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the Programs that is defined in the Siebel Tools Program.
- The Siebel Data Quality License may only be used with Oracle Master Data Management or Oracle CRM deployments.

## Licensing Rules for Systems Software Programs

**Failover:** Subject to the conditions that follow below, Your license for the following Programs: StorageTek QFS, StorageTek QFS Client, Oracle Hierarchical Storage Manager, StorageTek Automated Cartridge System Library Software (ACSLS), includes the right to run the licensed Program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate 24-hour periods in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two 24-hour periods). The above right only applies when a number of machines are connected to the disk cache or tape library, i.e., the machines are not in a clustered environment and the machines share a disk array or tape library. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, You must either switch back or designate that repair server as the failover node. Once the failover period has exceeded ten 24-hour periods, the failover node must be licensed. Downtime for maintenance purposes counts towards the ten separate 24-hour periods limitation. Any use beyond the right granted in this section must be licensed separately.

## Licensing Rules for Tekelec Programs

- The Oracle Communications Technology Foundation for Monitoring Applications may only be used with the Oracle Communications Integrated Diameter Intelligence Hub, Oracle Communications Diameter Intelligence Hub, Oracle Communications Performance Intelligence Center Data Record Storage and Oracle Communications Performance Intelligence Center Management Programs. Any use of the Oracle Communications Technology Foundation for Monitoring Applications by other Oracle Programs or third party programs is not permitted.

## Licensing Rules for Programs Licensed per UPK Module

- Oracle grants to You a non-exclusive, nontransferable license for Your UPK Developer(s) to: (i) use those User Productivity Kit ("UPK") Programs licensed as UPK modules (collectively referred to as "UPK content") only as necessary to create and provide training solely for Employee and/or Application Users to use the underlying Programs for Your benefit; (ii) make an unlimited number of copies of the UPK content only as

necessary to create and provide training solely to Employees and/or Application Users to use the underlying Programs for Your benefit; and (iii) develop modifications and customizations to the UPK content, if applicable, all subject to the terms and conditions set forth in this agreement, provided all copyright notices are reproduced as provided on the original. You represent and warrant that You have a valid license for the underlying Program(s). You are prohibited from reselling or distributing the UPK content to any other party or using the UPK content other than as explicitly permitted in this agreement. Oracle represents that the UPK content and any content created by You using the UPK content contains valuable proprietary information. Oracle retains title to all portions of the UPK content and any copies thereof. You shall use UPK content modifications created by You solely for Your internal use in accordance with the terms of this agreement. You may provide access to and use of the UPK content only to those third parties that are licensed as Application Users and that: (a) provide services to You concerning Your use of the UPK content; (b) have a need to use and access the UPK content; and (c) have agreed to substantially similar non-disclosure obligations imposed by You as those contained in this agreement. Application and Employee User(s) of UPK Programs may view and interact with simulations and documentation but may not create or modify simulations or documentation.

## Licensing Rules for Oracle Utilities Programs

- Notwithstanding anything herein to the contrary: (a) you shall use MicroFocus Third Party Programs exclusively in conjunction with the Oracle Utilities Customer Care and Billing program licensed by you; (b) source code is not included for this program; and (c) this third party program is a supportable program.

## APPENDIX F
## DISCOUNT TABLE FOR HARDWARE AND ENGINEERED SYSTEMS AND ASSOCIATED SOFTWARE

### A. Pricing and Discount Terms for Hardware and Engineered Systems and Associated Software

1. Named Product Hierarchy Discounts. From the Effective Date of Amendment Six until August 28, 2022, the discounts set forth in the discount table attached to this Appendix F shall apply to hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) that are designated by the product name associated with the Named Product Hierarchies for such hardware, Engineered Systems and programs (the "**NPH Discount Table**"), provided that such hardware, Engineered Systems and programs are available in production release when the applicable order is placed. Remanufactured hardware and spare products may be purchased under this Master Agreement.[1]

   Oracle may incorporate changes to the product offerings and/or Named Product Hierarchies; and any updates or changes to the pricing and discounting terms provided in this Appendix F shall be made by a written amendment to this Master Agreement.

2. Appendix F Price Lists. The "**Appendix F Price Lists**" for hardware (and first year of technical support), Engineered Systems (and first year of technical support) and programs (and first year of technical support) applicable to the Named Product Hierarchies in the attached NPH Discount Table shall be defined as the then-current versions of the following Price Lists at the time of purchase:

   a. Oracle Systems Hardware and Software Global Price List
   b. Oracle Engineered Systems Price List[2]

**(NPH DISCOUNT TABLE FOLLOWS ON THE NEXT PAGE)**

[1] You may access the current version of the Remanufactured Product Price List for Remanufactured Products at: http://www.oracle.com/us/products/servers-storage/remanufactured-systems/index.html.

[2] You may access the current version of the Oracle Engineered Systems Price List denoted at: http://www.oracle.com/us/corporate/pricing/price-lists/index.html.

| NPH Discount Table | | | |
|---|---|---|---|
| No | Product Hierarchy | State & Local Government ("SLG") Discount (%) | Higher Education ("EDU") Discount (%) |
| 1 | 10 Gigabit Ethernet Switch Options | 15 | 18 |
| 2 | Advanced Support Gateway Server | 14 | 20 |
| 3 | Big Data Appliance | 15 | 15 |
| 4 | Big Data Connectors Software | 25 | 25 |
| 5 | Disk Drives | 14 | 20 |
| 6 | Enterprise Installation Services | 0 | 0 |
| 7 | Enterprise Tape Drive Conversion Options | 24 | 34 |
| 8 | Exadata Hardware Products | 20 | 20 |
| 9 | Exadata Software Products | 25 | 25 |
| 10 | Exalogic Software Products | 25 | 25 |
| 11 | Exalytics Hardware Products | 15 | 15 |
| 12 | Exalytics Software Products | 25 | 25 |
| 13 | Fibre Channel Host Bus Adapters | 14 | 20 |
| 14 | Fujitsu M10 Server Configured Options | 15 | 18 |
| 15 | Fujitsu M10 Server Features | 15 | 18 |
| 16 | Fujitsu M10 Server X-Options | 15 | 18 |
| 17 | Fujitsu M10-1 Server | 15 | 18 |
| 18 | Fujitsu SPARC M12 Server | 15 | 18 |
| 19 | Host Bus Adapters | 14 | 20 |
| 20 | Infiniband Host Channel Adapters | 14 | 20 |
| 21 | Key Management Appliance Temp | 24 | 34 |
| 22 | LTO Conversion Options | 24 | 34 |
| 23 | LTO Tape Drive Features | 24 | 34 |
| 24 | LTO7 Tape Drives: Entry Level | 24 | 34 |
| 25 | LTO7 Tape Drives: High-End Libraries | 24 | 34 |
| 26 | LTO7 Tape Drives: Midrange Libraries | 24 | 34 |
| 27 | LTO8 Tape Drives: Entry Level | 24 | 34 |
| 28 | LTO8 Tape Drives: High-End Libraries | 24 | 34 |
| 29 | LTO8 Tape Drives: Midrange Libraries | 24 | 34 |
| 30 | Netra SPARC S7-2 Server | 5 | 8 |
| 31 | Netra Server X5-2 | 15 | 18 |
| 32 | Network Adapters | 14 | 20 |
| 33 | Network Cables | 14 | 20 |
| 34 | Network Transceivers | 14 | 20 |
| 35 | Oracle Database Appliance | 14 | 20 |
| 36 | Oracle FS Storage System Options | 15 | 18 |
| 37 | Oracle Server X5-2 | 14 | 20 |
| 38 | Oracle Server X7 Options | 14 | 20 |
| 39 | Oracle Server X8 Options | 14 | 20 |
| 40 | Oracle Server X8-2 | 14 | 20 |
| 41 | Oracle Server X8-2L | 14 | 20 |
| 42 | Oracle Server X8-8 | 14 | 20 |
| 43 | Oracle Solaris Cluster Software | 16 | 50 |
| 44 | Oracle Solaris Legacy Containers | 16 | 50 |
| 45 | Oracle ZFS Storage Options | 24 | 34 |
| 46 | Oracle ZFS Storage ZS5-4 | 24 | 34 |
| 47 | Oracle ZFS Storage ZS7-2 | 24 | 34 |
| 48 | Oracle ZFS Storage ZS7-2, High-End | 24 | 34 |
| 49 | Other Server Configured Options | 6 | 6 |

| NPH Discount Table | | | |
|---|---|---|---|
| No | Product Hierarchy | State & Local Government ("SLG") Discount (%) | Higher Education ("EDU") Discount (%) |
| 50 | Power Cords | 14 | 20 |
| 51 | Private Cloud Appliance | 15 | 15 |
| 52 | Racks | 15 | 18 |
| 53 | SAS Host Bus Adapters | 14 | 20 |
| 54 | SL150 Tape Library | 24 | 34 |
| 55 | SL150 Tape Library Features | 24 | 34 |
| 56 | SL150 Tape Library Options | 24 | 34 |
| 57 | SPARC M7 Server Configured Options | 15 | 18 |
| 58 | SPARC M7 Server X-Options | 15 | 18 |
| 59 | SPARC M8 Server | 15 | 18 |
| 60 | SPARC M8 Server X-Options | 15 | 18 |
| 61 | SPARC S7 Server X and Configured Options | 15 | 18 |
| 62 | SPARC S7-2 Server | 5 | 8 |
| 63 | SPARC S7-2L Server | 5 | 8 |
| 64 | SPARC SuperCluster Hardware Products | 15 | 18 |
| 65 | SPARC T3 Server Configured Options | 15 | 18 |
| 66 | SPARC T7 Server Configured Options | 15 | 18 |
| 67 | SPARC T7 Server X-Options | 15 | 18 |
| 68 | SPARC T8 Server Configured Options | 15 | 18 |
| 69 | SPARC T8 Server X-Options | 15 | 18 |
| 70 | SPARC T8-1 Server | 15 | 18 |
| 71 | SPARC T8-2 Server | 15 | 18 |
| 72 | SPARC T8-4 Server | 15 | 18 |
| 73 | Secure Global Desktop Software | 16 | 50 |
| 74 | Server Hard Disk Drives | 14 | 20 |
| 75 | Server Solid State Disks | 14 | 20 |
| 76 | Solaris Containers | 0 | 0 |
| 77 | Spare Parts | 29 | 29 |
| 78 | Storage Hard Disk Drives | 14 | 20 |
| 79 | Storage SAS SSDs | 14 | 20 |
| 80 | StorageTek Automated Cartridge System Library Software | 15 | 18 |
| 81 | StorageTek Availability Suite Software | 15 | 18 |
| 82 | StorageTek T10000D Tape Drive | 24 | 34 |
| 83 | StorageTek Tape Analytics Software | 15 | 34 |
| 84 | StorageTek Virtual Storage Manager Features | 24 | 34 |
| 85 | Sun Flash Accelerator F640 PCIe Card | 24 | 34 |
| 86 | Sun Racks | 15 | 18 |
| 87 | Sun StorageTek SL3000 Modular Library Features | 24 | 34 |
| 88 | Sun StorageTek SL4000 Modular Library Features | 24 | 34 |
| 89 | Sun StorageTek SL4000 Modular Library System | 24 | 34 |
| 90 | Sun StorageTek SL8500 Modular Library Features | 24 | 34 |
| 91 | Sun ZFS Storage System Features | 24 | 34 |
| 92 | Tape Encryption | 24 | 34 |
| 93 | Tape Library Features | 24 | 34 |
| 94 | Tape Media | 24 | 29 |
| 95 | Tape Options | 24 | 34 |

| NPH Discount Table | | | |
|---|---|---|---|
| **No** | **Product Hierarchy** | **State & Local Government ("SLG") Discount (%)** | **Higher Education ("EDU") Discount (%)** |
| 96 | Tuxedo CFSR | 15 | 18 |
| 97 | Zero Data Loss Appliance | 15 | 15 |
| 98 | Zero Data Loss Appliance Software | 15 | 15 |

## APPENDIX G
## HOURLY RATES FOR TIME AND MATERIALS – CONSULTING SERVICES

A. **Consulting Rates.** From the Effective Date of Amendment Six until August 28, 2022, consulting services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**Consulting Rates**"):

1. **Hourly Rate for Individual Time and Materials Orders.** The Hourly Rate Non-Local includes an amount for expenses.

| Consultant Level | Hourly Rate Local (or remote) Resource | Hourly Rate Non-Local (traveling) |
|---|---|---|
| Senior Practice Tech Director | $325.91 | $365.91 |
| Practice/Tech Director | $296.28 | $336.28 |
| Practice/Tech Manager | $255.54 | $295.54 |
| Senior Principal Consultant | $226.00 | $266.00 |
| Principal Consultant | $198.13 | $238.13 |
| Senior Consultant | $162.75 | $202.75 |
| Staff Consultant | $137.50 | $177.50 |
| Associate Consultant | $111.00 | $151.00 |
| **Offshore Remote (GSD)** | | |
| Senior Director-Remote | $121.88 | - |
| Director-Remote | $114.38 | - |
| Tech Manager-Remote | $83.85 | - |
| Senior Principal-Remote | $65.63 | - |
| Principal-Remote | $48.15 | - |
| Senior-Remote | $36.68 | - |
| Staff-Remote | $31.95 | - |
| Associate-Remote | $26.48 | - |
| **Primavera Global Business Unit** | | |
| Practice/Tech Director | $345.00 | $385.00 |
| Practice/Tech Manager | $285.00 | $325.00 |
| Senior Principal Consultant | $235.00 | $275.00 |
| Principal Consultant | $195.00 | $235.00 |
| Senior Consultant | $160.00 | $200.00 |
| Staff Consultant | $140.00 | $180.00 |
| Associate Consultant | $110.00 | $150.00 |
| **Primavera Global Business Unit (offshore – remote only)** | | |
| Practice/Tech Manager | $96.00 | Not Applicable |
| Senior Principal Consultant | $72.00 | Not Applicable |
| Principal Consultant | $66.00 | Not Applicable |
| Senior Consultant | $60.00 | Not Applicable |

2. Oracle Consulting may quote Fixed Price if requested by the State.

B. All labor categories are U.S. resources.

C. The Consulting Rates apply to orders executed and effective during the period beginning on the Effective Date of Amendment Six through and including August 28, 2022.

D. The Consulting Rates do not apply to any credits.

E. The Consulting Rates are in lieu of any other discount and shall not apply to any other Oracle products or services including but not limited to licenses, technical support, hardware, education, advanced customer support services, or training.

F. The Consulting Rates for time and materials consulting services granted under the Master Agreement shall not be applied retroactively to ordering documents executed or fees invoiced prior to the Effective Date of Amendment Six.

G. Consulting services shall be provided subject to receipt by Oracle of a signed Oracle ordering document including an exhibit containing a scope of services. The fee for such consulting services shall be equal to the

number of hours of services performed multiplied by the applicable rate(s), as agreed to in the Oracle ordering document.

H. Any consulting services acquired pursuant to the Master Agreement are separate from any other Oracle Products or Services acquired pursuant to the Master Agreement, as described in section 8.3 (Segmentation) of the Master Agreement. Customer understands that it has the right to acquire any other Oracle Products or Services without acquiring the consulting services, and that Customer has the right to acquire other Oracle Products or Services and the consulting services separately at the fees stated in the Master Agreement.

## APPENDIX H
## HOURLY RATES FOR TIME AND MATERIALS ORACLE ADVANCED CUSTOMER SUPPORT

For the period beginning on the Effective Date of Amendment Six through and including August 28, 2022, Oracle Advanced Customer Support services in individual time and materials orders may be ordered under the Master Agreement at the rates set forth below ("**ACS Rates**"):

| Resource | Hourly Rate Local Resources | Hourly Rate Non-Local Resources |
|---|---|---|
| Technical Account Manager II | $380 | $440 |
| Technical Account Manager I | $317 | $377 |
| Senior Advanced Support Engineer | $380 | $440 |
| Advanced Support Engineer | $317 | $377 |
| Senior Data Center Engineer | $253 | $313 |
| Data Center Engineer | $190 | $250 |

**APPENDIX J**
**Oracle Hardware and Systems Support Policies**

The Oracle Hardware and Systems Support Policies, dated May 7, 2021, attached hereto are for your convenience and for reference purposes only and are subject to change at Oracle's discretion. You may access the current version of the technical support policies at http://oracle.com/contracts.

ORACLE

# Oracle Hardware and Systems Support Policies

**Effective Date: 07-May-2021**

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## 1. OVERVIEW

Unless otherwise stated, these Hardware and Systems Support Policies apply to technical support for all Oracle server, storage, networking, and point of sale product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

For Oracle operating system software, technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of the operating system, running unaltered, and on a certified hardware configuration, as specified in your order or program documentation. All patches, bug fixes, and other code received from Oracle as part of the support services shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the operating system software program(s).
Technical support associated with Oracle Linux and Oracle VM may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the Oracle Linux and/or Oracle VM program documentation. The program documentation also includes a list of additional programs that are supported under each level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

To receive technical support as provided by Oracle Support Services ("OSS") and described in the Oracle Technical Support Levels for Systems section below, you must: (i) provide Oracle with the serial number and/or other identification and entitlement information for all server and storage equipment and/or point of sale products manufactured by or for Oracle and sold by Oracle (either directly or by an Oracle-authorized distributor) ("hardware system") in the manner specified by Oracle; and (ii) pay a technical support fee. A hardware system meeting these two requirements and under contract to receive technical support is referred to as a "covered hardware system." Components and options purchased separately from Oracle from your original equipment purchase are included in the definition of hardware system for the purposes of determining the technical support fee. Oracle will make commercially reasonable efforts to provide the technical support service as described below.

For Oracle to provide technical support for hardware relocated outside the original country of delivery, notice of hardware relocation is required (unless the original country of delivery is in the European Union and the hardware is relocated within the European Union). To provide notice of hardware relocation, you must submit a completed Hardware Relocation Form which can be found here. If the original country of delivery is in the European Union, and the hardware is relocated within the European Union, notice is not required; however, at your option, you may submit a completed Hardware Relocation Form to facilitate the provision of technical support. Relocated hardware will be entitled to the technical support available in the country to which the hardware is relocated.

If your contract provides for any onsite technical support services, you must provide a safe and healthful workspace for all Oracle resources performing technical support services at your site (e.g., a workspace that is free from recognized hazards that are causing, or likely to cause, death or serious physical harm, a workspace that has proper ventilation, legally acceptable oxygen concentration levels, sound levels acceptable for resources performing technical support services in the workspace, and ergonomically correct work stations, etc.).

Additionally, due to the uncertainties of the evolving Covid-19 situation, all Oracle resources performing onsite technical support services must be permitted and able to perform such services taking into consideration applicable laws and regulations, including those pertaining to health, safety and mobility (whether in the location of service delivery and/or the location of the personnel). If the provision of any onsite services is negatively impacted due to circumstances related to or arising from the Covid-19 situation, you agree to cooperate with Oracle in good faith to review such impact and, if necessary, amend any resource plans, work plans, service specifications, time schedules and the like, including possibly putting in place an infrastructure (e.g., VPN) to enable remote delivery of services. For the avoidance of doubt, this provision is without prejudice to the parties' rights and obligations under the force majeure clause of the applicable agreement.

Oracle's obligations under these Hardware and Systems Support Policies do not apply to any malfunctions in a hardware system that could be avoided if you incorporate or implement a hardware or integrated software update or any workaround previously provided by Oracle which would correct the malfunction or to a hardware system that has been (i) modified, altered or adapted without Oracle's written consent (including modification or removal of the Oracle serial number tag on the hardware); (ii) maltreated or used in a manner other than in accordance with the relevant documentation; (iii) repaired by any third party in a manner which fails to meet Oracle's quality standards; (iv) improperly installed by any party other than Oracle or an authorized Oracle certified installation partner; (v) used with equipment or software not covered by the service offering, to the extent that problems are attributable to such use; (vi) relocated, to the extent that problems are attributable to the relocation; (vii) used directly or indirectly in supporting activities prohibited by U.S. or other national export regulations; (viii) used by parties appearing on the most current U.S. export exclusion list; (ix) relocated to countries subject to U.S. trade embargo or restrictions; or (x) used remotely to facilitate any activities in the countries referenced in (ix) above or (xi) purchased from any entity other than Oracle or an Oracle-authorized distributor.

Oracle may use subcontractors in the performance of technical support and it warrants the quality of subcontractor work per the warranty terms of your agreement with Oracle.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at https://www.oracle.com/legal/privacy/services-privacy-policy.html and Oracle's Global Customer Support Security Practices, as referenced below.

These Technical Support Policies are subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of the services provided for a hardware system during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Hardware and Systems Support Policies and the previous version of the Oracle Hardware and Systems Support Policies, please refer to the attached Statement of Changes (PDF).

## 2. SUPPORT TERMS

### Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

### Support Period

Technical support is effective upon the date of delivery of the hardware unless stated otherwise in your order. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

### Matching Service Levels

When acquiring technical support, all hardware systems must be supported, except Oracle Retail and Hospitality Hardware, (e.g., under Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, or Oracle Communications Network Premier Support) or all hardware systems must be unsupported. The preceding sentence pertains to: (i) all of your hardware systems running the Solaris Operating system release 10 Update 9 or later, (ii) all of your hardware systems running the Oracle Linux and Oracle VM operating system, and (iii) all hardware systems that benefit in any way from your support of a covered hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). If you have acquired your Oracle Linux and Oracle VM support services under a separate Oracle Linux and Oracle VM Services Agreement then that hardware system is a covered hardware system under this matching service level policy.

When acquiring technical support for point of sale hardware such as Oracle Retail and Hospitality Hardware, all such point of sale hardware systems must be supported at the same technical support service level (e.g., Oracle Premier Support for Oracle Retail and Hospitality Hardware or Oracle Advanced Parts Exchange for Retail and Hospitality Hardware) or all must be unsupported if the point of sale hardware systems are: (i) the same type (e.g., workstations); (ii) located at the same physical location; and (iii) benefit in any way from your support of a covered point of sale hardware system (e.g., including hardware systems that share updates, patches, fixes, security alerts, work-arounds, configuration/installation assistance or parts with a covered hardware system). Hardware systems that have reached an end of service life or that you register with Oracle as retired are excluded from the above policy.

If you add Extended Support for Operating Systems, you still must maintain either Premier Support for Systems or Premier Support for Operating Systems for your entire hardware system; subject to availability, you must acquire Extended Support for Operating Systems for your entire hardware system running any such version release.

### Reinstatement of Oracle Technical Support

If Oracle Premier Support for Systems, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Oracle Advanced Parts Exchange for Retail and Hospitality Hardware, or Oracle Communications Network Premier Support lapses for more than 90 days or was not purchased at the time you acquired your hardware system, then your hardware system must be qualified as service-ready before technical support can be reinstated. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system.

If technical support lapses or was not originally purchased with your hardware system, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: (a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the covered hardware system; or (b) if you never acquired technical support for the relevant hardware system, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original hardware system delivery date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve support month period shall be the last annual technical support fee you paid for the relevant hardware system; (ii) if you never acquired technical support for the relevant hardware system, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant hardware system per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired support from an Oracle-authorized distributor and are now acquiring support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee for the hardware system.

### Upgrading Your Support Level

In the event you have acquired Oracle Premier Support for Operating Systems and later choose to upgrade to Oracle Premier Support for Systems, your hardware system must be qualified as service-ready before the technical support can be upgraded. To qualify as service-ready you must acquire the Premier Support Qualification Service (at the then current fees) and meet all requirements set forth by the service team to obtain a qualification certificate for your hardware system. You will be subject to an upgrade fee equal to the difference in price between the Oracle Premier Support for Systems and the Oracle Premier Support for Operating Systems with such difference being prorated from the date that any prior System Support lapsed (or the hardware order date if System Support was never purchased).

### Pricing following Reduction of Covered Hardware System or Service Level

Pricing for support is based upon the level of support and the volume of covered hardware systems for which support is ordered. In the event that (i) your hardware system reaches end of service life or (ii) you notify Oracle that you are retiring the hardware system, or (iii) you change service level for all of your systems, then Oracle will reduce your support fee at the next renewal for these reductions.

### Unsupported Hardware Systems

Customers with unsupported hardware systems are not entitled to download or receive: maintenance releases, patches, telephone assistance, or any other technical support services for unsupported hardware systems. Parts in a covered hardware system may not be transferred to an unsupported system. CD packs or programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported hardware systems.

### Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported hardware systems and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one primary and four backup individuals ("technical contact") per data center location, to serve as liaisons with OSS. With each USD$250,000 in net support fees per data center location, you have the option to designate an additional two primary and four backup technical contacts per data center location. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

### First and Second Line Support

You are required to establish and maintain the organization and processes to provide “First Line Support” for the supported hardware system(s) directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported hardware system(s), (ii) a direct response to users with respect to problems or issues with the supported hardware system(s), (iii) a diagnosis of problems or issues of the supported hardware system(s), and (iv) a resolution of problems or issues of the supported hardware system(s).

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported hardware system(s), you may contact Oracle for "Second Line Support". You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., accept remote connections, provide Explorer Files and/or Core Files) required to provide Second Line Support.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported hardware system(s) and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported hardware system(s) so that such supported hardware system(s) perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

### Program Updates

"Update" means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and updates may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

### Right to End of Service Life

It may become necessary (i) as a part of Oracle's product lifecycle or (ii) if a vendor retires support for its product or the relationship with the vendor is terminated, to announce an End of Service Life date for a hardware system and, therefore, Oracle reserves that right. Oracle will use commercially reasonable efforts to provide 12 months advance notice of End of Service Life. End of Service Life information is available on My Oracle Support. End of Service Life information is subject to change.

Similarly, in the event that a component of, or support for, an embedded third-party hardware or software product is retired by the manufacturer or vendor of such product, or in Oracle's good faith determination, it is no longer practicable for Oracle to provide support for such component or product, then Oracle may cease providing support for that hardware or software product.

### Other Third Party Products

Oracle does not itself provide any technical support services for third party warranted hardware (hardware identified on your order by a statement that the warranty will be provided by a third party) or any other third party products installed into or attached to the hardware system by you or your representative other than Oracle (collectively "other third party products"). Further, if other third party products are installed, or fail, in a manner that damages the Oracle hardware system, then the technical support will not cover such damage. Other third party products may also impede and/or add costs in obtaining technical support for certain failure conditions. Interoperability, timing, and intermittent

failures are some examples of failure conditions that may require the removal or replacement of other third party products from the Oracle hardware system. Replacement or repair of any damaged components in these situations would be subject to additional charges.

For those failure conditions directly or indirectly related to other third party products (which would include any components accessing or connected to that product that are exhibiting failures), Oracle may, at its sole discretion, remove the other third party products, or require the customer to remove the other third party products, before commencing with the troubleshooting process. Oracle's services for removing the other third party products will be subject to additional charges and if it is determined that the cause of the failure is the other third party products, then Oracle will charge for the entire service call.

If it is determined that the other third party products are not the cause of the failure (i.e., if the problem would have occurred even if the other third party products were not installed in or attached to the hardware system), then Oracle's service call will be addressed under the terms of any existing Oracle technical support contract; provided that the removal of other any third party products by Oracle will be subject to additional charges.

### Technology Refresh

If you acquire a new hardware system(s) and technical support from Oracle or an Oracle-authorized partner, you may be eligible to receive a credit for unused support on the decommissioned hardware system(s) currently under an active support contract with Oracle. In order to be eligible for the credit, you must complete the Hardware System Decommission Form which can be found here and submit it within one year of the delivery date of the new hardware system(s). If a credit for unused support is due then such credit will be calculated from the date Oracle receives the Hardware System Decommission Form through the end of the current support period for the decommissioned hardware system(s). The credit for unused support will not exceed the total annual support fee for the new hardware system(s).

## 3. LIFETIME SUPPORT

Lifetime Support consists of the following service levels:

- Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Oracle Advanced Parts Exchange for Oracle Retail and Hospitality, and Oracle Communications Network Premier Support
- Extended Support for Operating Systems (if offered)
- Sustaining Support for Operating Systems

A description of the services available under Oracle Premier Support for Systems, Oracle Premier Support for Operating Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Oracle Advanced Parts Exchange for Oracle Retail and Hospitality, Oracle Communications Network Premier Support, Extended Support for Operating Systems and Sustaining Support for Operating Systems is included in the Oracle Technical Support Levels section below.

When offered, Oracle Premier Support for Systems, Oracle Communications EAGLE Premier Support, Oracle Premier Support for Oracle Retail and Hospitality Hardware, Oracle Advanced Parts Exchange for Oracle Retail and Hospitality, and Oracle Communications Network Premier Support will be available for a minimum of five years from the last ship date of the hardware system. When offered, Oracle Premier Support for Oracle Retail and Hospitality Hardware and Oracle Advanced Parts Exchange for Oracle Retail and Hospitality for Payment Equipment Devices (PED) will be available for three years from the last ship date of the hardware. When offered, support for the operating systems included under either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten years from the date a release of the operating system becomes generally available, except as noted below. If offered, support for specific releases of the operating system may be extended for an additional three years with Extended Support for Operating Systems. In addition to the technical support fee, an Extended Support for Operating Systems fee applies for each support period for which Extended Support for Operating Systems is purchased. Alternatively, and if offered, support for specific releases of the operating system may be extended with Sustaining Support for Operating Systems, which will be available for as long as you maintain either Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems for your Oracle hardware system.

If an operating system included under Oracle Premier Support for Systems moves into Extended Support for Operating Systems and/or Sustaining Support for Operating Systems, you may maintain Oracle Premier Support for Systems except that the technical support received for the operating system will be provided under Extended Support for Operating Systems or Sustaining Support for Operating Systems as described above and in the Oracle Technical Support Levels section below.

Refer to the attached document titled "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF) for Oracle Solaris, Oracle Linux, and Oracle VM program releases that are, or will be, covered by the Lifetime Support Policy.

Notes:

Oracle Linux releases 3 and 4: Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for eight years from the date a release of the operating system becomes generally available.

Oracle Linux releases 5, 6, 7, and 8: Oracle Premier Support for Systems or Oracle Premier Support for Operating Systems will be available for ten years from the date a release of the Oracle Linux program becomes generally available.

**Exceptions** - For customers with a current support contract running:

- Oracle Linux 6 on Oracle Exalogic systems: The Extended Support fee has been waived for the period of April 2021 – August 2024. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.

## 4. ORACLE TECHNICAL SUPPORT LEVELS FOR SYSTEMS

### Oracle Premier Support for Systems

Oracle Premier Support for Systems consists of services in support of hardware systems, operating system software and integrated software (including integrated software options). For hardware systems, this support is limited to (i) server and storage hardware and (ii) Tekelec BNS and PIC hardware. For Oracle servers, this support applies to the following software: Oracle Solaris, Oracle Linux, and Oracle VM. For Tekelec BNS and PIC hardware, this support applies to the operating system software included with the hardware system.

Unless otherwise stated in this section, Oracle Premier Support for Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Onsite hardware support for Oracle server or storage systems parts designated as Field Replaceable Units in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Field Change Orders – system modification recommendations
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at https://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to https://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Access to Platinum Services as described at www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Access to Oracle Enterprise Tape Analysis and Data Recovery services for the Oracle StorageTek tape media specified at www.oracle.com/us/support/library/ent-tape-analysis-dr-services-1708102.pdf
- Non-technical customer service during normal business hours

Notes:

1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.
2. Oracle has made available at https://linux.oracle.com certain tools that are required to enable the applicable Oracle Linux security patches to be applied to your supported hardware system(s) while such supported hardware systems are operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (a) you will not be able to download and apply security patches while your supported hardware system is operating, and (b) you will be required to reboot the supported hardware system in order to apply the security patch.
3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional supported programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

**System Maintenance**

You agree to perform prescribed system maintenance, including but not limited to, installing software updates for system software or integrated software, maintaining file systems, replacing air filters and batteries as needed, and tracking proactive diagnostic information.

**Replacement Hardware Parts**

If Oracle determines that the replacement of a hardware part is necessary, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates." Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below, except as otherwise noted herein. Replacement parts will be of new or like-new quality. After five years from last ship date, replacement parts may not be available and/or the response times for sending replacement parts may be delayed.

**Return of Malfunctioning Parts**

If Oracle sends a replacement part to you, you will ensure that the malfunctioning part is returned to Oracle in accordance with all shipping or courier instructions from Oracle (unless you have an agreement with Oracle allowing you to retain the malfunctioning part). You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You may not degauss the hard drive disks prior to returning them to Oracle. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning part within 45 days of shipment to you, you will be charged a minimum of $500.00, or the then-current fee (whichever is higher) for the malfunctioning part.

## Oracle Premier Support for Operating Systems

Oracle Premier Support for Operating Systems consists of services in support of (i) Oracle Solaris, Oracle Linux, and Oracle VM and (ii) integrated software (including integrated software options).

Unless otherwise stated in this section, Oracle Premier Support for Operating Systems consists of:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software
- Critical patch updates for Oracle Solaris operating system software
- Upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- Major product and technology releases for operating system software and integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Installation of integrated software updates specified as Oracle Installable in the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates"
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot
- Hardware certification
- Backport of fixes, using commercially reasonable efforts, for any Oracle Linux or Oracle VM program released from Oracle for a period of six months from the date the next release of the Oracle Linux or Oracle VM program becomes generally available; the Backport Schedule is available at https://linux.oracle.com/backport-schedule.html
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to https://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Notes:

1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.
2. Oracle has made available at https://linux.oracle.com certain tools that are required to enable the applicable Oracle Linux security patches to be applied to your supported hardware system(s) while such supported hardware systems are operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (a) you will not be able to download and apply security patches while your supported hardware system is operating, and (b) you will be required to reboot the supported hardware system in order to apply the security patch.
3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations

associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

### Extended Support for Operating Systems

Extended Support for Operating Systems may be offered for certain supported Oracle Solaris, Oracle Linux, and Oracle VM releases after Premier Support expires. Please see Oracle's Lifetime Support Policies for more information. When Extended Support for Operating Systems is offered, it is generally available for the terminal codeline release of a program.

Unless otherwise stated in this section, supported Oracle Solaris, Oracle Linux, and Oracle VM operating system software releases for which Extended Support for Operating Systems is offered and in the Extended Support lifecycle will receive Oracle Premier Support for Operating Systems or technical support for Oracle Solaris, Oracle Linux, and Oracle VM under Oracle Premier Support for Systems limited to the following:

- Program updates
- Fixes, security patches, security alerts, and critical patch updates for Oracle Solaris operating system software
- Access to Oracle Linux operating system patches and fixes for critical security errata and select high-impact critical bug fixes. These updates will be limited to the packages listed on the inclusion list at https://linux.oracle.com/es/packagelist.html
- Access to Oracle VM software patches and fixes for critical security errata and select high-impact critical bug fixes
- Upgrade tools
- Major product and technology releases for Oracle Solaris operating system software, if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support system), including the ability to log service requests online
- 24 x 7 access to Oracle Unbreakable Linux Network
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to https://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Extended Support for Operating Systems does not include:

- Certification with most new third-party products/versions or most new Oracle programs
- Hardware certification
- Backport of fixes for any Oracle Linux or VM program

Notes:

1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.

2. Oracle has made available at https://linux.oracle.com certain tools that are required to enable the applicable Oracle Linux security patches to be applied to your supported hardware system(s) while such supported hardware systems are operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (a) you will not be able to download and apply security patches while your supported hardware system is operating, and (b) you will be required to reboot the supported hardware system in order to apply the security patch.
3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

### Sustaining Support for Operating Systems

Sustaining Support for Operating Systems may be available for certain operating system software releases. Program releases eligible for Sustaining Support for Operating Systems will receive Oracle Premier Support for Operating Systems or technical support for the operating system under Oracle Premier Support for Systems limited to the following:

- Program updates, patches, fixes, security patches, and security alerts for operating system software and integrated software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems, and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Critical patch updates for Oracle Solaris operating system software created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Access to Oracle Linux operating system patches and fixes for critical security errata and select high-impact critical bug fixes created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends). These updates will be limited to the packages listed on the inclusion list at http://linux.oracle.com/es/packagelist.html and may be applied while your supported systems are operating and that do not require a system reboot
- Access to Oracle VM software patches and fixes for critical security errata and select high-impact critical bug fixes created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- Upgrade tools created during Oracle Premier Support for Operating Systems or Oracle Premier Support for Systems period and Extended Support for Operating Systems (if offered and only after the Extended Support for Operating Systems Period ends)
- General maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Enterprise Manager Ops Center. To access and download Oracle Enterprise Manager Ops Center, go to: https://www.oracle.com/technetwork/oem/ops-center/oem-ops-center-188778.html
- Non-technical customer service during normal business hours

Sustaining Support for Operating Systems does not include:

- New program updates, patches, fixes, security patches, security alerts, general maintenance releases, selected functionality releases, documentation updates
- New critical patch updates for Oracle Solaris operating system software
- New upgrade tools
- Certification with most new third-party products/versions or most new Oracle products
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes
- Previously released fixes or updates that Oracle no longer supports

Because program releases supported by Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited.

Notes:

1. Service request assistance for Oracle Linux and Oracle VM also includes, but is not limited to, support topics as provided in the Scope of Coverage (PDF) document.
2. Oracle has made available at https://linux.oracle.com certain tools that are required to enable the applicable Oracle Linux security patches to be applied to your hardware system while such hardware systems are operating. These tools are subject to the "Tools Used to Perform Support Services" section below and may be licensed under separate license terms. Your use of the tools is voluntary; however, if you do not use the tool (a) you will not be able to download and apply security patches while your hardware system is operating, and (b) you will be required to reboot the hardware system in order to apply the security patch.
3. The Oracle Linux and Oracle VM support services may also include the right to use certain additional software or tools during the support period for which fees for the support services have been paid. The license terms for any such software or tools, as well as any limitations associated with them, will be referenced in the program documentation. The program documentation also includes a list of additional programs that are supported under each service level of Oracle Technical Support for Systems. The program documentation is available at www.oracle.com/documentation.

### Oracle Premier Support for Oracle Retail and Hospitality Hardware

Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Please note that Oracle Retail and Hospitality Hardware must follow the matching service levels policy for Oracle Retail and Hospitality Hardware described in the Matching Service Levels section above.

Oracle Premier Support for Oracle Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Onsite hardware support for Oracle Retail and Hospitality Hardware specified as Field Replaceable Units in the "Delivery Method Chart: Oracle Retail and Hospitality Hardware Replacement Parts". Availability varies by country.
- Non-technical customer service during normal business hours

Note:

- Power cords and cash drawer till inserts that are included in Hardware bundles are considered consumables and are not supported under Oracle Premier Support for Retail and Hospitality Hardware.

Reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

| SEVERITY LEVEL | RESPONSE TIME GOAL | UPDATE OR RESOLUTION |
|---|---|---|
| Severity 1 | 5 minutes | 1 hour |
| Severity 2 | 2 hours | 6 hours |
| Severity 3 | 8 hours | 24 hours |
| Severity 4 | 24 hours | 48 hours |

For purposes of the above table, the following definitions apply:

- Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)
- Severity 2: Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total Loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for a given date or range of date, an error within the portal that is preventing the customer from doing any function within the MyMicros portal, or very slow page or image loading, inaccessible tools interface)
- Severity 3: Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated workstation/terminal failure, MyMicros unable to review one report within the portal password resets for Oracle Cloud Applications, or Icare loyalty program that is not functioning or has stopped working)
- Severity 4: Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems)

**System Maintenance**
You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

**Replacement Oracle Retail and Hospitality Hardware**
If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location in accordance with the "Delivery Method Chart: Oracle Retail and Hospitality Hardware Replacement Parts". Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below, except as otherwise noted herein. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

**Return of Malfunctioning Oracle Retail and Hospitality Hardware**
If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You may not degauss the hard drive disks prior to returning them to Oracle. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within 45 days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged a minimum of $500.00, or the then-current fee (whichever is higher) for the malfunctioning hardware.

### Oracle Advanced Parts Exchange for Retail and Hospitality Hardware

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of services in support of point of sale hardware systems. Point of sale hardware systems are comprised of: workstations, tablets, handhelds, scanners, printers, cash drawers, displays and payment solutions ("Oracle Retail and Hospitality Hardware"). Please note that Oracle Retail and Hospitality Hardware must follow the matching service levels policy for Oracle Retail and Hospitality Hardware described in the Matching Service Levels section above.

Oracle Advanced Parts Exchange for Retail and Hospitality Hardware consists of:

- Assistance with service request 24 hours per day, 7 days a week
- Next business day parts exchange
- Non-technical customer service during normal business hours

Note:

- Power cords and cash drawer till inserts that are included in Hardware bundles are considered consumables and are not supported under Oracle Advanced Parts Exchange for Retail and Hospitality Hardware.

Reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

| SEVERITY LEVEL | RESPONSE TIME GOAL | UPDATE OR RESOLUTION |
|---|---|---|
| Severity 1 | 5 minutes | 1 hour |
| Severity 2 | 2 hours | 6 hours |
| Severity 3 | 8 hours | 24 hours |
| Severity 4 | 24 hours | 48 hours |

For purposes of the above table, the following definitions apply:

- Severity 1: Major system disruption (e.g., a major disruption in business-critical system operability or functionality, server crash or total system failure)
- Severity 2: Severe system disruption (e.g., A severe disruption in business-critical functionality that does not impact the entire system such as: significant number of workstations/terminals unable to perform or post transactions, loss of ability to perform payment functions, total Loss of reporting (local or hosted), loss of all printing, failure to reset totals or complete EOD/SOD/Night Audit, reposting for a given date or range of date, an error within the portal that is preventing the customer from doing any function within the MyMicros portal, or very slow page or image loading, inaccessible tools interface)
- Severity 3: Single function failure (e.g., a minor disruption in operability or functionality that does not impact the entire system such as: timekeeping issues, isolated printing failure, isolated workstation/terminal failure, MyMicros unable to review one report within the portal password resets for Oracle Cloud Applications, or Icare loyalty program that is not functioning or has stopped working)
- Severity 4: Minor/Procedural issue or question (e.g., programming or configuration related questions, questions relating to functionality, operability, or formatting or cosmetic problems)

**System Maintenance**

You agree to perform system maintenance on the Oracle Retail and Hospitality Hardware as prescribed by Oracle in the relevant Oracle Retail and Hospitality Hardware documentation.

**Replacement Oracle Retail and Hospitality Hardware**

If Oracle determines that the replacement of Oracle Retail and Hospitality Hardware is necessary, Oracle will send replacement Oracle Retail and Hospitality Hardware ("replacement hardware") to your location. Oracle will use commercially reasonable efforts to send replacement hardware to you consistent with the response time target guidelines defined below within the Onsite Response Time Targets for Hardware Support section. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five years from last ship date, of the Oracle Retail and Hospitality Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

### Return of Malfunctioning Oracle Retail and Hospitality Hardware

If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You may not degauss the hard drive disks prior to returning them to Oracle. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within 45 days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged a minimum of $500.00 or the then-current fee (whichever is higher) for the malfunctioning hardware.

## Oracle Communications Network Premier Support

Oracle Communications Network Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for (i) Oracle Communications EAGLE hardware products and (ii) Oracle Acme Packet hardware products except as otherwise specified in this section. Oracle Communications EAGLE hardware products and the Oracle Acme Packet hardware products, will be referred to collectively in this section as, "Oracle Communications Network Hardware". The following Oracle Acme Packet hardware products are excluded and not eligible for Oracle Communications Network Premier Support: Oracle Acme Packet 1100, 3820, and AP3900 hardware products, Oracle Enterprise Session Border Controller integrated software, Oracle Communications Applications Session Border Controller integrated software and Oracle Enterprise Communications Broker integrated software.

Oracle Communications Network Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options) for Oracle Communications EAGLE hardware
- Major product and technology releases for integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

### System Maintenance

You agree to perform system maintenance on the Oracle Communications Network Hardware as prescribed by Oracle in the relevant Oracle Communications Network Hardware documentation.

### Replacement Hardware Parts

If Oracle determines that the replacement of Oracle Communications Network Hardware is necessary, Oracle will send replacement Oracle Communications Network Hardware ("replacement hardware") to

your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates". Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below, except as otherwise noted herein. Replacement hardware will be of new or like-new quality. Notwithstanding the foregoing, after five years from last ship date, of the Oracle Communications Network Hardware replacement hardware may not be available and /or the response times target guidelines for sending replacement hardware may be delayed.

**Return of Malfunctioning Hardware**

If Oracle sends replacement hardware to you, unless otherwise stated in the order, you will ensure that the malfunctioning hardware is returned to Oracle in accordance with all shipping or courier instructions from Oracle. You are responsible for removing all information and data that you have stored on any drives, including but not limited to hard disk drives and solid state drives ("drives") before you return the drives for repair or replacement. You may not degauss the hard drive disks prior to returning them to Oracle. You are responsible for ensuring that you remove any kind of removable media (e.g., tapes) prior to returning any drives; if you need assistance with the removal of such media from a drive, please contact OSS to assist with its removal. Title in the malfunctioning part shall transfer back to Oracle upon removal from your hardware system. If you fail to return any malfunctioning hardware within 45 days of shipment to you and/or if Oracle determines the malfunctioning hardware has been maltreated or used in a manner other than in accordance with the relevant documentation, you will be charged a minimum of $500.00, or the then-current fee (whichever is higher) for the malfunctioning hardware.

For Oracle Communications Network Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

| SEVERITY LEVEL | RESPONSE TIME[1] | REMOTE RESTORATION TIME[2] | RESOLUTION TIME[3] |
|---|---|---|---|
| Severity 1 | 15 minutes | 6 hours | 30 calendar days |
| Severity 2 | 15 minutes | 48 hours | 30 calendar days |
| Severity 3 | N/A | N/A | 180 calendar days |

For purposes of the above table, the following definitions apply:

1. Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.

2. Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.

3, Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

### Oracle Communications EAGLE Premier Support

***Effective July 7, 2015, Oracle Communications EAGLE Premier Support is no longer available with new first year license and technical support orders.*** If you are currently under an active support contract for Oracle Communications EAGLE Premier Support then you may continue to renew Oracle Communications EAGLE Premier Support.

Oracle Communications EAGLE Premier Support consists of services in support of hardware systems and integrated software (including integrated software options) for Oracle Communications EAGLE hardware products only.

Oracle Communications EAGLE Premier Support consists of:

- Program updates, fixes and security alerts for integrated software (including integrated software options)
- Remote installation of integrated software (including integrated software options)
- Major product and technology releases for integrated software (including integrated software options), if and when made available at Oracle's discretion, which may include general maintenance releases, selected functionality releases and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications EAGLE Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

| SEVERITY LEVEL | RESPONSE TIME[1] | REMOTE RESTORATION TIME[2] | RESOLUTION TIME[3] |
|---|---|---|---|
| Severity 1 | 15 minutes | 6 hours | 30 calendar days |
| Severity 2 | 15 minutes | 48 hours | 30 calendar days |
| Severity 3 | N/A | N/A | 180 calendar days |

For purposes of the above table, the following definitions apply:

1. Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
2. Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable hardware system and when Oracle notifies you that a resolution has been offered. The Remote Restoration Time frames do not apply if (i) you do not have spares available onsite, (ii) integrated software or integrated software option code changes are required or (iii) onsite assistance is required by Oracle.

3. Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

## 5. ADDITIONAL SERVICES AVAILABLE FOR PURCHASE

### Oracle Customer Data & Device Retention Service

Oracle Customer Data & Device Retention Service permits you to retain eligible items that have been removed from your hardware system, as defined by Oracle in its sole discretion. For the purposes of this service, eligible items are:

- (i) Hard disk drives (HDD)
- (ii) Solid-state drives (SSD)
- (iii) Persistent memory (PMEM) components

Refer to the Oracle System Handbook for details.

Oracle Customer Data & Device Retention Service consists of the following:

If Oracle, in its sole discretion, determines the applicable items need to be replaced, Oracle will send a replacement part to your location in accordance with the "Delivery Method Chart: Replacement Parts and Installation of Integrated Software Updates". Oracle will use commercially reasonable efforts to send replacement parts to you consistent with the Onsite Response Time Targets for Hardware Support noted below. Replacement parts will be of new or like-new quality. After five years from last ship date, replacement parts may not be available and/ or the response times for sending replacement parts may be delayed. If you acquire Oracle Customer Data & Device Retention Service, you will be responsible for the proper disposal/destruction of the applicable items. If you fail to return a malfunctioning part that is not DDR eligible, you will be charged the then-current fee, or a minimum of $500.00, (whichever is higher) for the malfunctioning part.

### Oracle Onsite Spares

Oracle Onsite Spares provides you with delivery and maintenance of parts at your designated location(s). This service includes only those parts that are specified on your order.

Oracle Onsite Spares consists of the following:

- Parts
- Maintenance and replacement of parts
- Setup of parts onsite
- Annual physical inventory
- Retrieval of parts at end of Support Period

If you acquire Oracle Onsite Spares, you will:

- Provide a secure storage area for parts clearly marked "Property of Oracle. You will ensure that (i) entry to such secure area is restricted to your personnel directly involved in shipping and receiving parts, and (ii) all vehicle and pedestrian access to your warehouse premises is secured against unauthorized access.
- Provide a designated point of contact

In order to acquire Oracle Onsite Spares, you must maintain Oracle Premier Support for Systems.

Oracle will maintain title to and ownership of parts unless or until any such part is exchanged with a damaged or faulty part and installed on a hardware system. Also, with the transfer of title to a part to you, title to the identical damaged or faulty part is transferred to Oracle.

If you renew Oracle Onsite Spares, the renewal fee for such services will be based on the Oracle Onsite Spares pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

### Oracle Hospitality Cruise Help Desk and Monitoring

If you acquire Oracle Hospitality Cruise Help Desk and Monitoring on your order, Oracle will provide Oracle Hospitality Cruise Help Desk and Monitoring as described here.

### Advanced Customer Support

If you acquire any of the following Advanced Customer Support services on your order, Oracle will provide the services as described in the applicable service description in the ACS Service Descriptions document published on www.oracle.com/contracts:

- Oracle Business Critical Service for Systems (for Customers that contracted prior to 05-Jun-2020)
- Oracle Priority Support
- Oracle Priority Support for Systems (Systems only)
- Oracle Priority Support for Hotel and Food and Beverage
- Oracle Priority Support Advantage
- Oracle Priority Support Connected
- Oracle Functional Help Desk for Oracle Retail and Hospitality
- Oracle Standard Systems Installations:
    - Oracle Standard System Installation ("OSSI") - Basic Service Exhibit
    - Oracle Standard System Installation ("OSSI") with Site Audit Services Exhibit
    - Oracle Standard System Installation ("OSSI") without Site Audit Services Exhibit
- Oracle Standard Software Installation and Configuration for Systems
- ACS Oracle Performance Review and Recommendations for Systems
- ACS Oracle Configuration Review and Recommendations for Systems
- Oracle Engineered Systems Configuration Services
- Oracle Preproduction Readiness Review for Systems Service or Oracle Preproduction Readiness Review for Oracle Platinum Services
- Oracle Go-Live Support for Systems Service or Oracle Go-Live Support for Oracle Platinum Services
- Oracle Customer Replaceable Unit Installation Service

### Oracle Tekelec Professional Services

If you acquire any of the below Tekelec Professional Services on your order, Oracle will provide the services described in the Tekelec Professional Services Descriptions.

- Oracle Communications Hardware Engineering Site Survey – Per Node Per Site
- Oracle Communications Hardware Installation – Per DC Frame or DC Application Frame enclosure extension
- Oracle Communications Hardware Installation – Per AC Frame
- Oracle Communications DC Hardware Extension Installation – Per Frame – Rack mount server and Shelf additions

- Oracle Communications Hardware Extension Installation – AC or DC Blade Server/Eagle Card/Switches – Per 16 cards/switches per site
- Oracle Communications AC Hardware Extension Installation – Per Frame – Rack mount servers and AC enclosure additions

## 6. WEB-BASED CUSTOMER SUPPORT SYSTEMS

### My Oracle Support

My Oracle Support is Oracle's customer support website for hardware and systems support. Access to My Oracle Support is governed by the Oracle Support Portal Terms of Use. The Oracle Support Portal Terms of Use are subject to change at Oracle's discretion. Access to My Oracle Support is limited to your designated technical contacts.

### Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Oracle Premier Support for Systems and Oracle Premier Support for Operating Systems.

## 7. TOOLS USED TO PERFORM TECHNICAL SUPPORT SERVICES

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your hardware system (e.g., Oracle Shared Shell for hardware)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Auto Service Request)) to assist with issue resolution. The tools are licensed under the Oracle Support Portal Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you. The tools may be subject to availability for selected products.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the

tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

**Auto Service Request**

Auto Service Request ("ASR") allows Oracle products which are ASR-enabled to automatically initiate a service request when specific hardware faults occur by sending fault telemetry information to Oracle. If the ASR enabled hardware is entitled to service, a service request will be initiated on your behalf. The specific hardware faults detected by ASR vary by product type, product version and operating system. Not all hardware faults are detected or sent to Oracle. The ASR fault coverage is subject to change by Oracle at any time and without prior notice.

## 8. GLOBAL CUSTOMER SUPPORT DATA PROTECTION PRACTICES

To the extent you provide personal information to Oracle as part of Oracle's provision of technical support services, Oracle will comply with the following:

- Oracle's Services Privacy Policy, available at https://www.oracle.com/legal/privacy/services-privacy-policy.html; and
- the applicable version of the Oracle Data Processing Agreement for Oracle Services, available at https://www.oracle.com/corporate/contracts/cloud-services/contracts.html#data-processing

In providing technical support services, Oracle will also adhere to the applicable administrative, physical, technical and other safeguards described in Oracle's Global Customer Support Security Practices. The Global Customer Support Security Practices are subject to change at Oracle's discretion. However, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the services period of these technical support services. You are advised to review these Global Customer Support Security Practices from time to time. To view changes that have been made, please refer to the Statement of Changes (PDF).

Please note that the technical support services are not designed to accommodate special security or privacy controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any sensitive data, such as protected health information or payment card data, which requires security and privacy controls greater than or different from those specified in the Global Customer Support Security Practices. Information on how you can remove sensitive data from your submission is available in My Oracle Support, Doc ID 1227943.1.

Notwithstanding the restriction above, if you would like to submit personal information subject to Applicable European Data Protection Law (as such term is defined in the Oracle Data Processing Agreement for Oracle Services) or protected health information ("PHI") subject to the United States Health Insurance Portability and Accountability Act ("HIPAA") to Oracle as part of receiving technical support services, you must:

- For PHI, execute a HIPAA business associate agreement (as applicable) with Oracle that specifically references and covers your technical support services;
- Submit personal information subject to Applicable European Data Protection Law or PHI only in service request attachments on the My Oracle Support customer portal;

- Not include any personal information subject to Applicable European Data Protection Law or PHI in the body of service requests (other than contact information required for Oracle to respond to the service request);
- When prompted in My Oracle Support, indicate that the service request attachment may contain personal information subject to Applicable European Data Protection Law (also may be designated as EEA Personal Data" in My Oracle Support) or PHI.

## 9. SEVERITY DEFINITIONS

Service requests for your covered hardware system may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the following severity definitions:

**Severity 1**

Your production use of the covered hardware system is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency.

A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts
- System functionality failure causes data loss or renders system unstable
- System malfunction causes mission critical applications to restart, hang, or suspend

Except as otherwise specified, reasonable efforts will be made to respond to Severity 1 service requests within one hour. For response efforts associated with Oracle Communications EAGLE Premier Support, please see the Oracle Communications EAGLE Premier Support section above. For response efforts associated with Oracle Communications Network Premier Support, please see the Oracle Communications Network Premier Support section above.

Except as otherwise specified, Oracle provides 24 hour support for Severity 1 service requests for supported hardware systems (OSS will work 24x7 until the issue is resolved) when you remain actively engaged with OSS working toward resolution of your Severity 1 service request. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

**Severity 2**

You experience a severe loss of service. Important features are unavailable with no acceptable workaround, impaired or broken functionality with significant impact to applications, and/or frequent application failure but not data loss; however, operations can continue in a restricted fashion.

**Severity 3**

You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

**Severity 4**
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

## 10. ONSITE RESPONSE TIME TARGETS FOR HARDWARE SUPPORT

Except as otherwise specified herein, response time targets for hardware support are as specified below. The response time target for Sun Ray Clients, regardless of severity level, is limited to Advanced Parts Exchange with next business day delivery to your location. The response time targets for (i) hardware eligible for Oracle Communications EAGLE Premier Support or Oracle Communications Network Premier Support and (ii) Tekelec BNS and PIC hardware, regardless of severity level, are limited to Advanced Parts Exchange with shipment of the replacement part within 48 hours of Oracle's acknowledgement that replacement of a hardware part is necessary. The response time targets for Oracle Talari hardware products and the Oracle Acme Packet hardware products excluded and not eligible for Oracle Communications Network Support, regardless of severity level, is limited to Advanced Parts Exchange with next business day shipment to your location. Please review the Oracle Communications Network Premier Support section above for excluded Oracle Acme Packet hardware products. The response time targets for Oracle Premier Support for Oracle Retail and Hospitality Hardware and Oracle Advanced Parts Exchange for Retail and Hospitality Hardware (i) on a ship or other water vessel, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within 48 hours of Oracle's receipt of the malfunctioning hardware, (ii) on an island country, regardless of severity level, is limited to Advanced Parts Exchange with shipment of the replacement part within 48 hours of Oracle's acknowledgement that replacement of a hardware part is necessary, and (iii) for Payment Equipment Devices (PED), regardless of severity level, is limited to Advanced Parts Exchange with Next Business Day shipment of the replacement part. Except as provided in the preceding sentence, the response time targets for Oracle Advanced Parts Exchange for Retail and Hospitality, regardless of severity level, are limited to Advanced Parts Exchange with next business day delivery to your location.

Please refer to the attached document titled "Oracle Service Locations" (PDF) for a listing of service locations.

**Severity 1**
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below.

- Within 2 hours: Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
- Within 4 hours: Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
- Next Day: Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

**Severity 2**
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location within the time frames specified below. Onsite response times are during local business hours only.

- Within 4 hours: Your covered hardware system must be within 25 miles/40 kilometers of a designated Oracle service location
- Within same business day: Your covered hardware system must be within 26 – 49 miles/41 – 79 kilometers of a designated Oracle service location
- Next Business Day: Your covered hardware system is greater than 50 mile/80 kilometers from a designated Oracle service location

**Severity 3**
If Oracle determines, in its sole discretion, that onsite support is appropriate, an Oracle-dispatched engineer will generally arrive at your location the next business day from the close of local business hours or at a later mutually agreed-upon time (e.g., scheduled maintenance window).

Note:
The geographic location of your covered hardware system may cause on-site service to be unavailable or may require additional charges or longer Severity 1, Severity 2 and Severity 3 response times. Oracle reserves the right, in its sole discretion, to adjust Severity 1, Severity 2 and Severity 3 on-site response times or charge additional fees based on the location of the covered hardware system. Actual response times are subject to acts and conditions beyond Oracle's control and, therefore, Oracle's response may be delayed. Oracle is not responsible for response delays caused by factors outside its control. You should contact an Oracle Support Sales representative for more details regarding availability for your covered hardware systems.

## 11. CONTACT INFORMATION

Phone numbers and contact information can be found on Oracle's support web site located here.

Due to the size of this contract, the remaining change notices have been deleted. If you would like to see the full contract please reach out to the Contract Administrator.

Form No. DTMB-3522 (Rev. 4/2012)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

# CONTRACT NO. 071B4300149
**between**
# THE STATE OF MICHIGAN
**and**

| NAME & ADDRESS OF CONTRACTOR: | PRIMARY CONTACT | EMAIL |
|---|---|---|
| Oracle America, Inc.<br>500 Oracle Parkway<br>Redwood Shores, CA 94065 | Joe Mudroch | joe.mudroch@oracle.com |
| | TELEPHONE | CONTRACTOR #, MAIL CODE |
| | 314-477-4418 | (2) 94-2805249 (000) |

| STATE CONTACTS | AGENCY | NAME | PHONE | EMAIL |
|---|---|---|---|---|
| CONTRACT COMPLIANCE INSPECTOR (CCI): | DTMB | Reid Sisson | 517-241-1638 | SissonR@michigan.gov |
| BUYER: | DTMB | Whitnie Zuker | 517-284-7030 | zukerw@michigan.gov |

## CONTRACT SUMMARY:

**Oracle Software and Technical Support Services**

| INITIAL TERM | EFFECTIVE DATE | INITIAL EXPIRATION DATE | AVAILABLE OPTIONS |
|---|---|---|---|
| 5 years | August 29, 2014 | August 28, 2019 | Three (3), one-year |
| **PAYMENT TERMS** | **F.O.B** | **SHIPPED** | **SHIPPED FROM** |
| Net 30 | N/A | N/A | N/A |
| **ALTERNATE PAYMENT OPTIONS:** | | | AVAILABLE TO MiDEAL PARTICIPANTS |
| ☐ P-card ☐ Direct Voucher (DV) ☐ Other | | | ☒ YES ☐ NO |
| **MINIMUM DELIVERY REQUIREMENTS:** | | | |
| N/A | | | |
| **MISCELLANEOUS INFORMATION:** | | | |
| N/A | | | |
| **ESTIMATED CONTRACT VALUE AT TIME OF EXECUTION:** | **$65,000,000.00** | | |

**THIS IS NOT AN ORDER: This Contract is awarded on the basis of our inquiry bearing the solicitation #0071141114B0000937. Orders for delivery will be issued directly by the Department of Technology, Management & Budget through the issuance of a Purchase Order Form.**

$65,000,000.00 has been initially allocated for Oracle Licensed Software and Oracle Software Updates and Technical Support. Additional funding for hardware, additional software, consulting services, advanced customer support services, training, cloud services, and/or any other services or products made available for purchase by Oracle (to the extent the Contract Agreement is amended to permit the sale and purchase of such products and/or services), etc. may be allocated at later date per State Ad Board Approval on August 26, 2014.

Form No. DTMB-3522 (Rev. 4/2012)

## Notice of Contract #: 071B4300149

| FOR THE CONTRACTOR: | FOR THE STATE: |
|---|---|
| Oracle America, Inc. | Sharon W Maynard |
| Firm Name | Signature |
| Deborah Vaughn | Sharon Walenga-Maynard, Sourcing Director |
| Authorized Agent Signature | Name/Title |
| Deborah Vaughn, Contracts Manager | DTMB Procurement |
| Authorized Agent (Print or Type) | Enter Name of Agency |
| 8/29/14 | 8/29/14 |
| Date | Date |

# Article 1

## *1.000 Contract Identification*

### 1.001 CONTRACT REQUEST

The purpose of the attached Software License and Service Agreement (this "Contract" or "SLSA") is to provide the State of Michigan, Department of Technology, Management and Budget (DTMB) with a contract vehicle for the procurement of Oracle Software and Technical Support Services.

This Contract is authorized to be available and used by all government branches of the State of Michigan, by all Michigan Local Units of Government, and by any other Authorized Contract Users (as such term is defined in the SLSA).

This Contract is for a period of five (5) years beginning August 29, 2014 through August 28, 2019. Pursuant to Section 8.1 of the SLSA, the Contract may be renewed for up to three (3) additional one-year periods.

## *1.100 Scope of Contract*

### 1.101 SCOPE OF CONTRACT

Subject to the terms and conditions of the SLSA, Contractor will make available for purchase the following products and services to the extent Contractor is making such products and services available to its other customers:

A. All Oracle Technology software products, including but not limited to:
   a. Oracle Database, including Enterprise Edition Options, and Database Enterprise Management Packs
   b. Siebel CRM
   c. Oracle Fusion Middleware Products
   d. Oracle Peoplesoft
   e. Oracle Hyperion and Business Intelligence
   f. Oracle Primavera
   g. Oracle E-Business Suite Applications, limited to Financial and Discrete Manufacturing

B. Oracle Software Update and Technical Support for all purchased software products.

C. The parties agree that the Contract may be amended to permit the sale and purchase of, including but not limited to, hardware, additional software, consulting services, advanced customer services, training, cloud services, and/or any other services or products made available for purchase by Contractor.

### 1.102 OUT OF SCOPE - RESERVED

### 1.103 ENVIRONMENT - RESERVED

### 1.104 WORK AND DELIVERABLES - RESERVED

## *1.200 Roles and Responsibilities*

### 1.201 CONTRACTOR STAFF, ROLES, AND RESPONSIBILITIES

**Points of Contact**

The following is Contractor's Points of Contact (POC) for DTMB/MiDEAL authorized personnel to facilitate inquiries and communications relating to the Contract:

Deborah Vaughn
Contracts
Phone 703-364-0925

or

Oracle - main number
Redwood Shores, California
650-506-7000

or

Oracle – Public Sector business unit
Reston, Virginia
703-478-9000 or via email at State-local-agreements_us@oracle.com

### 1.202 STATE STAFF, ROLES, AND RESPONSIBILITIES

The State shall provide a Contract Compliance Inspector (CCI) whose duties shall include, but not be limited to, supporting the management of the Contract.

### 1.203 OTHER ROLES AND RESPONSIBILITIES - RESERVED

## *1.300 Planning and Reporting - Reserved*

### 1.301 PROJECT PLAN - RESERVED

### 1.302 REPORTS

**Quarterly Reporting**
Contractor will report, within one month and ten (10) days following the end of each quarter to DTMB, all purchases made by the SOM and MiDEAL partners from this Contract. At a minimum, the report shall include:

- PO Number
- PO Date
- Customer Name (State Agency/Municipality)
- Bill to contact name & address, and ship to customer name
- Manufacturer item number (if available)
- Manufacturer/Subcontractor name
- Product/Services Engagement Description
- Invoiced amounts by category (Cost of Software, Hardware, Support, Training, Deliverable, Hours, etc. Total Invoice)
- Invoice # and Invoice Date
- State the extended invoice price for each product or service
- Quantity (if available)
- Shipping Cost, required for Expedited Delivery only
- Total invoice amount

Reporting formats must be submitted to the State's CCI for approval within ten (10) business days after the execution of the Contract. Once both parties have agreed to the format of the report, it shall become the standard to follow for the duration of the contract.

## *1.400 Project and Operations Management - RESERVED*

## *1.500 Acceptance Criteria for Services - RESERVED*

## *1.600 Compensation and Payment*

### 1.601 COMPENSATION AND PAYMENT

Contractor will provide pricing and discount terms for Programs and Technical Support services, per the terms and conditions of the attached SLSA.

To the extent Contractor is willing to provide an additional discount with respect to a product or service, such discount will be set forth in the applicable sales' quotation.

Contractor will submit an Administrative Fee, per the terms and conditions of the attached SLSA.

**Invoicing**
Contractor will submit itemized invoices to

DTMB – Financial Services
Accounts Payable
P.O. Box 30026
Lansing, MI 48909
or
DTMB-Accounts-Payable@michigan.gov

Invoices will provide and itemize, as applicable:

- Contract number;
- Purchase Order number
- Contractor name, address, phone number, and Federal Tax Identification Number;
- Description of any commodities, including quantity ordered (as per Contractor invoicing standards);
- Price for each item;
- Net invoice price for each item;
- Other applicable service charges, if any;
- Total invoice price; and
- Payment terms

### 1.602 HOLDBACK - RESERVED

## SOFTWARE LICENSE AND SERVICE AGREEMENT

This Software License and Services Agreement (the "Agreement") is between Oracle America, Inc. with its principal place of business at 500 Oracle Parkway, Redwood City, CA 94055 ("Oracle") and the State of Michigan ("State", "Customer" or "you"). The terms of this Agreement shall apply to each Program license granted and to all Services provided by Oracle pursuant to this Agreement. When completed and executed by both parties, an Order Form shall evidence the Program licenses granted and the services to be provided.

All public entities located within the State of Michigan, including, but not limited to, departments, institutions, institutions of higher education, agencies, legislative, executive or judicial bodies, offices, authorities, posts, committees, institutions, boards, or political subdivisions created by law to exercise sovereign power or to perform governmental duties of the State, cities, counties, towns and political subdivisions (each such entity, an "Authorized Contract User") may also order Programs and Services from Oracle in accordance with the terms and conditions of this Agreement. By placing an order under this Agreement, each Authorized Contract User agrees to be bound by the terms and conditions of the applicable ordering document and this Agreement and, for the purposes of such order, "Customer", "you" and "your" as used in this Agreement shall be deemed to refer to such Authorized Contract User, unless indicated otherwise herein. Each Authorized Contract User shall be responsible for its breach(es) of such terms and conditions. "Parties" shall mean Customer and Oracle, and each of us may be referred to individually as a "party."

Notwithstanding the foregoing, each Authorized Contract User must provide a valid sales tax exemption certificate prior to placing an order pursuant to this Agreement.

**This Agreement covers the sale or purchase of Programs and Technical Support services only, and may not be utilized for the sale or purchase of hardware, cloud services, consulting services, advanced customer support services, or any other services, whether Program-related services or otherwise (other than Technical Support services). For the avoidance of doubt, on-site services shall NOT be ordered through this Agreement.**

### I. DEFINITIONS

1.1 **"Commencement date"** shall mean the date of shipment of tangible media, or if no delivery of tangible media is necessary, the effective date set forth on the relevant Order Form.

1.2 **"Limited Production Program"** shall be a Program which does not appear on the Price List or which is designated as Limited Production by Oracle.

1.3 **"Order Form", "Ordering Document", "ordering document"** or **"order"** shall mean the document by which Customer orders Program licenses and Services, and which is agreed to by the parties. The Order Form shall reference the Effective Date of this Agreement.

1.4 **"Programs"** shall mean (a) the computer software owned or distributed by Oracle for which Customer is granted a license pursuant to this Agreement; (b) the user and installation guides and manuals for use of the software, which may be delivered with the Programs and accessed at http://oracle.com/contracts ("Documentation"); and (c) Updates. Programs shall be used in the United States.

1.5 **"Price List"** shall mean Oracle's applicable standard commercial fee schedule that is in effect when a Program license or any other product or service is ordered by Customer.

1.6 **"Separate Terms"** refers to separate license terms that are specified in the Program Documentation, readmes or notice files and that apply to Separately Licensed Third Party Technology.

1.7 **"Separately Licensed Third Party Technology"** refers to third party technology that is licensed under Separate Terms and not under the terms of this Agreement.

1.8 **"Services"** refers to Technical Support services which you have ordered.

1.9 **"Supported Program License"** shall mean a Program license for which Customer has ordered Technical Support for the relevant time period.

1.10 **"Technical Support"** shall mean Program support provided under Oracle's policies in effect on the date Technical Support is ordered.

1.11 **"Update"** shall mean any Program update acquired through Technical Support.

1.12 **"User"** unless otherwise specified on the Order Form, shall mean an individual authorized by Customer to use specified Programs, regardless of whether the individual is actively using the Programs at any given time.

## II. PROGRAM LICENSE

### 2.1 Rights Granted

A. Oracle grants to Customer a nonexclusive, non-assignable (except as otherwise specified herein), royalty free, perpetual (unless otherwise specified in the Order Form), license to use the Programs Customer obtains under this Agreement pursuant to an Order Form, as follows:

i. to use the Programs solely for Customer's own internal business operations and subject to the terms of this Agreement, including the definitions and rules set forth in the order and the Documentation.

ii. to use the Documentation provided with the Programs in support of customer's authorized use of the Programs; and

iii. to make a sufficient number of copies of the Programs for your licensed use and one copy of each Program media. All titles, trademarks, and copyright and restricted rights notices shall be reproduced in such copies. All copies of the Programs are subject to the terms of this Agreement.

Customer shall not copy or use the Programs (including the Documentation) except as otherwise specified in this Agreement or an Order Form. Customer shall have the right to allow Customer's third party agents ("Agents") to use the Programs for Customer's internal business operations so long as Customer is responsible for Agents' use of the Programs in accordance with the terms of this Agreement. For Programs that are specifically designed to allow your customers (which may include State agencies) and suppliers to interact with you in the furtherance of your internal business operations, such use is allowed under this Agreement.

Upon payment for the Services, you have the non-exclusive, non-assignable, royalty free, perpetual, right to use for your internal business operations anything developed by Oracle and delivered to you under the Agreement ("deliverables").

B. Customer agrees not to cause or permit the reverse engineering (unless required by law for interoperability), disassembly or decompilation of the Programs (the foregoing prohibition includes but is not limited to review of data structures or similar materials produced by Programs).

C. Oracle or its licensors shall retain all title, copyright and other intellectual proprietary rights in the Programs and anything delivered under the Agreement. Customer does not acquire any rights, express or implied, in the Programs, other than those specified in this Agreement.

D. You may not:

a. remove or modify any Program markings or any notice of Oracle's or its licensors' proprietary rights;

b. make the Programs or materials resulting from the Services available in any manner to any third party for use in the third party's business operations (unless such access is expressly

permitted for the specific Program license or materials from the Services you have acquired); or

c. subject to the non-disclosure provisions contained in Section 7.1 of this Agreement, disclose results of any Program benchmark tests without Oracle's prior written consent.

E. To use a Program specified on an Order Form, Customer may need to use third party technology embedded in or delivered with the ordered Programs. Oracle may provide certain notices to you in the Documentation, readmes or notice files in connection with such third party technology. Third party technology will be licensed to you either under the terms of the Agreement or, if specified in the Documentation, readmes or notice files, under Separate Terms. Your rights to use Separately Licensed Third Party Technology under Separate Terms are not restricted in any way by the Agreement. However, for clarity, notwithstanding the existence of a notice, third party technology that is not Separately Licensed Third Party Technology shall be deemed part of the Programs and is licensed to you under the terms of the Agreement.

If you are permitted under an Order Form to distribute the Programs, You must include with the distribution all such notices and any associated source code for Separately Licensed Third Party Technology as specified, in the form and to the extent such source code is provided by Oracle, and you must distribute Separately Licensed Third Party Technology under Separate Terms (in the form and to the extent Separate Terms are provided by Oracle). Notwithstanding the foregoing, your rights to the Programs are solely limited to the rights granted in your order.

F. You may order trial Programs, or Oracle may include additional Programs with your order which you may use for trial, non-production purposes only. You may not use the trial Programs to provide or attend third party training on the content and/or functionality of the Programs. You have 30 days from the Commencement Date to evaluate these Programs. To use any of these Programs after the 30 day trial period, you must obtain a license for such Programs from Oracle or an authorized reseller. If you decide not to obtain a license for any Program after the 30-day trial period, you will cease using and promptly delete any such Programs from your computer systems. Programs licensed for trial purposes are provided "as is" and Oracle does not provide Technical Support or offer any warranties for these Programs.

If, when you install the Programs licensed by you under an ordering document, a Program that is not licensed by you is inadvertently loaded and left on a computer, then you will not be charged license fees for such unlicensed Program provided that you have not used (loading alone does not constitute use) the unlicensed Program and that you promptly remove such unlicensed Program when it is discovered.

**2.2 Transfer and Assignment**

A. You may not assign, give or transfer the Programs and/or any Services or an interest in them to another individual or entity, without the prior written consent of Oracle. Notwithstanding the foregoing, upon advance written notice to Oracle, you may transfer your rights to the Programs and/or any Services acquired under this Agreement to another State of Michigan Executive Agency or the Michigan Economic Development Corp. due to a consolidation or transfer of your statutory duties by Executive Order of the Governor of Michigan; provided that such assignee entity agrees in writing to the terms and conditions of the Agreement and the applicable Ordering Document. You may not grant a security interest in or finance the acquisition of any Programs or Services acquired under this Agreement.

B. The foregoing shall not be construed to limit the rights you may otherwise have with respect to third party technology or Separately Licensed Third Party Technology licensed under open source or similar license terms.

C. The prohibition on the assignment or transfer of the Programs or any interest in them under this Section 2.2 of this Agreement shall apply to all Programs licensed under this Agreement, except to the extent that such prohibition is rendered unenforceable under applicable law.

**2.3 Verification**

Upon 45 days written notice ("Audit Notice"), Oracle may, at its expense, audit Customer's use of the Programs. Any such audit shall be conducted during regular business hours and shall not unreasonably interfere with Customer's business activities. Customer agrees to cooperate with Oracle's audit and provide reasonable assistance and access to information. If an audit reveals that Customer has underpaid fees to Oracle, Customer shall either (i) pay within 30 days of written notification any fees applicable to your use of the Programs in excess of your license rights or (ii) promptly cease usage of the applicable Programs and promptly delete all copies of the Program from your hardware, network, etc., and promptly pay Oracle applicable fees as for the unlicensed usage in accordance with the price list and discounts set forth in this Agreement. If you do not pay, Oracle can end (a) Technical Support, (b) Program licenses ordered under the Agreement and related agreements and/or (c) the Agreement. You agree that Oracle shall not be responsible for any of your costs incurred in cooperating with the audit. Notwithstanding the foregoing, upon your written request received by Oracle within 5 days of receipt by you of the Audit Notice, Oracle will provide for your review an audit plan that Oracle anticipates utilizing, provided that such review may not exceed a 5 day period. You may, within such 5 day period, provide Oracle with any concerns or questions about the audit plan. Oracle will work cooperatively with you to agree on a final audit plan.

Audits shall be conducted no more than once annually.

**2.4 Delivery and Installation**

You are responsible for installation of the Programs unless the Programs have been pre-installed by Oracle on the hardware you are purchasing under the order or unless you purchase installation services from Oracle for those Programs.

Oracle has made available to you for electronic download at the electronic delivery web site located at the following Internet URL: http://edelivery.oracle.com the Programs listed in the Programs and Program Support Service Offerings section of the applicable order. Through the Internet URL, you can access and electronically download to your location the latest production release as of the effective date of the applicable order of the software and related Program Documentation for each Program listed. Provided that you have continuously maintained technical support for the listed Programs, you may continue to download the Programs and related Program Documentation. Please be advised that not all Programs are available on all hardware/operating system combinations. For the most recent Program availability please check the electronic delivery web site specified above. You acknowledge that Oracle is under no further delivery obligation with respect to Programs under the applicable order, electronic download or otherwise unless otherwise stated in your Order Form.

If ordered, Oracle will deliver the tangible media to the delivery address specified on the applicable order. You agree to pay applicable media and shipping charges. The applicable shipping terms for the delivery of tangible media are: FCA Shipping Point, Prepaid, and Add.

**III. TECHNICAL SERVICES**

**3.1 Technical Support Services**

Technical Support services ordered by Customer will be provided under Oracle's Technical Support policies in effect and attached hereto as Appendix B on the date Technical Support services are provided, subject to the payment by Customer of the applicable fees. You agree to cooperate with Oracle and provide the access, resources, materials, personnel, information and consents that Oracle may require in order to perform the technical support services. The Technical Support policies are incorporated in the Agreement as Appendix B and Appendix B shall be amended annually to include Oracle's then current Technical Support Policies. The Technical Support policies are subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of technical support services provided for supported Programs during the period for which fees for technical support have been paid. You should review the policies prior to entering into the order for the applicable technical support services.

Technical Support is effective upon the Commencement Date unless otherwise stated in your Order Form.

Software Update License & Support (or any successor technical support offering to Software Update License & Support, "SULS") acquired with your order may be renewed annually and, if you renew SULS for the same number of licenses for the same Programs, for the first and second renewal years the fee

for SULS will not increase by more than 3% over the prior year's fees. If your order is fulfilled by an authorized reseller, the fee for SULS for the first renewal year will be the price quoted to you by your authorized reseller; the fee for SULS for the second renewal year will not increase by more than 3% over the prior year's fees.

If you decide to purchase technical support for any Program license within a license set, you are required to purchase technical support at the same level for all licenses within that license set. You may desupport a subset of licenses in a license set only if you agree to terminate that subset of licenses. The technical support fees for the remaining licenses will be priced in accordance with the technical support policies in effect at the time of termination. Oracle's license set definition is available in the current technical support policies. If you decide not to purchase technical support, you may not update any unsupported Program licenses with new versions of the Program.

## IV. TERM AND TERMINATON

### 4.1 Term

If not otherwise specified on the Order Form, each Program license granted under this Agreement shall remain in effect perpetually unless the licenses or this Agreement is terminated as provided for in this Agreement.

### 4.2 Termination by Customer

Customer may terminate any Program license at any time; however, termination shall not relieve Customer's obligations specified in Section 4.4.

### 4.3 Termination by Oracle or Customer

If either of us breaches a material term of the Agreement and fails to correct the breach within 30 days of written specification of the breach, then the breaching party is in default and the non-breaching party may terminate the Agreement. If Oracle terminates the Agreement as specified in the preceding sentence, you must pay within 30 days all amounts which have accrued prior to such termination, as well as all sums remaining unpaid for Programs ordered and/or Services received under the Agreement. Except for nonpayment of fees, the non-breaching party may agree in its sole discretion to extend the 30-day period for so long as the breaching party continues reasonable efforts to cure the breach. You agree that if you are in default under the Agreement, you may not use those Programs or Services that are related or subject to such breach.

You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. If you end this Agreement as specified in the preceding sentence, you agree you must pay within 30 days all amounts which have accrued prior to the end of this Agreement, as well as all sums remaining unpaid for Programs ordered and/or Services received under this Agreement. For the sake of clarity, Authorized Contract Users may not modify or terminate this Agreement.
If you have used an Oracle Financing Division contract to pay for the fees due under an order and you are in default under that contract, you may not use the Programs and/or Services that are subject to such contract.

**4.4 Customer's Obligation**

Customer's payment obligation is payable only and solely from funds appropriated for the purpose of this Agreement. All funds for payments after the end of the current fiscal year are subject to the availability of a legislative appropriation for the purpose of this agreement. Payments during subsequent fiscal periods are dependent upon the same action. Customer agrees to give Oracle written notice of such nonappropriation within thirty (30) days after it receives notice of such non-appropriation; provided, however that such non-appropriation of funds shall not relieve Customer's obligation to pay fees that have accrued, for which Customer has received products and/or service(s) under this Agreement; provided, further, that: (1) with each executed order, you must have provided both of the following: (a) a signed ordering document referencing the Agreement, and (b) a purchase order; and (2) your signature on an ordering document referencing the Agreement and issuance of a purchase order by you shall signify to Oracle that all funds for the order, which funds are or will become, pursuant to such order, due and payable in the then current fiscal year, have been fully appropriated and are available and no longer subject to any appropriations contingency.

**4.5 Effect of Termination**

Termination of this Agreement or any license shall not limit either party from pursuing other remedies available to it, including injunctive relief, nor shall such termination relieve Customer's obligation to pay all fees that have accrued or are otherwise owed by Customer under any Order Form or other similar ordering document under this Agreement, for which Customer has received licenses(s) and/or services(s) under this Agreement. The parties' rights and obligations under Sections 2.1B, 2.1C, 2.1E, and 2.3A, and Articles IV, V, VI and VII, and other provisions which by their nature are intended to survive, shall survive termination of this Agreement.

**4.6 Handling of Programs upon Termination**

If a license granted under an Ordering Document expires or otherwise terminates, Customer shall (a) cease using the applicable Programs, and (b) certify to Oracle within one month after expiration or termination that customer has destroyed or had returned to Oracle the Programs and all copies. This requirement applies to copies in all forms, partial and completed, in all types of media and computer memory, and whether or not modified or merged into other materials.

**V. INDEMNITY, WARRANTIES, REMEDIES**

**5.1 Infringement Indemnity**

Oracle will, at its sole cost and expense, defend and indemnify Customer against a claim (and for the damages, liabilities, costs and expenses awarded by the court to the third party claiming infringement or the settlement agreed to by Oracle)that any information, design, specification, instruction, software, data, hardware or material (collectively, "Material") furnished to you by Oracle and used by you infringes a third party's intellectual property rights, provided that: (a) Customer notifies Oracle in writing within 30 days of the claim (or sooner if required by law); provided however that your failure to notify Oracle within 30 days or sooner if required by law, shall only relieve Oracle of its obligation to indemnify you under this paragraph if Oracle's defense of such claim is materially prejudiced by such failure; (b)

Oracle has sole control of the defense and all related settlement negotiations, subject to approval and consent of the Michigan Attorney General; and (c) Customer provides Oracle with the assistance, information and authority (subject to approval and consent of the Michigan Attorney General) necessary to perform Oracle's obligations under this Section. Reasonable out-of-pocket expenses incurred by Customer in providing such assistance will be reimbursed by Oracle.

Oracle shall have no liability for any claim of infringement based on use of a superseded or altered release of Programs in the infringement which would have been avoided by the use of a current unaltered release of the Programs which Oracle provides to Customer, or if you alter the Material or use it outside the scope of use identified in the user documentation, or if you continue to use the applicable Material after the end of the license to use that Material. Oracle will not indemnify the Recipient to the extent that an infringement claim is based upon any information, design, specification, instruction, software, data, or material not furnished by you. Oracle will not indemnify you for any portion of an infringement claim that is based upon the combination of any Material with any products or services not provided by Oracle. Solely with respect to Separately Licensed Third Party Technology that is part of or is required to use a Program and that is used: (a) in unmodified form; (b) as part of or as required to use a Program; and (c) in accordance with the license grant for the relevant Program and all other terms and conditions of this Agreement, Oracle will indemnify you for infringement claims for Separately Licensed Third Party Technology to the same extent as Oracle is required to provide infringement indemnification for the Program under the terms of this Agreement. Oracle will not indemnify you for infringement caused by your actions against any third party if the Program(s) as delivered to you and used in accordance with the terms of this Agreement would not otherwise infringe any third party intellectual property rights. Oracle will not indemnify you for any intellectual property infringement claim(s) known to you at the time license rights are obtained.

In the event the Material is held or believed by Oracle to infringe, Oracle shall have the option, at its expense, to (a) modify the Material to be non-infringing; (b) obtain for customer a license to continue using the Material; or (c) terminate the license for the infringing Material and refund the license fees paid for the Material and any unused prepaid technical support fees. If such return materially affects Oracle's ability to meet its obligation under the relevant order, then Oracle may, at its option and upon 30 days prior written notice, terminate the order.

In the event that the Material is Separately Licensed Third Party Technology and the associated Separate Terms do not allow termination of the license, in lieu of ending the license for the Material, Oracle may end the license for, and require return of, the Program associated with that Separately Licensed Third Party Technology and shall refund any Program license fees you may have paid to Oracle for the Program.

This Section 5.1 states Oracle's entire liability and customer's exclusive remedy for infringement claims or damages.

### 5.2 Indemnification For Bodily Injury and Personal Property Damage

Oracle shall defend and indemnify Customer, its agents and employees from and against all claims, damages, losses and expenses arising out of or resulting from the performance of services by Oracle while on Customer's premises under this Agreement, provided that any such claim, damage, loss or expenses (1) is attributable to bodily injury, sickness, disease or death or to injury to or destruction of tangible personal property (excluding the services itself, software, data, files and documentations) and (2) is caused in whole or in part by the negligent act or omission to act by Oracle and its subcontractors; provided however, that (a) Customer notifies Oracle within thirty (30) days of the Customer's receipt of a claim (or sooner if required by law); provided however that the Customer's failure to notify Oracle within 30 days or soon if required by law, shall only relive Oracle of its obligations to indemnify you under this paragraph if oracle's defense of such claims is materially prejudiced by such failure; (b) Oracle has sole control of the defense and all related settlement negotiations, subject to approval and consent of the Michigan Attorney General; and (c) Customer gives Oracle the information, authority (subject to approval and consent of the Michigan Attorney General) and reasonable assistance necessary to perform the above; reasonable out-of-pocket expenses incurred by Customer in providing such assistance will be reimbursed by Oracle.

In any and all claims against Customer or any of its agents or employees by any employee or Oracle, any subcontractor, anyone directly or indirectly employed by any of them or anyone of them, may be liable, the indemnification obligation under this Agreement shall not be limited in any way by the amount or type of damages, compensation or benefits payable by or for Oracle or any subcontractor under Workmen's Compensation acts, disability benefits acts or other employee benefit acts.

The obligations of Oracle under this Agreement shall not extend to the liability of the Customer, its agents or employees arising out of (1) the preparation or approval of maps, drawings, opinions, reports, surveys, Change Orders, designs or specifications, or (2) the giving of or the failure to give directions or instructions by the Customer, its agents or employees provided such giving or failure to give is the primary cause of the injury or failure.

Oracle shall have no liability for any claim of bodily injury and/or tangible personal property damage arising from use of software or hardware. **This Section states the parties' entire liability and exclusive remedy for bodily injury and property damage.**

### 5.3 Warranties and Disclaimers

**A. Program Warranty**

Oracle warrants (1) for a period of one year from the Commencement Date that each Program licensed to Customer will operate in all material respects as described in the applicable Program Documentation and (2) as of the effective date of the ordering document under which such Program is licensed, unless otherwise disclosed to you in such ordering document or applicable Documentation, Oracle has not designed such Program to contain any Disabling Devices. For the purpose of this Section, a "Disabling Device" shall mean code intentionally embedded in a

program by Oracle for the sole purpose of completely halting all use of the Program on conditions set by Oracle.

**B. Media Warranty**

Oracle warrants the tapes, diskettes or other media to be free of defects in materials and workmanship under normal use for 90 days from the Commencement Date.

**C. Services Warranty**

Oracle warrants that Technical Support services will be performed in a professional manner consistent with industry standards. You must notify Oracle of any Technical Support service deficiencies within 90 days from performance of the deficient service.

**D. Virus Warranty**

During the warranty period specified above in this Section for the applicable Program or service, Oracle warrants that the programs and software deliverables resulting from the services shall be designed by Oracle so that they do not purposely contain any virus or other contaminants that may be used to access, alter, delete, threaten, infect, assault, vandalize, defraud, disrupt, damages, disable, inhibit, or shut down your computer systems, databases or software in a manner other than in accordance with the terms of this Agreement ("Virus"). In the event that upon delivery any Program or software deliverables resulting from the services contains a Virus, then upon your written notice, as Oracle's sole liability and your exclusive remedy, (a) Oracle will provide you with another copy of the Program or software deliverables resulting from the services free of the Virus, and (b) if Oracle is unable to provide the Program or software deliverables resulting from the services free of the Virus within 30 days of receiving notice of the Virus, you may end your license for the Program or software deliverables resulting from the services that contains the Virus and recover of the fees paid for such license or service and any unused, prepaid technical support fees you have paid for the Program license.

**E. Disclaimers**

**TO THE EXTENT NOT PROHIBITED BY LAW, THE WARRANTIES ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, OR CONDITIONS INCLUDING THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

**ORACLE DOES NOT WARRANT THAT THE PROGRAMS WILL MEET CUSTOMER'S REQUIREMENTS, THAT THE PROGRAMS WILL OPERATE IN THE COMBINATIONS WHICH CLIENT MAY SELECT FOR USE, THAT THE OPERATIONS OF THE PROGRAMS WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT ALL PROGRAM ERRORS WILL BE CORRECTED. LIMITED PRODUCTION PROGRAMS, PRE-PRODUCTION RELEASES OF PROGRAMS, AND COMPUTER-BASED TRAINING PRODUCTS ARE DISTRIBUTED "AS IS."**

**5.4 Exclusive Remedies**

For any breach of the warranties contained in Section 5.3 Customer's exclusive remedy, and Oracle's entire liability shall be:

A. **For Programs**

The correction of Program errors that cause breach of the warranty, or if Oracle is unable to substantially correct the errors of the applicable Program in a commercially reasonable manner, Customer shall be entitled to recover the fees paid to Oracle for the Program license and any unused prepaid technical support fees you have paid for the Program licenses.

B. **For Media**

The replacement of defective media returned within 90 days of the Commencement Date

C. **For Services**

The re-performance of the deficient Services, or if Oracle is unable to substantially correct the deficiency in a commercially reasonable manner, Customer shall be entitled to end the deficient Service and recover the fees paid to Oracle for the deficient services.

## VI PAYMENT PROVISION

**6.1 Invoicing and Payment**

All fees payable to Oracle are due and payable 30 days from the invoice date. Technical Support fees shall be invoiced annually in arrears. The period of performance for Technical Support services is effective upon the Commencement Date. Program fees are invoiced as of the Commencement Date. All other applicable fees shall be payable 30 days from the invoice date, and shall be deemed overdue if they remain unpaid thereafter. Customer agrees to applicable media and shipping charges. Customer shall issue a purchase order, or alternative document acceptable to Oracle, on or before the Effective Date of the applicable Order Form. You understand that You may receive multiple invoices for the products and services you ordered.

In entering into payment obligations under an order, you agree and acknowledge that you have not relied on the future availability of any hardware, program or updates. However, (a) if you order technical support, the preceding sentence does not relieve Oracle of its obligation to provide such technical support under this Agreement, if and when available, in accordance with Oracle's then current technical support policies, and (b) the preceding sentence does not change the rights granted to you under an order and this Agreement.

## VII. GENERAL TERMS

### 7.1 Nondisclosure

By virtue of this Agreement, the parties may have access to information that is confidential to one another ("Confidential Information"). Confidential information shall be limited to the Programs and all information clearly identified as confidential at the time of disclosure. We each agree to disclose only information that is required for the performance of obligations under this Agreement.

A party's Confidential Information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party:(b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on disclosure; or (d) is independently developed by the other party. Except as otherwise provided for in this section, Customer shall not disclose the results of any benchmark tests of the Programs to any third party without Oracle's prior written approval.

Subject to applicable law, the parties agree to hold each other's Confidential Information in confidence during the term of this Agreement and for a period of three years after date of the disclosing party's disclosure of the Confidential Information to the receiving party. We may disclose Confidential Information only to those employees or agents or subcontractors who are required to protect it against unauthorized disclosure in a manner no less protective than under this Agreement. Nothing shall prevent either party from disclosing the terms or pricing under this Agreement or orders submitted under this Agreement in any legal proceeding arising from or in connection with this Agreement or disclosing the Confidential Information to a governmental entity as required by law.

Notwithstanding the foregoing, the parties acknowledge that you are subject to the Michigan Freedom of Information Act, 1976 Public Act No. 442, as amended, MCL 15.231, et seq. ("FOIA"). In the event you receive a valid request for Oracle's Confidential Information pursuant to applicable law, you will provide Oracle with reasonable notice of such request and give Oracle an opportunity to object to or limit any such disclosure, subject to your obligations to otherwise comply with FOIA.

### 7.2 Governing Law

This Agreement, and all matters arising out of or relating to this Agreement, shall be governed by the laws of the State of Michigan, and shall be deemed to be executed in Ingham County, Michigan.

### 7.3 Jurisdiction

Any legal action or proceeding relating to this Agreement shall be instituted in a state or federal court in Ingham County, Michigan, Oracle and Customer agree to submit to the jurisdiction of, and agree that venue is proper in, these courts in any such legal action or proceeding.

**7.4 Limitation of Liability**

**IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, DATA OR DATA USE, INCURRED BY EITHER PARTY OR ANY THIRD PARTY, WHETHER IN AN ACTION IN CONTRACT OR TORT, EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT WITH RESPECT TO THE EXCLUSIVE INFRINGEMENT INDEMNIFICATION ABOVE, ORACLE'S LIABILITY FOR DAMAGES HEREUNDER, WHETHER IN AN ACTION IN CONTRACT OR TORT OR OTHERWISE, SHALL IN NO EVENT EXCEED THE AMOUNT OF FEES PAID BY CUSTOMER UNDER THIS AGREEMENT, AND IF SUCH DAMAGES RESULT FROM CUSTOMER'S USE OF THE PROGRAM OR SERVICES, SUCH LIABILITY SHALL BE LIMITED TO FEES PAID FOR THE RELEVANT PROGRAM OR SERVICES GIVING RISE TO THE LIABILITY.**

Oracle's obligation to indemnify for claim(s) of bodily injury and tangible personal property damage under Section 5.2 (Indemnification For Bodily Injury and Property Damage) shall apply without regard to whether the damages under such claim(s) exceed the limit on liability set forth in the second sentence of the first paragraph of this section.

The provisions of this Agreement allocate the risks between Oracle and customer. Oracle's pricing reflects this allocation of risk and the limitation of liability specified herein.

**7.5 Severability**

In the event any provision of this Agreement is held to be invalid or unenforceable, the remaining provisions of this Agreement will remain in full force, and such provision shall be replaced with a provision consistent with the purpose and intent of this Agreement.

**7.6 Waiver**

The waiver by either party of any default or breach of this Agreement shall not constitute a waiver of any other or subsequent default or breach.

**7.7 Export Administration**

Customer agrees to comply fully with all relevant export laws and regulations of the United states ("Export Laws") to assure that neither the Programs nor any direct product thereof are (1) exported, directly or indirectly, in violation of Export Law; or (2) are intended to be used for any purposes prohibited by the Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation.

**7.8 Relationship between the Parties**

Oracle is an independent contractor; nothing in this Agreement shall be construed to create a partnership, joint venture or agency relationship between the parties.

**7.9 Order of Precedence**

You agree that this Agreement and the information which is incorporated into this Agreement by written reference (including reference to information contained in a URL specifically identified in this

Agreement (which, for the avoidance of doubt, includes information contained in any URLs linked to the original URL or subsequent URLs) or referenced policy specifically identified in this Agreement), together with the applicable order, are the complete agreement for the products and/or services ordered by you and supersede all prior or contemporaneous agreements or representations, written or oral, regarding such products and/or services.

For the avoidance of doubt, the only URLs (which includes any URLs linked to the original URL or subsequent URLs) applicable to this Agreement are those URLs which pertain to the subject matter of the provisions or definitions of this Agreement in which the original URL was found or referenced.

Notwithstanding the foregoing, if any information contained in a URL or policy includes a disclaimer stating that such information may not be incorporated into any contract and does not constitute a contract or a commitment to any specific terms, then that information will not be deemed to be incorporated into this Agreement.

The Oracle Processor Core Factor Table is attached hereto as Appendix C and shall be amended annually to include Oracle's then current Oracle Processor Core Factor Table.

It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal or any other similar non-Oracle document and no terms included in any such purchase order, portal or other non-Oracle document shall apply to the products and/or services ordered. In the event of any inconsistencies between the terms of an order and this Agreement, this Agreement shall take precedence, unless otherwise specified in the ordering document. Notwithstanding the foregoing, the parties agree that to the extent an ordering document sets forth transaction-specific terms that were expressly negotiated by the parties to the ordering document, such transaction-specific terms in the ordering document shall control. This Agreement and orders may not be modified and the rights and restrictions may not be altered or waived except in a writing signed by authorized representatives of you and of Oracle. Any notice required under this Agreement shall be provided to the other party in writing.

**VIII. Miscellaneous**

**8.1 Term of the Agreement**

Orders may be placed under this Agreement for 5 years from the Effective Date of this Agreement. After the initial term of this Agreement, by mutual written amendment to this Agreement, the parties may extend the term of this Agreement for not more than three additional one-year terms. All Programs and Technical Support services as ordered under this Agreement shall be under Oracle's standard fees and policies in effect at the time of such order. The current pricing and discount terms are attached hereto as Appendix A and shall be updated annually.

**8.2 Liability Insurance**

For the purpose of this Section, "State" includes its departments, divisions, agencies, offices, commissions, officers, employees, and agents; and "Contractor" shall mean Oracle.

(a) The Contractor must provide proof that it has obtained the minimum levels of insurance coverage indicated or required by law, whichever is greater. The insurance must protect the State from claims that may arise out of, or result from, or are alleged to arise out of, or result from, the Contractor's performance or the performance of a subcontractor performing services under this Agreement, including any person directly or indirectly employed by the Contractor or such subcontractor, or any person for whose acts the Contractor or such subcontractor may be liable.

(b) The Contractor waives all rights against the State for the recovery of damages that are covered by the insurance policies the Contractor is required to maintain under this Section. The Contractor's failure to obtain and maintain the required insurance will not limit this waiver.

(c) All insurance coverage provided relative to this Contract is primary and non-contributing to any comparable liability insurance (including self-insurance) carried by the State.

(d) The State, in its sole discretion, may approve the use of a fully-funded self-insurance program in place of any specified insurance identified in this Section.

(e) Unless the State approves otherwise, any insurer must have an A.M. Best rating of "A" or better and a financial size of VII or better, or if those ratings are not available, a comparable rating from an insurance rating agency approved by the State. All policies of insurance must be issued by companies that have been approved to do business in the State.

(f) Where specific coverage limits are listed in this Section, they represent the minimum acceptable limits. If the Contractor's policy contains higher limits, the State is entitled to coverage to the extent of the higher limits.

(g) The Contractor must maintain all required insurance coverage throughout the term of this Contract and any extensions. However, in the case of claims-made Commercial General Liability policies, the Contractor must secure tail coverage for at least three (3) years following the termination of this Contract.

(h) The Contractor must provide, within five (5) business days, written notice to the Director of the Department of Technology, Management and Budget, Procurement and Strategic Service Provider Partnership Office ("DTMB-Procurement") if any policy required under this section is cancelled. The notice must include the applicable Contract or Purchase Order number.

(i) The minimum limits of coverage specified are not intended, and may not be construed, to limit any liability or indemnity of the Contractor to any indemnified party or other persons.

(j) The Contractor is responsible for the payment of all deductibles.

(k) If the Contractor fails to pay any premium for a required insurance policy, or if any insurer cancels or significantly reduces any required insurance without the State's approval, the State may, after giving the Contractor at least 30 days' notice, pay the premium or procure similar insurance coverage

from another company or companies. The State may deduct any part of the cost from any payment due the Contractor, or require the Contractor to pay that cost upon demand.

(l) In the event the State approves the representation of the State by the insurer's attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Michigan Attorney General.

(m) The Contractor is required to pay for and provide the type and amount of insurance checked ☑ below:

☑ **(i) Commercial General Liability**

Minimal Limits:

$2,000,000 General Aggregate Limit other than Products/Completed Operations;

$2,000,000 Products/Completed Operations Aggregate Limit;

$1,000,000 Personal & Advertising Injury Limit; and

$1,000,000 Each Occurrence Limit.

Additional Requirements:

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the Commercial General Liability certificate. The Contractor also agrees to provide evidence that the insurance policy contains a waiver of subrogation by the insurance company.

The Products/Completed Operations sublimit requirement may be satisfied by evidence of the manufacturer's Commercial General Liability Insurance. The manufacturer must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the Commercial General Liablity certificate and must provide evidence that the policy contains a waiver of subrogation by the insurance company.

☑ **(iii) Motor Vehicle**

Minimal Limits:

If a motor vehicle is used in relation to the Contractor's performance, the Contractor must have vehicle liability insurance on the motor vehicle for bodily injury and property damage as required by law.

☑ **(v) Workers' Compensation**

Minimal Limits:

The Contractor must provide Workers' Compensation coverage according to applicable laws governing work activities in the state of the Contractor's domicile. If the applicable coverage is provided by a self-insurer, the Contractor must provide proof of an approved self-insured authority by the jurisdiction of domicile.

For employees working outside of the state of the Contractor's domicile, the Contractor must provide certificates of insurance proving mandated coverage levels for the jurisdictions where the employees' activities occur.

Additional Requirements:

The Contractor must provide the applicable certificates of insurance and a list of states where the coverage is applicable. Contractor must provide proof that the Workers' Compensation insurance policies contain a waiver of subrogation by the insurance company, except where such a provision is prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

☑ **(vi) Employers Liability**

Minimal Limits:

$100,000 Each Incident;

$100,000 Each Employee by Disease

$500,000 Aggregate Disease

Additional Requirements:

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the certificate.

☑ **(viii) Professional Liability (Errors and Omissions)**

Minimal Limits:

$3,000,000 Each Occurrence

$3,000,000 Annual Aggregate

☑ **(ix) Cyber Liability**

Minimal Limits:

$1,000,000 Each Occurrence

$1,000,000 Annual Aggregate

Additional Requirements:

Insurance should cover (a)unauthorized acquisition, access, use, physical taking, identity theft, mysterious disappearance, release, distribution or disclosures of personal and corporate information; (b) Transmitting or receiving malicious code via the insured's computer system; (c) Denial of service attacks or the inability to access websites or computer systems.

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees, and agents as additional insureds on the certificate.

**8.3 Segmentation**

The purchase of any products and related services are all separate offers and separate from any other order for any products and related services or other services you may receive or have received from Oracle. You understand that you may purchase any products and related services or other services independently of any other products or services. Your obligation to pay for (a) any products and related services is not contingent on performance of any other services or delivery of any other products or (b) other services is not contingent on delivery of any products or performance of any additional/other service.

**8.4 Force Majeure**

Neither of us shall be responsible for failure or delay of performance if caused by: an act of war, hostility, or sabotage; act of God; pandemic, electrical, internet, or telecommunication outage that is not caused by the obligated party; government restrictions (including the denial or cancellation of any export, import or other license); other event outside the reasonable control of the obligated party. We both will use reasonable efforts to mitigate the effect of a force majeure event. If such event continues for more than 30 days, either of us may cancel unperformed services and affected orders upon written notice. This section does not excuse either party's obligation to take reasonable steps to follow its normal disaster recovery procedures or your obligation to pay for products and services ordered or delivered.

**8.5 Notice**

If the parties have a dispute or if you wish to provide a notice under the Indemnification section of the Agreement, or if you become subject to insolvency or other similar legal proceedings, you will promptly send written notice to: Oracle America, Inc., 500 Oracle Parkway, Redwood City, California, United States, 94065, Attention: General Counsel, Legal Department and Oracle shall promptly send written notice to: State of Michigan Procurement, Attention: Reid Sisson, PO Box 30026, 530 West Allegan, Lansing Michigan 48909.

**8.6 Other**

A. Products and services deliverables are not designed for or specifically intended for use in nuclear facilities or other hazardous applications. You agree that it is your responsibility to ensure safe use of products and service deliverables in such applications.

B. The Uniform Computer Information Transactions Act does not apply to the Agreement or orders placed under it.

C. You understand that Oracle's business partners, including any third party firms retained by you to provide consulting services, are independent of Oracle and are not Oracle's agents. Oracle is not liable for nor bound by any acts of any such business partner unless (i) the business partner is providing services as an Oracle subcontractor in furtherance of an order placed under the Agreement and (ii) only to the same extent as Oracle would be responsible for the performance of Oracle resources under that order.

**8.7 Successor Products**

If Oracle makes successor products available for the Oracle Programs ("new software") that includes substantially similar functionality and features as a Program for which you have purchased a Program license ("old software"), Oracle will provide you with a migration path from the old software to the new software and the right to use the new software under this Agreement and the applicable ordering document at no charge, provided that (i) you are current on technical support for the old software; (ii) this right shall only apply to new software that is available in production release status on the operating system identified by you at the time of the request; and (iii) Oracle is currently making available, at no charge, such migration path from the old software to the new software to its other supported customers.

If Oracle does not provide to all of its supported customers a migration path from the old software to the new software at no additional charge, then Oracle will provide you with the right to use under this Agreement and the applicable ordering document at no additional charge only the functionality and features contained in the new software that is substantially similar to the functionality and features contained in the old software, provided that you shall not have the right to use, nor shall you use, any additional functionality or features in such new software.

Technical support is provided in accordance with Oracle's Technical Support Policies.

**8.8 Legal Effect**

Oracle accepts this Agreement by signing two copies of this Agreement and returning them to DTMB-Procurement. The Agreement shall be effective on the Effective Date, which shall be the date set forth on the signature page hereto, on which date both parties shall have signed the Agreement to show acceptance of its terms. This Agreement may be executed in any number of counterparts and by different parties in separate counterparts, each of which when so executed shall be deemed to be an original and all of which taken together shall constitute one and the same agreement. Signature pages may be detached from multiple separate counterparts and attached to a single counterpart. Delivery of an executed signature page of this Agreement by facsimile transmission or other electronic transmission shall be as effective as delivery of a manually executed counterpart hereof.

**8.9 Attachments,** Appendices **and Exhibits**
All Attachments, Appendices and Exhibits affixed to this Agreement are incorporated in their entirety and form part of this Agreement.

**8.10 Ordering**

An Authorized Contract User must execute an Oracle ordering document and issue an approved written Purchase Order, Blanket Purchase Order, Direct Voucher or Procurement Card Order to order any products or services under this Agreement. All orders are subject to the terms and conditions of this Agreement.

**8.11 Contract Administration**

**A. ISSUING OFFICE**
DTMB-Procurement is the sole point of contact in the State with regard to all procurement and contractual matters relating to this Agreement. The DTMB-Procurement Contract Administrator for this Contract is:

Whitnie Zuker
Buyer
Procurement
Department of Technology, Management and Budget
Mason Bldg, 2nd Floor
PO Box 30026
Lansing, MI 48909
zukerw@michigan.gov
517-335-5306

or such other DTMB-Procurement Administrator as shall be notified by DTMB-Procurement to Oracle in writing.

**B CONTRACT COMPLIANCE INSPECTOR**
The Director of DTMB-Procurement directs the person named below, or his or her designee, to monitor and coordinate the activities for this Agreement on a day-to-day basis during its term. **Monitoring Contract activities does not imply the authority to change, modify, clarify, amend, or otherwise alter the prices, terms, conditions and specifications of this Agreement. DTMB-Procurement is the only State office authorized to change, modify, amend, alter or clarify the prices, specifications, terms and conditions of this Agreement (upon written consent of Oracle).** The Contract Compliance Inspector for this Agreement is:

Reid Sisson
Program Manager
Michigan Dept. of Technology Management & Budget
Strategic Service Provider Partnerships
517-241-1638
SissonR@michigan.gov

**8.12 Administrative Fee and Reporting**

Oracle must remit an administrative fee on all software sales transacted under this Agreement, and remit the fee within 30 days after the end of each quarter. The State's fiscal year begins October 1 of each year. The administrative fee equals one percent (1%) of the total quarterly software sales reported. The administrative fee will apply to new license purchases only, and shall not apply to Services including, but not limited to, first year technical support and renewal of technical support. Oracle must pay the administrative fee by check payable to the State of Michigan. Oracle must identify the check as an "Administrative Fee" and include the following information with the payment: the applicable Contract Number, the total quarterly software sales by volume and dollar amount, and the quarter covered.

The administrative fee payments shall be made by check payable to the State of Michigan and mailed to:

The Department of Technology, Management and Budget
Financial Services – Cashier Unit
Lewis Cass Building
320 South Walnut St.
P.O. Box 30681
Lansing, MI 48909

**8.13 Media Releases**

News releases (including promotional literature and commercial advertisements) pertaining to this Agreement shall not be made without prior written State approval, except as otherwise required by law.

**8.14 Electronic Payment Requirement**

Electronic transfer of funds is required for payments on State Contracts. Contractors are required to register with the State electronically at http://www.cpexpress.state.mi.us. As stated in Public Act 431 of 1984, all contracts that the State enters into for the purchase of goods and services shall provide that payment shall be made by electronic fund transfer (EFT).

**8.15 Taxes**

**A. EMPLOYMENT TAXES**

Contractor shall collect and pay all applicable federal, state, and local employment taxes, including the taxes.

**B. SALES AND USE TAXES**

Contractor shall register and remit sales and use taxes on taxable sales of tangible personal property or services delivered into the State.

**8.16 Compliance with Laws**

Oracle shall comply with all laws to the extent that such laws, by their terms, are expressly applicable to Oracle's delivery of programs or services under this Agreement and impose obligations directly upon Oracle in its role as an information technology services provider with respect to the programs delivered

or services performed under this Agreement. Notwithstanding the foregoing sentence, to the extent you may provide Oracle access to health, payment card or other sensitive personal information that requires the application of specific regulatory, legal or industry data security obligations, you and Oracle agree to specify such security obligations in the applicable order for services. Your data may be maintained in one of several Oracle data centers globally and/or accessed by Oracle's global personnel as required to perform services under this Agreement. You remain responsible for providing any notices and obtaining any consents necessary for Oracle to access and process your data as specified in the applicable order for services.

**8.17 Inspection and Records**

For a period of seven (7) years from the effective date of an ordering document under this Agreement, you shall have the right to audit records relating to invoices and payments for the Programs licensed thereunder and any services provided to you thereunder, upon reasonable written notice to Oracle, no more than one time per year, at your cost, and provided that such audit does not unreasonably interfere with Oracle's normal business operations. You shall have the right to contract a third-party audit firm to conduct such an audit, provided that such third-party audit firm agrees to Oracle's standard nondisclosure terms.

**8.18 Dispute Resolution**

In the event of any dispute or disagreement (including, without limitation, any dispute or disagreement involving alleged errors in the amount of underpaid fees due Oracle as a result of an audit conducted pursuant to Section 2.3) between the parties arising out of or relating to this Agreement (the "dispute"), the parties will endeavor to resolve the dispute in accordance with this section. Either party may invoke this section by providing the other party written notice of its decision to do so, including a description of the issues subject to the dispute. Each party will appoint a Vice President (or equal level) to discuss the dispute and no formal proceedings for the judicial resolution of such dispute, except for the seeking of equitable relief, may begin until Vice President concludes, after a good faith effort to resolve the dispute, that resolution through continued discussion is unlikely. The parties shall refrain from exercising any termination right and shall continue to perform their respective obligations under this Agreement and any related ordering document while the parties endeavor to resolve the dispute under this section, provided that, any party alleged to be in breach promptly makes good faith efforts to cure the breach and pursues the cure in good faith.

**8.19 Federal and State Requirements**

**A. NONDISCRIMINATION**

In the performance of this Agreement, Oracle agrees not to discriminate against any employee or applicant for employment, with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, and marital status, physical or mental disability. Oracle further agrees that every subcontract entered into for the performance of this Agreement or any purchase order resulting from this Agreement will contain a provision requiring non-discrimination in employment, as specified here, binding upon such subcontractor. This covenant is required under the

Elliot Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, et seq., and the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, et seq., and any breach of this provision may be regarded as a material breach of this Agreement.

**B. UNFAIR LABOR PRACTICES**

Under 1980 PA 278, MCL 423.321, et seq. (the "Labor Act"), the State shall not award a contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled under section 2 of the Labor Act. This information is compiled by the United States National Labor Relations Board. Oracle shall not enter into a contract with a subcontractor, manufacturer, or supplier, in each case, which subcontractor, manufacturer, or supplier is providing products or Services under this Agreement, if such subcontractor's, manufacturer's, or supplier's name appears in this register. Under section 4 of 1980 PA 278, MCL 423.324, the State may void any contract if, after award of the contract, the name of contractor as an employer or the name of the subcontractor, manufacturer or supplier of the contractor appears in the register.

**C. WORKPLACE SAFETY AND DISCRIMINATORY HARASSMENT**

In performing Services for the State, Oracle shall comply with the Department of Civil Services Rule 2-20 regarding Workplace Safety and Rule 1-8.3 regarding Discriminatory Harassment. In addition, Oracle shall comply with Civil Service regulations and any applicable agency rules provided to Oracle at least 30 days prior to the expected start date for any such Services. For Civil Service Rules, see http://www.mi.gov/mdcs/0,1607,7-147-6877---,00.html.

[Remainder of Page Intentionally Left Blank]

**The Effective Date of this Agreement shall be August 28, 2014 (the "Effective Date")**

**Executed by the State of Michigan, Department of Technology, Management and Budget (DTMB):**

Authorized Signature: Sharon Walenga Maynard

Name: Sharon Walenga-Maynard

Title: Sourcing Director

Signature Date: 8/28/14

**Executed by Oracle America, Inc.:**

Authorized Signature: Deborah Vaughn

Name: Deborah Vaughn

Title: Contracts Manager

Signature Date: 4/27/14

# APPENDIX A
# PRICING AND DISCOUNT SCHEDULE

## Appendix A
## Pricing and Discount Schedule

**A. Pricing and Discounting Terms for New Program Licenses and First-Year Technical Support**

The following pricing and discounting terms for new Program licenses and first-year technical support services are hereby incorporated into the Agreement:

1. Price Lists[1]. For a period of one (1) year from the effective date of this Agreement, the "Price Lists" in the Agreement shall be defined as the following Price Lists (attached as **Attachment 1** to this Appendix A):

   a. Oracle Technology Global Price List, dated August 7, 2013
   b. Oracle Business Intelligence Applications Global Price List, dated June 1, 2014
   c. Oracle E-Business Suite Applications Global Price List, dated August 8,
   d. Oracle Siebel CRM Pricing, dated April 14, 2014
   e. PeopleSoft Component Global Price List, dated August 7, 2014
   f. JD Edwards Component Global Price List, dated August 7, 2014
   g. Oracle Primavera Global Price List, dated July 30, 2014[2]
   h. Oracle Engineered Systems Price List, dated July 17, 2014[3]
   i. Oracle CRM On Demand Pricing, dated July 25, 2014[4]

2. Pricing and Discounting Terms.

   a. For a period of one (1) year from the effective date of this Master Agreement, You may acquire licenses for the Programs listed on the Price Lists, provided such Programs are available in production release when ordered, and provided You have continuously maintained technical support for your existing licenses, by paying Oracle the fees specified for such licenses on the Price Lists less the discount set forth below in section 3 of this Appendix A. You may also acquire first-year Software Update License & Support ("SULS") for such Programs by paying Oracle the fees specified for such services on the Price Lists, less the discount set forth below.

3. Discounts.

   a. **Non-Exa Software.** For a period of one (1) year from the effective date of this Agreement, a discount of 44.45% shall apply to the fees listed on the Price Lists for program licenses and first-year SULS acquired pursuant to the terms of this Agreement.
   b. **Exa Software.** For a period of one (1) year from the effective date of this Agreement, a discount of 19.20% shall apply to the fees listed on the Oracle Engineered Systems Price List for program licenses and first-year SULS acquired pursuant to the terms of this Agreement.
   c. If, and when, the Price Lists are updated or replaced in the Agreement, this discount shall no longer apply, and discounting terms shall be re-negotiated

---

[1] Any discounts provided in Section A.3 of this Exhibit shall not apply toward any third-party products (including but not limited to the following products: Micro Focus International Ltd.,), CRM On Demand, any products priced in advance of availability, or any products with controlled availability.

[2] Discount schedule in agreement does not apply to the Cloud/SaaS offerings in the Primavera Global Price List.

[3] The attached Oracle Engineered Systems Price List, dated July 17, 2014 is a current Oracle Engineered Systems Price List. Any discounts provided for Software products shall be applied against the then-current Oracle Engineered Systems Price List

[4] Discounts do not apply to CRM On Demand Pricing.

4. Exclusions: For the avoidance of any doubt, the discounts provided in Section A.1.3 above shall not apply to the following:

   a. any third-party products, including but not limited to Micro Focus International Ltd., Business Objects, Ascential, and JWALK products;
   b. any grandfathered Primavera products or any Primavera products with controlled availability;
   c. any CRM OnDemand products; and
   d. any products priced in advance of availability or with controlled availability

5. Any updates or changes to the pricing and discounting terms provided in this Appendix A (Pricing) shall be made by written amendment to this Agreement.

**Attachment 1 to Appendix A:**
**Price Lists[1]**

a. Oracle Technology Global Price List, dated August 7, 2013
b. Oracle Business Intelligence Applications Global Price List, dated June 1, 2014
c. Oracle E-Business Suite Applications Global Price List, dated August 8, 2014
d. Oracle Siebel CRM Pricing, dated April 14, 2014
e. PeopleSoft Component Global Price List, dated August 7, 2014
f. JD Edwards Component Global Price List, dated August 7, 2014
g. Oracle Primavera Global Price List, dated July 30, 2014[2]
h. Oracle Engineered Systems Price List, dated July 17, 2014[3]
i. Oracle CRM On Demand Pricing, dated July 25, 2014[4]

[1] Any discounts provided in Section A.3 of this Exhibit shall not apply toward any third-party products (including but not limited to the following products: Micro Focus International Ltd.,), CRM On Demand, any products priced in advance of availability, or any products with controlled availability

[2] Discount schedule in agreement does not apply to the Cloud/SaaS offerings in the Primavera Global Price List.

[3] The attached Oracle Engineered Systems Price List, dated July 17, 2014 is a current Oracle Engineered Systems Price List. Any discounts provided for Software products shall be applied against the then-current Oracle Engineered Systems Price List.

[4] Discounts do not apply to CRM On Demand Pricing.

# Oracle Technology Global Price List

August 7, 2014

Software Investment Guide

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Section I

Prices in USA (Dollar)

## Oracle Database

| | Named User Plus | Software Update License & Support | Processor License | Software Update License & Support |
|---|---|---|---|---|
| **Database Products** | | | | |
| **Oracle Database** | | | | |
| Standard Edition One | 180 | 39.60 | 5,800 | 1,276.00 |
| Standard Edition | 350 | 77.00 | 17,500 | 3,850.00 |
| Enterprise Edition | 950 | 209.00 | 47,500 | 10,450.00 |
| Personal Edition | 460 | 101.20 | - | - |
| Mobile Server | - | - | 23,000 | 5,060.00 |
| NoSQL Database Enterprise Edition | 200 | 44 | 10,000 | 2,200.00 |
| ***Enterprise Edition Options:*** | | | | |
| Multitenant | 350 | 77.00 | 17,500 | 3,850.00 |
| Real Application Clusters | 460 | 101.20 | 23,000 | 5,060.00 |
| Real Application Clusters One Node | 200 | 44.00 | 10,000 | 2,200.00 |
| Active Data Guard | 230 | 50.60 | 11,500 | 2,530.00 |
| Partitioning | 230 | 50.60 | 11,500 | 2,530.00 |
| Real Application Testing | 230 | 50.60 | 11,500 | 2,530.00 |
| Advanced Compression | 230 | 50.60 | 11,500 | 2,530.00 |
| Advanced Security | 300 | 66.00 | 15,000 | 3,300.00 |
| Label Security | 230 | 50.60 | 11,500 | 2,530.00 |
| Database Vault | 230 | 50.60 | 11,500 | 2,530.00 |
| OLAP | 460 | 101.20 | 23,000 | 5,060.00 |
| Advanced Analytics | 460 | 101.20 | 23,000 | 5,060.00 |
| Spatial and Graph | 350 | 77.00 | 17,500 | 3,850.00 |
| TimesTen Application-Tier Database Cache | 460 | 101.20 | 23,000 | 5,060.00 |
| Database In-Memory | 460 | 101.20 | 23,000 | 5,060.00 |
| Retail Data Model | 800 | 176.00 | 40,000 | 8,800.00 |
| Communications Data Model | 1,500 | 330.00 | 50,000 | 11,000.00 |
| Airlines Data Model | 800 | 176.00 | 40,000 | 8,800.00 |
| Utilities Data Model | 800 | 176.00 | 40,000 | 8,800.00 |
| **Database Enterprise Management** | | | | |
| Diagnostics Pack | 150 | 33.00 | 7,500 | 1,650.00 |
| Tuning Pack | 100 | 22.00 | 5,000 | 1,100.00 |
| Database Lifecycle Management Pack | 240 | 52.80 | 12,000 | 2,640.00 |
| Data Masking and Subsetting Pack | 230 | 50.60 | 11,500 | 2,530.00 |
| Cloud Management Pack for Oracle Database | 100 | 22.00 | 5,000 | 1,100.00 |

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| Secure Backup | 3,500 | 770.00 | Per Tape Drive | - |

| | Named User Plus | Software Update License & Support | Processor License | Software Update License & Support |
|---|---|---|---|---|
| **TimesTen** | | | | |
| TimesTen In-Memory Database | 460 | 101.20 | 23,000 | 5,060.00 |
| **Berkeley Database** | | | | |
| Berkeley DB - High Availability | - | - | 9,800 | 2,156.00 |

| | Per Wireless Handset | Software Update License & Support | Processor License | Software Update License & Support |
|---|---|---|---|---|
| Berkeley DB - Transactional Data Store | 6 | 1.32 | 5,800 | 1,276.00 |
| Berkeley DB - Concurrent Data Store | 6 | 1.32 | 1,800 | 396.00 |
| Berkeley DB - Data Store | 6 | 1.32 | 900 | 198.00 |

| | Named User Plus | Software Update License & Support | Processor License | Software Update License & Support |
|---|---|---|---|---|
| Berkeley DB - Transactional Data Store | - | - | 5,800 | 1,276.00 |
| Berkeley DB - Concurrent Data Store | - | - | 1,800 | 396.00 |
| Berkeley DB - Data Store | - | - | 900 | 198.00 |
| Berkeley DB Java Edition - High Availability | - | - | 9,800 | 2,156.00 |
| Berkeley DB Java Edition - Transactional Data Store | - | - | 5,800 | 1,276.00 |
| Berkeley DB Java Edition - Concurrent Data Store | - | - | 1,800 | 396.00 |
| Berkeley DB XML - High Availability | - | - | 13,800 | 3,036.00 |
| Berkeley DB XML - Transactional Data Store | - | - | 8,100 | 1,782.00 |
| Berkeley DB XML - Concurrent Data Store | - | - | 2,600 | 572.00 |
| Berkeley DB XML - Data Store | - | - | 1,800 | 396.00 |
| **Other Products** | | | | |
| Audit Vault and Database Firewall | - | - | 6,000 | 1,320.00 |
| Cloud File System | 100 | 22.00 | 5,000 | 1,100.00 |
| Big Data Connectors | - | - | 2,000 | 440.00 |

| | License Price | Software Update License & Support | Licensing Metric |
|---|---|---|---|
| Key Vault | 50,000 | 11,000.00 | Per Server |

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Section I

| | Named User Plus | Software Update License & Support | Computer License | Software Update License & Support |
|---|---|---|---|---|
| **Integration Products** | | | | |
| Database Gateway for Sybase | - | - | 17,500 | 3,850.00 |
| Database Gateway for SQL Server | - | - | 17,500 | 3,850.00 |
| Database Gateway for Informix | - | - | 17,500 | 3,850.00 |
| Database Gateway for Teradata | - | - | 109,500 | 24,090.00 |
| Database Gateway for DRDA | - | - | 46,000 | 10,120.00 |
| Database Gateway for APPC | - | - | 46,000 | 10,120.00 |
| Database Gateway for WebSphere MQ | - | - | 46,000 | 10,120.00 |

| | Named User Plus | Software Update License & Support | Processor License | Software Update License & Support |
|---|---|---|---|---|
| **Rdb Products** | | | | |
| **Rdb Server Products** | | | | |
| Rdb Enterprise Edition | 950 | 209.00 | 47,500 | 10,450.00 |
| CODASYL DBMS | 950 | 209.00 | - | - |
| **Rdb Server Options:** | | | | |
| TRACE | 120 | 26.40 | 5,800 | 1,276.00 |
| **Rdb Development, Query and Reporting Tools** | | | | |
| Programmer for Rdb | 1,200 | 264.00 | - | - |
| CDD/ Repository | 5,800 | 1,276.00 | - | - |
| CDD/R Runtime | - | - | 5,800 | 1,276.00 |

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Section II

Oracle Fusion Middleware

Prices in USA (Dollar)

| | Named User Plus | Software Update License & Support | Processor License | Software Update License & Support |
|---|---|---|---|---|
| **Java Platform Products** | | | | |
| Java SE Advanced Desktop | 40 | 8.80 | - | - |
| Java SE Advanced | 100 | 22.00 | 5,000 | 1,100.00 |
| Java SE Suite | 300 | 66.00 | 15,000 | 3,300.00 |
| **Application Server Products** | | | | |
| TopLink and Application Development Framework | 120 | 26.40 | 5,800 | 1,276.00 |
| WebLogic Server Standard Edition | 200 | 44.00 | 10,000 | 2,200.00 |
| WebLogic Server Enterprise Edition | 500 | 110.00 | 25,000 | 5,500.00 |
| WebLogic Suite | 900 | 198.00 | 45,000 | 9,900.00 |
| Web Tier | 100 | 22.00 | 5,000 | 1,100.00 |
| Internet Application Server Standard Edition | 230 | 50.60 | 11,500 | 2,530.00 |
| Internet Application Server Enterprise Edition | 700 | 154.00 | 35,000 | 7,700.00 |
| GlassFish Server | 100 | 22.00 | 5,000 | 1,100.00 |
| Coherence Standard Edition | 100 | 22.00 | 4,600 | 1,012.00 |
| Coherence Enterprise Edition | 230 | 50.60 | 11,500 | 2,530.00 |
| Coherence Grid Edition | 500 | 110.00 | 25,000 | 5,500.00 |
| API Gateway | 1,100 | 242.00 | 55,000 | 12,100.00 |
| BPEL Process Manager | 1,200 | 264.00 | 60,000 | 13,200.00 |
| WebLogic Integration | 1,400 | 308.00 | 70,000 | 15,400.00 |
| Service Registry | 920 | 202.40 | 46,000 | 10,120.00 |
| Enterprise Repository | 2,900 | 638.00 | 145,000 | 31,900.00 |
| SOA Suite for Non Oracle Middleware | 1,500 | 330.00 | 75,000 | 16,500.00 |
| Business Process Management Standard Edition | 800 | 176.00 | - | - |
| Unified Business Process Management Suite for Non Oracle Middleware | 1,150 | 253.00 | 57,500 | 12,650.00 |
| Event Processing | 1,000 | 220.00 | 50,000 | 11,000.00 |
| Forms and Reports | 460 | 101.20 | 23,000 | 5,060.00 |
| Managed File Transfer | 600 | 132.00 | 30,000 | 6,600.00 |

| | License Price | Software Update License & Support | Licensing Metric |
|---|---|---|---|
| **Mobile Suite Technology** | | | |
| Mobile Suite | 45,000 | 9,900.00 | Processor |
| Mobile Suite Client Runtime | 100 | 22.00 | Named User Plus |
| | 50,000 | 11,000.00 | Application Developed |
| Mobile Application Framework | 110 | 24.20 | Named User Plus |
| | 55,000 | 12,100.00 | Application Developed |

| | Named User Plus | Software Update License & Support | Processor License | Software Update License & Support |
|---|---|---|---|---|
| **Data Integration Technology** | | | | |
| Data Service Integrator | 1,440 | 316.80 | 72,000 | 15,840.00 |
| Data Integrator Enterprise Edition | 900 | 198.00 | 30,000 | 6,600.00 |
| Enterprise Data Quality Profiling for Data Integration | - | - | 100,000 | 22,000.00 |
| Enterprise Data Quality Audit and Dashboard for Data Integration | - | - | 50,000 | 11,000.00 |
| Enterprise Data Quality Real-Time Processing for Data Integration | - | - | 100,000 | 22,000.00 |
| Enterprise Data Quality Batch Processing for Data Integration | | | 100,000 | 22,000.00 |
| Enterprise Data Quality Address Verification Server for Data Integration | | | 63,360 | 13,926.00 |
| Data Integration Suite | - | - | 70,000 | 15,400.00 |
| GoldenGate | 350 | 77.00 | 17,500 | 3,850.00 |
| GoldenGate for Non Oracle Database | 350 | 77.00 | 17,500 | 3,850.00 |
| GoldenGate for Mainframe | 2,000 | 440.00 | 100,000 | 22,000.00 |
| GoldenGate Veridata | 600 | 132.00 | 30,000 | 6,600.00 |
| GoldenGate for Teradata Replication Services | 350 | 77.00 | 17,500 | 3,850.00 |

| | Named User Plus | Software Update License & Support | Processor License | Software Update License & Support |
|---|---|---|---|---|
| ***WebLogic Suite Options:*** | | | | |
| BPEL Process Manager Option | 460 | 101.20 | 23,000 | 5,060.00 |
| Service Bus | 460 | 101.20 | 23,000 | 5,060.00 |
| SOA Suite for Oracle Middleware | 1,200 | 264.00 | 57,500 | 12,650.00 |
| Unified Business Process Management Suite | 1,150 | 253.00 | 57,500 | 12,650.00 |
| WebLogic Coherence Grid Edition Option | 200 | 44.00 | 10,000 | 2,200.00 |
| **Application Server Enterprise Management** | | | | |
| WebLogic Server Management Pack Enterprise Edition | 240 | 52.80 | 12,000 | 2,640.00 |
| SOA Management Pack Enterprise Edition | 500 | 110.00 | 25,000 | 5,500.00 |
| Management Pack for Oracle Coherence | 70 | 15.40 | 3,500 | 770.00 |
| Management Pack for Oracle GoldenGate | 70 | 15.40 | 3,500 | 770.00 |
| Cloud Management Pack for Oracle Fusion Middleware | 100 | 22.00 | 5,000 | 1,100.00 |
| Management Pack for Oracle Data Integrator | 205 | 45.10 | 6,900 | 1,518.00 |
| ***Fusion Middleware Adapters:*** | | | | |
| Application Adapters | 350 | 77.00 | 17,500 | 3,850.00 |
| Oracle E-Business Suite Adapter | 350 | 77.00 | 17,500 | 3,850.00 |
| Cloud Adapters | 350 | 77.00 | 17,500 | 3,850.00 |
| Integration Adapter for SAP R/3 | 350 | 77.00 | 17,500 | 3,850.00 |
| Integration Adapter for JD Edwards World | 350 | 77.00 | 17,500 | 3,850.00 |
| Mainframe and TP-Monitor Adapters | - | - | 34,500 | 7,590.00 |
| Changed Data Capture Adapters | - | - | 60,000 | 13,200.00 |
| Application Adapters for Data Integration | 60 | 19.80 | 3,000 | 660.00 |
| GoldenGate Application Adapters | - | - | 20,000 | 4,400.00 |
| Application Adapters for Warehouse Builder | - | - | 2,300 | 506.00 |
| B2B for RosettaNet | 690 | 151.80 | 34,500 | 7,590.00 |
| B2B for EDI | 690 | 151.80 | 34,500 | 7,590.00 |
| Healthcare Adapter | 690 | 151.80 | 34,500 | 7,590.00 |
| B2B for ebXML | 230 | 50.60 | 11,500 | 2,530.00 |

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| | Named User Plus | Software Update License & Support | Processor License | Software Update License & Support |
|---|---|---|---|---|
| **Tuxedo and Adapters** | | | | |
| Tuxedo | 1,800 | 396.00 | 50,000 | 13,200.00 |
| Tuxedo Jolt | - | - | 9,000 | 1,980.00 |
| Service Architecture Leveraging Tuxedo (SALT) | - | - | 12,000 | 2,640.00 |
| Tuxedo System and Applications Monitor Plus (TSAM Plus) | - | - | 14,000 | 3,080.00 |
| Tuxedo Mainframe Adapter for SNA | - | - | 22,000 | 4,840.00 |
| Tuxedo Mainframe Adapter for TCP | - | - | 22,000 | 4,840.00 |
| Tuxedo JCA Adapter | - | - | 22,000 | 4,840.00 |
| Tuxedo Application Runtime for CICS and Batch | - | - | 22,000 | 4,840.00 |
| Tuxedo Application Runtime for Batch | - | - | 9,000 | 1,980.00 |
| Tuxedo Application Runtime for IMS | - | - | 19,500 | 4,290.00 |
| Tuxedo Application Rehosting Workbench | 42,500 | 9,350.00 | - | - |
| Tuxedo Message Queue | - | - | 18,000 | 3,960.00 |
| MessageQ | - | - | 6,000 | 1,320.00 |
| **Application Integration Architecture** | | | | |
| Application Integration Architecture Foundation Pack | 920 | 202.40 | 46,000 | 10,120.00 |
| **Business Intelligence Technology Products** | | | | |
| **Business Intelligence** | | | | |
| Standard Edition One | 1,200 | 264.00 | - | - |
| Suite Enterprise Edition Plus | 2,000 | 440.00 | 221,250 | 48,675.00 |
| Suite Enterprise Edition Plus Upgrade Only | 230 | 50.60 | 34,500 | 7,590.00 |
| Server Enterprise Edition | 350 | 77.00 | 51,800 | 11,396.00 |
| Business Intelligence Publisher | 460 | 101.20 | 46,000 | 10,120.00 |
| Business Intelligence Foundation Suite | 3,675 | 808.50 | 300,000 | 66,000.00 |
| Disconnected Analytics | 580 | 127.60 | - | - |
| Server Administrator | 5,800 | 1,276.00 | - | - |
| Scorecard and Strategy Management | 995 | 218.90 | 89,550 | 19,701.00 |
| Business Intelligence Mobile | 360 | 79.20 | - | - |
| ***Business Intelligence Server Enterprise Edition Options:*** | | | | |
| Interactive Dashboard | 580 | 127.60 | 86,500 | 19,030.00 |
| Delivers | 350 | 77.00 | 51,800 | 11,396.00 |
| Answers | 580 | 127.60 | 86,500 | 19,030.00 |
| Office Plug-In | 230 | 50.60 | 34,500 | 7,590.00 |
| Reporting and Publishing | 460 | 101.20 | 70,000 | 15,400.00 |
| ***Business Intelligence Suite Enterprise Edition Plus Options:*** | | | | |
| Business Intelligence Management Pack | 230 | 50.60 | 11,500 | 2,530.00 |
| **Business Intelligence Data Integration Technology** | | | | |
| Data Integrator for Oracle Business Intelligence | 690 | 151.80 | 23,000 | 5,060.00 |
| Informatica PowerCenter and PowerConnect Adapters | 690 | 151.80 | 25,300 | 5,566.00 |

| | License Price | Software Update License & Support | Licensing Metric |
|---|---|---|---|
| **Real-Time Decision (RTD) Technology** | | | |
| Real-Time Decision Server | 92,000 | 20,240.00 | Processor |

| | Named User Plus | Software Update License & Support | Processor License | Software Update License & Support |
|---|---|---|---|---|
| **Hyperion Business Intelligence Technology** | | | | |
| Essbase Plus | 2,900 | 638.00 | 138,000 | 30,360.00 |
| Hyperion Interactive Reporting | 800 | 176.00 | 69,000 | 15,180.00 |
| Hyperion SQR Production Reporting | 460 | 101.20 | 23,000 | 5,060.00 |
| Hyperion Financial Reporting | 520 | 114.40 | 40,500 | 8,910.00 |
| Hyperion Web Analysis | 520 | 114.40 | 40,500 | 8,910.00 |
| **Endeca Business Intelligence** | | | | |
| Endeca Information Discovery Studio | 2,000 | 440.00 | 180,000 | 39,600.00 |
| Endeca Information Discovery Integrator | 690 | 151.80 | 23,000 | 5,060.00 |
| Endeca Server | - | - | 50,000 | 11,000.00 |
| Endeca Text Enrichment | - | - | 15,000 | 3,300.00 |
| Endeca Text Enrichment with Sentiment Analytics | - | - | 45,000 | 9,900.00 |

| | Named User Plus | Software Update License & Support | Processor License | Software Update License & Support |
|---|---|---|---|---|
| **WebCenter Products** | | | | |
| WebCenter Suite Plus | 4,000 | 880.00 | 200,000 | 44,000.00 |
| WebCenter Portal | 2,500 | 550.00 | 125,000 | 27,500.00 |
| WebCenter Content | 3,450 | 759.00 | 172,500 | 37,950.00 |
| WebCenter Sites | 2,000 | 440.00 | 100,000 | 22,000.00 |
| WebCenter Sites Satellite Server | 500 | 110.00 | 25,000 | 5,500.00 |
| WebCenter Universal Content Management | 2,300 | 506.00 | 115,000 | 25,300.00 |
| WebCenter Imaging | 1,840 | 404.80 | 92,000 | 20,240.00 |
| WebCenter Forms Recognition | 2,000 | 440 | 100,000 | 22,000.00 |
| WebCenter Enterprise Capture | 1,200 | 264.00 | 60,000 | 13,200.00 |
| WebCenter Capture | - | - | 7,000 | 1,540.00 |
| WebCenter Distributed Capture | 1,200 | 264.00 | - | - |
| WebCenter Real-Time Collaboration | 100 | 22.00 | 20,000 | 4,400.00 |
| ***WebCenter Sites Options:*** | | | | |
| WebCenter Sites Mobile Option | 400 | 88.00 | 20,000 | 4,400.00 |

| | License Price | Software Update License & Support | Licensing Metric |
|---|---|---|---|
| WebCenter Sites Mobility Server | 30,000 | 6,600.00 | Server |

| | Named User Plus | Software Update License & Support | Processor License | Software Update License & Support |
|---|---|---|---|---|
| ***WebCenter Adapters:*** | | | | |
| WebCenter Applications Adapter | - | - | 20,000 | 4,400.00 |
| WebCenter Adapter for EMC Documentum | - | - | 11,500 | 2,530.00 |
| WebCenter Adapter for IBM FileNet | - | - | 11,500 | 2,530.00 |
| WebCenter Adapter for IBM Lotus Domino | - | - | 11,500 | 2,530.00 |
| WebCenter Adapter for Microsoft SharePoint | - | - | 11,500 | 2,530.00 |
| WebCenter Adapter for Symantec Enterprise Vault | - | - | 11,500 | 2,530.00 |
| WebCenter Adapter Framework | - | - | 11,500 | 2,530.00 |
| **WebCenter Management** | | | | |
| Management Pack for WebCenter | 240 | 52.80 | 12,000 | 2,640.00 |

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Prices in USA (Dollar)

Section II

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Identity Management Products** | | | | |
| Enterprise Identity Services Suite | 4,400 | 968.00 | Named User Plus | - |
| | 220,000 | 48,400.00 | Processor | 1 |
| Identity Governance Suite | 3,600 | 792.00 | Named User Plus | |
| | 180,000 | 39,600.00 | Processor | 1 |
| Entitlements Server | 35,000 | 7,700.00 | Processor | 1 |
| | 700 | 154.00 | Named User Plus | |
| Entitlements Server Security Module | 35,000 | 7,700.00 | Processor | 1 |
| | 700 | 154.00 | Named User Plus | |
| Directory Services Plus | 12 | 2.64 | Employee User | 2000 |
| | 4.00 | 0.8800 | Non Employee User - External | 5000 |
| | 50,000 | 11,000.00 | Processor | |
| Access Manager | 25 | 5.5 | Employee User | 2,000 |
| | 6 | 1.32 | Non Employee User - External | 5,000 |
| Identity Federation | 35,000 | 7,700.00 | Processor | 1 |
| Identity Manager | 70 | 15.40 | Employee User | 2,000 |
| | 6 | 1.32 | Non Employee User - External | 5,000 |
| Identity Manager Connector | 46,000 | 10,120.00 | Connector | 1 |
| Mobile Security Suite | 85 | 18.70 | Employee User | 2,000 |
| | 8 | 1.76 | Non Employee User - External | 5,000 |
| Secure Mobile Mail Manager | 50 | 11.00 | Named User Plus | 10 |
| Enterprise Single Sign-On Suite Plus | 85 | 18.70 | Named User Plus | - |
| Access Management Suite Plus | 180,000 | 39,600.00 | Processor | 1 |
| | 3,600 | 792.00 | Named User Plus | |
| Identity and Access Management Suite Plus | 110 | 24.20 | Employee User | - |
| | 15 | 3.30 | Non Employee User - External | - |
| Identity Management Enterprise Management Management Pack Plus for Identity Management | 8.00 | 1.76 | Employee User | - |
| | 2.00 | 0.44 | Non Employee User - External | - |
| | 25,000 | 5,500 | Processor | |
| **Tools** | | | | |
| Discoverer Desktop Edition | 1,200 | 264.00 | Named User Plus | - |
| Programmer | 1,200 | 264.00 | Named User Plus | - |
| Internet Developer Suite | 5,800 | 1,276.00 | Named User Plus | - |

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Section III

Prices in USA (Dollar)

## Applications and Systems Management

| | Named User Plus | Software Update License & Support | Processor License | Software Update License & Support |
|---|---|---|---|---|
| **Database Enterprise Management** | | | | |
| Diagnostics Pack | 150 | 33.00 | 7,500 | 1,650.00 |
| Tuning Pack | 100 | 22.00 | 5,000 | 1,100.00 |
| Database Lifecycle Management Pack | 240 | 52.80 | 12,000 | 2,640.00 |
| Data Masking and Subsetting Pack | 230 | 50.60 | 11,500 | 2,530.00 |
| Cloud Management Pack for Oracle Database | 100 | 22.00 | 5,000 | 1,100.00 |
| **Application Server Enterprise Management** | | | | |
| WebLogic Server Management Pack Enterprise Edition | 240 | 52.80 | 12,000 | 2,640.00 |
| SOA Management Pack Enterprise Edition | 500 | 110.00 | 25,000 | 5,500.00 |
| Management Pack for Oracle Coherence | 70 | 15.40 | 3,500 | 770.00 |
| Management Pack for Oracle GoldenGate | 70 | 15.40 | 3,500 | 770.00 |
| Cloud Management Pack for Oracle Fusion Middleware | 100 | 22.00 | 5,000 | 1,100.00 |
| Management Pack for Oracle Data Integrator | 205 | 45.10 | 6,900 | 1,518.00 |
| **Business Intelligence Management** | | | | |
| Business Intelligence Management Pack | 230 | 50.60 | 11,500 | 2,530.00 |
| **WebCenter Management** | | | | |
| Management Pack for WebCenter | 240 | 52.80 | 12,000 | 2,640.00 |

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Identity Management Enterprise Management** | | | | |
| Management Pack Plus for Identity Management | 8.00 | 1.76 | Employee User | - |
| | 2.00 | 0.44 | Non Employee User - External | - |
| | 25,000 | 5,500 | Processor | |

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Other Infrastructure Management** | | | | |
| Configuration Management Pack for Applications | 5,000 | 1,100.00 | Per Processor | - |
| | 100 | 22.00 | Per Named User Plus | - |
| System Monitoring Plug-in for Non Oracle Databases | 1,800 | 396.00 | Per Processor | - |
| | 35 | 7.70 | Per Named User Plus | - |
| System Monitoring Plug-in for Non Oracle Middleware | 1,800 | 396.00 | Per Processor | - |
| | 35 | 7.70 | Per Named User Plus | - |
| Management Pack for Non-Oracle Middleware | 9,500 | 2,090.00 | Per Processor | - |
| | 190 | 41.80 | Per Named User Plus | - |
| Data Masking and Subsetting Pack for Non-Oracle Databases | 11,500 | 2,530.00 | Per Processor | - |
| | 230 | 50.60 | Per Named User Plus | - |
| **Service Management** | | | | |
| Real User Experience Insight | 8,000 | 1,760.00 | Per Processor | 10 |
| | 160 | 35.20 | Per Named User Plus | 500 |

| | Named User Plus | Software Update License & Support | Processor License | Software Update License & Support |
|---|---|---|---|---|
| **Application Testing** | | | | |
| Load Testing Developer Edition | 8,000 | 1,760.00 | - | - |
| Load Testing Controller | - | - | 7,000 | 1,540.00 |
| Load Testing | 100 | 22.00 | - | - |
| Load Testing Accelerator for Web Services | 25 | 5.50 | - | - |
| Application Replay Pack | 100 | 22.00 | 5,000 | 1,100.00 |
| Load Testing Accelerator for Oracle Database | 25 | 5.50 | - | - |
| Functional Testing | 8,000 | 1,760.00 | - | - |
| Functional Testing Accelerator for Web Services | 2,000 | 440.00 | - | - |
| Test Manager | 2,000 | 440.00 | - | - |
| Cloud Management Pack for Testing | 100 | 22.00 | 5,000 | 1,100.00 |

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Section III

Prices in USA (Dollar)

| | Collaboration | | | |
|---|---|---|---|---|
| | Named User Plus | Software Update License & Support | Processor License | Software Update License & Support |
| Collaboration | | | | |
| Beehive Enterprise Collaboration Server | 275 | 60.50 | 55,000 | 12,100.00 |

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Section IV

Prices in USA (Dollar)

## Oracle Application Specific Technology Products

| | Named User Plus | Software Update License & Support | Processor License | Software Update License & Support | Employee (for HCM) | Software Update License & Support |
|---|---|---|---|---|---|---|
| **Application Server Products** | | | | | | |
| WebLogic Suite for Oracle Applications | 180 | 39.60 | 18,000 | 3,960.00 | 54 | 11.88 |
| Coherence Enterprise Edition for Oracle Applications | 46 | 10.12 | 4,600 | 1,012.00 | 14 | 3.08 |
| WebLogic Suite Options for Oracle Applications: | | | | | | |
| BPEL Process Manager Option for Oracle Applications | 92 | 20.24 | 9,200 | 2,024.00 | 27 | 5.94 |
| SOA Suite for Oracle Middleware for Oracle Applications | 240 | 52.80 | 23,000 | 5,060.00 | 72 | 15.84 |
| Unified Business Process Management Suite for Oracle Applications | 230 | 50.60 | 23,000 | 5,060.00 | 69 | 15.18 |
| **Application Management** | | | | | | |
| Application Management Pack for Oracle Fusion Applications | 50 | 11.00 | 5,000 | 1,100.00 | 15 | 3.30 |
| **WebCenter Products** | | | | | | |
| WebCenter Portal for Oracle Applications | 350 | 77.00 | 50,000 | 11,000.00 | 105 | 23.10 |
| WebCenter Imaging for Oracle Applications | 368 | 80.96 | 36,800 | 8,096.00 | 110 | 24.20 |
| **Identity Management Product** | | | | | | |
| Identity and Access Management Suite Plus for Oracle Applications | 9 | 1.98 | 80,000 | 17,600.00 | 9 | 1.98 |
| **Business Intelligence Technology Products** | | | | | | |
| Business Intelligence Publisher for Oracle Applications | 60 | 13.20 | 18,400 | 4,048.00 | 18 | 3.96 |
| Business Intelligence Foundation Suite for Oracle Applications | 500 | 110.00 | 180,000 | 39,600.00 | 150 | 33.00 |
| Business Intelligence Suite Enterprise Edition Plus for Oracle Applications | 267 | 58.74 | 85,000 | 18,700.00 | 80 | 17.60 |
| **Data Integration Technology Product** | | | | | | |
| Data Integrator Enterprise Edition for Oracle Applications | 180 | 39.60 | 12,000 | 2,640.00 | 27 | 5.94 |
| GoldenGate for Oracle Applications | 140 | 30.80 | 7,000 | 1,540.00 | - | - |
| **Endeca Business Intelligence** | | | | | | |
| Endeca Discovery Foundation for Oracle Applications | 750 | 165.00 | 18,750 | 4,125.00 | | |
| **Database Product** | | | | | | |
| Oracle Database Enterprise Edition Option: | | | | | | |
| TimesTen Application-Tier Database Cache for Oracle Applications | 184 | 40.48 | 9,200 | 2,024.00 | | |
| **Berkeley Database** | | | | | | |
| Berkeley DB – High Availability for Oracle Applications | - | - | 3,920 | 862.40 | - | - |
| Berkeley DB – Transactional Data Store for Oracle Applications | - | - | 2,320 | 510.40 | - | - |
| Berkeley DB Java Edition – High Availability for Oracle Applications | - | - | 3,920 | 862.40 | - | - |
| Berkeley DB Java Edition – Transactional Data Store for Oracle | - | - | 2,320 | 510.40 | - | - |

**Application Specific Technology Products Licensing Rules and General Notes**

Programs that contain "for Oracle Applications" in the program name are limited use programs. These limited use programs may only be used with "eligible" Oracle application programs that contain the following prefixes in the program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance and Oracle Primavera. For these prefixes designated above with a "*" not all programs with that prefix are eligible for use with the "for Oracle Applications" limited use programs. For a list of excluded programs please review the Applications Licensing Table, which may be accessed at http://www.oracle.com/us/corporate/pricing/application-licensing-table-070571.pdf.

Notwithstanding anything above, Business Intelligence Suite Enterprise Edition Plus for Oracle Applications may only be used with "eligible" Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name and provided that the Oracle Fusion Human Capital Management programs are the only programs configured to run against the database instance.
Endeca Discovery Foundation for Oracle Applications is eligible for use with products that contain "Extensions for Oracle Endeca" in the product name.

Business Intelligence Foundation Suite for Oracle Applications is eligible for use with the following Oracle Business Intelligence Applications provided Oracle Fusion Applications is the only data source: Sales Analytics, Fusion Edition; Marketing Analytics, Fusion Edition; Partner Analytics, Fusion Edition; Supply Chain and Order Management Analytics, Fusion Edition; Financial Analytics, Fusion Edition; Procurement & Spend Analytics, Fusion Edition; Project Analytics; and Human Resources Analytics, Fusion Edition.

Business Intelligence Foundation Suite for Oracle Applications is also eligible for use with: Oracle Product Information Management Analytics, Fusion Edition; Oracle Customer Data Management Analytics, Fusion Edition; and Oracle Product Lifecycle Analytics.

WebLogic Suite for Oracle Applications is eligible for use with Oracle Agile Applications (available on the Oracle E-Business Suite Applications Global Price Lists).

Any use of limited use programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list. Support for all term licenses is 22% of net perpetual fee.

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## Definitions

**Named User Plus:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edward's EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integration, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

**Processor:** shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, and In-Memory Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored, or audited must be counted for the purpose of determining the number of licenses required.

**Application Developed:** is defined as a software program developed by you that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

**Application User:** is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. Applications Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

**Application Read-Only User:** is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses.

**Annual Transaction Volume:** is defined as the U.S. dollar denominated total value of all purchase orders transacted and all auctions conducted through the Oracle Exchange Platform by you and others during the applicable year of the Oracle Exchange Platform license regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

**Case Report Form (CRF) Page:** is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12-month period. You may not exceed the licensed number of CRF pages during any 12-month period unless you acquire additional CRF pages licenses from us.

**Compensated Individual:** is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

**Computer:** is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

**Connector:** is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product with which the software product is required to interface.

**Cost of Goods Sold:** is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

**Customer:** is defined as the Customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

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**Definitions (continued)**

**Electronic Order Line:** is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

**Employee:** is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

**Employee for HCM:** is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs. Employees for HCM may only use the licensed programs with Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name.

**Employee User:** is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

**Entry:** is defined as a unique item (e.g., object, person, entity or item of information) stored within the programs. Replicated entries stored within the program on multiple servers are counted as a single entry.

**Expense Report:** is defined as the total number of expense reports processed by the iExpenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

**Field Technician:** is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

**FTE Student:** is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

**Hosted Named User:** is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

**Invoice Line:** is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from us.

**IVR Port:** is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. Customers must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

**Module:** is defined as each production database running the programs.

**Network Device:** is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

**Non Employee User - External:** is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

**Partner Organization:** is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

**Person:** is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

**Physical Server:** is defined as each physical server on which the programs are installed.

**Ported Number:** is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

**Record:** The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. "-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application.. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For all application programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at _http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

**1000 Records:** is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator program.

**RosettaNet Partner Interface Processes® (PIPs®):** are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

**Rule Set:** is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

**Server:** is defined as the computer on which the programs are installed. A Server license allows you to use the licensed program on a single specified computer.

**Service Order Line:** is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from us.

**Subscriber:** is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter . The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

**Suite:** is defined as all the functional software components described in the product documentation.

**Tape Drive:** Tape drives are defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For Cloud based backups, Oracle counts each parallel stream of Recovery Manager (RMAN) channel as equivalent to a tape drive.

**Terabyte:** is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

**Transaction:** is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

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## Definitions (continued)

UPK Developer: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

UPK Employee: is defined as an active employee of yours. (note: The value of these applications is determined by the size of the active employee population and not the number of actual users. Therefore, all of your active employees must be included in your order when licensing these applications). UPK Employees may view and interact with simulations and documentation but may not create or modify simulations or documentation.

UPK User: is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Users may view and interact with simulations and documentation but may not create or modify simulations or documentation.

Wireless Handset: is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

Workstation: is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

$M Freight Under Management: is defined as one million U.S. dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

$M in Revenue: is defined as one million United States dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

$M in Managed Assets: is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:
http://edelivery.oracle.com

## GENERAL LICENSING RULES

### TERM DESIGNATION

If your Program License does not specify a term, the Program license is perpetual and shall continue unless terminated as otherwise provided in the Agreement.

5 Year Term: A Program license specifying a 5 Year Term shall commence on the Effective Date of the order and shall continue for a period of 5 years. At the end of the 5 Year Term the Program license shall terminate automatically.

4 Year Term: A Program license specifying a 4 Year Term shall commence on the Effective Date of the order and shall continue for a period of 4 years. At the end of the 4 Year Term the Program license shall terminate automatically.

3 Year Term: A Program license specifying a 3 Year Term shall commence on the Effective Date of the order and shall continue for a period of 3 years. At the end of the 3 Year Term the Program license shall terminate automatically.

2 Year Term: A Program license specifying a 2 Year Term shall commence on the Effective Date of the order and shall continue for a period of 2 years. At the end of the 2 Year Term the Program license shall terminate automatically.

1 Year Term: A Program license specifying a 1 Year Term shall commence on the Effective Date of the order and shall continue for a period of 1 year. At the end of the 1 Year Term the Program license shall terminate automatically.

### ORACLE-BEA GRANDFATHERED GLOBAL PRICE LIST

Oracle PartnerNetwork members with a valid distribution agreement may distribute the programs specified on the Oracle-BEA Grandfathered Global Price List to existing end users for add-on capacity only, subject to the terms of such valid distribution agreement and any restrictions set forth in the Oracle-BEA Grandfathered Price List.

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## ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

### Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

### Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

### Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

### Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

### Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

### Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

### Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

## ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

### Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

### Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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# Oracle Business Intelligence Applications Global Price List

## Software Investment Guide

June 1, 2014

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All Business Intelligence Technology products are listed only on the Oracle Technology Global Price List, including prerequisites.
Application-Specific Full-Use (ASFU) pricing and licensing is not available for Business Intelligence Application Products, unless specifically provided for in a valid Oracle distribution agreement effective prior to August 2, 2007.

## Enterprise Performance Management Applications

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Enterprise Performance Management Suites and Associated Options** | | | | |
| **Hyperion Financial Close Suite** | 14,995 | 3,298.90 | Application User | 50 |
| Option: Hyperion Disclosure Management for Oracle Hyperion Financial Close Suite | 2,000 | 440.00 | Application User | 50 |
| Option: Data Relationship Management for Oracle Hyperion Financial Close Suite | 5,000 | 1,100.00 | Application User | 50 |
| Data Relationship Steward | 5,800 | 1,276.00 | Application User | |
| **Hyperion Enterprise Financial Planning Suite** | 9,995 | 2,198.90 | Application User | 50 |
| Option: Crystal Ball Enterprise Performance Management for Oracle Hyperion Enterprise Financial Planning Suite | 1,500 | 330.00 | Application User | 50 |
| Option: Data Relationship Management for Oracle Hyperion Enterprise Financial Planning Suite | 5,000 | 1,100.00 | Application User | 50 |
| Data Relationship Steward | 5,800 | 1,276.00 | Application User | |
| **Enterprise Performance Management Standalone Products** | | | | |
| Hyperion Financial Management Plus | 5,200 | 1,144.00 | Application User | 25 |
| Hyperion Financial Close Management | 5,000 | 1,100.00 | Application User | 50 |
| Hyperion Disclosure Management | 10,000 | 2,200.00 | Application User | 15 |
| Financial Management Analytics | 1,000 | 220.00 | Application User | 25 |
| Quantitative Management and Reporting for Solvency II | 8,000 | 1,760.00 | Application User | 50 |
| Hyperion Tax Provision | 9,900 | 2,178.00 | Application User | 25 |
| Hyperion Planning Plus | 3,500 | 770.00 | Application User | 25 |
| Hyperion Public Sector Planning and Budgeting | 2,000 | 440.00 | Application User | 25 |
| Hyperion Project Financial Planning | 2,000 | 440.00 | Application User | 25 |
| Hyperion Strategic Finance | 24,500 | 5,390.00 | Application User | 5 |
| Hyperion Strategic Finance for Banking | 8,100 | 1,782.00 | Application User | 10 |
| Hyperion Enterprise | 2,900 | 638.00 | Application User | 25 |
| Hyperion Financial Data Quality Management, Enterprise Edition | 2,900 | 638.00 | Application User | 25 |
| Option: Hyperion Financial Data Quality Management, Enterprise Edition Adapter for Financial Management | 600 | 132.00 | Application User | 25 |
| Option: Hyperion Financial Data Quality Management, Enterprise Edition Adapter Suite | 600 | 132.00 | Application User | 25 |
| Option: Hyperion Financial Data Quality Management, Enterprise Edition ERP Source Adapter for SAP | 600 | 132.00 | Application User | 25 |
| Data Relationship Management | 16 | 3.52 | Record | 20,000 |
| Option: Data Relationship Management Read Only Access | 4 | 0.88 | Record | 20,000 |
| Data Relationship Steward | 5,800 | 1,276.00 | Application User | |
| Data Relationship Governance | 5,000 | 1,100.00 | Application User | 50 |

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Prices in USA (Dollar)

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **User Productivity Kit** | | | | |
| User Productivity Kit Standard | 17,500 | 3,850.00 | UPK Developer | 1 |
| User Productivity Kit Standard | 90 | 19.80 | Application User | 50 |
| User Productivity Kit Standard | 45 | 9.90 | Employee | 500 |
| User Productivity Kit Professional | 17,500 | 3,850.00 | UPK Developer | 1 |
| User Productivity Kit Professional | 100 | 22.00 | Application User | 50 |
| User Productivity Kit Professional | 50 | 11.00 | Employee | 500 |
| **User Productivity Kit Content Materials for Enterprise Performance Management Applications** | | | | |
| User Productivity Kit for Hyperion Financial Management Plus | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| User Productivity Kit for Hyperion Planning Plus | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |

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## Oracle Business Intelligence Applications, Fusion Edition (Siebel Analytics-based products)

Please check the Oracle Business Intelligence Applications Price List Supplement for prerequisite product information.
All Business Intelligence Technology products are listed only on the Oracle Technology Global Price List, including prerequisites.
The products in the vertical content sections are intended for use only with Siebel CRM applications.
Application-Specific Full-Use (ASFU) pricing and licensing is not available for Business Intelligence Application Products, unless specifically provided for in a valid Oracle distribution agreement effective prior to August 2, 2007.

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **BI Applications, Fusion Edition - CRM Analytics** | | | | |
| Sales Analytics, Fusion Edition | 5,800 | 1,276.00 | Application User | 20 |
| Service Analytics, Fusion Edition | 5,800 | 1,276.00 | Application User | 20 |
| Contact Center Telephony Analytics, Fusion Edition | 5,800 | 1,276.00 | Application User | 20 |
| Marketing Analytics, Fusion Edition | 5,800 | 1,276.00 | Application User | 20 |
| Price Analytics | 5,800 | 1,276.00 | Application User | 20 |
| Partner Analytics, Fusion Edition | 5,800 | 1,276.00 | Application User | 20 |
| Loyalty Analytics | 20,000 | 4,400.00 | 100K Member Records | 5 |
| **BI Applications, Fusion Edition - ERP Analytics** | | | | |
| Supply Chain and Order Management Analytics, Fusion Edition | 5,800 | 1,276.00 | Application User | 20 |
| Financial Analytics, Fusion Edition | 5,800 | 1,276.00 | Application User | 20 |
| Procurement & Spend Analytics, Fusion Edition | 5,800 | 1,276.00 | Application User | 20 |
| Spend Classification | 40,000 | 8,800.00 | Application User | 5 |
| Project Analytics | 5,800 | 1,276.00 | Application User | 20 |
| Human Resources Analytics, Fusion Edition | 5,800 | 1,276.00 | Application User | 100 |
| Manufacturing Analytics | 5,800 | 1,276.00 | Application User | 20 |
| Enterprise Asset Management Analytics | 5,800 | 1,276.00 | Application User | 20 |
| Student Information Analytics | 5,800 | 1,276.00 | Application User | 20 |
| **BI Applications, Fusion Edition - Telecom Analytics** | | | | |
| Telecom Sales Analytics Fusion Edition | 5,800 | 1,276.00 | Application User | 25 |
| Telecom Service Analytics Fusion Edition | 5,800 | 1,276.00 | Application User | 25 |
| Telecom Marketing Analytics Fusion Edition | 5,800 | 1,276.00 | Application User | 25 |
| **BI Applications, Fusion Edition - Financial Services Analytics** | | | | |
| Finance Sales Analytics Fusion Edition | 5,800 | 1,276.00 | Application User | 25 |
| Finance Service Analytics Fusion Edition | 5,800 | 1,276.00 | Application User | 25 |
| Finance Marketing Analytics Fusion Edition | 5,800 | 1,276.00 | Application User | 25 |
| Finance Retail Analytics Fusion Edition | 5,800 | 1,276.00 | Application User | 25 |
| Finance Institutional Analytics Fusion Edition | 5,800 | 1,276.00 | Application User | 25 |
| Financial Services Enterprise Financial Performance Analytics | 5,800 | 1,276.00 | Application User | 50 |
| Financial Services Asset Liability Management Analytics | 11,500 | 2,530.00 | Application User | 25 |
| **BI Applications, Fusion Edition - Insurance Analytics** | | | | |
| Insurance Sales Analytics Fusion Edition | 5,800 | 1,276.00 | Application User | 25 |
| Insurance Service Analytics Fusion Edition | 5,800 | 1,276.00 | Application User | 25 |
| Insurance Marketing Analytics Fusion Edition | 5,800 | 1,276.00 | Application User | 25 |
| Insurance Partner Manager Analytics Fusion Edition | 5,800 | 1,276.00 | Application User | 25 |
| **BI Applications, Fusion Edition - Life Sciences Analytics** | | | | |
| Pharma Sales Analytics Fusion Edition | 5,800 | 1,276.00 | Application User | 25 |
| Pharma Marketing Analytics Fusion Edition | 5,800 | 1,276.00 | Application User | 25 |
| **BI Applications, Fusion Edition - Consumer Goods Analytics** | | | | |
| Consumer Goods Trade Funds Analytics, Fusion Edition | 5,800 | 1,276.00 | Application User | 25 |
| **BI Applications, Fusion Edition - Public Sector Analytics** | | | | |
| Case Management Analytics Fusion Edition | 5,800 | 1,276.00 | Application User | 25 |

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| | License Price | Software Update License & Support | Licensing Metric | Minimum | |
|---|---|---|---|---|---|
| **Real-Time Decision (RTD) Applications** | | | | | |
| Oracle Real-Time Decisions Base Application | 57,500 | 12,650.00 | Processor | | |
| Oracle Real-Time Decisions for Siebel Intelligent Offer Generation | 1,800 | 396.00 | Application User | 25 | |
| Oracle Real-Time Decisions for Siebel E-Commerce | 57,500 | 12,650.00 | Processor | | |

## Oracle Business Intelligence Applications - Standalone

The product below is a standalone Business Intelligence Application and does not work in conjunction with the Oracle Business Intelligence Application Product Family. Please check the Oracle Business Intelligence Applications Price List Supplement for prerequisite product information.
All Business Intelligence Technology products are listed only on the Oracle Technology Global Price List, including prerequisites.

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Standalone BI Applications** | | | | |
| Incentive Compensation Analytics for Oracle Data Integrator | 250 | 55.00 | Compensated Individual | 10 |

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## DEFINITIONS

**Application User:** is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

**Compensated Individual:** is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

**Computer:** is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

**Employee:** is defined as all of your full-time, part-time, temporary employees and all of your agents, contractors and consultants. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, all of the company's full-time, part-time, temporary employees and agents, contractors and consultants that are providing the outsourcing services for you must be counted for the purposes of determining the number of Employees.

**Member Record:** is defined as each unique customer loyalty program Member Record managed by the program. 100k Member Records shall mean one hundred thousand Member Records.

**Processor:** shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

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**Record:** The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.
The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application.. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For all application programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at _http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

**UPK Developer:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

**UPK Module:** is defined as the functional software component described in the program documentation.

**$B in Total Assets:** is defined as one billion US dollars (insert equivalent amount of local currency in these parens using the corporate treasury exchange rate found on esource. Check http://esource.oraclecorp.com License>Pricing>Price List>Exchange Rates) of your latest published or internally available "Total Asset Value" defined per GAAP policies as disclosed in your annual report and/or regulatory filings.

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ORACLE®

# Oracle E-Business Suite Applications Global Price List
## Software Investment Guide
August 8, 2014

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Oracle E-Business Suite Applications Component Global Price List

| | License Price | Software Update License & Support | Metric | Minimum |
|---|---|---|---|---|
| **Governance, Risk and Compliance (GRC)** | | | | |
| Advanced Controls for E-Business Suite | 2,620 | 576.40 | Monitored User | 100 |
| Enterprise Governance, Risk, and Compliance Manager | 4,995 | 1,098.90 | Application User | 50 |
| Option: Financial Governance | 1,595 | 350.90 | Application User | 50 |
| Fusion Governance, Risk, and Compliance Intelligence | 4,595 | 1,010.90 | Application User | 10 |
| Application Access Controls Governor | 895 | 196.90 | Monitored User | 100 |
| Option: Application Access Controls for E-Business Suite | 200 | 44.00 | Monitored User | 100 |
| Configuration Controls Governor | 315 | 69.30 | Monitored User | 100 |
| Option: Configuration Controls for E-Business Suite | 255 | 56.10 | Monitored User | 100 |
| Enterprise Transaction Controls Governor | 805 | 177.10 | Monitored User | 100 |
| Option: Procure to Pay Transaction Controls | 165 | 36.30 | Monitored User | 100 |
| Option: Order to Cash Transaction Controls | 110 | 24.20 | Monitored User | 100 |
| Option: Connector to E-Business Suite | 110 | 24.20 | Monitored User | 100 |
| Preventive Controls Governor | 575 | 126.50 | Monitored User | 100 |
| **Marketing and Sales** | | | | |
| Marketing | 5,795 | 1,274.90 | Application User | 10 |
| TeleSales | 6,895 | 1,516.90 | Application User | 10 |
| Option: Advanced Pricing | 2,295 | 504.90 | Application User | 10 |
| Field Sales | 4,595 | 1,010.90 | Application User | 10 |
| Sales for Handhelds | 485 | 106.70 | Application User | 10 |
| Quoting | 1,395 | 306.90 | Application User | 10 |
| Option: Advanced Pricing | 2,295 | 504.90 | Application User | 10 |
| Partner Management | 1,145 | 251.90 | Partner Organization | 100 |
| Proposals | 455 | 100.10 | Application User | 25 |
| Incentive Compensation | 750 | 165.00 | Compensated Individual | 10 |
| **Channel Revenue Management** | | | | |
| Accounts Receivable Deductions Settlement | 8,000 | 1,760.00 | Application User | 20 |
| Option: Channel Rebates and Point of Sale Management | 6,000 | 1,320.00 | Application User | 20 |
| Option: Advanced Pricing | 2,295 | 504.90 | Application User | 20 |
| Option: Supplier Ship and Debit | 3,000 | 660.00 | Application User | 20 |
| Option: Price Protection | 3,000 | 660.00 | Application User | 20 |
| **Order Management** | | | | |
| Order Management | 4,595 | 1,010.90 | Application User | 5 |
| | 0.2300 | 0.0506 | Electronic Order Line | 100,000 |
| Option: Advanced Pricing | 2,295 | 504.90 | Application User | 10 |
| | 0.1200 | 0.0264 | Electronic Order Line | 100,000 |
| Option: Release Management | 4,595 | 1,010.90 | Application User | 10 |
| | 0.2300 | 0.0506 | Electronic Order Line | 100,000 |
| Sales Contracts | 6,895 | 1,516.90 | Application User | 5 |
| Configurator | 3,495 | 768.90 | Application User | 20 |
| Configurator | 172,500 | 37,950.00 | Processor | |
| iStore | 115,000 | 25,300.00 | Processor | 2 |
| Supply Chain Event Management | 60,000 | 13,200.00 | Processor | |
| **Logistics** | | | | |
| Inventory Management | 4,595 | 1,010.90 | Application User | 5 |
| Option: Mobile Supply Chain Applications | 1,725 | 379.50 | Application User | 10 |
| Warehouse Management | 9,595 | 2,110.90 | Application User | 20 |
| Transportation Management | 16,100 | 3,542.00 | $M Freight Under Mgt | 25 |
| Option: Transportation Operational Planning | 5,900 | 1,298.00 | $M Freight Under Mgt | 25 |
| Option: Logistics Inventory Visibility | 3,100 | 682.00 | $M Freight Under Mgt | 25 |
| Option: Forwarding and Brokerage Operations | 6,200 | 1,364.00 | $M Freight Under Mgt | 25 |
| Option: Freight Payment, Billing and Claims | 7,300 | 1,606.00 | $M Freight Under Mgt | 25 |
| Option: Transportation Sourcing | 3,100 | 682.00 | $M Freight Under Mgt | 25 |
| Option: Transportation Cooperative Routing | 4,600 | 1,012.00 | $M Freight Under Mgt | 25 |
| Option: Fusion Transportation Intelligence | 4,600 | 1,012.00 | $M Freight Under Mgt | 25 |
| Option: Fleet Management | 8,000 | 1,760.00 | $M Freight Under Mgt | 25 |
| Landed Cost Management | 350 | 77.00 | $M Cost of Goods Sold | 50 |
| Option: Advanced Pricing | 100 | 22.00 | $M Cost of Goods Sold | 50 |
| Global Trade Management | 600 | 132.00 | $M in Revenue | 200 |
| Option: Trade Compliance | 300 | 66.00 | $M in Revenue | 200 |
| Option: Customs Management | 300 | 66.00 | $M in Revenue | 200 |
| Option: Global Trade Intelligence | 300 | 66.00 | $M in Revenue | 200 |
| Yard Management | 800 | 800.00 | $M in Revenue | 200 |
| Pedigree and Serialization Manager | 1,000 | 220.00 | $M Revenue Under Mgt | 50 |
| In-Memory Logistics Command Center | 22,000 | 4,840.00 | $M Freight Under Mgt | 100 |

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Oracle E-Business Suite Applications Component Global Price List

| | License Price | Software Update License & Support | Metric | Minimum |
|---|---|---|---|---|
| **Supply Chain Planning** | | | | |
| Advanced Supply Chain Planning | 1,800 | 396.00 | $M Cost of Goods Sold | 60 |
| Option: Constraint Based Optimization | 435 | 95.70 | $M Cost of Goods Sold | 60 |
| Rapid Planning | 1,800 | 396.00 | $M Cost of Goods Sold | 75 |
| Inventory Optimization | 870 | 191.40 | $M Cost of Goods Sold | 60 |
| Global Order Promising | 350 | 77.00 | $M Cost of Goods Sold | 60 |
| Collaborative Planning | 580 | 127.60 | $M Cost of Goods Sold | 60 |
| Advanced Planning Command Center | 1,200 | 264.00 | $M Cost of Goods Sold | 150 |
| Service Parts Planning | 2,000 | 440.00 | $M Cost of Goods Sold | 150 |
| Strategic Network Optimization | 1,400 | 308.00 | $M Cost of Goods Sold | 150 |
| Production Scheduling | 1,210 | 266.20 | $M Cost of Goods Sold | 150 |
| Option: Repetitive Manufacturing Optimization | 390 | 85.80 | $M Cost of Goods Sold | 150 |
| Demantra Demand Management | 1,800 | 396.00 | $M Cost of Goods Sold | 150 |
| Option: Demantra Advanced Forecasting and Demand Modeling | 870 | 191.40 | $M Cost of Goods Sold | 150 |
| Option: Demantra Real-time Sales and Operations Planning | 1,200 | 264.00 | $M Cost of Goods Sold | 150 |
| Demantra Predictive Trade Planning | 1,800 | 396.00 | $M Cost of Goods Sold | 150 |
| Option: Demantra Deduction and Settlement Management | 870 | 191.40 | $M Cost of Goods Sold | 150 |
| Option: Demantra Trade Promotion Optimization | 870 | 191.40 | $M Cost of Goods Sold | 150 |
| Demand Signal Repository | 2,900 | 638.00 | $M Revenue Under Mgt | 500 |
| In-Memory Consumption-Driven Planning | 1,800 | 396.00 | $M Revenue Under Mgt | 500 |
| In-Memory Performance-Driven Planning | 1,200 | 264.00 | $M Cost of Goods Sold | 300 |
| **Procurement** | | | | |
| Purchasing | 4,595 | 1,010.90 | Application User | 5 |
| Option: Sourcing | 9,195 | 2,022.90 | Application User | 5 |
| Option: Sourcing Optimization | 1,150 | 253.00 | Application User | 5 |
| Option: iSupplier Portal | 9,195 | 2,022.90 | Application User | 5 |
| Option: Procurement Contracts | 6,895 | 1,516.90 | Application User | 5 |
| Option: Services Procurement | 4,595 | 1,010.90 | Application User | 5 |
| Option: Advanced Pricing | 2,295 | 504.90 | Application User | 5 |
| iProcurement | 115 | 25.30 | Application User | 100 |
| Supplier Lifecycle Management | 25 | 5.50 | Record | 10,000 |
| **Manufacturing** | | | | |
| Discrete Manufacturing | 4,595 | 1,010.90 | Application User | 10 |
| Option: Manufacturing Execution System for Discrete Manufacturing | 1,725 | 379.50 | Application User | 10 |
| Option: Mobile Supply Chain Applications | 1,725 | 379.50 | Application User | 10 |
| Option: Flow Manufacturing | 3,495 | 768.90 | Application User | 10 |
| Option: Flow Sequencing | 575 | 126.50 | Application User | 10 |
| Option: Outsourced Manufacturing for Discrete Industries | 850 | 187.00 | $M Cost of Goods Sold | 50 |
| Process Manufacturing | 4,595 | 1,010.90 | Application User | 10 |
| Option: Manufacturing Execution System for Process Manufacturing | 1,725 | 379.50 | Application User | 10 |
| Option: Mobile Supply Chain Applications | 1,725 | 379.50 | Application User | 10 |
| Manufacturing Operations Center | 1,725 | 379.50 | $M Cost of Goods Sold | 50 |
| In-Memory Cost Management for Discrete Industries | 25,000 | 5,500.00 | Application User | 25 |
| In-Memory Cost Management for Process Industries | 25,000 | 5,500.00 | Application User | 25 |
| **Asset Lifecycle Management** | | | | |
| Enterprise Asset Management | 4,595 | 1,010.90 | Application User | 10 |
| Option: Self-Service Work Requests | 575 | 126.50 | Application User | 10 |
| Asset Tracking | 6,895 | 1,516.90 | Application User | 50 |
| Property Manager | 4,595 | 1,010.90 | Application User | 5 |
| **Service** | | | | |
| TeleService | 4,595 | 1,010.90 | Application User | 10 |
| Service Contracts | 6,895 | 1,516.90 | Application User | 10 |
| Option: Advanced Pricing | 2,295 | 504.90 | Application User | 10 |
| Field Service | 3,495 | 768.90 | Field Technician | 20 |
| Option: Spares Management | 1,145 | 251.90 | Field Technician | 50 |
| Option: Advanced Scheduler | 1,725 | 379.50 | Field Technician | 50 |
| Option: Mobile Field Service | 1,145 | 251.90 | Field Technician | 50 |
| Depot Repair | 4,595 | 1,010.90 | Application User | 10 |
| iSupport | 57,500 | 12,650.00 | Processor | 2 |
| **Projects** | | | | |
| Project Costing | 4,595 | 1,010.90 | Application User | 5 |
| Option: Project Billing | 3,495 | 768.90 | Application User | 5 |
| Project Resource Management | 225 | 49.50 | Person | 50 |
| Project Collaboration | 345 | 75.90 | Application User | 50 |
| Project Management | 2,895 | 636.90 | Application User | 25 |
| Project Portfolio Analysis | 6,895 | 1,516.90 | Application User | 10 |
| Project Contracts | 6,895 | 1,516.90 | Application User | 10 |
| Project Procurement | 1,000 | 220.00 | Application User | 25 |

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Oracle E-Business Suite Applications Component Global Price List

| | License Price | Software Update License & Support | Metric | Minimum |
|---|---|---|---|---|
| **Product Lifecycle Management** | | | | |
| **Agile Product Lifecycle Management** | 6,545 | 1,439.90 | Application User | 20 |
| Agile Product Collaboration | 3,995 | 878.90 | Application User | 20 |
| Agile Product Governance and Compliance | 4,995 | 1,098.90 | Application User | 20 |
| Agile Product Cost Management | 2,995 | 658.90 | Application User | 20 |
| Agile Product Quality Management | 5,995 | 1,318.90 | Application User | 20 |
| Agile Product Portfolio Management | 450 | 99.00 | Application User | 20 |
| AutoVue 2D Professional for Agile | 3,495 | 768.90 | Application User | 20 |
| AutoVue Electro-Mechanical Professional for Agile | 50,000 | 11,000.00 | Customer | 1 |
| Agile Food and Drug Administration Validation Pack | 6,995 | 1,538.90 | Application User | 10 |
| Agile Engineering Data Management | 4,995 | 1,098.90 | Application User | 10 |
| Option: Agile Product Workbench | 75,000 | 16,500.00 | Processor | 2 |
| Option: Agile Distributed File Management | 5,800 | 1,276.00 | Application User | 50 |
| Product Lifecycle Analytics | 3,995 | 878.90 | Application User | 20 |
| Agile Customer Needs Management | 7,995 | 1,758.90 | Application User | 20 |
| Agile Material and Equipment Management for Pharmaceuticals | 5,995 | 1,318.90 | Application User | 20 |
| Agile Recipe Management for Pharmaceuticals | | | | |
| **Agile Product Lifecycle Management Integration Products** | 75,000 | 16,500.00 | Processor | 2 |
| Agile Engineering Collaboration | 4,995 | 1,098.90 | Application User | 10 |
| Agile MCAD Connector | 6,995 | 1,538.90 | Application User | 10 |
| Agile ECAD Connector | 75,000 | 16,500.00 | Processor | 2 |
| Agile CAD Library Connector | 100,000 | 22,000.00 | Processor | 2 |
| Agile ERP Adapter | | | | |
| **Agile Product Lifecycle Management for Process** | 7,995 | 1,758.90 | Application User | 20 |
| Agile Product Data Management for Process | 6,995 | 1,538.90 | Application User | 20 |
| Option: Agile Formulation and Compliance for Process | 1,995 | 438.90 | Application User | 20 |
| Option: Agile Product Supplier Collaboration for Process | 2,995 | 658.90 | Application User | 20 |
| Option: Agile Product Quality Management for Process | 4,995 | 1,098.90 | Application User | 20 |
| Agile New Product Development and Introduction for Process | | | | |
| **Enterprise Visualization** | 115 | 25.30 | Application User | 1 |
| AutoVue Office | 450 | 99.00 | Application User | 1 |
| AutoVue 2D Professional | 1,725 | 379.50 | Application User | 1 |
| AutoVue 3D Professional Advanced | 1,725 | 379.50 | Application User | 1 |
| AutoVue EDA Professional | 3,495 | 768.90 | Application User | 1 |
| AutoVue Electro-Mechanical Professional | 29,000 | 6,380.00 | Computer | 1 |
| AutoVue VueLink Integration | 25,000 | 5,500.00 | Computer | 1 |
| AutoVue Mobile | 25,000 | 5,500.00 | Computer | 1 |
| AutoVue Office Document Print Service | 50,000 | 11,000.00 | Computer | 1 |
| AutoVue 2D Document Print Service | 75,000 | 16,500.00 | Computer | 1 |
| AutoVue 3D Document Print Service | | | | |
| **Financial** | 4,595 | 1,010.90 | Application User | 5 |
| Financials | 1,995 | 438.90 | Application User | 5 |
| Option: Environmental Accounting and Reporting | 1,395 | 306.90 | Application User | 10 |
| Advanced Collections | 6 | 1.32 | Expense Report | 1,000 |
| Internet Expenses | 58 | 12.76 | 1K Invoice Line | 20 |
| iReceivables | 28,795 | 6,334.90 | Application User | 4 |
| Treasury | 175 | 38.50 | Employee | 1,000 |
| Financials Accounting Hub | | | | |
| **Human Resources** | 185 | 40.70 | Employee | 100 |
| Human Resources | 40 | 8.80 | Employee | 100 |
| Self-Service Human Resources | 85 | 18.70 | Employee | 500 |
| Advanced Benefits | 70 | 15.40 | Employee | 100 |
| Compensation Workbench | 75 | 16.50 | Employee | 500 |
| iRecruitment | 225 | 49.50 | Employee | 500 |
| Payroll | 105 | 23.10 | Employee | 100 |
| Performance Management | 110 | 24.20 | Employee | 100 |
| Time and Labor | 225 | 49.50 | Employee | 1,000 |
| Workforce Scheduling | 70 | 15.40 | Employee | 100 |
| Succession Planning | | | | |
| **Learning Management** | 105 | 23.10 | Trainee | 100 |
| Learning Management | 52 | 11.44 | Trainee | 100 |
| iLearning | | | | |
| **E-Business Suite Extensions for Oracle Endeca** | 1,000 | 220.00 | Application User | 25 |
| **E-Business Suite Applications Extensions for Oracle Endeca** (Licensed per product for Channel Revenue Management, Cost Management, Depot Repair, Discrete Manufacturing, Enterprise Asset Management, Field Service, Installed Base, Inventory Management, Order Management, Payables, Process Manufacturing, Project Management, Quality, Receivables, Service Contracts, TeleService or Warehouse Management.) | | | | |
| **E-Business Suite Self-Service Applications Extensions for Oracle Endeca** | 50 | 11.00 | Application User | 100 |
| iProcurement Extensions for Oracle Endeca | 25 | 5.50 | Trainee | 100 |
| Learning Management Extensions for Oracle Endeca | 25 | 5.50 | Employee | 100 |
| Human Resources Extensions for Oracle Endeca | 25 | 5.50 | Employee | 500 |
| iRecruitment Extensions for Oracle Endeca | | | | |

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Oracle E-Business Suite Applications Component Global Price List

| | License Price | Software Update License & Support | Metric | Minimum |
|---|---|---|---|---|
| **Master Data Management** | | | | |
| **Master Data Management - Customer Hub for B2B** | | | | |
| Customer Hub B2B | 9 | 1.98 | Record | 50,000 |
| Customer Hub Add-On B2B for Siebel CRM and Oracle E-Business Suite | 4.50 | 0.9900 | Record | 50,000 |
| **Customer Hub & Customer Hub Add-on Options** *(Customer Hub options are available only with Siebel Universal Customer Master (UCM))* | | | | |
| Option: Activity Hub B2B | 3.20 | 0.7000 | Record | 50,000 |
| Option: Field Service Hub B2B | 3.20 | 0.7000 | Record | 50,000 |
| Option: Marketing Hub B2B | 3.20 | 0.7000 | Record | 50,000 |
| Option: Sales Hub B2B | 3.20 | 0.7000 | Record | 50,000 |
| Option: Service Hub B2B | 3.20 | 0.7000 | Record | 50,000 |
| **Master Data Management - Customer Hub for B2C** | | | | |
| Customer Hub B2C | 0.4600 | 0.1000 | Record | 1,000,000 |
| Customer Hub Add-On B2C for Siebel CRM and Oracle E-Business Suite | 0.2300 | 0.0500 | Record | 1,000,000 |
| **Customer Hub & Customer Hub Add-on Options** *(Customer Hub options are available only with Siebel Universal Customer Master (UCM))* | | | | |
| Option: Activity Hub B2C | 0.1600 | 0.0400 | Record | 1,000,000 |
| Option: Field Service Hub B2C | 0.1600 | 0.0400 | Record | 1,000,000 |
| Option: Marketing Hub B2C | 0.1600 | 0.0400 | Record | 1,000,000 |
| Option: Privacy Management Policy Hub B2C | 0.3200 | 0.0700 | Record | 1,000,000 |
| Option: Sales Hub B2C | 0.1600 | 0.0400 | Record | 1,000,000 |
| Option: Service Hub B2C | 0.1600 | 0.0400 | Record | 1,000,000 |
| **Master Data Management - Site Hub** | | | | |
| Site Hub | 200 | 44.00 | Record | 1,000 |
| Site Hub Add-On for Oracle E-Business Suite | 100 | 22.00 | Record | 1,000 |
| **Master Data Management - Supplier Hub** | | | | |
| Supplier Hub | 33 | 7.26 | Record | 10,000 |
| Supplier Hub Add-On for Oracle E-Business Suite | 17 | 3.63 | Record | 10,000 |
| **Master Data Management - Vertical Customer Hub** | | | | |
| Automotive Captive Finance Customer Hub | 1.60 | 0.3500 | Record | 1,000,000 |
| Case Hub | 0.3700 | 0.0800 | Record | 1,000,000 |
| Higher Education Constituent Hub | 1.30 | 0.2900 | Record | 300,000 |
| Life Sciences Customer Hub | 2.90 | 0.6400 | Record | 1,000,000 |
| **Master Data Management - Product Information Management** | | | | |
| Product Hub | 14 | 3.08 | Record | 20,000 |
| Product Hub Add-on | 7 | 1.54 | Record | 20,000 |
| **Master Data Management - Vertical Product Hub** | | | | |
| Product Hub for Retail | 6 | 1.32 | Record | 200,000 |
| Product Hub for Retail Add-on | 3.00 | 0.6600 | Record | 200,000 |
| Product Hub for Communications | 150 | 33.00 | Record | 5,000 |
| Product Hub for Communications Add-on | 75 | 16.50 | Record | 5,000 |
| **Master Data Management - Administrative & Development** | | | | |
| Customer Hub Data Steward | 5,795 | 1,274.90 | Application User | 10 |
| Higher Education Constituent Hub Data Steward | 5,795 | 1,274.90 | Application User | 10 |
| Product Hub Data Steward | 5,795 | 1,274.90 | Application User | 20 |
| Site Hub Data Steward | 5,795 | 1,274.90 | Application User | 1 |
| Supplier Hub Data Steward | 5,795 | 1,274.90 | Application User | 10 |
| **Master Data Management - Data Quality** | | | | |
| Enterprise Data Quality Standardization and Match | 275,000 | 60,500.00 | Processor | 4 |
| Enterprise Data Quality Product Data Extension | 150,000 | 33,000.00 | Processor | 4 |
| Enterprise Data Quality Address Verification Server | 63,300 | 13,926.00 | Processor | 4 |
| Enterprise Data Quality Profile and Audit | 150,000 | 33,000.00 | Processor | 4 |
| Watchlist Screening | 200,000 | 44,000.00 | Processor | 4 |
| Data Quality Matching Server | 125,000 | 27,500.00 | Processor | 4 |
| Data Quality Address Validation Server | 63,300 | 13,926.00 | Processor | 4 |
| Data Quality Profiling Server | 150,000 | 33,000.00 | Processor | 4 |
| Data Quality Parsing and Standardization Server | 150,000 | 33,000.00 | Processor | 4 |

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## Oracle E-Business Suite Applications Component Global Price List

| | License Price | Software Update License & Support | Metric | Minimum |
|---|---|---|---|---|
| **Application Management** | | | | |
| Application Management Suite for Oracle E-Business Suite Applications | 400 | 88.00 | Named User Plus | 200 |
| | 20,000 | 4,400.00 | Processor | 4 |
| **Application Testing** | | | | |
| Functional Testing Suite for Oracle Applications | 12,000 | 2,640.00 | Named User Plus | not applicable |
| Functional Testing Suite Advanced Pack for Oracle E-Business Suite | 6,000 | 1,320.00 | Named User Plus | not applicable |
| Load Testing Suite for Oracle Applications | 125 | 27.50 | Named User Plus | 50 |
| **Application Integration Architecture** | | | | |
| Application Integration Architecture Foundation Pack | 46,000 | 10,120.00 | Processor | 1 |
| | 920 | 202.40 | Named User Plus | 1 |
| Application Integration Architecture Foundation Pack Extension for Communications | 46,000 | 10,120.00 | Processor | 1 |
| | 920 | 202.40 | Named User Plus | 1 |
| Application Integration Architecture Foundation Pack Extension for Insurance | 46,000 | 10,120.00 | Processor | 1 |
| | 920 | 202.40 | Named User Plus | 1 |
| Application Integration Architecture Foundation Pack Extension for Utilities | 46,000 | 10,120.00 | Processor | 1 |
| | 920 | 202.40 | Named User Plus | 1 |
| Agile Product Lifecycle Management Integration Pack for Oracle E-Business Suite: Design to Release | 70,000 | 15,400.00 | Processor | 1 |
| Agile Product Lifecycle Management Integration Pack for SAP: Design to Release | 50,000 | 11,000.00 | Processor | 1 |
| Communications Billing and Revenue Management Integration Pack for Oracle E-Business Suite: Revenue Accounting | 35,000 | 7,700.00 | Processor | 1 |
| Demantra Sales and Operations Planning Integration to Hyperion Planning | 35,000 | 7,700.00 | Processor | 1 |
| Design to Release Integration Pack for Agile Product Lifecycle Management and JD Edwards EnterpriseOne | 70,000 | 15,400.00 | Processor | 1 |
| Driver Management Integration Pack for Oracle Transportation Management and Oracle E-Business Suite | 70,000 | 15,400.00 | Processor | 1 |
| Enterprise Taxation Management Integration for Oracle E-Business Suite Financials General Ledger and Accounts Payable | 35,000 | 7,700.00 | Processor | 1 |
| Financial Management Integration Pack for Oracle Transportation Management and Oracle E-Business Suite | 70,000 | 15,400.00 | Processor | 1 |
| Financial Operations Control Integration Pack for Oracle Retail Merchandise Operations Management and E-Business Suite Financials | 70,000 | 15,400.00 | Processor | 1 |
| Lead to Order Integration Pack for Oracle CRM On Demand and Oracle E-Business Suite | 35,000 | 7,700.00 | Processor | 1 |
| Order Management Integration Pack for Oracle Transportation Management, Oracle E-Business Suite and Siebel CRM | 105,000 | 23,100.00 | Processor | 1 |
| Customer Master Data Management Integration Base Pack | 15,000 | 3,300.00 | Processor | 1 |
| Customer Master Data Management Integration Option | 10,000 | 2,200.00 | Processor | 1 |
| Product Master Data Management Integration Base Pack | 15,000 | 3,300.00 | Processor | 1 |
| Product Master Data Management Integration Option | 10,000 | 2,200.00 | Processor | 1 |
| Siebel Call Center Integration Pack for Oracle Adverse Event Reporting System | 35,000 | 7,700.00 | Processor | 1 |
| Siebel CRM Integration to Oracle Incentive Compensation | 35,000 | 7,700.00 | Processor | 1 |
| Siebel CRM Integration Pack for Oracle Order Management | 105,000 | 23,100.00 | Processor | 1 |
| Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable | 35,000 | 7,700.00 | Processor | 1 |
| **Interaction Center Technology** | | | | |
| Advanced Inbound Telephony | 1,145 | 251.90 | Workstation | 50 |
| Advanced Outbound Telephony | 1,145 | 251.90 | Workstation | 50 |
| Scripting | 695 | 152.90 | Workstation | 50 |
| Email Center | 2,295 | 504.90 | Workstation | 50 |
| **Other** | | | | |
| Applications Read-Only User (Licensed per product for Financials, Purchasing, Project Costing, Service Contracts, Project Contracts, Sales Contracts, Discrete Manufacturing, or Process Manufacturing) | 1,725 | 379.50 | Application Read-Only User | 1 |
| Exchange Marketplace | 5,800 | 1,276.00 | $M Annual Transaction Volume | 300 |

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Oracle E-Business Suite Applications Component Global Price List

| | License Price | Software Update License & Support | Metric | Minimum |
|---|---|---|---|---|
| **User Productivity Kit** | | | | |
| User Productivity Kit Standard | 17,500 | 3,850.00 | UPK Developer | 1 |
| User Productivity Kit Standard | 90 | 19.80 | Application User | 50 |
| User Productivity Kit Standard | 45 | 9.90 | Employee | 500 |
| User Productivity Kit Professional | 17,500 | 3,850.00 | UPK Developer | 1 |
| User Productivity Kit Professional | 100 | 22.00 | Application User | 50 |
| User Productivity Kit Professional | 50 | 11.00 | Employee | 500 |
| **User Productivity Kit Content Materials for Marketing and Sales** | | | | |
| Oracle E-Business Suite UPK for Oracle Incentive Compensation | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Channel Revenue Management** | | | | |
| Oracle E-Business Suite UPK for Oracle Price Protection | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Order Management** | | | | |
| Oracle E-Business Suite UPK for Order Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Shipping Execution | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Logistics** | | | | |
| Oracle E-Business Suite UPK for Inventory | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Warehouse Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Supply Chain Planning** | | | | |
| Oracle E-Business Suite UPK for Oracle Advanced Supply Chain Planning | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Rapid Planning | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Inventory Optimization | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Global Order Promising | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Collaborative Planning | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Service Parts Planning | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Strategic Network Optimization | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Demantra UPK for Demantra Demand Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Demantra UPK Fundamentals for Demantra Demand Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Demantra UPK for Demantra Real-Time Sales and Operations Planning | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Demantra UPK for Demantra Predictive Trade Planning | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Demantra UPK for Demantra Deduction and Settlement Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Procurement** | | | | |
| Oracle E-Business Suite UPK Purchasing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Sourcing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK iSupplier Portal | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK iProcurement | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |

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Oracle E-Business Suite Applications Component Global Price List

| | License Price | Software Update License & Support | Metric | Minimum |
|---|---|---|---|---|
| **User Productivity Kit Content Materials for Manufacturing** | | | | |
| Oracle E-Business Suite UPK for Work in Process | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Discrete Manufacturing Bills of Material | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Discrete Manufacturing, Engineering | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Discrete Manufacturing Quality | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Manufacturing Execution System for Discrete Manufacturing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Flow Manufacturing, Electronic Kanban | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Process Manufacturing: Product Development | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Process Manufacturing Process Costing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Process Manufacturing: Process Execution | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Process Manufacturing, Process Quality | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Process Manufacturing: System Administration | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Manufacturing Execution System for Process Execution | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Process Manufacturing Regulatory Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Manufacturing Operations Center | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Asset Lifecycle Management** | | | | |
| Oracle E-Business Suite UPK for Oracle Enterprise Asset Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Service** | | | | |
| Oracle E-Business Suite UPK for Oracle Service Contracts | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Field Service | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Depot Repair | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle iSupport | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Projects** | | | | |
| Oracle E-Business Suite UPK for Project Costing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Project Billing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Project Resource Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Project Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Project Foundation | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |

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Oracle E-Business Suite Applications Component Global Price List

| | License Price | Software Update License & Support | Metric | Minimum |
|---|---|---|---|---|
| **User Productivity Content Materials for Product Lifecycle Management** | | | | |
| Agile UPK for Agile Administrator | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Agile UPK for Agile Product Collaboration | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Agile UPK for Agile Product Governance and Compliance | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Agile UPK for Agile Product Cost Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Agile UPK for Agile Product Quality Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Agile UPK for Agile Product Portfolio Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Agile UPK Fundamentals for Product Lifecycle Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Agile UPK for Agile Customer Needs Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Agile UPK for Agile Material and Equipment Management for Pharmaceuticals | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Agile UPK for Agile Recipe Management for Pharmaceuticals | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Financials** | | | | |
| Oracle E-Business Suite UPK Payables | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK Receivables | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK General Ledger | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK Financials Centralized Solution Set | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK Assets | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Advanced Collections | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK Internet Expenses | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle U.S. Federal Financials | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Human Resources** | | | | |
| Oracle E-Business Suite UPK Human Resources | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK Self-Service Human Resources | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Compensation Workbench | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for iRecruitment | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK Payroll | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK Performance Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK Time and Labor | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Learning Management** | | | | |
| Oracle E-Business Suite UPK for Learning Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Master Data Management** | | | | |
| Oracle E-Business Suite UPK for Oracle Site Hub | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Product Hub | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |

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## Oracle E-Business Suite Applications Component Global Price List

| | License Price | Software Update License & Support | Metric | Minimum |
|---|---|---|---|---|
| **User Productivity Kit Content Materials for Public Sector/University** | | | | |
| Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Purchasing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Sourcing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle iSupplier Portal | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle Procurement Contracts | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Contract Lifecycle Management for Public Sector for Oracle iProcurement | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Financial Services** | | | | |
| Oracle E-Business Suite UPK for Oracle Lease and Finance Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for High Tech** | | | | |
| Oracle E-Business Suite UPK for Shop Floor Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Aerospace, Defense and Transportation** | | | | |
| Oracle E-Business Suite UPK for Oracle Complex Maintenance, Repair, and Overhaul | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **Other User Productivity Kit Content Materials** | | | | |
| Oracle E-Business Suite UPK Fundamentals for Oracle E-Business Suite | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for Oracle Install Base | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle E-Business Suite UPK for E-Business Suite Tools and Technologies | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **Vertical Applications** | | | | |
| **Communications/Utilities** | | | | |
| CRL Financial Management | 287,500 | 63,250.00 | Module | 1 |
| | 0.2900 | 0.0638 | Per Subscriber Thereafter | 1 |
| Telco Provisioning | 287,500 | 63,250.00 | Module | 1 |
| | 1.75 | 0.3850 | Per Subscriber Thereafter | 1 |
| Number Portability | 287,500 | 63,250.00 | Module | 1 |
| | 12 | 2.64 | Ported Number/Year | 1 |
| Telecommunications Billing Integrator | 6 | 1.32 | Employee | 50,000 |
| **Public Sector/University** | | | | |
| Grants | 4,595 | 1,010.90 | Application User | 5 |
| Loans | 4,595 | 1,010.90 | Application User | 10 |
| Contract Lifecycle Management for Public Sector | 19,995 | 4,398.90 | Application User | 10 |
| **Financial Services** | | | | |
| Financial Services Funds Transfer Pricing | 12,500 | 2,750.00 | $B in Total Assets | 30 |
| Financial Services Asset Liability Management | 12,500 | 2,750.00 | $B in Total Assets | 30 |
| Financial Services Analytical Applications Infrastructure | 5,000 | 1,100.00 | $B in Total Assets | 30 |
| Financial Services Profitability Management | 12,500 | 2,750.00 | $B in Total Assets | 30 |
| Financial Services Pricing Management, Transfer Pricing Component | 12,500 | 2,750.00 | $B in Total Assets | 30 |
| Financial Services Provisioning | 0.2300 | 0.0506 | Service Order Line | 50,000 |
| Lease and Finance Management | 2,300 | 506.00 | $M Managed Assets | 500 |
| **High Tech** | | | | |
| Shop Floor Management | 2,300 | 506.00 | $M Cost of Goods Sold | 30 |
| Supply Chain Trading Connector for RosettaNet | 57,500 | 12,650.00 | PIP | 2 |
| **Aerospace, Defense and Transportation** | | | | |
| Complex Maintenance, Repair & Overhaul | 17,300 | 3,806.00 | Application User | 10 |

| | Subscription | Licensing Metric | Frequency | Minimum |
|---|---|---|---|---|
| **Oracle Education Subscription** | | | | |
| iLearning Subscription* | 55 | Hosted Named User | Yearly | $5,000.00 |

* At the minimum, the customer must license a number of Named Users and Months that are equal to 5,000 USA (Dollar).

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list.

The list support price for term licenses is 22% of the list perpetual license fee, as listed in the price list. The term license percentages are not applied to the list support price.

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## DEFINITIONS

**Named User Plus:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integrations, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

**Processor:** shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: TimesTen Application-Tier Database Cache, and TimesTen Application-Tier Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.1

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.2

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.3

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.4

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.5

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.6

**Application User:** is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. Applications Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, and Oracle Services Procurement programs, use by your external suppliers is included with your application user licenses.

**Application Read-Only User:** is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses, regardless of whether the individual is actively using the programs at any given time.

**Collaboration Program User:** is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. For the purposes of counting and licensing the number of Real-Time Collaboration users, a Collaboration Program User within your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to your company and attending a web conference are not required to be licensed.

**Annual Transaction Volume:** is defined as the U.S. dollar denominated total value of all purchase orders transacted and all auctions conducted through the Oracle Exchange Platform by you and others during the applicable year of the Oracle Exchange Platform license regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

**Case Report Form (CRF) Page:** is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12-month period. You may not exceed the licensed number of CRF pages during any 12-month period unless you acquire additional CRF pages licenses from us.

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DEFINITIONS (Continued)

**Compensated Individual:** is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

**Computer:** is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

**Connector:** is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product with which the software product is required to interface.

**Warehouse Builder Connector:** is defined as a software product that connects an Oracle database where the Oracle Warehouse Builder code is deployed, to an external product (e.g., SAP). A unique connector is required for each distinct external product for which the Oracle database is required to interface.

**Cost of Goods Sold:** is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

**Customer:** is defined as the customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

**Electronic Order Line:** is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

**Employee:** is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the Oracle Programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

**Employee User:** is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

**Entry:** is defined as a unique item (e.g., object, person, entity or item of information) stored within the programs. Replicated entries stored within the program on multiple servers are counted as a single entry.

**Expense Report:** is defined as the total number of expense reports processed by the iExpenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

**Field Technician:** is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

**FTE Student:** is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

**Hosted Named User:** is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

**Invoice Line:** is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from us.

**Module:** is defined as each production database running the programs.

**Monitored User:** is defined as an individual who is monitored by an Analytics program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time.

Individual users who are licensed for an Analytics program by either Named User Plus or Application User may not be licensed by Monitored User.

For the purpose of the Usage Accelerator Analytics program, every user of your licensed CRM Sales application program must be licensed.

For the purpose of the Human Resources Compensation Analytics program, all of your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Advanced Controls for E-Business Suite, Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, and Preventive Controls Governor, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Advanced Controls for PeopleSoft Enterprise, Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / programs) users (individuals) that the program monitors.

**Network Device:** is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not li, routers, firewalls and network load balancers.

**Non Employee User - External:** is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

**Partner Organization:** is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

**Person:** is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

**Ported Number:** is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

**Record:** The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records that may be stored in the Case Hub application.. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For purposes of the Site Hub application, a record will be defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub application. A site database record is a unique site (e.g., an asset, a building, part of a building, such as a store or a franchise within the store, an ATM, etc.) which is stored as a site in the Oracle Site Hub product.

For the purpose of Oracle Supplier Lifecycle Management and Oracle Supplier Hub applications, a record is a unique business entity or company record, which is stored as Supplier in AP_SUPPLIERS table of the Oracle Supplier Lifecycle Management and Oracle Supplier Hub products.

For all programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at _http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

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DEFINITIONS (Continued)

**RosettaNet Partner Interface Processes® (PIPs®):** are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

**Service Order Line:** is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from us.

**Subscriber:** is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider, or (d) a live connected utility meter . The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

**Suite:** is defined as all the functional software components described in the product documentation.

**Tape Drive:** Tape drives are defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan.

**Terabyte:** is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

**Trainee:** is defined as an employee, contractor, student or other person who is being recorded by the program.

**UPK Developer:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

**UPK Module:** is defined as the functional software component described in the program documentation.

**Workstation:** is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

**$B in Total Assets:** is defined as one billion US dollars (insert equivalent amount of local currency in these parens using the corporate treasury exchange rate found on eSource. Check http://esource.oraclecorp.com License > Pricing > Price List > Exchange Rates) of your latest published or internally available "Total Asset Value" defined per GAAP policies as disclosed in your annual report and/or regulatory filings.

**$M Freight Under Management:** is defined as one million U.S. dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

**$M in Revenue:** is defined as one million United States dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

**$M in Managed Assets:** is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

**$M Revenue Under Management:** is defined as one million U.S. dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:
http://edelivery.oracle.com

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## ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

### Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

### Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

### Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

### Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

### Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

### Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

### Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

### North American Payroll Tax Updates

North American Payroll Tax Updates is available for programs in the Sustaining Support phase of Oracle's product support lifecycle. Customers who acquire North American Payroll Tax Updates will receive a tax year of tax updates for Oracle payroll applications. North American Payroll Tax Updates is available for $50,000 per annum. This service does not attract the eBusiness Discount, and will not be pro-rated to partial years.

In order to acquire North American Payroll Tax Updates, programs must be currently supported with Software Update License & Support.

North American Payroll Tax Updates is not available in all countries or for all programs. Please contact your Support Sales Representative for service availability.

## ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

### Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

### Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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# Oracle Software Investment Guide

## Siebel CRM Pricing

April 14, 2014

Prices in USA (Dollar)

## Siebel Pricing and Quoting Notes

- For each Employee user, Siebel modules must be licensed at the same level or less then the Siebel base application. For Example, if the customer licensed 100 Siebel CRM Base, then Siebel Contracts must have a quantity of 100 or less--not more then 100. This rule applies only to modules using the Application User metric.
- Customers using the Siebel SEA repository DO NOT have the industry options available to them. Only the Siebel CRM Base and Siebel CRM options are available in the SEA repository. Customers wishing to use Siebel industry functionality must have implemented the Siebel SIA repository--which they may do without triggering a licensing migration or any additional purchase.
- Technology products: There are NO technology products included with Siebel licenses. Any required technology, Oracle or otherwise, must be licensed separately.

## Siebel CRM Applications

### Siebel CRM Applications Pricing
### Siebel Base Applications

Every Siebel customer must license, at a minimum, one Siebel CRM Base Application. Typically, each employee user of Siebel applications requires a base. Start by selecting the Siebel CRM Base for each Siebel user. All users requiring a base must license the Siebel CRM Base. Then, if the customer requires industry specific functionality, select the industry base option(s) that most appropriately meet customer needs--in addition to the CRM Base. Note that if the customer requires an industry solution, all users must have an industry base option and the Siebel CRM Base (exceptions require HQAPP approval).

**For Existing Customers running Siebel v8.0 or earlier**

Customers using the Siebel SEA repository DO NOT have the industry options available to them. Only the Siebel CRM Base and Siebel CRM options are available in the SEA repository. Customers wishing to use Siebel industry functionality must have implemented the Siebel SIA repository--which they may do without triggering a licensing migration or any additional purchase.

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Base Applications** | | | | |
| Siebel CRM Base | 3,750 | 825.00 | Application User | |
| Siebel Communications, Media and Energy CRM Base Option | 400 | 88.00 | Application User | |
| Siebel Financial Services CRM Base Option | 400 | 88.00 | Application User | |
| Siebel Life Sciences CRM Base Option | 400 | 88.00 | Application User | |
| Siebel Manufacturing CRM Base Option | 400 | 88.00 | Application User | |
| Siebel Distribution CRM Base Option | 400 | 88.00 | Application User | |
| Siebel Public Sector CRM Base Option | 400 | 88.00 | Application User | |
| **Siebel CRM Tools and Servers** | | | | |
| Siebel Tools | 20,000 | 4,400.00 | Application User | |
| Siebel Test Automation Interfaces | 5,800 | 1,276.00 | Application User | |
| Siebel Web UI Dynamic Developer Kit | 5,800 | 1,276.00 | Application User | |
| Siebel Server Extensions for UNIX | 1,150 | 253.00 | Computer | |
| **Application Testing** | | | | |
| Oracle Functional Testing Suite for Oracle Applications | 12,000 | 2,640.00 | Named User Plus | |
| Oracle Load Testing Suite for Oracle Applications | 125 | 27.50 | Named User Plus | 50 |

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Prices in USA (Dollar)

## Siebel CRM Applications Pricing
## Siebel CRM - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel CRM General** | | | | |
| Siebel Advanced Market Development Funds | 500 | 110.00 | Application User | |
| Siebel Anywhere | 200 | 44.00 | Application User | |
| Siebel Server Sync - Microsoft Exchange Server | 120 | 26.40 | Application User | |
| Siebel Content Publishing | 120 | 26.40 | Application User | |
| Siebel Contracts | 700 | 154.00 | Application User | |
| Siebel CRM Desktop | 300 | 66.00 | Application User | |
| Siebel CTI | 200 | 44.00 | Application User | |
| Siebel Customer Content | 350 | 77.00 | Application User | |
| Siebel Data Quality | 120 | 26.40 | Application User | |
| Siebel Employee Self-Service | 120 | 26.40 | Application User | |
| Siebel Events Manager | 350 | 77.00 | Application User | |
| Siebel Forecasting | 300 | 66.00 | Application User | |
| Siebel Handheld | 575 | 126.50 | Application User | |
| Siebel HelpDesk Online | 60 | 13.20 | Application User | |
| Siebel Lead Management | 230 | 50.60 | Application User | |
| Siebel Mobile | 575 | 126.50 | Application User | |
| Siebel Mobile Sales Assistant Data Access | 575 | 126.50 | Application User | |
| Siebel Mobile Connector | 300 | 66.00 | Application User | |
| Siebel Partner Manager | 500 | 110.00 | Application User | |
| Siebel Remote Client | 300 | 66.00 | Application User | |
| Siebel Signature Capture Tool | 60 | 13.20 | Application User | |
| Siebel Smart Answer Connector | 200 | 44.00 | Application User | |
| Siebel SmartScript | 300 | 66.00 | Application User | |
| Siebel Territory Management | 575 | 126.50 | Application User | |
| Siebel Time and Expense Reporting | 120 | 26.40 | Application User | |
| Siebel Wireless | 575 | 126.50 | Application User | |
| Siebel Connector for Satmetrix Exchange | 60 | 13.20 | Application User | |
| **Siebel CRM Customer Order Management** | | | | |
| Siebel Advisor | 1,600 | 352.00 | Application User | |
| Siebel Configurator Administration Server | 115,000 | 25,300.00 | Computer | |
| Siebel Configurator Runtime | 2,200 | 484.00 | Application User | |
| Siebel Customer Order Management Administration Server | 230,000 | 50,600.00 | Customer | |
| Siebel Customer Order Management Administrator | 5,800 | 1,276.00 | Application User | |
| Siebel Dynamic Catalog | 1,000 | 220.00 | Application User | |
| Siebel Dynamic Pricer | 1,400 | 308.00 | Application User | |
| Siebel Quote and Order Capture | 1,150 | 253.00 | Application User | |
| Siebel Quotes | 460 | 101.20 | Application User | |
| **Siebel CRM Sales** | | | | |
| Oracle Business Approvals Connector for Sales Managers | 350 | 77.00 | Application User | 25 |
| Siebel Enterprise Selling Process (ESP) | 200 | 44.00 | Application User | |
| Siebel Portfolio Management Process (PMP) | 200 | 44.00 | Application User | |
| Siebel Proposals and Presentations | 400 | 88.00 | Application User | |
| Siebel Target Account Selling (TAS) | 200 | 44.00 | Application User | |
| **Siebel CRM Service** | | | | |
| Siebel Asset Management | 350 | 77.00 | Application User | |
| Siebel Change Management | 230 | 50.60 | Application User | |
| Siebel Email Response | 800 | 176.00 | Application User | |
| Siebel Field Service | 575 | 126.50 | Application User | |
| Siebel HelpDesk Option | 500 | 110.00 | Application User | |
| Siebel Quality Management | 300 | 66.00 | Application User | |
| Siebel Smart Answer for Service | 1,050 | 231.00 | Application User | |

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Siebel CRM Pricing

Prices In USA (Dollar)

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel CRM Field Service** | | | | |
| Siebel Barcode | 120 | 26.40 | Application User | |
| Siebel Logistics Manager | 300 | 66.00 | Application User | |
| Siebel Preventive Maintenance | 200 | 44.00 | Application User | |
| Siebel Repair | 200 | 44.00 | Application User | |
| Siebel Scheduling | 400 | 88.00 | Application User | |
| Oracle Real-Time Scheduler | 2,650 | 583.00 | Field Resource | 40 |
| **Siebel CRM Marketing Automation** | | | | |
| Siebel Campaign Management | 2,530 | 556.60 | Application User | |
| Siebel Email/Web Offer Designer | 175 | 38.50 | Application User | |
| Siebel Email Marketing Server | 115,000 | 25,300.00 | Computer | |
| Siebel Marketing Resource Manager | 230 | 50.60 | Application User | |
| **Siebel CRM Marketing Server** | | | | |
| Siebel Marketing Server - up to 500,000 records | 172,500 | 37,950.00 | Computer | |
| Siebel Marketing Server - up to 1,000,000 records | 230,000 | 50,600.00 | Computer | |
| Siebel Marketing Server - up to 3,000,000 records | 316,500 | 69,630.00 | Computer | |
| Siebel Marketing Server - up to 5,000,000 records | 402,500 | 88,550.00 | Computer | |
| Siebel Marketing Server - up to 10,000,000 records | 490,000 | 107,800.00 | Computer | |
| Siebel Marketing Server - unlimited records | 575,000 | 126,500.00 | Computer | |
| **Siebel CRM Loyalty** | | | | |
| *Siebel CRM Loyalty applications are only available to customers using the Siebel SIA repository. Customers using the SEA repository must first move to the SIA repository.* | | | | |
| Siebel Loyalty Engine Standard Edition | 46,000 | 10,120.00 | 100K Member Records | 5 |
| Siebel Loyalty Engine Multi-Partner Edition | 105,000 | 23,100.00 | 100K Member Records | 5 |
| Siebel Loyalty In-Store Engine | 115 | 25.30 | Retail Register | 500 |
| Siebel Loyalty Manager | 1,150 | 253.00 | Application User | |
| Siebel Loyalty Member Services Representative | 575 | 126.50 | Application User | |
| **Siebel CRM Warranty** | | | | |
| Siebel Warranty Claims | 1,500 | 330.00 | Application User | 10 |
| Siebel Warranty Validation Server | 100,000 | 22,000.00 | Computer | 2 |
| Siebel Warranty Processing | 3,000 | 660.00 | 1,000 Claims | |
| Siebel Warranty Management Administrator | 25,000 | 5,500.00 | Application User | 2 |

## Siebel CRM Applications Pricing

### Siebel CRM - Employee Applications Not Requiring a Base

*Note that while these modules do not require a base application for the individual user, the customer must license some number of base applications.*

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel CRM Not Requiring a Base - General** | | | | |
| Siebel Content Publishing | 120 | 26.40 | Application User | |
| Siebel Customer Content | 350 | 77.00 | Application User | |
| Siebel Handheld Stand Alone | 1,150 | 253.00 | Application User | |
| Siebel HelpDesk | 1,150 | 253.00 | Application User | |
| **Siebel CRM Not Requiring Base - Marketing and Loyalty** | | | | |
| Siebel Loyalty Service Agent Console | 2,700 | 594.00 | Application User | |
| Siebel Segment Manager Stand Alone | 2,900 | 638.00 | Application User | |
| **Siebel CRM Not Requiring Base - Customer Order Management** | | | | |
| Siebel Configurator Administration Server | 115,000 | 25,300.00 | Computer | |
| Siebel Customer Order Management Administration Server | 230,000 | 50,600.00 | Customer | |
| Siebel Order Validation Engine | 0.2300 | 0.0500 | Electronic Order Line | |
| **Siebel CRM Not Requiring Base - HelpDesk** | | | | |
| Siebel Asset Management | 350 | 77.00 | Application User | |
| Siebel Change Management | 230 | 50.60 | Application User | |
| Siebel HelpDesk Online | 60 | 13.20 | Application User | |

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## Siebel CRM Applications Pricing

### Siebel CRM - Customer Applications

*The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.*

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel CRM Self-Service** | | | | |
| Siebel E-Commerce | 345,000 | 75,900.00 | Processor | 2 |
| Siebel E-Support | 172,500 | 37,950.00 | Processor | 2 |
| Siebel Configurator Runtime for E-Commerce | 115,000 | 25,300.00 | Processor | 2 |
| Siebel Dynamic Pricer for E-Commerce | 57,500 | 12,650.00 | Processor | 2 |
| **Siebel CRM Customer Portal** | | | | |
| Siebel eCustomer | 172,500 | 37,950.00 | Processor | |
| Siebel eSales | 115,000 | 25,300.00 | Processor | |
| Siebel eService | 57,500 | 12,650.00 | Processor | |
| Siebel Web Marketing | 34,500 | 7,590.00 | Processor | |
| Siebel Loyalty Customer Portal | 11,500 | 2,530.00 | Processor | |
| **Siebel CRM Customer Portal Modules** | | | | |
| Siebel Advisor for Customers | 46,000 | 10,120.00 | Processor | |
| Siebel Configurator Runtime for Customers | 57,500 | 12,650.00 | Processor | |
| Siebel Content Publishing for Customers | 5,800 | 1,276.00 | Processor | |
| Siebel Dynamic Pricer for Customers | 46,000 | 10,120.00 | Processor | |
| Siebel Events | 30,000 | 6,600.00 | Processor | |
| Siebel Self-Service Wireless for Customers | 17,300 | 3,806.00 | Processor | |
| Siebel SmartScript for Customers | 11,500 | 2,530.00 | Processor | |
| **Siebel CRM Customer Modules not Requiring a Customer Portal** | | | | |
| Siebel Advisor Stand Alone | 57,500 | 12,650.00 | Processor | |

## Siebel CRM Applications Pricing

### Siebel CRM - Partner Applications

*For each Partner user, Siebel partner options must be licensed at the same level or less then the Siebel Partner Portal. For Example, if the customer licensed 100 Siebel Partner Portal then Siebel Partner Commerce must have a quantity of 100 or less. This rule applies only to options using the Registered User metric.*

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel CRM Partner Portal** | | | | |
| Siebel Partner Portal | 500 | 110.00 | Registered User | |
| Siebel Loyalty Partner Portal | 230 | 50.60 | Registered User | |
| **Siebel CRM Partner Portal Modules** | | | | |
| Siebel Advanced Market Development Funds for Partners | 350 | 77.00 | Registered User | |
| Siebel Advisor for Partners | 150 | 33.00 | Registered User | |
| Siebel Anywhere for Partners | 200 | 44.00 | Registered User | |
| Siebel Basic Pricer for Partners | 120 | 26.40 | Registered User | |
| Siebel Campaign Management for Partners | 700 | 154.00 | Registered User | |
| Siebel Campaigns for Partners | 120 | 26.40 | Registered User | |
| Siebel Configurator Runtime for Partners | 575 | 126.50 | Registered User | |
| Siebel Content Publishing for Partners | 60 | 13.20 | Registered User | |
| Siebel Customer Order Management Administrator for Partners | 1,150 | 253.00 | Registered User | |
| Siebel Dynamic Pricer for Partners | 350 | 77.00 | Registered User | |
| Siebel Field Service for Partners | 350 | 77.00 | Registered User | |
| Siebel Forecasting for Partners | 120 | 26.40 | Registered User | |
| Siebel Logistics Manager for Partners | 120 | 26.40 | Registered User | |
| Siebel Marketing Resource Manager for Partners | 120 | 26.40 | Registered User | |
| Siebel Partner Commerce | 400 | 88.00 | Registered User | |
| Siebel PRM Wireless | 175 | 38.50 | Registered User | |
| Siebel Proposals and Presentations for Partners | 175 | 38.50 | Registered User | |
| Siebel Remote Client for Partners | 120 | 26.40 | Registered User | |
| Siebel SmartScript for Partners | 120 | 26.40 | Registered User | |
| Siebel Warranty for Partners | 300 | 66.00 | Registered User | |
| **Siebel CRM Partner Modules Not Requiring Partner Portal** | | | | |
| Siebel PRM Wireless Stand Alone | 400 | 88.00 | Registered User | |

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## Siebel CRM Applications Pricing
## Siebel CRM Web Channel

Siebel CRM Web Channel is intended for customers that have an existing Siebel implementation and have a functionality hole or two they need to fill that cannot easily be filled any other way. Siebel CRM Web Channel should never be used where standard Siebel licensing is available.

Siebel CRM Web Channel requires, at a minimum, the customer license one User of Siebel Tools and 100 user of Siebel CRM Base or equivalent.

A licensed user of a Siebel CRM Base does not require additional Web Channel licensing as the Web Channel deployment option is included in their license. Siebel CRM Web Channel pricing is available for Siebel CRM objects as well as Siebel Industry objects and all quote the same set of products.

Siebel CRM Web Channel pricing is designed for Siebel customers who desire to extend the usefulness of their Siebel deployment by providing additional users access to Siebel Business Objects with defined methods, events, and data and reuse Siebel Business Objects and project Siebel Data through an independent User Interface via:

- Built-in scripting of Siebel objects using Siebel VB, Siebel eScript, and Browser Script
- Component Object Model (COM) using the Siebel Web Client Automation Server, Siebel COM Data Control, Siebel COM Data Server, and Siebel Mobile/Dedicated Web Client Automation Server
- CORBA using Siebel CORBA Object Manager
- Java or J2EE using Siebel Java Data Bean, JMS or JCA
- HTTP-based Integration Objects
- Transport technologies such as: MQ Series, MSMQ, BizTalk, OLE DB

Siebel CRM Web Channel user capabilities include:

- Full access to the data model corresponding to the business objects licensed
- Reduced access to specialized application behavior, especially within specialized applet classes
- Ability to customize and extend application behavior via Siebel business services and scripting

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel CRM Web Channel** | | | | |
| Siebel CRM Web Channel for Employees- up to 15 Objects | 700 | 154.00 | Application User | |
| Siebel CRM Web Channel for Customers- up to 15 Objects | 69,000 | 15,180.00 | Processor | |

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## Siebel Communications, Media and Energy Applications Pricing
## Siebel Communications, Media and Energy - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Communications, Media and Energy General** | | | | |
| Siebel CME Contracts | 700 | 154.00 | Application User | |
| Siebel Contract Terms and Conditions | 460 | 101.20 | Application User | |
| Siebel Network Order Entry | 460 | 101.20 | Application User | |
| Siebel Premises | 175 | 38.50 | Application User | |
| Siebel Rollup | 200 | 44.00 | Application User | |
| Siebel Work Orders | 175 | 38.50 | Application User | |
| **Siebel Communications, Media and Energy Customer Order Management** | | | | |
| Siebel Bulk Order Capture | 750 | 165.00 | Application User | |
| Siebel Bulk Orders Administration Server | 115,000 | 25,300.00 | Customer | |
| Siebel CME Quote and Order Capture | 1,500 | 330.00 | Application User | |
| Siebel Multisite Ordering | 595 | 130.90 | 100 Sites | 300 |
| Siebel Promotion Groups | 750 | 165.00 | Application User | |
| **Siebel Communications, Media and Energy Sales** | | | | |
| Siebel Call Reports | 120 | 26.40 | Application User | |
| Siebel Design Opportunity Management | 300 | 66.00 | Application User | |
| Siebel Field Service Assets | 175 | 38.50 | Application User | |
| Siebel Pricing Authorization Management | 200 | 44.00 | Application User | |
| Siebel Pricing Claims Server - Up to 20 Users | 115,000 | 25,300.00 | Computer | |
| **Siebel Communications, Media and Energy Service** | | | | |
| Siebel Billing Management | 175 | 38.50 | Application User | |
| Siebel Credit Management | 175 | 38.50 | Application User | |
| Siebel Fraud Management | 120 | 26.40 | Application User | |
| Siebel Price Comparison | 2,500 | 550.00 | Application User | |

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## Siebel Communications, Media and Energy Applications Pricing
## Siebel Communications, Media and Energy - Customer Applications

*The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.*

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Communications, Media and Energy Self-Service** | | | | |
| Siebel Communications E-Commerce | 415,000 | 91,300.00 | Processor | 2 |
| Siebel Communications E-Support | 210,000 | 46,200.00 | Processor | 2 |
| **Siebel Communications, Media and Energy Customer Portal** | | | | |
| Siebel CME eCustomer | 175,000 | 38,500.00 | Processor | |
| Siebel CME eSales | 115,000 | 25,300.00 | Processor | |
| Siebel CME eService | 57,500 | 12,650.00 | Processor | |
| Siebel CME Web Marketing | 34,500 | 7,590.00 | Processor | |
| **Siebel Communications, Media and Energy Customer Portal Modules** | | | | |
| Siebel Price Comparison for Customers | 57,500 | 12,650.00 | Processor | |
| Siebel CME Quote and Order Capture for Customers | 40,000 | 8,800.00 | Processor | |

## Siebel Communications, Media and Energy Applications Pricing
## Siebel Communications, Media and Energy - Partner Applications

*For each Partner user, Siebel partner options must be licensed at the same level or less then the Siebel CME Partner Portal. For Example, if the customer licensed 100 Siebel CME Partner Portal then Siebel CME Partner Commerce must have a quantity of 100 or less. This rule applies only to options using the Registered User metric.*

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Communications, Media and Energy Partner Portal** | | | | |
| Siebel CME Partner Portal | 525 | 115.50 | Registered User | |
| **Siebel Communications, Media and Energy Partner Portal Modules** | | | | |
| Siebel CME Partner Commerce | 400 | 88.00 | Registered User | |
| Siebel Bulk Order Capture for Partners | 175 | 38.50 | Registered User | |
| Siebel Credit Management for Partners | 60 | 13.20 | Registered User | |
| Siebel Design Opportunity Management for Partners | 120 | 26.40 | Registered User | |
| Siebel Fraud Management for Partners | 60 | 13.20 | Registered User | |
| Siebel Pricing Authorization Management for Partners | 175 | 38.50 | Registered User | |
| Siebel Promotion Groups for Partners | 175 | 38.50 | Registered User | |
| Siebel CME Quote and Order Capture for Partners | 400 | 88.00 | Registered User | |

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## Siebel Financial Services Applications Pricing
## Siebel Financial Services Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Financial Services General** | | | | |
| Siebel Customer Relationship Console - HTML | 850 | 187.00 | Application User | |
| Siebel Finance Events Manager | 400 | 88.00 | Application User | |
| Siebel Financial Accounts | 200 | 44.00 | Application User | |
| Siebel Network Order Entry | 460 | 101.20 | Application User | |
| Siebel Financial Services Proposals and Presentations | 400 | 88.00 | Application User | |
| Siebel Rollup | 200 | 44.00 | Application User | |
| **Siebel Financial Services Customer Order Management** | | | | |
| Siebel Financial Services Customer Order Management for Banking | 1,500 | 330.00 | Application User | |
| Siebel Financial Services Quote and Order Capture | 1,150 | 253.00 | Application User | |
| Siebel Financial Services Quotes | 460 | 101.20 | Application User | |
| **Siebel Financial Services Sales** | | | | |
| Siebel Call Reports | 120 | 26.40 | Application User | |
| Siebel Needs Analysis/Applications - Non credit | 200 | 44.00 | Application User | |
| **Siebel Financial Services Finance Line of Business** | | | | |
| Siebel Collections | 575 | 126.50 | Application User | |
| Siebel Commercial Banking Loan Approval | 300 | 66.00 | Application User | |
| Siebel Corporate and Commercial Banking | 200 | 44.00 | Application User | |
| Siebel Credit Origination | 260 | 57.20 | Application User | |
| Siebel Institutional Sales and Research | 300 | 66.00 | Application User | |
| Siebel Investment Banking | 200 | 44.00 | Application User | |
| Siebel Investment Management | 300 | 66.00 | Application User | |
| Siebel Retirement/Pension Management | 300 | 66.00 | Application User | |
| Siebel Small Business Banking | 200 | 44.00 | Application User | |
| Siebel Wealth Management | 300 | 66.00 | Application User | |
| **Siebel Financial Services Healthcare** | | | | |
| Siebel Group Coverage | 300 | 66.00 | Application User | |
| Siebel Healthcare Providers and Facilities | 200 | 44.00 | Application User | |
| Siebel Individual Coverage | 180 | 39.60 | Application User | |
| **Siebel Financial Services Insurance** | | | | |
| Siebel Group Pensions | 300 | 66.00 | Application User | |
| Siebel Group Policies | 300 | 66.00 | Application User | |
| Siebel Individual Life and Annuities | 175 | 38.50 | Application User | |
| Siebel Personal Lines Claims | 230 | 50.60 | Application User | |
| Siebel Personal Lines Policies | 300 | 66.00 | Application User | |
| **Siebel Financial Services Insurance Service** | | | | |
| Siebel Insurance Field Service | 575 | 126.50 | Application User | |

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## Siebel Financial Services Applications Pricing
## Siebel Financial Services - Customer Applications

*The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.*

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Financial Services Customer Portal** | | | | |
| Siebel Financial Services eCustomer | 172,500 | 37,950.00 | Processor | |
| Siebel Financial Services eSales | 115,000 | 25,300.00 | Processor | |
| Siebel Financial Services eService | 57,500 | 12,650.00 | Processor | |
| Siebel Financial Services Web Marketing | 34,500 | 7,590.00 | Processor | |
| Siebel Enrollment Portal | 70,000 | 15,400.00 | Processor | |
| **Siebel Financial Services Customer Portal Modules** | | | | |
| Siebel Finance Events | 40,000 | 8,800.00 | Processor | |

## Siebel Financial Services Applications Pricing
## Siebel Financial Services - Partner Applications

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Financial Services Partner Portal** | | | | |
| Siebel Agent Portal | 500 | 110.00 | Registered User | |
| Siebel Finance Partner Portal | 500 | 110.00 | Registered User | |
| Siebel Service Provider Portal | 175 | 38.50 | Registered User | |
| **Siebel Financial Services Agent Portal Options** | | | | |
| Siebel Individual and Group Coverage for Partners | 120 | 26.40 | Registered User | |
| Siebel Life and Pensions for Partners | 120 | 26.40 | Registered User | |
| Siebel P&C Claims for Partners | 120 | 26.40 | Registered User | |
| Siebel P&C Policies for Partners | 175 | 38.50 | Registered User | |
| **Siebel Financial Services Partner Portal Modules** | | | | |
| Siebel Financial Services Proposals and Presentations for Partners | 175 | 38.50 | Registered User | |

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## Siebel Life Sciences Applications Pricing

### Siebel Life Sciences - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Life Sciences General** | | | | |
| Siebel Advanced Contracts | 1,450 | 319.00 | Application User | |
| Siebel Business Rules | 400 | 88.00 | Application User | |
| Siebel Contract Terms and Conditions | 460 | 101.20 | Application User | |
| Siebel Managed Care | 1,150 | 253.00 | Application User | |
| Siebel Managed Care Profile | 300 | 66.00 | Application User | |
| Siebel Medical Education | 200 | 44.00 | Application User | |
| Siebel Network Order Entry | 460 | 101.20 | Application User | |
| Siebel Opportunities and Contracts | 300 | 66.00 | Application User | |
| Siebel Pharma Campaigns | 575 | 126.50 | Application User | |
| Siebel Prescription Analysis | 300 | 66.00 | Application User | |
| Siebel Rollup | 200 | 44.00 | Application User | |
| Siebel Samples | 300 | 66.00 | Application User | |
| **Siebel Life Sciences Sales** | | | | |
| Siebel Design Opportunity Management | 300 | 66.00 | Application User | |
| Siebel Pricing Authorization Management | 200 | 44.00 | Application User | |
| Siebel Pricing Claims Server-Up to 20 Users | 115,000 | 25,300.00 | Computer | |
| **Siebel Life Sciences Service** | | | | |
| Siebel Collections | 575 | 126.50 | Application User | |
| **Siebel Life Sciences Medical Sales** | | | | |
| Siebel Medical Handheld | 700 | 154.00 | Application User | |
| Siebel Medical Inventory Management | 300 | 66.00 | Application User | |
| **Siebel Life Sciences Medical Service** | | | | |
| Siebel Medical Field Service | 575 | 126.50 | Application User | |
| **Siebel Life Sciences Pharma Sales** | | | | |
| Siebel Pharma Handheld | 700 | 154.00 | Application User | |
| Siebel Signature Capture | 120 | 26.40 | Application User | |
| **Siebel Life Sciences Pharma Marketing Server** | | | | |
| Siebel Pharma Marketing Server-First Brand | 1.15 | 0.2500 | Customer Record | |
| Siebel Pharma Marketing Server-Additional Brand | 1.15 | 0.2500 | Customer Record | |
| Siebel Pharma Marketing Server-Unlimited Brands – Unlimited records | 345,000 | 75,900.00 | Processor | |

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## Siebel Life Sciences Applications Pricing
## Siebel Life Sciences - Employee Applications Not Requiring a Base

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Life Sciences not requiring a Base - General** | | | | |
| Siebel Medical Handheld Stand Alone | 1,350 | 297.00 | Application User | |
| Siebel Pharma Handheld Stand Alone | 1,350 | 297.00 | Application User | |
| **Siebel Life Sciences Medical Handheld Stand Alone Modules** | | | | |
| Siebel Medical Inventory Management | 300 | 66.00 | Application User | |
| **Siebel Life Sciences Pharma Handheld Stand Alone Modules** | | | | |
| Siebel Expense Reports for Handheld Stand Alone | 115 | 25.30 | Application User | |
| Siebel Medical Education for Handheld Stand Alone | 115 | 25.30 | Application User | |
| Siebel Samples for Handheld Stand Alone | 175 | 38.50 | Application User | |
| Siebel Signature Capture Stand Alone | 115 | 25.30 | Application User | |

## Siebel Life Sciences Applications Pricing
## Siebel Life Sciences - Customer Applications

*The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.*

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Life Sciences Customer Portal** | | | | |
| Siebel Pharma eService | 80,000 | 17,600.00 | Processor | |
| **Siebel Life Sciences Pharma eService Modules** | | | | |
| Siebel MedEd for Customers | 29,000 | 6,380.00 | Processor | |
| Siebel Samples for Customers | 29,000 | 6,380.00 | Processor | |
| Siebel Details | 175 | 38.50 | Application User | |
| Siebel Details – Server capacity for an additional 10 concurrent users | 27,500 | 6,050.00 | Computer | |
| Siebel Details – Server capacity for an additional 50 concurrent users | 55,000 | 12,100.00 | Computer | |
| Siebel Details – Server capacity for an additional 100 concurrent users | 90,000 | 19,800.00 | Computer | |
| Siebel Details – Server capacity for an additional 200 concurrent users | 126,500 | 27,830.00 | Computer | |

## Siebel Life Sciences Applications Pricing
## Siebel Life Sciences - Partner Applications

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Life Sciences Partner Portal Modules** | | | | |
| Siebel Delegated Business Rules for Partners | 175 | 38.50 | Registered User | |
| Siebel Design Opportunity Management for Partners | 120 | 26.40 | Registered User | |
| Siebel Details | 175 | 38.50 | Application User | |
| Siebel Details – Server capacity for an additional 10 concurrent users | 27,500 | 6,050.00 | Computer | |
| Siebel Details – Server capacity for an additional 50 concurrent users | 55,000 | 12,100.00 | Computer | |
| Siebel Details – Server capacity for an additional 100 concurrent users | 90,000 | 19,800.00 | Computer | |
| Siebel Details – Server capacity for an additional 200 concurrent users | 126,500 | 27,830.00 | Computer | |
| Siebel Life Sciences Field Service for Partners | 350 | 77.00 | Registered User | |
| Siebel Pricing Authorization Management for Partners | 175 | 38.50 | Registered User | |

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## Siebel Manufacturing and Distribution Applications Pricing
## Siebel Manufacturing - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Manufacturing General** | | | | |
| Siebel Contract Terms and Conditions | 460 | 101.20 | Application User | |
| Siebel Network Order Entry | 460 | 101.20 | Application User | |
| **Siebel Manufacturing Automotive** | | | | |
| Siebel Business Rules | 400 | 88.00 | Application User | |
| Siebel Financial Accounts | 200 | 44.00 | Application User | |
| Siebel Lease End-of-Term Processing | 200 | 44.00 | Application User | |
| Siebel Personal Lines Claims | 230 | 50.60 | Application User | |
| Siebel Remarketing | 575 | 126.50 | Application User | |
| Siebel Title Management | 120 | 26.40 | Application User | |
| Siebel Vehicle Contracts | 200 | 44.00 | Application User | |
| **Siebel Manufacturing Oil, Gas and Chemicals** | | | | |
| Siebel OGC Contracts | 700 | 154.00 | Application User | |
| Siebel OGC Quote and Order Capture | 1,150 | 253.00 | Application User | |
| Siebel Premises | 175 | 38.50 | Application User | |
| Siebel Rollup | 200 | 44.00 | Application User | |
| Siebel Work Orders | 175 | 38.50 | Application User | |
| **Siebel Manufacturing Sales** | | | | |
| Siebel Design Opportunity Management | 300 | 66.00 | Application User | |
| Siebel Pricing Authorization Management | 200 | 44.00 | Application User | |
| Siebel Pricing Claims Server-Up to 20 User | 115,000 | 25,300.00 | Computer | |
| **Siebel Manufacturing Automotive Sales** | | | | |
| Siebel Credit Origination | 260 | 57.20 | Application User | |
| **Siebel Manufacturing Oil, Gas and Chemicals Sales** | | | | |
| Siebel Call Reports | 120 | 26.40 | Application User | |
| **Siebel Manufacturing Automotive Service** | | | | |
| Siebel Collections | 575 | 126.50 | Application User | |
| **Siebel Manufacturing Oil, Gas and Chemicals Service** | | | | |
| Siebel Billing Management | 175 | 38.50 | Application User | |
| Siebel Credit Management | 175 | 38.50 | Application User | |
| Siebel Fraud Management | 120 | 26.40 | Application User | |

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Prices in USA (Dollar)

## Siebel Manufacturing and Distribution Applications Pricing
## Siebel Manufacturing - Customer Applications

*The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.*

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Manufacturing Customer Portal** | | | | |
| Siebel OGC eCustomer | 172,500 | 37,950.00 | Processor | |
| Siebel OGC eSales | 115,000 | 25,300.00 | Processor | |
| Siebel OGC eService | 57,500 | 12,650.00 | Processor | |
| Siebel OGC Web Marketing | 34,500 | 7,590.00 | Processor | |
| **Siebel Manufacturing Oil, Gas and Chemicals Customer Portal** | | | | |
| Siebel OGC Quote and Order Capture for Customers | 40,000 | 8,800.00 | Processor | |

## Siebel Manufacturing and Distribution Applications Pricing
## Siebel Manufacturing - Partner Applications

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Manufacturing Partner Portal** | | | | |
| Siebel Dealer Portal | 500 | 110.00 | Registered User | |
| Siebel OGC Partner Portal | 500 | 110.00 | Registered User | |
| **Siebel Manufacturing Partner Portal Modules** | | | | |
| Siebel Design Opportunity Management for Partners | 120 | 26.40 | Registered User | |
| Siebel Pricing Authorization Management for Partners | 175 | 38.50 | Registered User | |
| | *(Each user of Dealer Portal Options requires a user of Dealer Portal)* | | | |
| **Siebel Manufacturing Dealer Portal Modules** | | | | |
| Siebel Credit Origination for Partners | 260 | 57.20 | Registered User | |
| Siebel Dealer Advanced Marketing | 500 | 110.00 | Registered User | |
| Siebel Delegated Business Rules for Partners | 175 | 38.50 | Registered User | |
| Siebel Financial Accounts for Partners | 175 | 38.50 | Registered User | |
| Siebel Remarketing for Partners | 575 | 126.50 | Registered User | |
| Siebel Showroom for Dealers | 575 | 126.50 | Registered User | |
| | *(Each user requires a user of OGC Partner Portal)* | | | |
| **Siebel Manufacturing Oil, Gas and Chemicals Partner Portal Modules** | | | | |
| Siebel OGC Partner Commerce | 400 | 88.00 | Registered User | |
| Siebel Credit Management for Partners | 60 | 13.20 | Registered User | |
| Siebel Fraud Management for Partners | 60 | 13.20 | Registered User | |
| Siebel OGC Quote and Order Capture for Partners | 230 | 50.60 | Registered User | |

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## Siebel Manufacturing and Distribution Applications Pricing
## Siebel Distribution - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Distribution General** | | | | |
| Siebel Contract Terms and Conditions | 460 | 101.20 | Application User | |
| Siebel Network Order Entry | 460 | 101.20 | Application User | |
| **Siebel Distribution Consumer Goods General** | | | | |
| Siebel Advanced Contracts | 1,450 | 319.00 | Application User | |
| Siebel Consumer Goods Customer Order Management Administration Server | 138,000 | 30,360.00 | Customer | |
| Siebel Deductions | 200 | 44.00 | Application User | |
| Siebel Consumer Goods Dynamic Catalog | 400 | 88.00 | Application User | |
| Siebel Inventory and Order Management | 1,150 | 253.00 | Application User | |
| Siebel Consumer Goods Quote and Order Capture | 870 | 191.40 | Application User | |
| Siebel Sales Volume Planning | 300 | 66.00 | Application User | |
| Siebel Trade Promotions | 350 | 77.00 | Application User | |
| Demantra Predictive Trade Planning | 1,800 | 396.00 | $Million COGS | 150 |
| option: Demantra Trade Promotion Optimization | 870 | 191.40 | $Million COGS | 150 |
| **Siebel Distribution Consumer Goods Sales** | | | | |
| Siebel Consumer Goods Sales Handheld | 700 | 154.00 | Application User | |
| Siebel Van Sales/Delivery | 460 | 101.20 | Application User | |
| **Siebel Distribution Hospitality Sales** | | | | |
| Siebel Group Inventory and Execution | 4,200 | 924.00 | Application User | |
| **Siebel Distribution Not Requiring a Base - General** | | | | |
| Siebel Consumer Goods Sales Handheld DSS | 1,350 | 297.00 | Application User | |
| Siebel Van Sales/Delivery | 460 | 101.20 | Application User | |
| Siebel Group Sales and Event Management | 200 | 44.00 | Guest Room | |

## Siebel Manufacturing and Distribution Applications Pricing
## Siebel Distribution - Partner Applications

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Distribution Consumer Goods Partner Portal Modules** | | | | |
| Siebel Deductions for Partners | 175 | 38.50 | Registered User | |
| Siebel Sales Volume Planning for Partners | 120 | 26.40 | Registered User | |
| Siebel Trade Promotions for Partners | 300 | 66.00 | Registered User | |

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## Siebel Public Sector Applications Pricing
## Siebel Public Sector - Employee Applications

All modules, except those in the "Applications Not Requiring CRM Base" section, require a Siebel CRM Base--see the price list supplement for detailed requirements on each module. All customers can add CRM modules to their solution--including Industry users. There are some modules that have an industry specific version. When a customer licenses an industry base option check that industry module section for a replacement. The industry specific module should be quoted in place of the CRM version. (e.g. if the customer licenses the Communications, Media & Energy base option and they want contracts functionality, they should license Siebel CME Contracts not Siebel Contracts.

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Public Sector General** | | | | |
| Siebel Network Order Entry | 460 | 101.20 | Application User | |

## Siebel Public Sector Applications Pricing
## Siebel Public Sector Customer Applications

*The Siebel CRM Customer Applications are available, and may only be used by, customers of a Siebel customer.*

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Public Sector Self-Service** | | | | |
| Siebel Public Sector E-Support | 175,000 | 38,500.00 | Processor | 2 |
| **Siebel Public Sector Customer Portal** | | | | |
| Siebel Public Sector eService | 80,000 | 17,600.00 | Processor | |

## Siebel Public Sector Applications Pricing
## Siebel Public Sector Partner Applications

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Siebel Public Sector Partner Portal** | | | | |
| Siebel Public Sector Partner Portal | 500 | 110.00 | Registered User | |

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# Complementary Applications to Siebel CRM

## Siebel CRM Applications Pricing
## Oracle E-Billing Applications

*Licensing Oracle Self-Service E-Billing does not require also licensing any Siebel applications. The customer can run Self-Service E-Billing on its own.*

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Oracle Self-Service E-Billing** | | | | |
| Oracle Self-Service E-Billing Business Edition | 10,500 | 2,310.00 | $M in Application Annual Revenue | 50 |
| Oracle Self-Service E-Billing Consumer Edition | 8 | 1.76 | Registered User | 50,000 |

## Siebel CRM Applications Pricing
## Real-Time Decisions (RTD) Applications

| | | | | |
|---|---|---|---|---|
| **RTD** | | | | |
| Oracle Real-Time Decisions Base Application | 57,500 | 12,650.00 | Processor | |
| Oracle Real-Time Decisions for Siebel Intelligent Offer Generation | 1,800 | 396.00 | Application User | |
| Oracle Real-Time Decisions for Siebel E-Commerce | 57,500 | 12,650.00 | Processor | |

## Siebel CRM Applications Pricing
## Oracle Policy Automation Applications

*NOTE: The number of licenses required for Oracle Policy Automation Connectors is determined by counting the number of processors or application users for the OPA instances being connected to. For instance, if the customer uses Processor licenses to connect Siebel to OPA, the number of processors needed are based on the OPA instance not the Siebel instance.*

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Policy Automation Authoring** | | | | |
| Oracle Policy Modeling | 100,000 | 22,000.00 | Application User | |
| **Policy Automation Deployment** | | | | |
| Oracle Policy Automation | 200,000 | 44,000.00 | Processor | |
| Oracle Policy Automation | 1,000 | 220.00 | Application User | 500 |
| Oracle Policy Automation for Mobile Devices | 1,000 | 220.00 | Application User | 500 |
| Oracle Policy Automation for Oracle CRM On Demand | 500 | 110.00 | Application User | 50 |
| **Policy Automation General** | | | | |
| Oracle Policy Automation Connector for Siebel | 80,000 | 17,600.00 | Processor | |
| Oracle Policy Automation Connector for Siebel | 400 | 88.00 | Application User | 500 |
| Oracle Policy Automation Connector for Oracle CRM On Demand | 50,000 | 11,000.00 | Connected Instance | |
| Oracle Policy Automation Connector for SAP Java Connector | 120,000 | 26,400.00 | Processor | |
| Oracle Policy Automation Connector for SAP Java Connector | 600 | 132.00 | Application User | 500 |

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## Siebel CRM Applications Pricing
## Oracle ATG and Endeca Offerings

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **ATG Commerce** | | | | |
| ATG Web Commerce | 1,000,000 | 220,000.00 | 500,000 Requests per Day | |
| WebCenter Sites for Oracle ATG Web Commerce | 80,000 | 17,600.00 | 500,000 Requests per Day | |
| ATG Web Commerce Merchandising | 50,000 | 11,000.00 | Application User | 2 |
| ATG Web Commerce Service Center | 2,500 | 550.00 | Application User | 20 |
| ATG Web Commerce Search | 160,000 | 35,200.00 | Processor | |
| **ATG Developer and Administrator** | | | | |
| ATG Web Commerce Developer and Administrator | 5,000 | 1,100.00 | Application User | |
| **ATG Knowledge Manager** | | | | |
| ATG Web Knowledge Manager | 10,000 | 2,200.00 | Application User | 20 |
| ATG Web Knowledge Manager Self-Service | 200,000 | 44,000.00 | Processor | |
| **Endeca Search** | | | | |
| Endeca Guided Search | 300,000 | 66,000.00 | 1,000,000 Queries per Day | |
| Endeca Experience Manager | 200,000 | 44,000.00 | 500,000 Requests per Day | |
| **Endeca Search Add-Ons** | | | | |
| Endeca Relationship Discovery | 45,000 | 9,900.00 | Processor | |
| Endeca Text Enrichment | 15,000 | 3,300.00 | Processor | |
| Endeca Text Enrichment with Sentiment Analysis | 45,000 | 9,900.00 | Processor | |
| **Endeca Developer and Administrator** | | | | |
| Endeca Developer | 5,000 | 1,100.00 | Application User | |

## Siebel CRM Applications Pricing
## Oracle Knowledge Applications

**Oracle Knowledge Notes**

- Oracle Knowledge Standard Edition offerings are limited to 10 moderators in the community forums and access by 250 partner organizations.
- Oracle Knowledge Standard Edition offerings do not include Industry ontologies (pre-packaged dictionaries with common industry terminology) and Guided Flows (decision tree style question-answer diagnostics).
- Oracle Knowledge Enterprise Edition customers receive everything in the Standard Edition version plus unlimited forum moderators, unlimited partner organization access, as well as industry ontologies and Guided Flows.
- Oracle Knowledge for Web Self-Service (Standard and Enterprise) include all Web Self-Service interfaces owned by the client, including the www support site, extranets for partners, agents or distributors as well as intranets for knowledge sharing.
- Oracle Knowledge for Contact Center licenses are required for all knowledge authors or other users such as approvers and reviewers contributing to knowledge creation workflows.

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Knowledge Enterprise Edition** | | | | |
| Oracle Knowledge for Contact Center Enterprise Edition | 2,000 | 440 | Application User | |
| Oracle Knowledge for Web Self Service Enterprise Edition | 300,000 | 66,000 | Processor | |
| **Knowledge Standard Edition** | | | | |
| Oracle Knowledge for Contact Center Standard Edition | 1,250 | 275 | Application User | |
| Oracle Knowledge for Web Self Service Standard Edition | 150,000 | 33,000 | Processor | |
| **Knowledge Analytics** | | | | |
| Oracle Knowledge Analytics | 5,800 | 1,276 | Application User | 5 |

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## Siebel CRM Applications Pricing
## Oracle ATG Click-to-Call, Live Help, and Recommendations

| | Annual Fee | Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Click-to-Call Cloud Service** | | | | |
| **Click-to-Call Interactions Cloud Service** | | | | |
| 10,000 - 49,999 Interactions | 600 | Included | 1K Interaction Credits | |
| 50,000 - 99,999 Interactions | 550 | Included | 1K Interaction Credits | |
| 100,000 - 249,999 Interactions | 500 | Included | 1K Interaction Credits | |
| 250,000 - 499,999 Interactions | 450 | Included | 1K Interaction Credits | |
| 500,000 - 749,999 Interactions | 400 | Included | 1K Interaction Credits | |
| 750,000 - 1,449,999 Interactions | 350 | Included | 1K Interaction Credits | |
| 1,500,000 + Interactions | 300 | Included | 1K Interaction Credits | |
| Click-to-Call Standard Telco Cloud Service | See Rate Schedule | Included | Minute | |

## Siebel CRM Applications Pricing
## Oracle User Productivity Kit (UPK) Applications

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **UPK** | | | | |
| Oracle User Productivity Kit Standard (UPK) | 17,500 | 3,850.00 | UPK Developer | |
| Oracle User Productivity Kit Standard (UPK) | 90 | 19.80 | Application User | 50 |
| Oracle User Productivity Kit Standard (UPK) | 45 | 9.90 | Employee | 500 |
| Oracle User Productivity Kit Professional | 17,500 | 3,850.00 | UPK Developer | |
| Oracle User Productivity Kit Professional | 100 | 22.00 | Application User | 50 |
| Oracle User Productivity Kit Professional | 50 | 11.00 | Employee | 500 |
| **UPK Content Materials for CRM** | | | | |
| Siebel UPK Fundamentals for Siebel CRM Base | | | | |
| *(Up to 4K employees and up to $1 billion in revenue)* | 35,000 | 7,700.00 | UPK Module | |
| *(Over 4K employees and/or over $1 billion in revenue)* | 70,000 | 15,400.00 | UPK Module | |
| Siebel UPK for Oracle Customer Hubs | | | | |
| *(Up to 4K employees and up to $1 billion in revenue)* | 8,800 | 1,936.00 | UPK Module | |
| *(Over 4K employees and/or over $1 billion in revenue)* | 17,600 | 3,872.00 | UPK Module | |
| Siebel UPK for Siebel Customer Order Management | | | | |
| *(Up to 4K employees and up to $1 billion in revenue)* | 17,500 | 3,850.00 | UPK Module | |
| *(Over 4K employees and/or over $1 billion in revenue)* | 35,000 | 7,700.00 | UPK Module | |
| Siebel UPK for Siebel Loyalty | | | | |
| *(Up to 4K employees and up to $1 billion in revenue)* | 8,800 | 1,936.00 | UPK Module | |
| *(Over 4K employees and/or over $1 billion in revenue)* | 17,600 | 3,872.00 | UPK Module | |
| Siebel UPK for Siebel Partner Manager | | | | |
| *(Up to 4K employees and up to $1 billion in revenue)* | 17,500 | 3,850.00 | UPK Module | |
| *(Over 4K employees and/or over $1 billion in revenue)* | 35,000 | 7,700.00 | UPK Module | |
| Siebel UPK for Siebel Marketing | | | | |
| *(Up to 4K employees and up to $1 billion in revenue)* | 17,500 | 3,850.00 | UPK Module | |
| *(Over 4K employees and/or over $1 billion in revenue)* | 35,000 | 7,700.00 | UPK Module | |
| Siebel UPK for Siebel Sales | | | | |
| *(Up to 4K employees and up to $1 billion in revenue)* | 17,500 | 3,850.00 | UPK Module | |
| *(Over 4K employees and/or over $1 billion in revenue)* | 35,000 | 7,700.00 | UPK Module | |
| Siebel UPK for Siebel Service | | | | |
| *(Up to 4K employees and up to $1 billion in revenue)* | 17,500 | 3,850.00 | UPK Module | |
| *(Over 4K employees and/or over $1 billion in revenue)* | 35,000 | 7,700.00 | UPK Module | |
| Siebel UPK for Siebel Territory Management | | | | |
| *(Up to 4K employees and up to $1 billion in revenue)* | 8,800 | 1,936.00 | UPK Module | |
| *(Over 4K employees and/or over $1 billion in revenue)* | 17,600 | 3,872.00 | UPK Module | |

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Prices in USA (Dollar)

## Siebel CRM Applications Pricing
## Oracle Master Data Management Applications

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Master Data Management - Customer Hub for B2B** | | | | |
| Oracle Customer Hub B2B | 9 | 1.98 | Record | 50,000 |
| Oracle Customer Hub Add-on B2B for Siebel CRM and Oracle E-Business Suite | 4.50 | 0.9900 | Record | 50,000 |
| **Customer Hub & Customer Hub Add-on options** | *(Customer Hub options are available only with Siebel UCM)* | | | |
| option: Oracle Activity Hub B2B | 3.20 | 0.7000 | Record | 50,000 |
| option: Oracle Field Service Hub B2B | 3.20 | 0.7000 | Record | 50,000 |
| option: Oracle Marketing Hub B2B | 3.20 | 0.7000 | Record | 50,000 |
| option: Oracle Sales Hub B2B | 3.20 | 0.7000 | Record | 50,000 |
| option: Oracle Service Hub B2B | 3.20 | 0.7000 | Record | 50,000 |
| **Master Data Management - Customer Hub for B2C** | | | | |
| Oracle Customer Hub B2C | 0.4600 | 0.1000 | Record | 1,000,000 |
| Oracle Customer Hub Add-on B2C for Siebel CRM and Oracle E-Business Suite | 0.2300 | 0.0500 | Record | 1,000,000 |
| **Customer Hub & Customer Hub Add-on options** | *(Customer Hub options are available only with Siebel UCM)* | | | |
| option: Oracle Activity Hub B2C | 0.1600 | 0.0400 | Record | 1,000,000 |
| option: Oracle Field Service Hub B2C | 0.1600 | 0.0400 | Record | 1,000,000 |
| option: Oracle Marketing Hub B2C | 0.1600 | 0.0400 | Record | 1,000,000 |
| option: Oracle Privacy Management Policy Hub B2C | 0.3200 | 0.0700 | Record | 1,000,000 |
| option: Oracle Sales Hub B2C | 0.1600 | 0.0400 | Record | 1,000,000 |
| option: Oracle Service Hub B2C | 0.1600 | 0.0400 | Record | 1,000,000 |
| **Master Data Management - Vertical Customer Hub** | *(Vertical MDM options are available only with Siebel UCM)* | | | |
| Oracle Automotive Captive Finance Customer Hub | 1.60 | 0.3500 | Record | 1,000,000 |
| Oracle Case Hub | 0.3700 | 0.0800 | Record | 1,000,000 |
| Oracle Higher Education Constituent Hub | 1.30 | 0.2900 | Record | 300,000 |
| Oracle Life Sciences Customer Hub | 2.90 | 0.6400 | Record | 100,000 |
| **Master Data Management - Product Information Management (PIM)** | | | | |
| Oracle Product Hub | 14 | 3.08 | Record | 20,000 |
| Oracle Product Hub Add-on | 7 | 1.54 | Record | 20,000 |
| **Master Data Management - Administrative & Development** | | | | |
| Oracle Customer Hub Data Steward | 5,795 | 1,274.90 | Application User | 10 |
| Oracle Higher Education Constituent Hub Data Steward | 5,795 | 1,274.90 | Application User | 10 |
| Oracle Product Hub Data Steward | 5,795 | 1,274.90 | Application User | 20 |

## Siebel CRM Applications Pricing
## Oracle Master Data Management Applications

| | License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **Master Data Management - Data Quality** | | | | |
| Oracle Enterprise Data Quality Address Verification Server | 63,300 | 13,926.00 | Processor | 4 |
| Oracle Enterprise Data Quality Standardization and Match | 275,000 | 60,500.00 | Processor | 4 |
| Oracle Enterprise Data Quality Profile and Audit | 150,000 | 33,000.00 | Processor | 4 |
| Oracle Enterprise Data Quality Product Data Extension | 150,000 | 33,000.00 | Processor | 4 |
| Oracle Watchlist Screening | 200,000 | 44,000.00 | Processor | 4 |

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## DEFINITIONS

**Application User:** is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population. For Order Management, application users are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately by Electronic Order Line.

**$M in Application Annual Revenue:** is defined as one million U.S. dollars excluding taxes processed through the licensed program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

**Siebel Branch Teller Services program, Siebel Internet Banking Services program, Siebel Retail Finance Foundation Services program and the Siebel Financial Transactions Workbench program,** you may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the program documentation, all in accordance with the program documentation, and provided that such materials or modified materials shall be used solely with your licensed use of such programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the programs, ancillary programs, program documentation, or any other materials provided by Oracle, or to permit third parties to do so.

**1,000 Claims:** is defined as one thousand unique claims processed through the program during a 12 month period. A unique claim is defined as one of the following: OEM Claims entry, supplier claims entry, adjudication. Claims flow through to OPA for automated processing. **You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle.**

**Connected Instance:** is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

**Connector:** is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product that the software product is required to interface.

**Cost of Goods Sold:** is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

**$M Cost of Goods Sold:** is defined as one million U.S. dollars of the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

**Customer:** is defined as the customer entity specified on the ordering document. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of physical servers on which such programs may be copied, installed and used.

**Customer Account:** is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such accounts.

**Customer Record:** is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that you may access using the program.

**Contact Record:** is defined as each database record of an individual contact that is stored in the Siebel Data Model

The **Siebel Marketing Server** program is licensed on a Computer basis together with the number of unique Customer Records that you may access using the program.

The **Siebel Pharma Marketing Server** is licensed on the basis of the number of unique Customer Records that you may access using the program together with the number of Brands that you may manage using the program.

**Brand:** is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.

**Computer:** is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

The **Siebel Details** Program includes a license for 20 Concurrent Users that authorizes you to use the program on only one Physical Server for a maximum of 20 Concurrent Users at any given time.

**Electronic Order Line:** is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

**Order Line** is defined as the total number of order entry line items processed by the program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless you acquire additional Order Line licenses from Oracle.

**Employee:** Enterprise Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the Oracle Programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, all of the company's full-time, part-time, temporary employees and agents, contractors and consultants that are providing the outsourcing services for you who have access to, use, or are tracked by the Oracle Programs must be counted for the purposes of determining the number of Enterprise Employees.

**Field Resource:** is defined as dispatchers using the programs, as well as engineers, technicians, representatives or other persons scheduled by the programs.

**Guest Room:** is defined as the number of guest rooms managed by the program.

**Hosted Named User:** is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

**1K Interaction Credits:** is defined as one thousand interaction credits where one interaction credit is defined as (a) one completed Click to Call session or (b) one Click to Chat session or (c) three Email Response outbound emails sent from the Live Help Agent Console.

A Click to Call session is defined as a user initiated PC-to-phone or phone-to-phone call which is connected to a destination phone number.

A Click to Chat session is defined as a user initiated chat from any channel that is removed from a chat session queue in the Live Help Agent Console via an automatic or manual queue distribution.

An Email Response is defined as an agent reply to an inbound email or an agent-originated email. Any fraction of Email Responses less than three will be rounded up to three for purposes of license quantity requirements.

If at any time the amount of 1K Interaction Credits exceeds the licensed quantity, you are required to order additional services such that the amount of 1K Interaction Credits is equal to or less than the number of licensed quantity.

**$M in Managed Assets:** is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

**Member Record:** is defined as each unique customer loyalty program Member Record managed by the program. 100k Member Records shall mean one hundred thousand Member Records.

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**Named User Plus / Named User** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Oracle VM Management Pack, and Provisioning and Patch Automation Pack, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft all users of the middleware and/or database software that support the respective application program are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Siebel, Load Testing Accelerator for Oracle E-Business Suite, and Load Testing Accelerator Application Development Framework Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Database Firewall, only the processors of the database sources which are protected or monitored must be counted for the purpose of determining the number of licenses required.

**Partner Organization:** is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

**Physical Server:** is defined as each physical server on which the programs are installed.

The **Siebel Pricing Claims Server-Up to 20 Application Users** is licensed on a Physical Server basis with a limitation on the number of Application Users.

**Processor:** shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Ops Center Virtualization management Pack and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Change Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, Application Management Pack for JD Edwards EnterpriseOne and Application Management Pack for PeopleSoft, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the program is running for indexing content in configured content sources as long as the foregoing is the only use of the program on all the processors installed in a given server.

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## Siebel CRM Pricing

**Product Catalog:** is defined as a single instance of your product offerings in a tabular structure which includes product details such as name, price, category, SKU number, and other data fields. Product Catalogs must be provided from you to Oracle via File Transfer Protocol (FTP) or API feed.

For the purposes of Oracle Recommendations Single-Channel On Demand and Oracle Multi-Channel On Demand, hosting is included for one Product Catalog that includes only up to 500,000 products.

For the purposes of Oracle Recommendations Additional Catalog On Demand, a Product Catalog refers to each of your additional deployed Product Catalogs that each include only up to 500,000 products.

For the purposes of Oracle Recommendations Large Catalog On Demand, a Product Catalog refers to each of your deployed Product Catalogs that each include more than 500,000 products per Product Catalog.

If at any time the amount of Product Catalogs exceeds the licensed quantity, you are required to order additional services such that the amount of Product Catalogs is equal to or less than the number of licensed quantity.

**Record:** For Customer Hub B2B and Hyperion Data Relationship Management for Customer Hub, record is defined as the number of unique customer database records stored in the Customer Hub B2B application (e.g. stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Customer Data Hub product.

For Customer Hub B2C, record is defined as the number of unique customer database records stored in the Customer Hub B2C application. A customer database record is a unique consumer (i.e. physical person) record which is stored as a contact for the Universal Customer Master product or as a person for the Customer Data Hub product.

For Product Hub, record is defined as the number of unique product database records stored in the Product Hub application. A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Life Sciences Customer Hub program a record is defined as the number of unique customer database records stored in the application. A Life Sciences customer database record is a unique physician (i.e. physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub product.

For the purpose of Oracle Supplier Lifecycle Management and Oracle Supplier Hub applications, a record is a unique business entity or company record, which is stored as Supplier in AP_SUPPLIERS table of the Oracle Supplier Lifecycle Management and Oracle Supplier Hub products.

For all programs licensed as record, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

The **Siebel Master Data Application** programs (denoted by the word "Master" in the program name) are licensed on the basis of the number of Contact Records that may be stored in the Master Data Application.

The **Siebel Master Data Application** programs (denoted by the word "Master" in the program name) are subject to the following additional terms: (a) you have no right to use the user interface of such programs except through the Customer Data Steward or Product Data Steward modules, and (b) you can use only those components of the Siebel Master Data application program that have been licensed by you.

**Registered User:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. Registered Users shall be only your business partners and/or customers and shall not be your employees.

**1,000,000 Queries Per Day:** is defined as one million queries to the MDEX engine, including but not limited to: text searches; changes to facet (refinement); page up/down through results (any text box query, change in facet selection, change in results viewed), from midnight to the next midnight (e.g., a day).

**500,000 Requests Per Day** is defined as five hundred thousand requests from midnight to the next midnight (e.g., a day).

For the purposes of the following program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: WebCenter Sites for Oracle ATG Web Commerce, requests to the WebCenter Sites or WebCenter Sites Satellite Server programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Endeca Experience Manager, requests at the Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g. ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

**Retail Register** is defined as any device designed to record any part of a sales transaction.

**100 Sites** is defined as the number of unique Sites added to Multi-Site Quotes created over the last 12 calendar months. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of the Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. Only unique Sites are counted, i.e., a Site, as defined by its Service Account and Service Point values, added to multiple Multi-Site Quotes created in a 12-month period is only counted once.

**100MB per month** is defined as 100 megabytes of storage space used each month.

**Telephone Number** is defined as each unique telephone number for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such telephone numbers.

**1K Transactions** is defined as one thousand unique transactions processed through the program during a 12 month period. **You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle.**

**UPK Developer:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

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## Siebel CRM Pricing

**UPK Module** is defined as the functional software component described in the product documentation

The users or processors of the **Siebel Web Channel** program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the programs that is defined in the Siebel Tools program.

**1M Web Sessions** is defined as one million web sessions where a web session is defined as a sequence of requests from a uniquely identified client that expire after 30 minutes of inactivity. The total number of Web Sessions per calendar year must be aggregated for the purposes of license quantity requirements. If at any time the amount of 1M Web Sessions exceeds the licensed quantity, you are required to order additional services such that the amount of 1M Web Sessions is equal to or less than the number of licensed quantity.

**Wireless handset** is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

*For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:*
http://edelivery.oracle.com

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## ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

### Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via Oracle MetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

### Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

### Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

### Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

Oracle Database Server Support Package 2,300 USA (Dollar) for 10 incidents on one server:
Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
Oracle Application Server Support Package 1,150 USA (Dollar) for 10 incidents on one server:
Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle MetaLink, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

### Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

### Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

### Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

## ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

### Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

### Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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# PeopleSoft Component Global Price List

August 7, 2014

Software Investment Guide

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PeopleSoft Component Global Price List

| | Component License Price | Software Update License & Support | License Metric | Minimum |
|---|---|---|---|---|
| **Customer Relationship Management** | | | | |
| CRM Personal Information Management Server Sync | 295 | 64.90 | Application User | 5 |
| CTI Integration | 2,295 | 504.90 | Application User | 5 |
| Event Management | 1,750 | 385.00 | Application User | 5 |
| HelpDesk | 120 | 26.40 | Employee | All Employees |
| HelpDesk for Employee Self Service | 30 | 6.60 | Employee | All Employees |
| HelpDesk for Human Resources | 120 | 26.40 | Employee | All Employees |
| Integrated FieldService | 4,595 | 1,010.90 | Application User | 5 |
| Marketing | 7,200 | 1,584.00 | Application User | 5 |
| Multichannel Communications | 1,950 | 429.00 | Application User | 5 |
| Online Marketing | 7,200 | 1,584.00 | Application User | 5 |
| Order Capture | 5,800 | 1,276.00 | Application User | 5 |
| Order Capture Self Service | 3,500 | 770.00 | Application User | 5 |
| Sales | 7,500 | 1,650.00 | Application User | 5 |
| Service Center for Higher Education | 15,250 | 3,355.00 | Application User | 5 |
| Support | 13,795 | 3,034.90 | Application User | 5 |
| Support for Customer Self Service | 1,450 | 319.00 | Application User | 5 |
| Workforce Communications | 70 | 15.40 | Employee | All Employees |
| Workforce Communications for HelpDesk | 25 | 5.50 | Employee | All Employees |
| **Supply Chain Management** | | | | |
| Catalog Management | 9,100 | 2,002.00 | Application User | 5 |
| eProcurement | 80 | 17.60 | Application User | 5 |
| eSupplier Connection | 9,195 | 2,022.90 | Application User | 5 |
| Inventory | 4,595 | 1,010.90 | Application User | 5 |
| Option: Mobile Inventory Management | 1,725 | 379.50 | Application User | 5 |
| Order Management | 5,100 | 1,122.00 | Application User | 5 |
| Purchasing | 4,595 | 1,010.90 | Application User | 5 |
| Services Procurement | 2,995 | 658.90 | Application User | 5 |
| Strategic Sourcing | 9,195 | 2,022.90 | Application User | 5 |
| Supplier Contract Management | 6,895 | 1,516.90 | Application User | 5 |
| **Asset Lifecycle Management** | | | | |
| IT Asset Management | 1,055 | 232.10 | Application User | 5 |
| Maintenance Management | 4,595 | 1,010.90 | Application User | 5 |
| Option: Self-Service Work Requests | 575 | 126.50 | Application User | 5 |
| Real Estate Management | 4,595 | 1,010.90 | Application User | 5 |
| **ESA** | | | | |
| Contracts | 6,895 | 1,516.90 | Application User | 5 |
| Expenses | 6 | 1.32 | Expense Report | 1,000 |
| Grants | 7,125 | 1,567.50 | Application User | 5 |
| Pay/Bill Management | 5,395 | 1,186.90 | Application User | 5 |
| Program Management | 2,895 | 636.90 | Application User | 10 |
| Project Costing | 4,595 | 1,010.90 | Application User | 5 |
| Proposal Management | 1,725 | 379.50 | Application User | 5 |
| Resource Management | 3,495 | 768.90 | Application User | 5 |
| **Financials** | | | | |
| Cash Management | 645 | 141.90 | Application User | 5 |
| eSettlements | 1,950 | 429.00 | Application User | 5 |
| Financials | 4,595 | 1,010.90 | Application User | 5 |
| Transaction Billing Processor | 1,595 | 350.90 | Application User | 5 |
| Treasury | 28,995 | 6,378.90 | Application User | 5 |

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Prices In USA (Dollar)

PeopleSoft Component Price List

| | Component License Price | Software Update License & Support | License Metric | Minimum |
|---|---|---|---|---|
| **Human Capital Management (HCM)** | | | | |
| Absence Management | 52 | 11.44 | Employee | All Employees |
| Benefits Administration | 85 | 18.70 | Employee | All Employees |
| Directory Interface | 12 | 2.64 | Employee | All Employees |
| eCompensation | 35 | 7.70 | Employee | All Employees |
| ePerformance | 105 | 23.10 | Employee | All Employees |
| Human Resources | 185 | 40.70 | Employee | All Employees |
| In-Memory Labor Rules and Monitoring | 30 | 6.60 | Employee | All Employees |
| Payroll | 225 | 49.50 | Employee | All Employees |
| Payroll Interface | 70 | 15.40 | Employee | All Employees |
| Pension Administration | 85 | 18.70 | Employee | All Employees |
| Recruiting Solutions | 75 | 16.50 | Employee | All Employees |
| Succession Planning | 70 | 15.40 | Employee | All Employees |
| Time and Labor | 110 | 24.20 | Employee | All Employees |
| Oracle Workforce Scheduling | 225 | 49.50 | Employee | All Employees |
| **Enterprise Learning Management** | | | | |
| Enterprise Learning Management | 105 | 23.10 | Employee | All Employees |
| **Campus Solutions** | | | | |
| Gradebook | 12 | 2.64 | FTE Student | All Students |
| Campus Self Service | 42 | 9.24 | FTE Student | All Students |
| Contributor Relations | 1,350 | 297.00 | Application User | 5 |
| Student Administration | 185 | 40.70 | FTE Student | All Students |
| Student Administration Integration Pack | 6 | 1.32 | FTE Student | All Students |
| **Portals** | | | | |
| Interaction Hub | 500 | 110.00 | Application User | 5 |
| **PeopleTools** | | | | |
| PeopleTools-Enterprise Development | 1,150 | 253.00 | Application User | 5 |
| PeopleTools-Enterprise Development Starter Kit | 260 | 57.20 | Application User | 5 |
| **Governance, Risk, and Compliance** | | | | |
| Advanced Controls for PeopleSoft | 2,100 | 462.00 | Monitored User | 100 |
| Oracle Enterprise Governance, Risk, and Compliance Manager | 4,995 | 1,098.90 | Application User | 50 |
| Option: Oracle Financial Governance | 1,595 | 350.90 | Application User | 50 |
| Oracle Fusion Governance, Risk, and Compliance Intelligence | 4,595 | 1,010.90 | Application User | 10 |
| Application Access Controls Governor | 895 | 196.90 | Monitored User | 100 |
| Option: Application Access Controls for PeopleSoft Enterprise | 200 | 44.00 | Monitored User | 100 |
| Configuration Controls Governor | 315 | 69.30 | Monitored User | 100 |
| Option: Configuration Controls for PeopleSoft Enterprise | 255 | 56.10 | Monitored User | 100 |
| Enterprise Transaction Controls Governor | 805 | 177.10 | Monitored User | 100 |
| Option: Oracle Enterprise Transaction Controls Governor Connector to PeopleSoft Enterprise | 110 | 24.20 | Monitored User | 100 |
| Option: Procure to Pay Transaction Controls for PeopleSoft Enterprise | 165 | 36.30 | Monitored User | 100 |
| **Application Management** | | | | |
| Application Management Suite for PeopleSoft | 300 | 66.00 | Named User Plus | 200 |
| Application Management Suite for PeopleSoft | 15,000 | 3,300.00 | Processor | 4 |
| **Application Testing** | | | | |
| Functional Testing Suite for Oracle Applications | 12,000 | 2,640.00 | Named User Plus | not applicable |
| Load Testing Suite for Oracle Applications | 125 | 27.50 | Named User Plus | 50 |

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PeopleSoft Component Price List

| | Component License Price | Software Update License & Support | License Metric | Minimum |
|---|---|---|---|---|
| **Application Integration Architecture** | | | | |
| Application Integration Architecture Foundation Pack | 46,000 | 10,120.00 | Processor | 1 |
| Application Integration Architecture Foundation Pack | 920 | 202.40 | Named User Plus | 1 |
| Application Integration Architecture Foundation Pack Extension for Communications | 46,000 | 10,120.00 | Processor | 1 |
| Application Integration Architecture Foundation Pack Extension for Communications | 920 | 202.40 | Named User Plus | 1 |
| Application Integration Architecture Foundation Pack Extension for Insurance | 46,000 | 10,120.00 | Processor | 1 |
| Application Integration Architecture Foundation Pack Extension for Insurance | 920 | 202.40 | Named User Plus | 1 |
| Application Integration Architecture Foundation Pack Extension for Utilities | 46,000 | 10,120.00 | Processor | 1 |
| Application Integration Architecture Foundation Pack Extension for Utilities | 920 | 202.40 | Named User Plus | 1 |
| Oracle Enterprise Taxation Management Integration to PeopleSoft Enterprise Financials for General Ledger and Accounts Payable | 35,000 | 7,700.00 | Processor | 1 |
| Oracle Retail Merchandising Integration Pack for PeopleSoft Enterprise Financials: Financial Operations Control | 70,000 | 15,400.00 | Processor | 1 |
| Oracle Utilities Customer Care and Billing Integration to PeopleSoft Enterprise Financials for General Ledger and Accounts Payable | 35,000 | 7,700.00 | Processor | 1 |
| **UPK** | | | | |
| Oracle User Productivity Kit Standard | 17,500 | 3,850.00 | UPK Developer | 1 |
| Oracle User Productivity Kit Standard | 90 | 19.80 | Application User | 50 |
| Oracle User Productivity Kit Standard | 45 | 9.90 | Employee | 500 |
| Oracle User Productivity Kit Professional | 17,500 | 3,850.00 | UPK Developer | 1 |
| Oracle User Productivity Kit Professional | 100 | 22.00 | Application User | 50 |
| Oracle User Productivity Kit Professional | 50 | 11.00 | Employee | 500 |
| **User Productivity Kit Content Materials for CRM** | | | | |
| PeopleSoft Enterprise UPK HelpDesk for Human Resources | 8,800 | 1,936.00 | UPK Module | not applicable |
| (up to 4K employees and up to $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | | | | |
| PeopleSoft Enterprise UPK for Online Marketing | 17,500 | 3,850.00 | UPK Module | not applicable |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | | | | |
| PeopleSoft Enterprise UPK for Support | 8,800 | 1,936.00 | UPK Module | not applicable |
| (up to 4K employees and up to $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | | | | |

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PeopleSoft Component Price List

| | Component License Price | Software Update License & Support | License Metric | Minimum |
|---|---|---|---|---|
| **User Productivity Kit Content Materials for Human Capital Management** | | | | |
| PeopleSoft Enterprise UPK Absence Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Benefits Administration | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft UPK for Candidate Gateway | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK eBenefits | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK eCompensation Manager Desktop | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK ePay | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK ePerformance | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK eProfile | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK eProfile Manager Desktop | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| PeopleSoft UPK for Global Payroll Core | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Human Resources | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Payroll for North America | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Talent Acquisition Manager | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Time & Labor | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Learning Management** | | | | |
| PeopleSoft Enterprise UPK Enterprise Learning Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |

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PeopleSoft Component Price List

| | Component License Price | Software Update License & Support | License Metric | Minimum |
|---|---|---|---|---|
| **User Productivity Kit Content Materials for Financials/ESA Software** | | | | |
| PeopleSoft Enterprise UPK Asset Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK for Cash Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Contracts | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| PeopleSoft UPK for eSettlements | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Expenses | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK General Ledger | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Grants | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Payables | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Project Costing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Receivables | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for EPM Financials/ESA** | | | | |
| PeopleSoft Enterprise UPK Planning and Budgeting | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Supply Chain Management** | | | | |
| PeopleSoft Enterprise UPK Billing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft UPK for eBill Payment | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK eProcurement | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Inventory | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Order Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Purchasing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK for Strategic Sourcing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft UPK for Supplier Contract Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |

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PeopleSoft Component Global Price List

| | Component License Price | Software Update License & Support | Licensing Metric | Minimum |
|---|---|---|---|---|
| **User Productivity Kit Content Materials for Campus Solutions** | | | | |
| PeopleSoft Enterprise UPK for Contributor Relations | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Student Administration | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| **Other User Productivity Kit Content Materials** | | | | |
| PeopleSoft Enterprise UPK Fundamentals for Campus Solutions | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Fundamentals for Financials and Supply Chain Management Software Modules | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Fundamentals for HCM Software Modules | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Reporting Tools for Campus Solutions | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Reporting Tools for Financials/ESA and Supply Chain Management Software Modules | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Reporting Tools for HCM Software Modules | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| PeopleSoft Enterprise UPK Reporting Tools for PeopleTools | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| **3rd Party Products - Not available for distribution by Oracle partner** | | | | |
| **Microfocus - Not available for distribution by Oracle partner** | | | | |
| Micro Focus International Ltd. Net Express COBOL for Windows | | | | |
| 1 Named User | 16,000 | 3,520.00 | See Supplement | not applicable |
| 2 Named Users | 28,800 | 6,336.00 | See Supplement | not applicable |
| 3 Named Users | 40,500 | 8,910.00 | See Supplement | not applicable |
| 5 Named Users | 65,500 | 14,410.00 | See Supplement | not applicable |
| 12 Named Users | 115,000 | 25,300.00 | See Supplement | not applicable |
| 25 Named Users | 172,500 | 37,950.00 | See Supplement | not applicable |
| Micro Focus International Ltd. Server Express COBOL for UNIX® | | | | |
| 1 Named User | 16,000 | 3,520.00 | See Supplement | not applicable |
| 2 Named Users | 28,800 | 6,336.00 | See Supplement | not applicable |
| 3 Named Users | 40,500 | 8,910.00 | See Supplement | not applicable |
| 5 Named Users | 65,500 | 14,410.00 | See Supplement | not applicable |
| 12 Named Users | 115,000 | 25,300.00 | See Supplement | not applicable |
| 25 Named Users | 172,500 | 37,950.00 | See Supplement | not applicable |
| Micro Focus International Ltd. Server Express - Migration from Object COBOL | | | | |
| 2 Named Users | 23,000 | 5,060.00 | See Supplement | not applicable |
| 3 Named Users | 32,000 | 7,040.00 | See Supplement | not applicable |
| 5 Named Users | 52,500 | 11,550.00 | See Supplement | not applicable |
| 12 Named Users | 92,000 | 20,240.00 | See Supplement | not applicable |
| 25 Named Users | 138,000 | 30,360.00 | See Supplement | not applicable |

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## DEFINITIONS

**Application User:** is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time.

**Employee:** is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

**Expense Report:** is defined as the total number of expense reports by Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

**FTE Student:** is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

**Monitored User:** is defined as an individual who is monitored by an Analytics program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time.

Individual users who are licensed for an Analytics program by either Named User Plus or Application User may not be licensed by Monitored User.

For the purpose of the Usage Accelerator Analytics program, every user of your licensed CRM Sales application program must be licensed.

For the purpose of the Human Resources Compensation Analytics program, all of your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Advanced Controls for eBusiness Suite, Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, and Preventive Controls Governor, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Advanced Controls for PeopleSoft Enterprise, Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications/programs) users (individuals) that the program monitors.

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**DEFINITIONS continued**

**Named User Plus:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integrations, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

**Processor:** shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: TimesTen Application-Tier Database Cache, and TimesTen Application-Tier Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

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## DEFINITIONS continued

**UPK Developer:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

**UPK Module:** is defined as the functional software component described in the product documentation.

For a complete list of products offered by Oracle Corporation, please visit the Oracle Software Delivery cloud site:
http://edelivery.oracle.com

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## ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

### Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

### Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower of the CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

### Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

### Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

### Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

### Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

### Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

## ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

### Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

### Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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# JD Edwards Component Global Price List

August 7, 2014

Software Investment Guide

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J.D. Edwards Component Global Price List

| | Component License Price | Software Update License & Support | License Metric | Minimum |
|---|---|---|---|---|
| **EnterpriseOne** | | | | |
| **Customer Relationship Management** | | | | |
| Advanced Pricing | 2,295 | 504.90 | Application User | 5 |
| Case Management | 2,375 | 522.50 | Application User | 5 |
| CRM Foundation | 640 | 140.80 | Application User | 5 |
| Customer Self Service | 1,025 | 225.50 | Application User | 5 |
| Fulfillment Management | 4,595 | 1,010.90 | Application User | 5 |
| In-Memory Sales Advisor | 11,895 | 2,616.90 | Application User | 10 |
| Sales Force Automation | 1,200 | 264.00 | Application User | 5 |
| Sales Order Management | 4,595 | 1,010.90 | Application User | 5 |
| One View Reporting for Sales Order Management | 1,150 | 253.00 | Application User | 5 |
| Service Management | 2,375 | 522.50 | Application User | 5 |
| One View Reporting for Service Management | 1,150 | 253.00 | Application User | 5 |
| Service Management Foundation | 375 | 82.50 | Application User | 5 |
| **Manufacturing and Supply Chain Management** | | | | |
| Advanced Stock Valuation | 2,900 | 638.00 | Application User | 5 |
| Agreement Management | 4,595 | 1,010.90 | Application User | 5 |
| Apparel Management | 3,995 | 878.90 | Application User | 5 |
| Blend Management | 4,595 | 1,010.90 | Application User | 5 |
| Bulk Stock Inventory | 2,900 | 638.00 | Application User | 5 |
| Configurator | 3,495 | 768.90 | Application User | 5 |
| Demand Flow Manufacturing | 3,495 | 768.90 | Application User | 5 |
| Demand Scheduling Execution | 4,595 | 1,010.90 | Application User | 5 |
| Grower Management | 4,595 | 1,010.90 | Application User | 5 |
| Grower Pricing and Payments | 4,595 | 1,010.90 | Application User | 5 |
| In-Memory Planning Advisor | 11,595 | 2,550.90 | Application User | 10 |
| Inventory Management | 4,595 | 1,010.90 | Application User | 5 |
| One View Reporting for Inventory Management | 1,150 | 253.00 | Application User | 5 |
| Manufacturing Management | 4,595 | 1,010.90 | Application User | 5 |
| One View Reporting for Manufacturing Management | 1,150 | 253.00 | Application User | 5 |
| Product Variants | 2,795 | 614.90 | Application User | 5 |
| Quality Management | 1,495 | 328.90 | Application User | 5 |
| Requirements Planning | 1,495 | 328.90 | Application User | 5 |
| Transportation Management | 4,595 | 1,010.90 | Application User | 5 |
| One View Reporting for Transportation Management | 1,150 | 253.00 | Application User | 5 |
| Warehouse Management | 3,450 | 759.00 | Application User | 5 |
| One View Reporting for Warehouse Management | 1,150 | 253.00 | Application User | 5 |
| **Supply Chain Planning** | | | | |
| Oracle Advanced Planning Command Center | 1,200 | 264.00 | $M Cost of Goods Sold | 150 |
| Oracle Advanced Supply Chain Planning | 1,800 | 396.00 | $M Cost of Goods Sold | 60 |
| Option: Oracle Constraint Based Optimization | 435 | 95.70 | $M Cost of Goods Sold | 60 |
| Oracle Collaborative Planning | 580 | 127.60 | $M Cost of Goods Sold | 60 |
| Oracle Global Order Promising | 350 | 77.00 | $M Cost of Goods Sold | 60 |
| Oracle Inventory Optimization | 870 | 191.40 | $M Cost of Goods Sold | 60 |
| Oracle Production Scheduling | 1,210 | 266.20 | $M Cost of Goods Sold | 150 |
| Option: Oracle Repetitive Manufacutring Optimization | 390 | 85.80 | $M Cost of Goods Sold | 150 |
| Oracle Rapid Planning | 1,800 | 396.00 | $M Cost of Goods Sold | 75 |
| Oracle Service Parts Planning | 2,000 | 440.00 | $M Cost of Goods Sold | 150 |
| Oracle Strategic Network Optimization | 1,400 | 308.00 | $M Cost of Goods Sold | 150 |
| Demantra Demand Management | 1,800 | 396.00 | $M Cost of Goods Sold | 150 |
| Option: Demantra Advanced Forecasting and Demand Modeling | 870 | 191.40 | $M Cost of Goods Sold | 150 |
| Option: Demantra Real-time Sales and Operations Planning | 1,200 | 264.00 | $M Cost of Goods Sold | 150 |
| Demantra Predictive Trade Planning | 1,800 | 396.00 | $M Cost of Goods Sold | 150 |
| Option: Demantra Deduction and Settlement Management | 870 | 191.40 | $M Cost of Goods Sold | 150 |
| Option: Demantra Trade Promotion Optimization | 870 | 191.40 | $M Cost of Goods Sold | 150 |
| Demand Signal Repository | 2,900 | 638.00 | $M Revenue Under Mgmt | 500 |
| In-Memory Consumption Driven Planning | 1,800 | 396.00 | $M Revenue Under Mgmt | 500 |
| In-Memory Performance Driven Planning | 1,200 | 264.00 | $M Cost of Goods Sold | 300 |

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J.D. Edwards Component Global Price List

| | Component License Price | Software Update License & Support | License Metric | Minimum |
|---|---|---|---|---|
| **Supply Management** | | | | |
| Buyer Workspace | 1,635 | 359.70 | Application User | 5 |
| Operational Sourcing | 4,595 | 1,010.90 | Application User | 5 |
| Procurement and Subcontract Management | 4,595 | 1,010.90 | Application User | 5 |
| One View Reporting for Procurement and Subcontract Management | 1,150 | 253.00 | Application User | 5 |
| Requisition Self Service | 80 | 17.60 | Application User | 5 |
| Supplier Self Service | 9,195 | 2,022.90 | Application User | 5 |
| **Asset Lifecycle Management** | | | | |
| Advanced Real Estate Forecasting | 8,500 | 1,870.00 | Application User | 5 |
| Capital Asset Management | 4,595 | 1,010.90 | Application User | 5 |
| One View Reporting for Capital Asset Management | 1,150 | 253.00 | Application User | 5 |
| Condition-Based Maintenance | 800 | 176.00 | Application User | 5 |
| Equipment Cost Analysis | 800 | 176.00 | Application User | 5 |
| Real Estate Management | 3,700 | 814.00 | Application User | 5 |
| One View Reporting for Real Estate Management | 1,150 | 253.00 | Application User | 5 |
| Resource Assignments | 570 | 125.40 | Application User | 5 |
| **Project Management** | | | | |
| Advanced Contract Billing | 4,595 | 1,010.90 | Application User | 5 |
| Contract and Service Billing | 3,495 | 768.90 | Application User | 5 |
| Homebuilder Management | 4,595 | 1,010.90 | Application User | 5 |
| In-Memory Project Portfolio Advisor | 11,595 | 2,550.90 | Application User | 10 |
| Project Costing | 4,595 | 1,010.90 | Application User | 5 |
| One View Reporting for Project Costing | 1,150 | 253.00 | Application User | 5 |
| **Financial Management Suite** | | | | |
| Expense Management | 6 | 1.32 | Expense Report | 1,000 |
| Financials | 4,595 | 1,010.90 | Application User | 5 |
| Option: Environmental Accounting and Reporting | 1,995 | 438.90 | Application User | 5 |
| One View Reporting for Financials | 1,150 | 253.00 | Application User | 5 |
| System Foundation | 70 | 15.40 | Application User | 5 |
| **Health and Safety** | | | | |
| Health and Safety Incident Management | 50 | 11.00 | Employee | All Employees |
| One View Reporting for Health and Safety Incident Management | 1,150 | 253.00 | Application User | 5 |
| **Human Capital Management** | | | | |
| Human Resources | 185 | 40.70 | Employee | All Employees |
| One View Reporting for Human Resources | 1,150 | 253.00 | Application User | 5 |
| Payroll | 225 | 49.50 | Employee | All Employees |
| One View Reporting for Payroll | 1,150 | 253.00 | Application User | 5 |
| Self-Service Human Resources | 75 | 16.50 | Employee | All Employees |
| Time and Labor | 110 | 24.20 | Employee | All Employees |
| **Tools & Technology** | | | | |
| Adapter for MQ Series | 160 | 35.20 | Application User | 5 |
| Adapter for MSMQ | 160 | 35.20 | Application User | 5 |
| Core Tools and Infrastructure | 225 | 49.50 | Application User | 5 |
| Oracle Technology Foundation for JD Edwards EnterpriseOne | 525 | 115.50 | Application User | 5 |
| Oracle Technology Foundation for JD Edwards EnterpriseOne Upgrade | 300 | 66.00 | Application User | 5 |
| **One View Reporting** | | | | |
| One View Reporting Foundation | 1,150 | 253.00 | Application User | 5 |
| **Application Management** | | | | |
| Application Management Suite for JD Edwards EnterpriseOne | 300 | 66.00 | Named User Plus | 200 |
| Application Management Suite for JD Edwards EnterpriseOne | 15,000 | 3,300.00 | Processor | 4 |
| **Application Testing** | | | | |
| Functional Testing Suite for Oracle Applications | 12,000 | 2,640.00 | Named User Plus | not applicable |
| Load Testing Suite for Oracle Applications | 125 | 27.50 | Named User Plus | 50 |

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# J.D. Edwards Component Global Price List

| | Component License Price | Software Update License & Support | License Metric | Minimum |
|---|---|---|---|---|
| **Application Integration Architecture** | | | | |
| Application Integration Architecture Foundation Pack | 46,000 | 10,120.00 | Processor | 1 |
| Application Integration Architecture Foundation Pack | 920 | 202.40 | Named User Plus | 1 |
| Application Integration Architecture Foundation Pack Extension for Communica | 46,000 | 10,120.00 | Processor | 1 |
| Application Integration Architecture Foundation Pack Extension for Communica | 920 | 202.40 | Named User Plus | 1 |
| Application Integration Architecture Foundation Pack Extension for Insurance | 46,000 | 10,120.00 | Processor | 1 |
| Application Integration Architecture Foundation Pack Extension for Insurance | 920 | 202.40 | Named User Plus | 1 |
| Application Integration Architecture Foundation Pack Extension for Utilities | 46,000 | 10,120.00 | Processor | 1 |
| Application Integration Architecture Foundation Pack Extension for Utilities | 920 | 202.40 | Named User Plus | 1 |
| Oracle Demantra Sales and Operations Planning Integration to Hyperion Planning | 35,000 | 7,700.00 | Processor | 1 |
| Oracle Design to Release Integration Pack for Agile Product Lifecycle Management and JD Edwards EnterpriseOne | 70,000 | 15,400.00 | Processor | 1 |
| Oracle Utilities Customer Care and Billing Integration to JD Edwards Financials for General Ledger and Accounts Payable | 35,000 | 7,700.00 | Processor | 1 |
| **UPK** | | | | |
| Oracle User Productivity Kit Standard | 17,500 | 3,850.00 | UPK Developer | 1 |
| Oracle User Productivity Kit Standard | 90 | 19.80 | Application User | 50 |
| Oracle User Productivity Kit Standard | 45 | 9.90 | Employee | 500 |
| Oracle User Productivity Kit Professional | 17,500 | 3,850.00 | UPK Developer | 1 |
| Oracle User Productivity Kit Professional | 100 | 22.00 | Application User | 50 |
| Oracle User Productivity Kit Professional | 50 | 11.00 | Employee | 500 |
| **User Productivity Kit Content Materials for Manufacturing and Supply Chain Management** | | | | |
| JD Edwards EnterpriseOne UPK for Blend Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK for Configurator | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK for Grower Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK for Grower Pricing and Payments | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK for Manufacturing Management Discrete Shop Floor Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK for Manufacturing Management Engineer to Order | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK for Manufacturing Management, Process Manufacturing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK for Requirements Planning | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Financial Management** | | | | |
| JD Edwards EnterpriseOne UPK Accounts Payable | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK Accounts Receivable | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK for Fixed Assets Accounting | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK General Ledger | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |

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# J.D. Edwards Component Global Price List

| | Component License Price | Software Update License & Support | License Metric | Minimum |
|---|---|---|---|---|
| **User Productivity Kit Content Materials for Suppy Chain Management** | | | | |
| JD Edwards EnterpriseOne UPK for Advanced Pricing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK Inventory Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK Manufacturing - PDM | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK for Sales Order Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Supplier Relationship Management** | | | | |
| JD Edwards EnterpriseOne UPK Procurement and Subcontract Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Asset Lifecycle Management** | | | | |
| JD Edwards EnterpriseOne UPK for Advanced Real Estate Forecasting | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK for Capital Asset Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK for Real Estate Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Project Management** | | | | |
| JD Edwards EnterpriseOne UPK for Homebuilder Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK for Project Costing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Human Capital Management** | | | | |
| JD Edwards EnterpriseOne UPK for Human Capital Management Fundamentals | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne User Productivity Kit for Human Resources, Benefits | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards EnterpriseOne UPK for Time and Labor | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **Other User Productivity Kit Content Materials** | | | | |
| JD Edwards EnterpriseOne UPK Fundamentals for EnterpriseOne | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |

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Prices In USA (Dollar)

## J.D. Edwards Component Global Price List

| | Component License Price | Software Update License & Support | License Metric | Minimum |
|---|---|---|---|---|
| **World Products** | | | | |
| Distribution Management | 4,595 | 1,010.90 | Application User | 5 |
| Quality Management | 315 | 69.30 | Application User | 5 |
| Manufacturing Management | 4,595 | 1,010.90 | Application User | 5 |
| Project Management | 4,595 | 1,010.90 | Application User | 5 |
| Financial Management | 4,595 | 1,010.90 | Application User | 5 |
| Multi-Site Consolidations | 520 | 114.40 | Application User | 5 |
| Foundation | 865 | 190.30 | Application User | 5 |
| Human Resources Management | 125 | 27.50 | Employee | All Employees |
| Payroll | 225 | 49.50 | Employee | All Employees |
| Purchase Card Management | 500 | 110.00 | 1K Transactions | 20 |
| **UPK** | | | | |
| Oracle User Productivity Kit Standard | 17,500 | 3,850.00 | UPK Developer | 1 |
| Oracle User Productivity Kit Standard | 90 | 19.80 | Application User | 50 |
| Oracle User Productivity Kit Standard | 45 | 9.90 | Employee | 500 |
| Oracle User Productivity Kit Professional | 17,500 | 3,850.00 | UPK Developer | 1 |
| Oracle User Productivity Kit Professional | 100 | 22.00 | Application User | 50 |
| Oracle User Productivity Kit Professional | 50 | 11.00 | Employee | 500 |
| **User Productivity Kit Content Materials for Distribution Management** | | | | |
| JD Edwards World UPK for Advanced Pricing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards World UPK for Inventory Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards World UPK for Procurement | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards World UPK for Project Costing | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| JD Edwards World UPK for Sales Order Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Manufacturing Management** | | | | |
| JD Edwards World UPK for Base Configurator | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards World UPK for Product Costing and Manufacturing Accounting | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards World UPK for Product Data Management and Shop Floor Control | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards World UPK for Requirements Planning and Production Scheduling | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |

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J.D. Edwards Component Global Price List

| | Component License Price | Software Update License & Support | License Metric | Minimum |
|---|---|---|---|---|
| **User Productivity Kit Content Materials for Financials Management** | | | | |
| JD Edwards World UPK for Accounts Payable | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards World UPK for Accounts Receivable | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards World UPK for FASTR | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| JD Edwards World UPK for Fixed Assets | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| JD Edwards World UPK for General Ledger | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Foundation** | | | | |
| JD Edwards World UPK for Address Book | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards World UPK for Common Foundation | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| JD Edwards World UPK for EDI | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards World UPK for Technical Foundation | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards World UPK for World Writer | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Human Capital Management** | | | | |
| JD Edwards World UPK for Human Resources Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| JD Edwards World UPK for Payroll | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |

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## DEFINITIONS

**Application User:** is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time.

**$M Cost of Goods Sold:** is defined as one million U.S. dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

**Employee:** is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

**Expense Report:** is defined as the total number of expense reports processed by Expense Management during a 12 month period. You may not exceed the licensed number of expense reports during a 12 month period.

**Named User Plus:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Suite for Oracle Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack, and Data Masking and Subsetting Pack for Non-Oracle Databases only the users of the database servers where masked data or data subsets originates and the users of the database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, and Application Adapters for Data Integrations, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Suite Client Runtime and Mobile Application Framework, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

**1K Transactions:** is defined as one thousand unique transactions processed through the program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle. For Oracle Contact Center Anywhere, a unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents). For JD Edwards World Purchase Card Management, a unique transaction is defined as a single charge processed by the program.

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**DEFINITIONS continued**

**Processor:** shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Masking and Subsetting Pack and, Data Masking and Subsetting Pack for non-Oracle Databases all database servers where masked data or data subsets originate and database servers performing masking, or subsetting operations (via GUI or command line) must be licensed.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack, Real User Experience Insight, all processors on which the middleware software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator for Oracle Business Intelligence, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: TimesTen Application-Tier Database Cache, and TimesTen Application-Tier Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate and Oracle GoldenGate for Oracle Applications, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purpose of the following programs: Oracle Golden Gate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. In the instance of multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

**$M Revenue Under Management:** is defined as one million U.S. dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used.

**UPK Developer:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

**UPK Module:** is defined as the functional software component described in the product documentation.

For a complete list of products offered by Oracle Corporation, please visit the Oracle Software Delivery cloud site:
http://edelivery.oracle.com

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## ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

### Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

### Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower of the CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

### Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

### Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA (Dollar) for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA (Dollar) for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle*MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

### Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

### Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

### Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

## ORACLE ON DEMAND

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

### Administration Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

### Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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ORACLE

# Oracle Primavera Global Price List
# Software Investment Guide

July 30, 2014

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## Oracle Primavera Global Price List

| | License Price | Software Update License & Support | Metric | Minimum |
|---|---|---|---|---|
| **Products** | | | | |
| Primavera P6 Enterprise Project Portfolio Management | 2,750 | 605.00 | Application User | |
| Primavera P6 Progress Reporter | 295 | 65.00 | Application User | |
| Primavera P6 Professional Project Management | 2,500 | 550.00 | Application User | |
| Primavera P6 Analytics | 2,000 | 440.00 | Application User | 25 |
| Primavera Contract Management, Business Intelligence Publisher Edition | 2,000 | 440.00 | Application User | |
| Primavera Earned Value Management | 10,000 | 2,200.00 | Application User | |
| Primavera Risk Analysis | 9,500 | 2,090.00 | Application User | |
| Primavera Portfolio Management | 2,900 | 638.00 | Application User | 50 |
| Primavera Capital Planning and Investment Control Budgeting | 2,000 | 440.00 | Application User | 50 |
| Primavera P6 Reporting Database | 25,000 | 5,500.00 | Processor | |
| Primavera Contractor | 1,295 | 285.00 | Application User | |
| **Products: Unifier** | | | | |
| Primavera Unifier Project Controls | 3,950 | 869.00 | Application User | 25 |
| Primavera Facility Management | 2,750 | 605.00 | Application User | 25 |
| Primavera Real Estate Management | 2,750 | 605.00 | Application User | 25 |
| Primavera Unifier Portal User | 75 | 17.00 | Application User | 100 |
| **Products: Instantis** | | | | |
| Instantis EnterpriseTrack | 2,000 | 440.00 | Application User | 25 |
| Instantis EnterpriseTrack Timesheets | 400 | 88.00 | Application User | 25 |
| **Products: Oracle Primavera Prime** | | | | |
| Oracle Primavera Prime Capital Plan Management | 2,750 | 605.00 | Application User | 10 |
| **Integration Products** | | | | |
| Primavera Gateway | 20,000 | 4,400.00 | Application User | 5 |
| Primavera P6 Enterprise Project Portfolio Management Web Services | 500 | 110.00 | Application User | 10 |
| Primavera Contract Management Web Services | 500 | 110.00 | Application User | 10 |
| **User Productivity Kit** | | | | |
| User Productivity Kit Standard | 17,500 | 3,850.00 | UPK Developer | 1 |
| User Productivity Kit Standard | 90 | 20.00 | Application User | 50 |
| User Productivity Kit Standard | 45 | 10.00 | Employee | 500 |
| User Productivity Kit Professional | 17,500 | 3,850.00 | UPK Developer | 1 |
| User Productivity Kit Professional | 100 | 22.00 | Application User | 50 |
| User Productivity Kit Professional | 50 | 11.00 | Employee | 500 |
| **User Productivity Kit Content Materials for Primavera** | | | | |
| Oracle User Productivity Kit for Primavera P6 Enterprise Project Portfolio Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| Oracle User Productivity Kit for Primavera P6 Enterprise Project Portfolio Management, Reporting | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle User Productivity Kit for Primavera P6 Progress Reporter | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 8,800 | 1,936.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 17,600 | 3,872.00 | UPK Module | not applicable |
| Oracle User Productivity Kit for Primavera Contract Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle User Productivity Kit for Primavera Portfolio Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| Oracle User Productivity Kit for Primavera Unifier Project Controls | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 70,000 | 15,400.00 | UPK Module | not applicable |
| Oracle User Productivity Kit for Instantis EnterpriseTrack | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |
| **User Productivity Kit Content Materials for Oracle Primavera Prime** | | | | |
| Oracle User Productivity Kit for Oracle Primavera Prime Capital Management | | | | |
| (up to 4K employees and up to $1 billion in revenue) | 17,500 | 3,850.00 | UPK Module | not applicable |
| (over 4K employees and/or over $1 billion in revenue) | 35,000 | 7,700.00 | UPK Module | not applicable |

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## Oracle Primavera Global Price List

Note: These are subscription-based software Software as a Service (SaaS) offerings and cannot be sold as licensed-based, perpetual ("on-premise") products and thus require the Oracle Software as a Service Agreement (OSSA) and cannot be included on any Oracle License Services Agreement (OLSA). Please work with your Contracts Specialist.

| | Monthly Subscription Fee | Metric | Minimum |
|---|---|---|---|
| **Products: Primavera (Cloud Service)** | | | |
| Primavera P6 Enterprise Project Portfolio Management Cloud Service | 125 | Hosted Named User | 200 |
| Primavera P6 Progress Reporter Cloud Service | 12 | Hosted Named User | |
| Primavera P6 Enterprise Project Portfolio Management Web Services Cloud Service | 20 | Hosted Named User | |
| Primavera Cloud Service Additional 1 GB Database Storage | 10 | Gigabyte | |
| **Products: Unifier (Cloud Service)** | | | |
| Primavera Unifier Project Controls Cloud Service | 150 | Hosted Named User | 25 |
| Primavera Facility Management Cloud Service | 60 | Hosted Named User | 25 |
| Primavera Real Estate Management Cloud Service | 80 | Hosted Named User | 25 |
| Primavera Unifier Portal User Cloud Service | 2 | Hosted Named User | 100 |
| AutoVue 2D Professional Cloud Service | 13 | Hosted Named User | 1 |
| Primavera Cloud Service Additional 1 GB File Storage | 10 | Gigabyte | |
| Primavera Cloud Service Additional Nonproduction Environment - Nonproduction Environment | 10% of Annual Subscription Fee | Nonproduction Environment | |
| **Products: Instantis (Cloud Service)** | | | |
| Instantis EnterpriseTrack Cloud Service | 80 | Hosted Named User | 25 |
| Instantis EnterpriseTrack Timesheets Cloud Service | 17 | Hosted Named User | 25 |
| Instantis Cloud Service Additional 1 GB File Storage | 10 | Gigabyte | |
| Instantis Cloud Service Additional Nonproduction Environment - Nonproduction Environment | 10% of Annual Subscription Fee | Nonproduction Environment | |

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 5 4 year 60% of list and 5 year 70% of list.

The list support price for term licenses is 22% of the list perpetual license fee, as listed in the price list. The term license percentages are not applied to the list support price.

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## Definitions

**Application User:** is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle iSupplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service programs, use by your external suppliers is included with your application user licenses.

**Processor:** shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Ops Center Virtualization Management Pack, Grid Engine, Oracle VM Management Pack, and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration, and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purposes of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, and In-Memory Database Cache for Oracle Applications, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Database Firewall, only the processors of the database sources which are protected or monitored must be counted for the purpose of determining the number of licenses required.

**Gigabyte:** is defined as a gigabyte of storage space.

**Hosted Named User:** is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

**Nonproduction environment:** is defined as a single nonproduction environment provided to Customer as part of the Cloud Services. A nonproduction environment is used for testing and validating changes prior to promotion to the production environment as well as for recreating events and duplicating issues occurring in the production environment for the purposes of troubleshooting and facilitating incident resolution.

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## Oracle Support Services

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at http://www.oracle.com/Support

### Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

### Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the Inflationary Adjustment Rate (IAR). For licenses with an active Contractual Cap Rate (CCR), support is increased by the lower CCR or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

### Advanced Customer Support

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Contact your local Support Sales representative for Advanced Customer Support information and pricing.

### Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,300 USA {Dollar} for 10 incidents on one server):
  Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters, Advanced Compression
- Oracle Application Server Support Package (1,150 USA {Dollar} for 10 incidents on one server):
  Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to OracleMetaLink, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

### Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at http://www.oracle.com/support

### Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support
Year 7 after product release: 20% of current year's Software Update License & Support
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

Updates, fixes and security alerts
Tax, legal and regulatory updates
Upgrade scripts
Technical support
Major product and technology releases

### Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support
Access to MetaLink/Customer Connection
Major product and technology releases
Pre-existing fixes

## Oracle On Demand

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

### Administrative Services

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

### Computer and Administration Services

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

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ORACLE®

# Oracle Engineered Systems Price List

**July 17, 2014**

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## Exadata

Prices in USA (Dollar)

| Storage Server Price | Oracle Premier Support for Systems (Annual) | Oracle Premier Support for Operating Systems (Annual) | Oracle Customer Data and Device Retention (Annual) | Notes |
|---|---|---|---|---|
| [redacted] | | | | |

| Database Machine Price | Oracle Premier Support for Systems (Annual) | Oracle Premier Support for Operating Systems (Annual) | Oracle Customer Data and Device Retention (Annual) | IaaS Subscription Fee (Monthly) | IaaS COD Fee (Monthly) | Oracle Customer Data and Device Retention (Monthly) | Notes |
|---|---|---|---|---|---|---|---|
| [redacted] | | | | | | | |

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## Exadata

Prices in USA (Dollar)

| Database Machine Price | Oracle Premier Support for Systems (Annual) | Oracle Premier Support for Operating Systems (Annual) | Oracle Customer Data and Device Retention (Annual) | IaaS Subscription Fee (Monthly) | IaaS COD Fee (Monthly) | Oracle Customer Data and Device Retention (Monthly) | Notes |
|---|---|---|---|---|---|---|---|
| [redacted] | | | | | | | |

| | License Price | Software Update License & Support | Licensing Metric |
|---|---|---|---|
| **Exadata Storage Server Software** | | | |
| Exadata Storage Server Software | 10,000 | 2,200.00 | Disk Drive |
| **Exadata System Installation and Software Configuration Services** | | | |
| Contact your Oracle Sales Representative for pricing information | | | |

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## Exalogic

Prices in USA (Dollar)

| | Exalogic Elastic Cloud Price | Oracle Premier Support for Systems (Annual) | Oracle Premier Support for Operating Systems (Annual) | Oracle Customer Data and Device Retention (Annual) | IaaS Subscription Fee (Monthly) | IaaS COD Fee (Monthly) | Oracle Customer Data and Device Retention (Monthly) | Notes |
|---|---|---|---|---|---|---|---|---|
| [redacted] | | | | | | | | |

| | License Price | Software Update License & Support | Licensing Metric | |
|---|---|---|---|---|
| **Exalogic Elastic Cloud Software** | | | | |
| Exalogic Elastic Cloud Software | 10,000 | 2,200.00 | Processor | |
| | 400 | 88.00 | Named User Plus | 12 |
| **Exalogic System Installation and Software Configuration Services** | | | | |
| Contact your Oracle Sales Representative for pricing information | | | | |

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## Exalytics

Prices in USA (Dollar)

| | Exalytics In-Memory Machine Price | Oracle Premier Support for Systems (Annual) | Oracle Premier Support for Operating Systems (Annual) | Oracle Customer Data and Device Retention (Annual) | IaaS Subscription Fee (Monthly) | IaaS COD Fee (Monthly) | Oracle Customer Data and Device Retention (Monthly) | Notes |
|---|---|---|---|---|---|---|---|---|
| | License Price | Software Update License & | Licensing Metric | | | | | Notes |
| **Exalytics Software** | | | | | | | | |
| TimesTen In-Memory Database for Exalytics | 300 | 66.00 | Named User Plus | | | | | 9 |
| | 34,500 | 7,590.00 | Processor | | | | | 9 |
| Exalytics In-Memory Software | 370 | 81.40 | Named User Plus | | | | | 13 |
| | 30,000 | 6,600.00 | Processor | | | | | 13 |

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## Oracle SuperCluster

Prices in USA (Dollar)

| Oracle SuperCluster Price | Oracle Premier Support for Systems (Annual) | Oracle Premier Support for Operating Systems (Annual) | Oracle Customer Data and Device Retention (Annual) | IaaS Subscription Fee (Monthly) | IaaS COD Fee (Monthly) | Oracle Customer Data and Device Retention (Monthly) | Notes |
|---|---|---|---|---|---|---|---|
| [redacted] | | | | | | | |

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## Big Data Appliance

Prices in USA (Dollar)

| | Big Data Appliance Price | Oracle Premier Support for Systems (Annual) | Oracle Premier Support for Operating Systems (Annual) | Oracle Customer Data and Device Retention (Annual) | IaaS Subscription Fee (Monthly) | Oracle Customer Data and Device Retention (Monthly) | Notes |
|---|---|---|---|---|---|---|---|

| | License Price | Software Update License & Support | Licensing Metric | Notes |
|---|---|---|---|---|
| Big Data Software | | | | |
| Big Data Connectors | 2,000 | 440.00 | Processor | |

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## Oracle Database Appliance

Prices in USA (Dollar)

| Database Appliance Price | Oracle Premier Support for Systems (Annual) | Oracle Premier Support for Operating Systems (Annual) | Oracle Customer Data and Device Retention (Annual) | Notes |
|---|---|---|---|---|
| [redacted] | | | | |

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## Virtual Compute Appliance

Prices in USA (Dollar)

| Virtual Compute Appliance Price | Oracle Premier Support for Systems (Annual) | Oracle Premier Support for Operating Systems (Annual) | Oracle Customer Data and Device Retention (Annual) | Notes |
|---|---|---|---|---|
| [redacted] | | | | |

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## Oracle ZFS Storage Appliance IaaS

Prices in USA (Dollar)

| | IaaS Subscription Fee (Monthly) | Oracle Customer Data and Device Retention (Monthly) | Notes |
|---|---|---|---|

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## Footnotes

[1] Exadata Storage Server X4-2 (HP & HC) include: Hardware, Hardware Warranty, and Oracle Enterprise Linux. It does not include hardware installation or software configuration services

[2] Exadata Database Machine X4-2 Full Rack (HP & HC), Exadata Database Machine X3-8 Full Rack (HP & HC), Exadata Database Machine X4-2 Half Rack (HP & HC), Exadata Database Machine X4-2 Quarter Rack (HP & HC), as well as Exadata Database Machine Upgrades include: Hardware, Hardware Warranty, and Oracle Enterprise Linux (including Enterprise Linux installed on the database servers that are provided with the Exadata Database Machine X4-2 Full Rack, Exadata Database Machine X3-8 Full Rack, Exadata Database Machine X4-2 Half Rack, Exadata Database Machine X4-2 Quarter Rack, and the Exadata Database Machine X4-2 Upgrades). Hardware installation and software configuration services are not included.

[3] The included Hardware Warranty is a 1 year warranty with a 4 hour web/phone response during normal business hours (Mon-Fri 8am-5pm), and with a 2 Business Day on-site response/Parts Exchange

[4] Oracle SuperCluster T5-8 Full Rack (HP & HC), Oracle SuperCluster T5-8 Half Rack (HP & HC), Oracle SuperCluster M6-32, and Oracle SuperCluster T5-8 upgrades, include: Hardware, Hardware Warranty, and Oracle Solaris 11 (installed on the compute servers that are provided with the Oracle SuperCluster T5-8 Full Rack, Oracle SuperCluster T5-8 Half Rack, Oracle SuperCluster M6-32, and, Oracle SuperCluster T5-8 upgrades). Hardware installation and software configuration services are not included.

[5] Exalogic Elastic Cloud X4-2 Full Rack, Exalogic Elastic Cloud X4-2 Half Rack, Exalogic Elastic Cloud X4-2 Quarter Rack, Exalogic Elastic Cloud X4-2 Eighth Rack, and Exalogic Elastic Cloud Upgrades include: Hardware, Hardware Warranty, Oracle Enterprise Linux (including Enterprise Linux installed on the physical servers that are provided with the Exalogic Elastic Cloud X4-2 Full Rack, Exalogic Elastic Cloud X4-2 Half Rack, Exalogic Elastic Cloud X4-2 Quarter Rack, Exalogic Elastic Cloud X4-2 Eighth Rack, and Exalogic Elastic Cloud Upgrades) and Oracle Solaris. Hardware installation and software configuration services are not included.

[6] Exadata Database Machine Expansion Switch Kit includes: Hardware and Hardware Warranty. Hardware installation and software configuration services are not included.

[7] Exadata Storage Expansion (HP & HC) Full Rack, Exadata Storage Expansion (HP & HC) Half Rack, Exadata Storage Expansion (HP & HC) Quarter Rack, and Exadata Storage Expansion Upgrades includes: Hardware, Hardware Warranty, and Oracle Enterprise Linux. Hardware installation and software configuration services are not included.

[8] Memory Expansion Kit – Sixteen 32 GB DIMMs and Memory Expansion Kit – Twelve 16 GB DIMMs includes: Hardware and Hardware Warranty. Hardware installation and software configuration services are not included. Valid for use in specific Engineered System models and multiple units needed based on the Engineered Systems configuration size. Refer to the relevant Engineered System documentation for supportability and quantities needed.

[9] If licensing by Named User Plus, the minimum is 20 Named User Plus licenses per Customer. Business Intelligence Foundation Suite or Business Intelligence Suite Enterprise Edition Plus is a licensing pre-requisite for this product. All TimesTen In-Memory Database for Exalytics users must have license entitlement to either Business Intelligence Foundation Suite or Business Intelligence Suite Enterprise Edition Plus.

[10] Subscriptions for IaaS require a minimum term of 3 years.

[11] This product is eligible for Business Critical Service for Systems. Base pricing is 5% of net hardware price. Additional information regarding deliverables and obligations can be found here . Please refer here for a complete list of eligible products.

[12] If licensing by Named User Plus, the minimum is 10 Named User Plus licenses per Processor.

[13] If licensing by Named User Plus, the minimum is 20 Named User Plus licenses per Customer. The licensing prerequisites for this product are Business Intelligence Foundation Suite, or Business Intelligence Foundation Suite for Oracle Applications, or Business Intelligence Suite Enterprise Edition Plus or Business Intelligence Suite Enterprise Edition Plus for Oracle Applications and/or Essbase Plus and/or Hyperion Planning Plus.

Term licensing is available for Oracle Exadata Storage Server Software and Exalogic Elastic Cloud Software. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list. Support for all term licenses is 22% of net perpetual fee.

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## Definitions

**Disk Drive** is defined as a spinning media device that stores data accessed by the Oracle Exadata Storage Server Software.

**Processor:** shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name, a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Ops Center Virtualization Management Pack, and, Provisioning and Patch Automation Pack, only the processors on which the program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, all processors on which the middleware and/or database software that support the respective application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator and Application Adapter for Data Integration, Informatica PowerCenter and PowerConnect Adapters, Application Adapters for Data Integration, and Application Adapter for Warehouse Builder for: PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault Collection Agent, only the processors of the database sources from which audit data is collected must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the Non Oracle database from which you capture data and (b) the processors running the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

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**Named User Plus:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Data Masking Pack for Non-Oracle Databases, Test Data Management Pack for Non-Oracle Databases, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database, and Load Testing Accelerator Application Development Framework Applications, each emulated human user and non human operated device shall be considered as a virtual user and shall be counted for the purposes of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight, Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Mainframe, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Data Integrator Enterprise Edition, and Data Integrator Enterprise Edition for Oracle Applications, the users that are running or accessing the data transformation processes must be counted for the purposes of determining the number of licenses required.

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# APPENDIX B
# TECHNICAL SUPPORT POLICIES

ORACLE

# Oracle Software Technical Support Policies

**Effective Date: 18-July-2014**

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## 1. Overview

Unless otherwise stated, these Software Technical Support Policies apply to technical support for all Oracle software product lines.

"You" and "your" refers to the individual or entity that has ordered technical support from Oracle or an Oracle-authorized distributor.

To receive technical support as provided by Oracle Support Services ("OSS") as described in these Oracle Software Technical Support Policies, all programs must be properly licensed.

Technical support is provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of an Oracle licensed program, running unaltered, and on a certified hardware, database and operating system configuration, as specified in your order or program documentation.

Product release and supported platforms information for all Oracle programs, other than Phase Forward and Nimbula programs, is available through Oracle's web-based customer support systems as described in the Web-Based Customer Support Systems section below. Product release and supported platforms information for Phase Forward and Nimbula programs will be provided to you in writing.

Oracle will provide technical support in accordance with Oracle's services privacy policy available at http://www.oracle.com/us/legal/privacy/services-privacy-policy-078833.html and Oracle's Global Customer Support Security Practices, as referenced below.

References to the Technical Support Policies in former Oracle, or vendors acquired by Oracle, agreements may vary (e.g. Software Support Services Terms and Conditions, Maintenance Services Policy, Standard Maintenance Program, product support policy, Support Services policies, Support Maintenance Agreement, Maintenance and Technical Support Agreement, Maintenance and Support Schedule 2.0, and Licensee Support Services Policy).

These Technical Support Policies are subject to change at Oracle's discretion; however Oracle policy changes will not result in a material reduction in the level of the services provided for supported programs during the support period (defined below) for which fees for technical support have been paid.

To view a comparison of these Oracle Software Technical Support Policies and the previous version of the Oracle Software Technical Support Policies, please refer to the attached Statement of Changes (PDF).

# 2. Support Terms

## Technical Support Fees

Technical support fees are due and payable annually in advance of a support period, unless otherwise stated in the relevant order or payment plan, financing or leasing agreement with Oracle or an Oracle affiliate ("payment plan"). Your payment or commitment to pay is required to process your technical support order with Oracle (e.g., purchase order, actual payment, or other approved method of payment). An invoice will be issued only upon receipt of your commitment to pay, and will be sent to a single billing address that you designate. Failure to submit payment will result in the termination of technical support services. Technical support will be provided pursuant to the terms of the order under which it is acquired; however, technical support fees due under a payment plan are due and payable in accordance with the terms and conditions of such payment plan.

## Support Period

Technical support is effective upon the effective date of your order unless stated otherwise in your order. If your order was placed through the Oracle Store, the effective date is the date your order was accepted by Oracle. Unless otherwise stated in the order, Oracle technical support terms, including pricing, reflect a 12 month support period (the "support period"). Once placed, your order for technical support services is non-cancelable and the sums paid non-refundable, except as provided in the relevant order. Oracle is not obligated to provide technical support beyond the end of the support period.

## License Set

A license set consists of (i) all of your licenses of a program, including any options* (e.g., Database Enterprise Edition and Enterprise Edition Options; Purchasing and Purchasing Options), Enterprise Manager* (e.g., Database Enterprise Edition and Diagnostics Pack), or self-service module* (e.g., Human Resources and Self-Service Human Resources) licensed for such programs, (ii) all of your licenses of a program that share the same source code**, (iii) for Crystal Ball programs, the same licenses of a program contained on a single order, or (iv) . for Oracle Java Embedded Binary programs, all of the distributed units of each unique Java application product licensed pursuant to the Java BLRA agreement between you and Oracle. Development and demonstration licenses available through the Oracle Partner Network or the Oracle Technology Network are not included in the definition of a license set.

*As specified on Oracle's price list.

**Programs that share the same source code are:

- Database Enterprise Edition, Database Standard Edition, Database Standard Edition One, and Personal Edition.
- Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, WebLogic Server Enterprise Edition, WebLogic Server Standard Edition, WebLogic Suite, and Web Tier.
- Oracle FLEXCUBE Core Banking programs
- Oracle FLEXCUBE Universal Banking for Retail programs
- Oracle FLEXCUBE Universal Banking for Corporate programs
- Oracle FLEXCUBE Lending & Leasing programs
- Oracle Daybreak programs
- Oracle Banking programs

If you are an Oracle partner and provide first line support to an end user (e.g., Embedded Software License ("ESL"), Application Specific Full Use ("ASFU"), or any other Oracle authorized provision of first line support), a license set consists of all of the end user's licenses of the program(s) embedded or included in the Application Package pursuant to the ESL Distribution Agreement, ASFU Distribution Agreement, or other distribution agreement between you and Oracle. If the end user also has Full Use licenses supported directly by you, then those Full Use licenses must also be supported at the same level as the ASFU or ESL licenses.

If Oracle is providing first line support for all of an end user's ASFU and Full Use licenses, then both the ASFU and Full Use licenses must be supported at the same level. However, if Oracle is providing first line support for an end user's Full Use licenses and you are providing first line support for the ASFU and/or ESL licenses, then the licenses would not be considered part of the same license set.

## Matching Service Levels

When acquiring technical support, all licenses in any given license set must be supported under the same technical support service level (e.g., Software Update License & Support, Oracle Communications Network Premier Support or unsupported). If you add Extended Support, you still must maintain Software Update License & Support for the entire license set; subject to availability, you must acquire Extended Support for all licenses of a particular version release of a program if you acquire Extended Support for any license in such version release. You may not support a subset of licenses within a license set; the license set must be reduced by terminating any unsupported licenses. You will be required to document license terminations via a termination letter.

## Reinstatement of Oracle Technical Support

If technical support lapses or was not originally purchased with a program license, a reinstatement fee will be assessed. The reinstatement fee is computed as follows: a) if technical support lapsed, then the reinstatement fee is 150% of the last annual technical support fee you paid for the relevant program; b) if you never acquired technical support for the relevant programs, then the reinstatement fee is 150% of the net technical support fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. The reinstatement fee in (a) shall be prorated from the date technical support is ordered back to the date technical support lapsed. The reinstatement fee in (b) shall be prorated back to the original program license order date.

In addition to the reinstatement fee described above, you must pay the technical support fee for the support period. This technical support fee is computed as follows: (i) if technical support lapsed, then the technical support fee for a twelve month support period shall be the last annual technical support fee you paid for the relevant program; (ii) if you never acquired technical support for the relevant program, then the annual technical support fee shall be the fee that would have been charged if support had been ordered originally for the relevant program per Oracle's Support pricing policies in effect at the time of reinstatement. Renewal adjustments may be applied to the annual support fee described in (i) and (ii) above.

If you previously acquired technical support from an Oracle-authorized distributor and are now acquiring technical support directly from Oracle, an uplift may be added to the reinstatement fee and your technical support fee. If support is not reinstated for the entire license set or if support for a subset of licenses from an order is reinstated, then the "License Set", "Matching Service Levels", and "Pricing following Reduction of Licenses or Support Level" policies will apply.

## Pricing following Reduction of Licenses or Support Level

Pricing for support is based upon the level of support and the volume of licenses for which support is ordered. In the event that a subset of licenses on a single order is terminated or if the level of support is reduced, support for the remaining licenses on that license order will be priced at Oracle's list price for support in effect at the time of termination or reduction minus the applicable standard discount. Such support price will not exceed the previous support fees paid for both the remaining licenses and the licenses being terminated or unsupported, and will not be reduced below the previous support fees paid for the licenses continuing to be supported. If the license order from which licenses are being terminated established a price hold for additional licenses, support for all of the licenses ordered pursuant to the price hold will be priced at Oracle's list price for support in effect at the time of reduction minus the applicable standard discount.

## Custom Application Bundles

Technical support may not be discontinued for a single program module within a custom application bundle.

## Unsupported Programs

Customers with unsupported programs are not entitled to download or receive updates, maintenance releases, patches, telephone assistance, or any other technical support services for unsupported programs. CD packs or

programs purchased or downloaded for trial use, use with other supported programs, or purchased or downloaded as replacement media may not be used to update any unsupported programs.

## Technical Contacts

Your technical contacts are the sole liaisons between you and OSS for technical support services. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration. Your technical contacts must be knowledgeable about the Oracle supported programs and your Oracle environment in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, your technical contact must have a baseline understanding of the problem you are encountering and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in support services, you must notify OSS whenever technical contact responsibilities are transferred to another individual.

You may designate one (1) primary and four (4) backup individuals ("technical contact") per license set, to serve as liaisons with OSS. With each USD$250,000 in net support fees per license set, you have the option to designate an additional two (2) primary and four (4) backup technical contacts. Your primary technical contact shall be responsible for (i) overseeing your service request activity, and (ii) developing and deploying troubleshooting processes within your organization. The backup technical contacts shall be responsible for resolving user issues. You may be charged a fee to designate additional technical contacts.

Oracle may review service requests logged by your technical contacts, and may recommend specific training to help avoid service requests that would be prevented by such training.

## Program Updates

Update means a subsequent release of the program which Oracle generally makes available for program licenses to its supported customers at no additional license fee, other than shipping charges if applicable, provided you have ordered a technical support offering that includes software updates for such licenses for the relevant time period. Updates do not include any release, option or future program that Oracle licenses separately. Updates are provided when available (as determined by Oracle) and may not include all versions previously available for a program acquired by Oracle. Oracle is under no obligation to develop any future programs or functionality. Any updates made available will be delivered to you, or made available to you for download. If delivered, you will receive one update copy for each supported operating system for which your program licenses were ordered. You shall be responsible for copying, downloading and installing the updates.

## Right to Desupport

It may become necessary as a part of Oracle's product lifecycle to desupport certain program releases and, therefore, Oracle reserves that right. However, program releases that are expressly identified within Oracle's Lifetime Support policy will be governed by the terms of the Lifetime Support Policy. Desupport information is subject to change.

## First and Second Line Support

You are required to establish and maintain the organization and processes to provide "First Line Support" for the supported programs directly to your users. First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported programs, (ii) a direct response to users with respect to problems or issues with the supported programs, (iii) a diagnosis of problems or issues of the supported programs, and (iv) a resolution of problems or issues of the supported programs.

If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues for the supported programs, you may contact Oracle for "Second Line Support". You shall use commercially reasonable efforts to provide Oracle with the necessary access (e.g., access to repository files, log files, or database extracts) required to provide Second Line Support; however please do not provide Oracle with access to any health, payment card, or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices section below.

Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported programs and (ii) reasonable commercial efforts to resolve reported and verifiable errors in supported programs so that such supported programs perform in all material respects as described in the associated documentation.

Oracle may review service requests logged by your technical contacts, and may recommend specific organization and process changes to assist you with the above recommended standard practices.

### Third Party Vendor-Specific Support Terms

You must remain on a supported environment – including applications and platforms – to receive technical support. If a vendor retires support for its product, you may be required to upgrade to a current certified and supported product, application, hardware platform, framework, database, and/or operating system configuration to continue receiving technical support services from Oracle.

### Technical Support for Development, Demonstration and End User Licenses

Technical support for Development and/or Demonstration licenses is provided through your membership in the Oracle PartnerNetwork. Before you may provide technical support for a program you have licensed to an end user you must, in addition to the technical support you may receive for Development and/or Demonstration licenses, acquire technical support for such program from Oracle and continuously maintain it for as long as you provide support to the end user.

## 3. Lifetime Support

Lifetime Support consists of the following service levels:

- Premier Support (also referred to as, and will be documented on your order as, "Software Update License & Support" or "Oracle Communications Network Software Premier Support")
- Extended Support (if offered)
- Sustaining Support

A description of the services available under Premier Support, Extended Support and Sustaining Support is included in the Oracle Technical Support Levels section below.

When offered and except as noted below, Premier Support will be available for five years from the date a release of the Oracle program becomes generally available. If offered, support may be extended for an additional three years with Extended Support for specific releases. Except as noted below, in addition to the technical support fee, an Extended Support fee applies for each support period for which Extended Support is purchased.

Alternatively, and if offered, support may be extended with Sustaining Support, which will be available for as long as you maintain technical support for your Oracle program licenses.

For specific programs that are, or will be covered by the Lifetime Support Policy, service levels offered, and timeframes refer to the following:

- For server technology programs view "Lifetime Support Policy: Coverage for TechnologyProducts" (PDF)
- For fusion middleware programs view "Lifetime Support Policy: Coverage for Fusion Middleware" (PDF)
- For application programs view "Lifetime Support Policy: Coverage for Applications" (PDF)
- For retail application programs view "Lifetime Support Policy: Coverage for Retail Applications" (PDF)
- For Sun software and operating system products view "Lifetime Support Policy: Coverage for Sun Software and Operating System Products" (PDF)
- For Oracle Linux program releases view "Lifetime Support Policy: Coverage for Oracle Linux and Oracle VM" (PDF)

- For OFSS programs view "Lifetime Support Policy: Coverage for Oracle Financial Services Software" (PDF)

**Exceptions** - For customers with a current support contract running:

1. **PeopleTools.** The PeopleTools program, provided in conjunction with a PeopleSoft application program release, will be supported for as long as such application program release is supported. Patches and platform certifications for a PeopleTools minor release will be provided until 12 months after the next minor release is made generally available or Oracle announces that no future releases will be made; critical patch updates for a PeopleTools minor release may be provided for up to 24 months after the next minor release is made generally available.

   You must apply PeopleTools minor releases in order to continue to receive Premier or Extended Support, if offered, for a PeopleSoft application program release. You may be required to apply PeopleTools minor releases to remain current with versions of third party technologies and products as supported by the provider of the third party product.

   PeopleSoft application maintenance, which includes but is not limited to: images, patches, bundles, and maintenance packs, may require an upgrade to a newer version of PeopleTools.

   Oracle reserves the right to make changes to the third party products included in the PeopleTools program release which includes but is not limited to: (i) requiring newer versions of the third party products, (ii) changing the way in which third party products are packaged and distributed and (iii) replacing or remediating one or more third party products.

2. **Oracle Database 11*g*R2:** The Extended Support fee has been waived for the period of February 2015 – January 2016. During this period, you will receive Extended Support during these periods as described in the Oracle Technical Support Levels section below.

3. **Oracle Database 10*g*R2:** Except as otherwise specified in the table below, Extended Support will be made available at Oracle's then current Extended Support pricing from: August 2013 – July 2015. Extended Support for Oracle Database 10*g*R2 will be limited to Severity 1 fixes only; critical patch updates will not be made available.

   For customers running Oracle Database 10*g*R2 on:

| Platform | |
|---|---|
| Fujitsu BS2000 | The Extended Support fee will be waived from August 2010 – July 2014. |
| HP OpenVMS on Itanium | The Extended Support fee will be waived from August 2010 – July 2015. For the period of August 2015 – July 2017, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available. |
| IBM z/OS | After July 2013, Extended Support will continue to be available at Oracle's then-current Extended Support fees. Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available. |
| Linux Itanium and Windows Itanium | For the period of August 2013 – December 2015, Extended Support will continue to be available but will be at then-current Extended Support fees. During this period, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available. |

4. **HP-UX and Itanium-2 Processor:** The following Extended Support exceptions apply to those customers running the supported Oracle program releases on certified OS versions of the HP-UX on the Itanium-2 processor based platform:

| Oracle Program Release | |
|---|---|
| Oracle Database 10*g*R2 | Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of August 2013 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available. |
| Oracle Database 11*g*R1 | Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of September 2015 – December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available. |
| Oracle Database 11*g*R2 | Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2020. For the period of February 2018 – December 2020, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available. |
| WebLogic Server 9.2 | Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of December 2013 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available. |
| Tuxedo 9.1 | Extended Support will be available, at Oracle's then-current Extended Support fees, through December 2015. For the period of July 2014 - December 2015, Extended Support will be limited to Severity 1 fixes only; critical patch updates will not be made available. |

5. **Oracle e-Business Suite:**

   a) **Oracle e-Business Suite Extended Support:** The Extended Support fee has been waived for the Oracle program releases and periods stated below.

| Oracle Program Release | The Extended Support Fee will be waived from: |
|---|---|
| Oracle e-Business Suite 12.0 | February 2012 – January 2015 |
| Oracle e-Business Suite 12.1 | January 2017 – December 2019 |

   b) **Oracle e-Business Suite 11.5.10 Sustaining Support:** For Sustaining Support for Oracle e-Business Suite 11.5.10, provided from December 2013 – December 2015, Oracle will continue to provide: Severity 1 fixes, critical patch updates and United States Tax Form 1099 updates for the 2013 and 2014 tax years. During this period, payroll regulatory tax updates will only be provided for the countries and tax years specified below.

| Country | 2013 Tax Year | 2014 Tax Year |
|---|---|---|
| United States and Canada | January 1, 2013 – December 31, 2013 | January 1, 2014 – December 31, 2014 |
| United Kingdom | N/A | April 6, 2013 – April 5, 2014 |
| Australia | N/A | July 1, 2013 – June 30, 2014 |

6. **PeopleSoft Enterprise 9.0 and PeopleSoft Enterprise 9.1:** The Extended Support fee will be waived for the entire Extended Support period.

7. **JD Edwards EnterpriseOne and JD Edwards World:**
   a. **JD Edwards EnterpriseOne 9.0, JD Edwards EnterpriseOne 9.0 Update 2 (i.e., 9.0.2) and/or JD Edwards EnterpriseOne 9.1 releases:** The Extended Support fee will be waived for the entire Extended Support Period. Please review the Lifetime Support policy for Extended Support timeframes.
   b. **JD Edwards World A9.1:** The Extended Support fee will be waived from: May 2013 – April 2015.
   c. **JD Edwards World A9.2, JD Edwards World A9.2.1, and/or JD Edwards World A9.3:** The Extended Support fee will be waived for the entire Extended Support period. Please review the Lifetime Support policy for Extended Support timeframes.

8. **Oracle Portal 11*g*R1 and Oracle Discoverer 11*g*R1 (Oracle Fusion Middleware):** The Extended Support fee will be waived from July 2014 – June 2015.

9. **Oracle Exadata Storage Server Software 11.2 (program releases 11.2.3.2.2 and above):** The Extended Support fee will be waived from October 2014 – September 2015.

10. **Oracle Insurance Policy Administration System (J2EE) 8.016.43.0 Sustaining Support:** For Sustaining Support for Oracle Insurance Policy Administration Systems (J2EE) 8.016.43.0, Oracle will continue to provide Severity 1 fixes through December 31, 2014.

# 4. Oracle Technical Support Levels

## Software Update License & Support

Program releases in the Premier Support phase of Oracle's product support lifecycle will receive Software Update License & Support. Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Certification with most new third-party products/versions (availability may vary by program)
- Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online, unless stated otherwise
- Current licensees of MySQL Classic Edition Annual Subscription, MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription or MySQL Standard Edition Annual Subscription ("MySQL Subscription"), may receive Software Update License & Support (SULS) for MySQL Community Edition,* except that SULS for MySQL Community Edition does not include Updates of any kind. MySQL Community Edition may not contain all of the features and functionality of the programs contained in the MySQL Subscription. (*Community Edition refers to MySQL licensed under the GPL license.)
- For Oracle VM VirtualBox Enterprise, Software Update License & Support (SULS) is limited to the platforms specified here. SULS is not available for Oracle VM VirtualBox Enterprise features noted as experimental; such features are specified in the Oracle VM VirtualBox User Manual located here
- Access to Platinum Services as described at http://www.oracle.com/us/support/library/platinum-services-policies-1652886.pdf
- Non-technical customer service during normal business hours

Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs) consists of:

- The Software Update License & Support described above except that fixes specific to Oracle Linux are subject to Note #1 below
- 24x7 access to Oracle Unbreakable Linux Network
- Hardware Certification[2]
- Backport of fixes[1], using commercially reasonable efforts, for any Oracle Linux program released from Oracle for a period of six (6) months from the date the next release of the Oracle Linux program becomes generally available; the Backport Schedule is available at http://linux.oracle.com/backport-schedule.html

Notes:

1. Oracle will only provide bug fixes for certain versions of the Oracle Linux programs as provided on http://linux.oracle.com/supported.html.
2. Hardware certification will be provided for the first six (6) years from the data a release of the Oracle Linux program becomes generally available. After six (6) years, hardware certification may be provided at Oracle's sole discretion; however Oracle is under no obligation to provide such hardware certification.

Limited Software Update License & Support is available for the Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas). The limited Software Update License & Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Assistance with service requests during normal business hours
- Ability to log service requests as specified in the following link: http://www.oracle.com/us/support/contact/health-sciences-license-support/index.html
- Non-technical customer service during normal business hours

## Extended Support

Extended Support may be available for certain Oracle program releases after Premier Support expires. When Extended Support is offered, it is generally available for three years following the expiration of Premier Support and only for the terminal patchset release of a program. Unless otherwise stated in this section, supported program releases eligible for Extended Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates
- Tax, legal and regulatory updates (availability may vary by country and/or program)
- Upgrade scripts (availability may vary by program)
- Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Extended Support does not include:

- Certification with new third party products/versions

*Extended Support for Java* SE - Java SE program releases eligible for Extended Support will receive Java SE Support limited to the following:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

- Non-technical customer service during normal business hours

*Extended Support for Oracle Linux* - Extended Support is not available for the Oracle Linux programs.

## Sustaining Support

Sustaining Support will be available after Premier Support expires. As program releases under Sustaining Support are no longer fully supported, information and skills regarding those releases may be limited. The availability of hardware systems to run such program releases may also be limited. Unless otherwise stated in this section, program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Program updates, fixes, security alerts, and critical patch updates created during Premier Support and Extended Support (if offered and only after the Extended Support period ends)
- Tax, legal, and regulatory updates (availability may vary by country and/or program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade scripts (availability may vary by program) created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Major product and technology releases, which includes general maintenance releases, selected functionality releases, and documentation updates
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support does not include:

- New program updates, fixes, security alerts, and critical patch updates
- New tax, legal, and regulatory updates
- New upgrade scripts
- Certification with new third party products/versions
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

*Sustaining Support for Oracle Linux* - Oracle Linux program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- 24x7 access to Oracle Unbreakable Linux Network
- Access to patches, fixes, and security alerts created during the Premier Support period

Sustaining Support for the Oracle Linux programs does not include:

- Access to new patches, fixes, and security alerts
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Hardware certification
- Backport of fixes

*Sustaining Support for Java SE* - Java SE program releases eligible for Sustaining Support will receive Java SE Support limited to the following:

- Minor updates and bug and security fixes created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Upgrade tools created during Premier Support and Extended Support (if offered and only after the Extended Support Period ends)
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days per week

- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Java SE program releases does not include:

- New minor updates and bug and security fixes
- New upgrade tools
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below
- Previously released fixes or updates that Oracle no longer supports

*Sustaining Support for Nimbula* – Nimbula program releases eligible for Sustaining Support will receive Software Update License & Support limited to the following:

- Access to existing program updates and fixes only (i.e., new program updates and fixes will not be provided)
- Assistance with service requests during normal business hours.
- Ability to log service requests via the following email: Nimbula-Support_WW@oracle.com
- Non-technical customer service during normal business hours

Sustaining Support for the Nimbula program releases does not include:

- Access to new program updates and fixes
- 24 hour commitment and response guidelines for Severity 1 service requests as defined in the Severity Level section below

## Oracle Communications Network Software Premier & Sustaining Support

Oracle Communications Network Software Premier Support is available for the following program categories (collectively "Oracle Communications Network Software"): Oracle Communications EAGLE, Oracle Communications Performance Intelligence Center, Oracle Communications Diameter Signaling Router, Oracle Communications Policy Management and Oracle Communications Subscriber Data Management. Oracle Communications Network Software Premier Support consists of:

- Program updates, fixes, security alerts and critical patch updates
- Certification with most new third-party products/versions (availability may vary by program)
- Remote installation of Oracle Communications Network Software
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

For Oracle Communications Network Software Premier Support only, reasonable efforts will be made to respond to service requests per the Response Times set forth in the guidelines below; however, Oracle's failure to adhere to the times stated will not constitute a breach by Oracle. The guidelines are for informational purposes only and subject to change at Oracle's discretion.

| Severity Level | Response Time[1] | Remote Restoration Time[1] | Resolution Time[1] |
|---|---|---|---|
| Severity 1 | 15 minutes | 6 hours | 30 calendar days |
| Severity 2 | 15 minutes | 48 hours | 30 calendar days |
| Severity 3 | N/A | N/A | 180 calendar days |

1. For purposes of the above table, the following definitions apply:
   - Response Time - The elapsed time beginning when you create a service request until Oracle first responds to you.
   - Remote Restoration Time - The elapsed time beginning when Oracle achieves remote access to the applicable program and when Oracle notifies you that a solution

has been offered. The Remote Restoration Time frames do not apply if program code changes are required.

- Resolution Time - The elapsed time beginning when you create a service request to when your issue is resolved.

Certain Oracle Communications Network Software program releases may be eligible to receive Oracle Communications Network Software Sustaining Support. Oracle Communications Network Software Sustaining Support consists of:

- Program Updates
- Fixes and security alerts created during the Premier Support period
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online
- Non-technical customer service during normal business hours

Sustaining Support for the Oracle Communications Network Software program releases does not include:

- New fixes and security alerts
- Remote installation of Oracle Communications Network Software
- Certification with new third party products/versions
- Response Times identified above

# 5. Additional Support Services Available for Purchase

## Incident Server Support Package

Incident Server Support provides web-based technical support on a per server basis in packages of 10 service requests to be used within a 12 month period. Any unused service requests at the end of the support period shall expire. Incident Server Support for a program may be acquired with the initial program license purchase and, if acquired with such purchase, may be renewed for subsequent support periods for as long as Premier Support is available for your Oracle program license. If you want to obtain Software Update License & Support, it will be subject to Oracle's reinstatement policies in effect at the time Software Update License & Support is acquired. Incident Server Support is available for the following across all platforms:

- Oracle Database Incident Server Support Package: Oracle Database Enterprise Edition, Oracle Database Standard Edition, Oracle Database Standard Edition One, Partitioning, and Real Application Clusters
- Oracle Application Incident Server Support Package: Internet Application Server Enterprise Edition Internet Application Server Standard Edition, and Internet Application Server Java Edition

Incident Server Support consists of:

- 10 service requests
- Access to My Oracle Support (24x7 web-based technical support system), including the ability to log service requests online
- Access to downloadable software patches and patchsets

Service requests requiring resolution of a program bug will not be counted against your overall service request total. Your access to Incident Server Support services, including My Oracle Support, ends on the earlier of (i) expiration of the support period; or (ii) resolution of your final service request. The Incident Server Support Packages do not include updates and may not be used, purchased, or sold in conjunction with any other support offering.

If you renew Incident Server Support Package, your renewal fee for such services will be based on Oracle's Incident Server Support Package pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Incident Server Support Package is not subject to the Reinstatement of Oracle Technical Support section above.

## Oracle Java Development Tools Support

Oracle Java Development Tools Support is available for the following programs: Sun NetBeans, Oracle Enterprise Pack for Eclipse, and Oracle JDeveloper (downloaded from the Oracle Technology Network after June 28, 2005). If you acquire Oracle Java Development Tools Support, you will receive support for all of the programs included above.

Oracle Java Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Java Development Tools Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

## Oracle Solaris Development Tools Support

Oracle Solaris Development Tools Support is available for the following programs: Oracle Solaris Studio and Oracle Solaris Studio Express. If you acquire Oracle Solaris Development Tools Support, you will receive support for all of the programs included above.

Oracle Solaris Development Tools Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Solaris Development Tools Support does not include upgrades to new program releases or access to Oracle Solaris updates, fixes or patches. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

## Oracle Application Development Framework Essentials Support

Oracle Application Development Framework Essentials Support is available for Oracle Application Development Framework (ADF) Essentials program releases. Oracle Application Development Framework Essentials Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

Oracle Application Development Framework Essentials Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

## Java SE Support

Java SE Support is available for Java SE program releases. Java SE Support consists of:

- Bug fixes, security fixes and minor updates
- Upgrade tools
- Assistance with service requests 24 hours per day, 7 days per week
- Access to My Oracle Support (24 x 7 web-based customer support systems), including the ability to log service requests online

- Non-technical customer service during normal business hours

If you acquire Java SE Support, the services described above are in support of licenses you acquired separately. Bug fixes, security fixes and minor updates received as part of the services described above shall be provided under the terms of the appropriate license agreement that you accepted upon downloading and/or installing the Java SE program. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

## NoSQL Database Community Edition Support

NoSQL Database Community Edition Support is available for NoSQL Database Community Edition program releases. NoSQL Database Community Edition Support consists of:

- Access to patches and fixes
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support (24 x 7 web-based technical support system), including the ability to log service requests online
- Non-technical customer service during normal business hours

NoSQL Database Community Edition Support does not include upgrades to new program releases. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order.

## Service Request Packages

Service Request Packages are made available to members of the Oracle Partner Network. Service Request Packages provide web-based technical support in packages of 10 or 25 service requests, do not include updates, and are not available for all programs. Please contact your OPN Interaction Center at http://partner.oracle.com for program availability.

Service Request Packages are valid for one year from the date of purchase. Any unused service request(s) will expire at the earlier of (i) the end of such year, or (ii) the end of your OPN membership term if such membership is not renewed. Access to log service requests will be restricted at the same time the final service request is resolved.

## Priority Service

Priority Service is available for program releases receiving Premier, Extended, or Sustaining Support. Priority Service consists of:

- Support Delivery Management. An Oracle Technical Account Manager ("TAM") will be assigned to you for the duration of the term. The TAM will serve as your primary contact for the administration of the services and will communicate with you in a local language (except as noted below).
    - Your TAM shall provide the following support services:
        - Prepare and maintain quarterly service delivery progress reports;
        - Document the contact details for key Oracle contacts, your technical contacts for Oracle Premier Support, and management escalation team ("Customer Contacts") and Oracle's escalation procedures ("Joint Contacts and Escalation Guide");
        - Document the technical specifications of your OPE ("Environment and Configuration Guide"); and
        - Provide access to a customer-specific web portal.
    - Your TAM will also assist with the following:
        - Conduct an orientation for your Customer Contacts;
        - Conduct quarterly service reviews;
        - Maintain the Joint Contacts and Escalation Guide and the Environment and Configuration Guide.
        - Review all Oracle Support Services activity, including service request ("SR") activity in connection with individual SRs logged by you or your Customer Contacts. The review may consist of status reports, next steps, if any, and review of your SR priorities;

- Serve as your designated point of contact for Severity 1 and mutually agreed upon Severity 2 SR (collectively, "Critical SRs"). The TAM will provide assistance in managing Critical SRs as follows:
  - SR management, prioritization and escalation;
  - Communicate the status of your SRs to your Customer Contact(s) as requested;
  - Facilitate communications between Oracle and your Customer Contacts;
- Facilitate your access to Oracle-sponsored events, as made available to Priority Service customers; and
- Facilitate your access to monthly web conference sessions delivered in English featuring Oracle products.

- SR Prioritization.
  - Oracle will prioritize your SRs above SRs of the same severity level submitted by other Premier Support customers. Reasonable efforts will be made to respond to your SRs per the following guidelines ("Service Request Response Guidelines"):
    - 90% of Severity 1 SRs within one (1) hour (available 24x7);
    - 90% of Severity 2 SRs within two and one half (2.5) local business hours;
    - 90% of Severity 3 SRs within the next local business day; and
    - 90% of Severity 4 SRs within the next local business day.
  - Oracle will initiate internal escalations for Severity 1 and Severity 2 SRs according to the Service Request Response Guidelines; and
  - Oracle will prioritize the repair of product defects encountered during the resolution of service requests.

If you purchase Priority Service, you must maintain a current Software Update License & Support contract for all licenses in a license set for which Priority Service has been acquired. If you have maintained Software Update License & Support and want to purchase Priority Service for a license set, the licenses do not need to be migrated to current license metrics to do so.

If you purchase Priority Service, you acknowledge that Oracle's ability to provide services depends on your fulfillment of the following obligations:

- You will designate Customer Contacts and identify by name, phone number, e-mail address and other appropriate contact methods, for each of your Customer Contacts. Only your Customer Contacts may communicate with Oracle regarding the delivery of Priority Services
- You are responsible for applying bug fixes, critical patches and configuration recommendations provided through Oracle Support Services within a commercially reasonable period of time.
- You will assist Oracle to maintain the Joint Contacts and Escalation Guide and the Environment and Configuration Guide.

If you renew Priority Service, your renewal fee for such services will be based on the Priority Service pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Priority Service is not subject to the Reinstatement policies stated above. Priority Service is not available for all programs. Please contact your Support Sales Representative for service availability.

## North American Payroll Tax Updates

North American Payroll Tax Updates is available for the following Peoplesoft HRMS Payroll for North America program releases: 8.8 Service Pack 1 and 8.9. Customers who acquire North American Payroll Tax Updates will receive one (1) calendar year of tax updates for the applicable Peoplesoft HRMS Payroll for North America program release. North American Payroll Tax Updates is only available in the following countries: United States, Canada and Puerto Rico.

In order to acquire North American Payroll Tax Updates, your licensed Peoplesoft HRMS Payroll for North American program must be currently supported with Software Update License & Support. North American Payroll Tax Updates will be delivered through My Oracle Support.

North American Payroll Tax Updates may be acquired for the applicable Peoplesoft HRMS Payroll for North America program releases as follows: (i) through December 2017 for program release 8.9 and (ii) through December 2016 for program release 8.8 Service Pack 1. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. North American Payroll Tax Updates is not subject to the Reinstatement policies stated above.

## Global Payroll Legislative Tax Updates

Global Payroll Legislative Updates is available for PeopleSoft HRMS Global Payroll program release 8.9. Customers who acquire Global Payroll Legislative Updates will receive one (1) calendar year of legislative updates for PeopleSoft HRMS Global Payroll program release 8.9. Global Payroll Legislative Updates is only available in the following countries: Australia, New Zealand, Spain, France, Mexico, United Kingdom and India.

In order to acquire Global Payroll Legislative Tax Updates, your licensed PeopleSoft HRMS Global Payroll program must be currently supported with Software Update License & Support. Global Payroll Legislative Tax Updates will be delivered through My Oracle Support.

Global Payroll Legislative Tax Updates may be acquired for up to two (2) years from the availability of Sustaining Support for PeopleSoft HRMS Global Payroll program release 8.9. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Global Payroll Legislative Tax Updates are not subject to the Reinstatement policies stated above.

## Financials Legislative Updates for Oracle E-Business Suite 11.5.10

Financials Legislative Updates for Oracle E-Business Suite 11.5.10 is available for Oracle E-Business Suite release 11.5.10 cumulative update 2. If you purchase these services, you will receive one (1) calendar year of financials legislative updates and Severity 1 fixes for the Oracle E-Business Suite 11.5.10 release.

In order to acquire Financials Legislative Updates for Oracle E-Business Suite 11.5.10, your licensed Oracle E-Business Suite must be currently supported with Software Update License & Support.

The Financials Legislative Updates for Oracle E-Business Suite 11.5.10 service consists of three (3) tiers that can be purchased separately. The tiers are as follows:

**Tier 1** - Tier 1 consists of: Severity 1 fixes, critical patch updates and United States Tax Form 1099 updates for the applicable tax year(s). Tier 1 is currently available through December 2015 at no additional fee under Sustaining Support to customers currently supported with Software Update License & Support. Please see the Lifetime Support section above for additional information.

**Tier 2** - Tier 2 consists of: Severity 1 fixes, critical patch updates, United States Tax Form 1099 updates for the applicable tax year(s), and financials legislative updates for the following countries: United States, Canada, Mexico, United Kingdom, France, Italy, Netherlands, Germany, Switzerland, South Africa, Spain, Saudi Arabia, United Arab Emirates, Bahrain, Kuwait, Australia, Japan, China, and South Korea. If you purchase Tier 2, your fee for such services will be based on the then-current Tier 2 fee.

**Tier 3** - Tier 3 consists of: Severity 1 fixes, critical patch updates, United States Tax Form 1099 updates for the applicable tax year(s), and financials legislative updates for the following countries: United States, Canada, Mexico, United Kingdom, France, Italy, Netherlands, Germany, Switzerland, South Africa, Spain, Saudi Arabia, United Arab Emirates, Bahrain, Kuwait, Australia, Japan, China, South Korea, and additional countries as specified on My Oracle Support (i.e., "Financials Legislative Updates for Oracle E-Business Suite 11.5.10" [Doc ID 1597513.1]). If you purchase Tier 3, your fee for such services will be based on the then-current Tier 3 fee.

Information on financials legislative updates and applicable countries is available on My Oracle Support (i.e., "Financials Legislative Updates for Oracle E-Business Suite 11.5.10" [Doc ID 1597513.1]). Financials Legislative Updates for Oracle E-Business Suite 11.5.10 will be delivered through My Oracle Support.

The following applies to Oracle E-Business Suite 11.5.10:

- Oracle will not provide financials legislative updates for Oracle E-Business Suite 11.5.10 any sooner or with any greater scope than what is made available under a subsequent release of Oracle E-Business Suite (e.g., Oracle E-Business Suite release 12 or higher).
- Country-specific financials legislative updates ("localized updates") provided under Tier 2 and Tier 3 will only be made available if such localized updates are also made available in a subsequent release of Oracle E-Business Suite. In the event localized updates are provided for additional countries in a subsequent release of Oracle E-Business Suite, such localized updates for the additional countries will not be provided for Oracle E-Business Suite 11.5.10.
- Due to architectural or other changes between a subsequent release of Oracle E-Business Suite and Oracle E-Business Suite 11.5.10, Oracle may not provide all localized updates for Oracle E-Business Suite 11.5.10 that are made available in a subsequent release of Oracle E-Business Suite.

If you renew Financials Legislative Updates for Oracle E-Business Suite 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Financials Legislative Updates for Oracle E-Business Suite 11.5.10 is not subject to the Reinstatement policies stated above.

## Payroll Legislative Updates for Oracle E-Business Suite 11.5.10

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for Oracle E-Business Suite release 11.5.10 cumulative update 2. Customers who acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will receive one (1) calendar year of payroll legislative updates for the Oracle E-Business Suite 11.5.10 release.

In order to acquire Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your licensed Oracle E-Business Suite Payroll must be currently supported with Software Update License & Support.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is available for the following countries and tax years:

| Country | 2014 Tax Year | 2015 Tax Year |
|---|---|---|
| Australia | See note 1 below | July 1, 2014 – June 30, 2015 |
| United Kingdom | See note 1 below | April 6, 2014 – April 5, 2015 |
| United States | See note 1 below | January 1, 2015 – December 31, 2015 |
| Canada | See note 1 below | Not Available |
| India | April 1, 2013 – March 31, 2014 | April 1, 2014 – March 31, 2015 |
| Japan | January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below) | Not Available |
| Mexico | January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below) | Not Available |
| Republic of Ireland | January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below) | Not Available |
| Saudi Arabia | January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below) | Not Available |
| Singapore | January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below) | Not Available |
| South Korea | January 1, 2014 – December 31, 2014 (includes limited updates for the 2013 tax year; see note 2 below) | Not Available |

Notes:

1. For the specified countries and tax years noted above, payroll regulatory updates are provided under Sustaining Support to customers with a current support contract. Please see the Lifetime Support section above for additional information.
2. For the specified countries noted above, payroll regulatory updates provided by Oracle from December 1 – December 31, 2013 for the 2013 tax year are included as part of the Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 service for the 2014 tax year.

Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 will be delivered through My Oracle Support and will require the latest available HRMS R11i RUP (See My Oracle Support Doc ID 295406.1).

If you renew Payroll Legislative Updates for Oracle E-Business Suite 11.5.10, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Payroll Legislative Updates for Oracle E-Business Suite 11.5.10 is not subject to the Reinstatement policies stated above.

## Financial and Payroll Legislative Updates for JD Edwards

Financials and Payroll Legislative Updates for JD Edwards is available for JD Edwards EnterpriseOne program releases XE, 8.0 and 8.12 and JD Edwards World program releases A7.3 and A8.1. If you purchase these services, you will receive one (1) calendar year of financials and payroll legislative updates and Severity 1 fixes for the applicable JD Edwards release.

In order to acquire Financials and Payroll Legislative Updates for JD Edwards, your licensed JD Edwards EnterpriseOne and/or JD Edwards World program must be currently supported with Software Update License & Support.

The Financials and Payroll Legislative Updates for JD Edwards service consists of three (3) tiers that can be purchased separately. The tiers are as follows:

**Tier 1** - Tier 1 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s), and payroll legislative and financials legislative updates for the applicable tax year(s) for the United States and Canada. If you purchase Tier 1, your fee for such services will be based on the then-current Tier 1 fee.

**Tier 2** - Tier 2 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable tax year(s) and for the countries and programs specified in the table below. If you purchase Tier 2, your fee for such services will be based on the then-current Tier 2 fee.

| | JD Edwards EnterpriseOne | JD Edwards World |
|---|---|---|
| **Payroll Legislative Updates** | United States, Canada, Australia and New Zealand | United States, Canada |
| **Financials Legislative Updates** | United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan, China, Colombia, Australia, New Zealand and India | United States, Canada, Mexico, Brazil, United Kingdom, Ireland, Japan and China |

**Tier 3 -** Tier 3 consists of: Severity 1 fixes, United States Tax Form 1099 updates for the applicable tax year(s) and payroll legislative and financials legislative updates for the applicable tax year(s) and for the countries and programs specified in the table below. If you purchase Tier 3, your fee for such services will be based on the then-current Tier 3 fee.

| | JD Edwards EnterpriseOne | JD Edwards World |
|---|---|---|
| **Payroll legislative updates** | United States, Canada, Australia and New Zealand | United States, Canada |
| **Financials legislative updates** | United States, Canada, Mexico, Brazil, Argentina, United Kingdom, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan, China, Colombia, Chile, Peru, Ecuador, Venezuela, Czech Republic, Denmark, Finland, Hungary, Norway, Poland, Sweden, Australia, India, South Korea, Singapore and Taiwan | United States, Canada, Mexico, Brazil, Argentina, United Kingdom, Ireland, Austria, Belgium, France, Germany, Italy, Netherlands, Russia, Spain, Switzerland, Japan and China |

Information on financials and payroll legislative updates for JD Edwards and applicable countries is available on My Oracle Support (i.e JD Edwards EnterpriseOne Globalizations (Document 752291.1) and (JD Edwards World Globalizations (Document 745085.1). Financials and Payroll Legislative Updates for JD Edwards will be delivered through My Oracle Support.

The following apply to the JD Edwards EnterpriseOne and JD Edwards World program releases for which Financials and Payroll Legislative Updates service is available:

- Oracle will not provide financial and payroll legislative updates any sooner or with any greater scope than what is made available under a subsequent release of JD Edwards EnterpriseOne (i.e., JD Edwards EnterpriseOne 9.1 or higher) or JD Edwards World (i.e., JD Edwards World A9.3 or higher).
- Country-specific financials legislative updates ("localized updates") provided under Tier 2 and Tier 3 will only be made available if such localized updates are also made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World. In the event localized updates are provided for additional countries in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World, such localized updates for the additional countries will not be provided for the JD Edwards EnterpriseOne and JD Edwards World program releases included under the Financials and Payroll Legislative Updates service.
- Due to architectural or other changes between a subsequent release of JD Edwards EnterpriseOne or JD Edwards World and the eligible program releases under the Financials and Payroll Legislative Updates for JD Edwards service, Oracle may not provide all localized updates that are made available in a subsequent release of JD Edwards EnterpriseOne or JD Edwards World.

If you renew Financials and Payroll Legislative Updates for JD Edwards, your renewal fee for such services will be based on the current pricing policies in effect at the time of renewal. Contractual caps on technical support fees do not apply to these services, unless expressly stated otherwise in the applicable order. Financials and Payroll Legislative Updates for JD Edwards is not subject to the Reinstatement policies stated above.

## Oracle Linux Support Services

Oracle offers Oracle Linux support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

## Oracle VM Support Services

Oracle offers Oracle VM support services to customers, regardless of whether or not they are using Oracle programs. For information about the available services, please refer to the Oracle Linux and Oracle VM Support Policies available at http://www.oracle.com/support/policies.html.

### Exadata Premier Support

For information regarding renewals of Exadata Premier Support, please refer to the Exadata Technical Support Policies available at http://www.oracle.com/us/support/policies/index.html.

## 6. Web-Based Customer Support Systems

### My Oracle Support

Access to My Oracle Support is governed by the Terms of Use posted on the My Oracle Support web site. The Terms of Use are subject to change and a copy of these terms is available upon request. Access to My Oracle Support is limited to your designated technical contacts.

The following Oracle programs are not currently supported under My Oracle Support: Phase Forward (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas) and Nimbula.

### Oracle Unbreakable Linux Network

Access to the Oracle Unbreakable Linux Network is included with Software Update License & Support for the Audit Vault and Database Firewall program (formerly the Database Firewall and Database Firewall Management Server programs).

## 7. Tools Used to Perform Technical Support Services

Oracle may make available collaboration tools (such as tools that enable Oracle, with your consent, to access your computer system (e.g., Oracle Web Conferencing)) and software tools (such as tools to assist in the collection and transmission of configuration data (e.g., Oracle Configuration Manager)) to assist with issue resolution. The tools are licensed under the My Oracle Support Terms of Use, and may be subject to additional terms provided with the tools. Some of the tools are designed to collect information concerning the configuration of your computer environment ("tools data"). The tools will not access, collect or store any personally identifiable information (except for technical support contact information) or business data files residing in your computer environment. By using the tools, you consent to the transmission of your tools data to Oracle for the purposes of providing reactive and proactive technical support services. In addition, the tools data may be used by Oracle to assist you in managing your Oracle product portfolio, for license and services compliance and to help Oracle improve upon product and service offerings.

Some of the tools may be designed to connect automatically or on a periodic basis and you may not receive a separate notice upon connection. You are responsible for maintaining the telecom gateway through which the tools communicate tools data to Oracle. Use of the tools is voluntary; however, refusal to use the tools may impede Oracle's ability to provide technical support services to you.

Further details about some of the current tools Oracle uses to provide technical support services, the data collected, and how the data is used, are described in the Global Customer Support Security Practices and on My Oracle Support. You may also contact your Oracle sales representative or call your local Customer Support office for more details regarding the tools and availability.

If Oracle expressly provides in the tools documentation, technical support policies, an order, or readme that a tool is provided under separate license terms ("Separate Terms") then the Separate Terms shall govern your access and use of the tool. Embedded third party software, or third party software, licensed under Separate Terms (for example Mozilla and LGPL) may be required to access or run the tools per the tools documentation or readme. Your rights to use a tool or software licensed under Separate Terms shall not be restricted or modified in any way by your agreement with Oracle.

## 8. Global Customer Support Security Practices

Oracle is deeply committed to the security of its technical support services. In providing standard technical support services, Oracle will adhere to the Global Customer Support Security Practices, which are available at

http://www.oracle.com/support/policies.html. The Global Customer Support Security Practices are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of security specified in the Global Customer Support Security Practices during the period for which fees for technical support have been paid. To view changes that have been made, please refer to the attached Statement of Changes (PDF).

Please note that global customer support services and systems are not designed to accommodate special security controls that may be required to store or process certain types of sensitive data. Please ensure that you do not submit any health, payment card or other sensitive data that requires protections greater than those specified in the Global Customer Support Security Practices. Information on how to remove sensitive data from your submission is available in My Oracle Support at https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1227943.1

## 9. Severity Definitions

Service requests for supported Oracle programs may be submitted by you online through Oracle's web-based customer support systems or by telephone. The service request severity level is selected by you and Oracle and should be based on the severity definitions specified below.

**Severity 1***
Your production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service. The operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

- Data corrupted
- A critical documented function is not available
- System hangs indefinitely, causing unacceptable or indefinite delays for resources or response
- System crashes, and crashes repeatedly after restart attempts

Except as otherwise specified herein, reasonable efforts will be made to respond to Severity 1 service requests within one (1) hour. For response efforts associated with Oracle Communications Network Software Premier Support, please see the Oracle Communications Network Premier & Sustaining Support section above.

24 Hour Commitment to Severity 1 Service Requests for all supported Oracle programs, except as otherwise specified herein: OSS will work 24x7 until the issue is resolved or as long as useful progress can be made. You must provide OSS with a contact during this 24x7 period, either on site or by phone, to assist with data gathering, testing, and applying fixes. You are requested to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

**Severity 2***
You experience a severe loss of service. Important features are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

**Severity 3***
You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality

**Severity 4***
You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software. You experience no loss of service. The result does not impede the operation of a system.

* For Phase Forward programs (i.e., Clinical Development Center, Clintrial, Empirica (Gateway, Signal, Trace), InForm, and LabPas), the severity levels are denoted as P0, P1, P2 and P3 and correspond to the above as follows: P0= Severity 1; P1=Severity 2, P2=Severity 3 and P3=Severity 4.

## 10. Hyperion and Agile Specific Support Terms

For orders placed pursuant to a Hyperion master agreement or to an Agile master agreement, the following terms apply with respect to the technical support services you have ordered.

Warranties, Disclaimers, and Exclusive Remedies
Oracle warrants that technical support services will be provided in a professional manner consistent with industry standards. You must notify Oracle of any technical support services warranty deficiencies within 90 days from performance of the defective technical support services.

**FOR ANY BREACH OF THE ABOVE WARRANTIES, YOUR EXCLUSIVE REMEDY, AND ORACLE'S ENTIRE LIABILITY, SHALL BE THE REPERFORMANCE OF THE DEFICIENT TECHNICAL SUPPORT SERVICES, OR IF ORACLE CANNOT SUBSTANTIALLY CORRECT A BREACH IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE RELEVANT TECHNICAL SUPPORT SERVICES AND RECOVER THE FEES PAID TO ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES.**
**TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS, INCLUDING WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

Limitation of Liability
**NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA, OR DATA USE. ORACLE'S MAXIMUM LIABILITY FOR ANY DAMAGES ARISING OUT OF OR RELATED TO YOUR ORDER, WHETHER IN CONTRACT OR TORT, OR OTHERWISE, SHALL BE LIMITED TO THE AMOUNT OF THE FEES YOU PAID ORACLE UNDER YOUR ORDER, AND IF SUCH DAMAGES RESULT FROM YOUR USE OF TECHNICAL SUPPORT SERVICES, SUCH LIABILITY SHALL BE LIMITED TO THE FEES YOU PAID ORACLE FOR THE DEFICIENT TECHNICAL SUPPORT SERVICES GIVING RISE TO THE LIABILITY.**

For orders placed pursuant to a Hyperion master agreement, the following terms also apply with respect to the technical support services you have ordered.

Nondisclosure
By virtue of your order, the parties may have access to information that is confidential to one another ("confidential information"). We each agree to disclose only information that is required for the performance of obligations under your order. Confidential information shall be limited to the terms and pricing under your order and all information clearly identified as confidential at the time of disclosure.

A party's confidential information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party.

We each agree to hold each other's confidential information in confidence for a period of three years from the date of disclosure. Also, we each agree to disclose confidential information only to those employees or agents who are required to protect it against unauthorized disclosure. Nothing shall prevent either party from disclosing the terms or pricing under your order in any legal proceeding arising from or in connection with your order or disclosing the confidential information to a federal or state governmental entity as required by law.

## 11. Contact Information

Phone numbers and contact information can be found on Oracle's support web site located here.

# APPENDIX C
# ORACLE PROCESSOR CORE FACTOR TABLE

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# Oracle Processor Core Factor Table

**Effective Date: March 16, 2009**

| Vendor and Processor | Core Processor Licensing Factor |
|---|---|
| Sun and Fujitsu UltraSPARC T1 processor (1.0 or 1.2 GHz)<br><br>**Only named servers including:**<br>Sun Fire T1000 Server, SPARC Enterprise T1000 Server*, with 6 or 8-core 1.0 GHz UltraSPARC T1 processor<br><br>Sun Fire T2000 Server, SPARC Enterprise T2000 Server*, with 4, 6, or 8-core 1.0 GHz, or 8 core 1.2 GHz UltraSPARC T1 processor | 0.25 |
| Sun Netra T2000, 1.0 or 1.2 GHz UltraSPARC T1 processor | 0.25 |
| SPARC T3 processor | 0.25 |
| Sun and Fujitsu UltraSPARC T1 1.4 GHz<br><br>**Only named servers including:**<br>Sun Fire T2000 Server and SPARC Enterprise T2000 Server*, with 8-core, 1.4 GHz UltraSPARC T1 processor | 0.5 |
| Sun T6300, 1.4 GHz UltraSPARC T1 processor | 0.5 |
| AMD Opteron Models 13XX, 23XX, 24XX, 32XX, 41XX, 42XX, 43XX, 61XX, 62XX, 63XX, 83XX, 84XX or earlier Multicore chips | 0.5 |
| Intel Xeon Series 56XX, Series 65XX, Series 75XX, Series E7-28XX, E7-28XX v2, Series E7-48XX, E7-48XX v2, Series E7-88XX, E7-88XX v2, Series E5-24XX, Series E5-26XX, E5-26XX v2, Series E5-46XX, E5-46XX v2, Series E5-16XX, Series E3-12XX or earlier Multicore chips | 0.5 |
| Intel Itanium Series 93XX or earlier Multicore chips *(For servers purchased prior to Dec 1st, 2010)* | 0.5 |
| Intel or AMD Desktop, Laptop/Notebook, or Netbook Multicore chips | 0.5 |
| Sun UltraSPARC T2+ | 0.5 |
| SPARC64 VII+ | 0.5 |
| SPARC64 X, SPARC64 X+ | 0.5 |
| SPARC T4 processor | 0.5 |
| SPARC T5 | 0.5 |
| SPARC M5 | 0.5 |
| SPARC M6 | 0.5 |
| Sun and Fujitsu SPARC64 VI, VII | 0.75 |
| Sun UltraSPARC IV, IV+, or earlier Multicore chips | 0.75 |
| Sun UltraSPARC T2 | 0.75 |
| HP PA-RISC | 0.75 |
| IBM POWER5+ or earlier Multicore chips | 0.75 |
| All Single Core Chips | 1.0 |
| Intel Itanium Series 93XX *(For servers purchased on or after Dec 1st, 2010)* | 1.0 |
| Intel Itanium Series 95XX | 1.0 |
| IBM POWER6 | 1.0 |
| IBM POWER7, IBM POWER7+ | 1.0 |
| IBM POWER8 | 1.0 |
| IBM System z (z10 and earlier) | 1.0 |
| All Other Multicore chips | 1.0 |

* SPARC Enterprise T1000 and SPARC Enterprise T2000 Servers may be sold and branded by Oracle, Sun Microsystems, Fujitsu or Fujitsu Siemens.

**Please see Statement of Change on the next page**

**Statement of Change:**

On 09/01/2009, clarified that the "AMD Third Generation Opteron or earlier Multicore chips" are "AMD Opteron Models 13XX, 23XX, 24XX, 83XX, 84XX or earlier Multicore chips"

On 09/24/2009, changed the Core Processor Licensing Factor for Sun UltraSPARC T2+ from 0.75 to 0.50

On 02/16/2010, added new Intel Itanium chip 93XX to 0.5 core factor category. Also added IBM POWER7 chip to core factor 1 category

On 04/08/2010, added new Intel Xeon chips (Nehalem EX, Series 75XX and Westmere EP, Series 56XX) and new AMD Opteron chip (Series 61XX) with a core factor of 0.5

On 07/19/2010, added Intel Xeon chip (Nehalem EX, Series 65XX) and AMD Operton chip (Series 41XX) with a core factor of 0.5

On 10/05/2010, added SPARC T3 chip with a core factor of 0.25

On 12/01/2010, changed the Core Processor Licensing Factor for Intel Itanium Series 93XX from 0.5 to 1.0. Also added notes in parenthesis to the affected rows in the table above

On 12/02/2010, added SPARC64 VII+ chip with a core factor of 0.5

On 06/03/2011, added Intel Xeon Series E7-28XX, Series E7-48XX, and Series E7-88XX chips with a core factor of 0.5

On 09/06/2011, added SPARC T4 chip with a core factor of 0.5

On 12/08/2011, added AMD Opteron Chip Models: 32XX, 42XX, and 62XX with a core factor of 0.5

On 04/16/2012, added Intel Xeon Series E5-26XX, Series E5-16XX, and Series E3-12XX chips with a core factor of 0.5

On 07/19/2012, added Intel Xeon Series E5-24XX, and Series E5-46XX chips with a core factor of 0.5

On 11/7/2012, added IBM Power7+ chip with a core factor of 1.0

On 12/14/2012, added Intel Itanium chip 95XX to 1.0 core factor category

On 01/16/2013, added SPARC64 X chip with a core factor of 0.5

On 01/16/2013, added AMD Opteron Chip Models: 43XX, and 63XX with a core factor of 0.5

On 03/26/2013, added SPARC T5 and SPARC M5 Chip Models with a core factor of 0.5

On 09/25/2013, added SPARC M6 Chip Models with a core factor of 0.5

On 04/08/2014, added SPARC64 X+ chip with a core factor of 0.5

On 04/08/2014, added Intel Xeon Series E7-88XX v2, E7-48XX v2, E7-28XX v2, E5-46XX v2, and E5-26XX v2 chips with a core factor of 0.5

On 6/2/2014, added IBM Power8 chip with a core factor of 1.0

## APPENDIX D
## LICENSE DEFINITIONS AND RULES

For a period of one (1) year from the Effective Date of this Agreement, the Oracle License Definitions and Rules, v012014 (attached hereto) shall apply to all licenses and technical support services listed on the price lists and acquired pursuant to the pricing terms set forth in the Agreement. This Appendix D shall be amended annually to include Oracle's then current License Definitions and Rules.

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**License Definitions and Rules**

**Definitions and License Metrics**

**$M Annual Transaction Volume:** is defined as one million U.S. Dollars in all purchase orders transacted and all auctions conducted through the Oracle Exchange Marketplace by you and others during the applicable year of the Oracle Exchange Marketplace license, regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

**Applications National Language Support (NLS) Supplement Media Packs:** Please be advised that only a subset of the products included on an Applications NLS Supplement Media Pack have been translated. For existing supported customers, My Oracle Support has information on which products have been translated for the supported languages (https://support.oracle.com). For new or unsupported customers, please contact your Oracle Account Manager for this information.

**$M in Application Annual Revenue**: is defined as one million U.S. Dollars excluding taxes processed through the licensed program. For Oracle Self-Service E-Billing products, the Annual Revenue is equivalent to the total invoiced amount for all company accounts that have at least one enrolled user per billing period.

**Application Developed:** is defined as a software program developed by You that operates on smart-phones and/or other end user devices and that (i) provides end users with access to content or (ii) provides end users with end user transaction enablement or (iii) otherwise enables use by end users of functions available through the Oracle run-time Program.

**Application User:** is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Oracle Self Service Work Request option in conjunction with Oracle Enterprise Asset Management, you are required to maintain licenses for the equivalent number of Application Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion dates for your entire employee population. Application Users licensed for Oracle Order Management are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately. For Oracle Sourcing, Oracle Fusion Sourcing, Oracle iSupplier Portal, Oracle Fusion Supplier Portal, Oracle Services Procurement, PeopleSoft eSupplier Connection, PeopleSoft Strategic Sourcing and JD Edwards Supplier Self Service programs, use by your external suppliers is included with your application user licenses. For the purpose of the Oracle Financial Services Operational Risk Solution program, employees who are just contributing information to the program via the applicable user interface shall not be counted as application users.

**Application Read-Only User:** is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses, regardless of whether the individual is actively using the programs at any given time.

**Brand:** is defined as a named product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.

**Case Report Form (CRF) Page:** is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the program (measured explicitly in the program as Received Data Collection Instruments) during a 12 month period. You may not exceed the licensed number of CRF Pages during any 12 month period unless you acquire additional CRF Page licenses from Oracle.

**Chassis:** is defined as a physical enclosure containing hardware. For the purposes of the following programs: Oracle Fabric Manager and Oracle Fabric Monitor, only the chassis (a) that contain networking hardware and (b) that are managed by the program must be counted for the purpose of determining the number of licenses required.

**Collaboration Program User:** is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. For the purposes of counting and licensing the number of Beehive Synchronous Collaboration users, a Collaboration Program User within

your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to your company and attending a web conference are not required to be licensed.

**Compensated Individual:** is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

**Computer:** is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer. For the purposes of Computer licenses for the Oracle Health Science Integration Engine program, a communication point is an interface to an input system (e.g., a clinical laboratory system in a hospital or healthcare setting) or to an output system (e.g., a healthcare data repository).

**Concurrent User:** is defined as each individual that may concurrently use or access the programs. Concurrent Users shall be only customers or prospective customers of yours, and shall not be business partners, or employees of yours.

**Connected Instance:** is defined as the configuration between Oracle Policy Automation Connector for Oracle CRM On Demand and the Oracle CRM On Demand instance's web service endpoint. For each Oracle CRM On Demand instance so configured, an additional Connected Instance is required.

**Connector:** is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product that the software product is required to interface.

**$M Cost of Goods Sold:** is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

**CPU:** is defined as a chip that contains a collection of one or more cores on which the program is running. Regardless of the number of cores, each chip counts as 1 CPU.

**Custom Suite User:** is defined as an individual authorized by you to use the application programs included in the applicable Custom Applications Suite which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time.

**Customer:** is defined as the customer entity specified on your order. The programs may not be used or accessed for the business operations of any third party, including but not limited to your customers, partners, or your affiliates. There is no limitation on the number of computers on which such programs may be copied, installed and used.

**Customer Account:** is defined as each unique Customer Account, designated by a unique account number, for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such accounts.

**Oracle Customer Data & Device Retention Service:** is defined as a service for which the description may be found in the Technical Support Policies section (Oracle Hardware and Systems Support Policies) at www.oracle.com/contracts and which is incorporated by reference.

**Customer Record:** is defined as each unique Customer Record (including contact records, prospect records and records in external data sources) that you may access using the program.

**Developer User / Developer/ Developer Seat:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. With respect to Developer Users only, such users may create, modify, view and interact with the programs and documentation.

**Disk Drive:** is defined as a spinning media device that stores data accessed by the Oracle Exadata Storage Server Software program.

**Electronic Order Line:** is defined as the total number of distinct order lines entered electronically into the Oracle program from any source (not manually entered by licensed users) during a 12 month period. This includes order lines originating as external

EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

**Employee:** is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs.

**Employee for HCM:** is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Employees for HCM and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Employees for HCM: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs. Employees for HCM may only use the licensed programs with Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name.

**Employee User:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

**Enterprise Employee:** is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use, or are tracked by the programs. The quantity of the licenses required is determined by the number of Enterprise Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Enterprise Employees: all of the company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use, or are tracked by the programs. The value of these program licenses is determined by the number of Enterprise Employees. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the number of Enterprise Employees as of the effective date of your order. If at any time the number of Enterprise Employees exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Employees is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Employees. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise Employees as of such date.

**Enterprise Full Time Equivalent (FTE) Student:** is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements. The value of these program licenses is determined by the number of Enterprise FTE Students. For these program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise FTE Students as of the effective date of your order. If at any time the number of Enterprise FTE Students exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise FTE Students is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise FTE Students. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise FTE Students as of such date.

**Enterprise Trainee:** is defined as an employee, contractor, student or other person who is being recorded by the program. The value of these program licenses is determined by the number of Enterprise Trainees. For these program licenses, the licensed quantity purchased must, at a minimum, be equal to the number of Enterprise Trainees as of the effective date of your order. If at any time the number of Enterprise Trainees exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the number of Enterprise Trainees is equal to or less than the licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the number of Enterprise Trainees. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise Trainees as of such date.

**Enterprise $M in Cost of Goods Sold:** Enterprise $M Cost of Goods Sold is defined as one million U.S. Dollars in the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue. The value of these program licenses is determined by the amount of Enterprise $M Cost of Goods Sold. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Cost of Goods Sold as of the effective date of your order. If at any time the amount of Enterprise $M Cost of Goods Sold exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Cost of Goods Sold is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Cost of Goods Sold. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M Cost of Goods Sold as of such date.

**Enterprise $M in Freight Under Management:** $M Freight Under Management is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid). The value of these program licenses is determined by the amount of Enterprise $M Freight Under Management. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M Freight Under Management as of the effective date of your order. If at any time the amount of Enterprise $M Freight Under Management exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M Freight Under Management is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M Freight Under Management. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M Freight Under Management as of such date.

**Enterprise $M in Operating Budget:** is defined as one million U.S. Dollars of your gross budget reflected in an audited statement from your external accounting firm. The value of these program licenses is determined by the amount of Enterprise $M in Operating Budget. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Operating Budget as of the effective date of your order. If at any time the amount of Enterprise $M in Operating Budget exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Operating Budget is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Operating Budget. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M in Operating Budget as of such date.

**Enterprise $M in Revenue:** Enterprise $M in Revenue is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year. The value of these program licenses is determined by the amount of Enterprise $M in Revenue. For these program licenses, the licensed quantity purchased must, at a minimum be equal to the amount of Enterprise $M in Revenue as of the effective date of your order. If at any time the amount of Enterprise $M in Revenue exceeds the licensed quantity, you are required to order additional licenses (and technical support for such additional licenses) such that the amount of Enterprise $M in Revenue is equal to or less than the number of licensed quantity. You are not entitled to any refund, credit or other consideration of any kind if there is a reduction in the amount of Enterprise $M in Revenue. In addition, each year 90 days before the anniversary date of your order, you are required to report to Oracle the number of Enterprise $M in Revenue as of such date.

**Expense Report:** is defined as the total number of expense reports processed by Internet Expenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

**Faculty User:** is defined as an active teaching member of the faculty for an accredited academic institution; such user may only use the programs for academic and non-commercial use.

**Field Technician:** is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

**$M Freight Under Management:** is defined as one million U.S. Dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight

purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

**Full Time Equivalent (FTE) Student:** is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

**Guest Room:** is defined as the number of guest rooms managed by the program.

**Hosted Named User:** is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

**Installation Services, Start-Up Packs and Configuration/Upgrade Services:** is defined as a service(s) for which the description may be found in the Advanced Customer Support Services section at www.oracle.com/contracts and which is incorporated by reference.

**Invoice Line:** is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from Oracle.

**IVR Port:** is defined as a single caller that can be processed via the Interactive Voice Response (IVR) system. You must purchase licenses for the number of IVR Ports that represent the maximum number of concurrent callers that can be processed by the IVR system.

**Learning Credits:** may be used to acquire education products and services offered in the Oracle University online catalogue posted at http://www.oracle.com/education under the terms specified therein. Learning credits may only be used to acquire products and services at the list price in effect at the time you order the relevant product or service, and may not be used for any product or service that is subject to a discount or a promotion when you order the relevant product or service. The list price will be reduced by applying the discount specified to you by Oracle. Notwithstanding anything to the contrary in the previous three sentences, learning credits may also be used to pay taxes, materials and/or expenses related to your order; however, the discount specified above will not be applied to such taxes, materials and/or expenses. Learning credits are valid for a period of 12 months from the date your order is accepted by Oracle, and you must acquire products and must use any acquired services prior to the end of such period. You may only use learning credits in the country in which you acquired them, may not use them as a payment method for additional learning credits, and may not use different learning credits accounts to acquire a single product or service or to pay related taxes, materials and/or expenses. Learning credits are non-transferable and non-assignable. You may be required to execute standard Oracle ordering materials when using learning credits to order products or services.

**$M in Managed Assets:** is defined as one million U.S. Dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

**Managed Resource:** is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers, regardless of whether the individual is actively using the programs at any given time. In addition, your employees, contractors, partners and any other individual or entity managed by the programs shall be counted for the purposes of determining the number of Managed Resource licenses required.

**Member Record:** is defined as each unique customer loyalty program Member Record managed by the program. 100K Member Records shall mean one hundred thousand Member Records.

**Module:** is defined as each production database running the programs.

**Monitored User:** is defined as an individual who is monitored by an Analytics program which is installed on a single server or multiple servers, regardless of whether the individual is actively being monitored at any given time. Individual users who are licensed for an Analytics program by either Named User Plus or Application User may not be licensed by Monitored User. For the purposes of the Usage Accelerator Analytics program, every user of your licensed CRM Sales application program must be licensed. For the purposes of the Human Resources Compensation Analytics program, all of your employees must be licensed.

For the purpose of the following Oracle Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for E-Business Suite, Configuration Controls Governor, Configuration Controls for E-Business Suite, Transaction Controls Governor, Preventive Controls Governor, and Governance, Risk, and Compliance Controls Suite, the number of Monitored Users is equal to the total number of unique E-Business Suite users (individuals) being monitored by the program(s), as created/defined in the User Administration function of E-Business Suite. Users of iProcurement and/or Self-Service Human Resources are excluded.

For the purpose of the following PeopleSoft Enterprise Governance, Risk, and Compliance applications: Application Access Controls Governor, Application Access Controls for PeopleSoft Enterprise, Configuration Controls Governor, and Configuration Controls for PeopleSoft Enterprise, the number of Monitored Users is equal to the total number of unique PeopleSoft Enterprise (or any other custom applications / programs) users (individuals) that the program monitors.

**MySQL Cluster Carrier Grade Edition Annual Subscription, MySQL Enterprise Edition Annual Subscription and MySQL Standard Edition Annual Subscription:** are defined as the right to use the specified program(s) in accordance with the applicable license metric and to receive Oracle Software Update License & Support for the specified program(s) and for MySQL Community Edition for the term specified on the order. MySQL Community Edition refers to MySQL that is licensed under the GPL license. Software Update License & Support for MySQL Community Edition does not include updates of any kind. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in your ordering document. If your order was placed through the Oracle Store, then the effective date is the date your order was accepted by Oracle. Oracle Software Update License & Support services are provided under the applicable technical support policies in effect at the time the services are provided. You must obtain a subscription license for all servers where MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition are deployed. If you obtain Oracle Software Update License & Support services for any servers where MySQL Community Edition is deployed, then you must also purchase a subscription license for all of such servers for which you have obtained Oracle Software Update License & Support services. You may obtain Oracle Software Update License & Support services for the MySQL Community Edition subscription licenses at any level (e.g., at the MySQL Cluster Carrier Grade Edition level, at the MySQL Enterprise Edition level and/or at the MySQL Standard Edition level). At the end of the specified term, you may renew your subscription, if available, at the then current fees for the applicable subscription. If you choose not to renew your subscription, your right to use the program(s) will terminate and you must de-install all applications, tools, and binaries provided to you under the applicable non-Community Edition license (e.g., the license for MySQL Cluster Carrier Grade Edition, MySQL Enterprise Edition and/or MySQL Standard Edition). If you do not renew a subscription, you will not receive any updates (including patches or subsequent versions) and you may also be subject to reinstatement fees if you later choose to reactivate your subscription.

**Named User Plus / Named User:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. All of the remaining provisions of this definition apply only with respect to Named User Plus licenses, and not to Named User licenses. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Data Masking Pack for Non-Oracle Databases and Test Data Management Pack for Non-Oracle Databases, only the users of the program that is being managed/monitored are counted for the purpose of determining the number of Named User Plus licenses required.

With respect to the following programs: Load Testing, Load Testing Developer Edition, Load Testing Accelerator for Web Services, Load Testing Accelerator for Oracle Database and Load Testing Suite for Oracle Applications, each emulated human

user and non human operated device shall be considered as a virtual user and shall be counted for the purpose of determining the number of Named User Plus licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Real User Experience Insight and Application Replay Pack, all users of the respective managed application program must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the users of the Oracle database from which you capture data and (b) the users of the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the users of the database from which you capture data and (b) the users of the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database only (a) the users of the Non Oracle database from which you capture data and (b) the users of the Non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition and Data Integrator Enterprise Edition for Oracle Applications, only the users that are running or accessing the data transformation processes must be counted for determining the number of licenses required.

For the purposes of the following programs: Oracle Mobile Client Runtime and Application Development Framework Mobile, only the end users of each Application Developed must be counted for the purposes of determining the number of licenses required, regardless of the choice of the mobile application development tool or the framework used to build the Application Developed.

**Network Device:** is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

**Non Employee User - External:** is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

**Oracle Financing Contract:** is a contract between you and Oracle (or one of Oracle's affiliates) that provides for payments over time of some or all of the sums due under your order.

**Order Line:** is defined as the total number of order entry line items processed by the program during a 12 month period. Multiple order entry line items may be entered as part of an individual customer order or quote and may also be automatically generated by the Oracle Configurator. You may not exceed the licensed number of Order Lines during any 12 month period unless you acquire additional Order Line licenses from Oracle.

**Partner Organization:** is defined as an external third party business entity that provides value-added services in developing, marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

**Person:** is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

**Physical Server:** is defined as each physical server on which the programs are installed.

**Ported Number:** is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

**Processor:** shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. The number of required licenses shall be determined by multiplying the total number of cores of the processor by a core processor licensing factor specified on the Oracle Processor Core Factor Table which can be accessed at http://oracle.com/contracts. All cores on all multicore chips for each licensed program are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. When licensing Oracle programs with Standard Edition One or Standard Edition in the product name (with the exception of Java SE Support, Java SE Advanced, and Java SE Suite), a processor is counted equivalent to an occupied socket; however, in the case of multi-chip modules, each chip in the multi-chip module is counted as one occupied socket.

For example, a multicore chip based server with an Oracle Processor Core Factor of 0.25 installed and/or running the program (other than Standard Edition One programs or Standard Edition programs) on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50, which is then rounded up to the next whole number, which is 2). As another example, a multicore server for a hardware platform not specified in the Oracle Processor Core Factor Table installed and/or running the program on 10 cores would require 10 processor licenses (10 multiplied by a core processor licensing factor of 1.0 for 'All other multicore chips' equals 10).

For the purposes of the following program: Healthcare Transaction Base, only the processors on which Internet Application Server Enterprise Edition and Healthcare Transaction Base programs are installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: iSupport, iStore and Configurator, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program (e.g., iSupport, iStore and/or Configurator) are running must be counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running.

For the purposes of the following programs: Configuration Management Pack for Applications, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware, Management Pack for Non-Oracle Middleware, Management Pack for WebCenter Suite, Data Masking Pack for Non-Oracle Databases and Test Data Management Pack for Non-Oracle Databases, only the processors on which the program that is being managed/monitored are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Suite for Oracle E-Business Suite, Application Management Suite for PeopleSoft, Application Management Suite for Siebel, Application Management Suite for JD Edwards EnterpriseOne, Application Management Pack for Utilities and Application Management Pack for Taxation and Policy Management, all processors on which the middleware and/or database software that support the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Replay Pack and Real User Experience Insight, all processors on which the middleware software that supports the respective managed application program are running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Informatica PowerCenter and PowerConnect Adapters, and Application Adapter for Warehouse Builder for PeopleSoft, Oracle E-Business Suite, Siebel, and SAP, only the processor(s) on which the target database is running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Data Integrator Enterprise Edition, Data Integrator Enterprise Edition for Oracle Applications, Data Integrator and Application Adapter for Data Integration and Application Adapters for Data Integration, only the processor(s) where the data transformation processes are executed must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: In-Memory Database Cache, only the processors on which the Times Ten In-Memory Database component of the In-Memory Database Cache program is installed and/or running must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate, only (a) the processors running the Oracle database from which you capture data and (b) the processors running the Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Oracle GoldenGate for Mainframe and Oracle GoldenGate for Teradata Replication Services, only (a) the processors running the database from which you capture data and (b) the processors running the database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate for Non Oracle Database, only (a) the processors running the non Oracle database from which you capture data and (b) the processors running the non Oracle database where you will apply the data must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle GoldenGate Application Adapters, only the processors running the source Oracle or non Oracle database(s) from which you capture data must be counted for the purpose of determining the number of licenses required. For multiple source databases, all processors for all sources must be counted.

For the purposes of the following program: Audit Vault and Database Firewall, only the processors of the sources which are protected, monitored or audited must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Oracle ATG Web Commerce Search, only the processors on which queries are processed must be counted. You do not need to count processors on which the program is running for indexing content in configured content sources as long as the foregoing is the only use of the program on all the processors installed in a given server.

**1,000,000 Queries Per Day**: is defined as one million queries to the MDEX engine, including but not limited to: text searches; changes to facet (refinement); page up/down through results (any text box query, change in facet selection, change in results viewed), from midnight to the next midnight (e.g., a day).

**$M in Revenue:** is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year.

**$M Revenue Under Management:** is defined as one million U.S. Dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by you during a fiscal year for the product lines for which the programs are used.

**Record:** The Customer Hub B2B is a bundle that includes two components, Siebel Universal Customer Master B2B and Oracle Customer Data Hub. For the purposes of the Customer Hub B2B application, record is defined as the total number of unique customer database records stored in the Customer Hub B2B application (i.e., stored in a component of Customer Hub B2B). A customer database record is a unique business entity or company record, which is stored as an account for the Siebel Universal Customer Master B2B product or as an organization for the Oracle Customer Data Hub product.

The Customer Hub B2C is a bundle that includes two components, Siebel Universal Customer Master B2C and Oracle Customer Data Hub. For the purposes of the Customer Hub B2C application, record is defined as the total number of unique customer database records stored in the Customer Hub B2C application (i.e., stored in a component of Customer Hub B2C). A customer database record is a unique consumer (i.e., physical person) record, which is stored as a contact for the Siebel Universal Customer Master product or as a person for the Oracle Customer Data Hub product.

The Product Hub is a bundle that includes two components, Siebel Universal Product Master and Oracle Product Information Management Data Hub. For the purposes of the Product Hub application, record is defined as the total number of unique product database records stored in the Product Hub application (i.e., stored in a component of Product Hub). A product database record is a unique product component or SKU stored in the MTL_SYSTEM_ITEMS table with an active or inactive status and does not include any instance items (i.e. *-star items) or organization assignments of the same item.

For the purposes of the Case Hub program a record is defined as the total number of unique case database records stored in the Case Hub program. A case database record is a unique request or issue requiring investigation or service stored in S_CASE table with an active or inactive status.

For the purposes of the Site Hub program a record is defined as the total number of unique site database records stored in the RRS_SITES_B table of the Site Hub program. A site database record is a unique site (e.g., an asset, a building, part of a building (such as a store or a franchise within a store, an ATM, etc.)) stored in the Site Hub program.

For the programs listed above, please see the application licensing prerequisites as specified in the Applications Licensing Table which may be accessed at http://oracle.com/contracts for the grant and restrictions of the underlying Oracle technology.

For the purposes of the Hyperion Data Relationship Management program, a record is defined as the unique occurrence of any business object or master data construct that you choose to manage within the program. Records may describe any number of enterprise information assets, commonly referred to as base members, including but not limited to cost centers, ledger accounts, legal entities, organizations, products, vendors, assets, locations, regions or employees. Additionally, a record may also be a summary object, commonly referred to as a rollup member, that either summarizes base members or describes hierarchical information associated with underlying base members. Records represent unique occurrences and they do not include any duplicates or shared references that may be essential for master data management purposes.

For the purposes of the Supplier Lifecycle Management and Supplier Hub programs, a record is defined as a unique business entity or company record stored as Supplier in the AP_SUPPLIERS table of the Supplier Lifecycle Management and Supplier Hub programs.

For the purposes of the Life Sciences Customer Hub program, a record is defined as the number of unique customer database records stored in such program. A customer database record is a unique physician (i.e., physical person) record which is stored as a contact for the Oracle Life Sciences Customer Hub program.

**1000 Records:** is defined as 1000 cleansed records (i.e., rows) that are output from a production data flow of the Data Quality for Data Integrator program.

**Registered User:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. Registered Users shall be business partners and/or customers and shall not be your employees.

**500,000 Requests Per Day**: is defined as five hundred thousand requests from midnight to the next midnight (e.g., a day).

For the purposes of the following program: ATG Web Commerce, requests for the full ATG pipeline at the ATG DynamoHandler in the Servlet Pipeline made by web browsers or via web service calls, including, but not limited to: JSP page requests; Ajax requests; REST service requests; SOAP service requests; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: Endeca Experience Manager, requests at the Assembler and Presentation API, including but not limited to: any page request for Experience Manager; any single submitted query for the Search Engine (text box queries, selection or changes in facet selection); page requests by an application (e.g., ATG Web Commerce); direct requests from web browsers; web service calls by native mobile applications, rich front end applications or other integrated external systems must be counted for the purpose of determining the number of licenses required.

For the purposes of the following program: WebCenter Sites for Oracle ATG Web Commerce, requests to the WebCenter Sites or Webcenter Sites Satellite Server programs for page or page fragments, JSP page requests, REST service requests, SOAP service requests or web service calls by browsers or external application must be counted for the purpose of determining the number of licenses required.

**Retail Register:** is defined as any device designed to record any part of a sales transaction.

**RosettaNet Partner Interface Processes® (PIPs®):** are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

**Rule Set:** is defined as a data rules file containing content for a given country in order to perform data quality functions optimized for that country.

**Server:** is defined as the computer on which the programs are installed. A Server license allows you to use the licensed program on a single specified computer.

**Service Order Line:** is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from Oracle.

**1,000 Sites**: is defined as one thousand unique sites added to Multi-Site Quotes created during a 12 month period. Sites added to Multi-Site Quotes are listed as records in the Site Characteristics View and the Billing Group View of a Multi-Site Quote. A Site record is uniquely defined by its Service Account and Service Point fields. A single Site (as defined by its Service Account and Service Point fields Site) that is added to multiple Multi-Site Quotes created during a 12-month period shall be only counted once.

**Socket:** is defined as a slot that houses a chip (or a multi-chip module) that contains a collection of one or more cores. Regardless of the number of cores, each chip (or multi-chip module) shall count as a single socket. All occupied sockets on which the program is installed and/or running must be licensed.

**Oracle Solaris Premier Subscription for Non-Oracle Hardware per socket:** is defined as the right to use the Oracle Solaris programs (as defined below) on hardware not manufactured by or for Sun/Oracle, and to receive Oracle Premier Support for Operating Systems services (limited to the Oracle Solaris programs), for the term specified in the ordering document. "Oracle Solaris programs" refers to the Oracle Solaris operating system and the separately licensed third party technology (as defined below). The Oracle Solaris programs may contain third party technology. Oracle may provide certain notices to you in program documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to you either under the terms of the agreement, or if specified in the program documentation, "readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement. The Oracle Solaris programs may include or be distributed with certain separately licensed components that are part of Java SE ("Java SE"). Java SE and all components associated with it are licensed to you under the terms of the Oracle Binary Code License Agreement for the Java SE Platform Products, and not under the agreement. A copy of the Oracle Binary Code License Agreement for the Java SE Platform Products can be found at www.oracle.com/contracts.
This subscription is available only for a server that is certified by Oracle and listed on the Hardware Compatibility List (HCL) at http://www.sun.com/bigadmin/hcl. You must obtain a subscription license for each socket in the server. The subscription term is effective upon the effective date of the subscription ordering document, unless otherwise stated in your ordering document. If your order was placed through the Oracle Store, then the effective date is the date your order was accepted by Oracle. Oracle Premier Support for Operating System services are provided under the applicable technical support policies in effect at the time the services are provided. At the end of the specified term, you may renew your subscription, if available, at the then current fees for this subscription.

If your order specifies **"1 – 4 socket server"** then you may only use the subscription on a server with not more than 4 sockets. If your order specifies **"5+ socket server"** then you may use the subscription for servers with any number of sockets.

**Subscriber:** is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter. The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. $1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

**Suite:** is defined as all the functional software components described in the product documentation.

**Sun Ray Device**: is defined as the Sun Ray computer on which the program is running.

**Tape Drive:** is defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan. For cloud based backups, Oracle counts each parallel stream or Recovery Manager (RMAN) channel as equivalent to a tape drive.

**Technical Reference Manuals**
Technical Reference Manuals ("TRMs") are Oracle's confidential information. You shall use the TRMs solely for your internal data processing operations for purposes of: (a) implementing applications programs, (b) interfacing other software and hardware systems to the applications programs and (c) building extensions to applications programs. You shall not disclose, use or permit the disclosure or use by others of the TRMs for any other purpose. You shall not use the TRMs to create software that performs the same or similar functions as any of Oracle products. You agree: (a) to exercise either at least the same degree of care to safeguard the confidentiality of the TRMs as you exercise to safeguard the confidentiality of your own most important confidential information or a reasonable degree of care, whichever is greater; (b) to maintain agreements with your employees and agents that protect the confidentiality and proprietary rights of the confidential information of third parties such as Oracle and instruct your employees and agents of these requirements for the TRMs; (c) restrict disclosure of the TRMs to those of your employees and agents who have a "need to know" consistent with the purposes for which such TRMs were disclosed; (d) maintain the TRMs at all times on your premises; and (e) not to remove or destroy any proprietary or confidential legends or markings placed upon the TRMs. Oracle shall retain all title, copyright and other proprietary rights in the TRMs. TRMs are provided to you "as-is" without any warranty of any kind. Upon termination, you shall cease using, and shall return or destroy, all copies of the applicable TRMs.

**Telephone Number:** is defined as each unique telephone number for which the billing information is managed or displayed using the program, regardless of the number of individual account holders associated with such telephone numbers.

**Terabyte**: is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

**$B in Total Assets:** is defined as one billion U.S. dollars of your latest published or internally available "Total Asset Value" as disclosed in your annual report and/or regulatory filings.

**Trainee:** is defined as an employee, contractor, student or other person who is being recorded by the program.

**Transaction:** is defined as each set of interactions that is initiated by an application user recorded by Oracle Enterprise Manager to capture availability and performance metrics used in calculating service levels. For example, the following set of interactions would represent one transaction: login, search customer, log out.

**1K Transactions:** is defined as one thousand unique transactions processed through the program during a 12 month period. You may not exceed the licensed number of transactions during a 12 month period unless you acquire additional transaction licenses from Oracle. For Oracle Contact Center Anywhere, a unique transaction is defined as one of the following: inbound phone call, outbound phone call (direct dialed, preview dialed, predictive dialed, web call back), workgroup fax, workgroup email/voice mail, and chat session (inbound sessions / web collaboration with agents). For JD Edwards World Purchase Card Management, a unique transaction is defined as a single charge processed by the program.

**UPK Developer:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

**UPK Module:** is defined as the functional software component described in the product documentation

**Wireless handset:** is defined as a mobile communications device such as a mobile telephone, PDA, or paging device, that has as primary functions wireless voice communications and data services provided through a service provider.

**Workstation:** is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

**Term Designation**
If your program license does not specify a term, the program license is perpetual and shall continue unless terminated as otherwise provided in the agreement.

**1, 2, 3, 4, 5 Year Terms:** A program license specifying a 1, 2, 3, 4 or 5 Year Term shall commence on the effective date of the order and shall continue for the specified period. At the end of the specified period the program license shall terminate.

**1 Year Subscription:** A program license specifying a 1 Year Subscription shall commence on the effective date of the order and shall continue for a period of 1 year. At the end of the 1 year the program license shall terminate.

**Licensing Rules for Oracle Technology Programs and Oracle Business Intelligence Applications**

**Failover:** Subject to the conditions that follow below, your license for the programs listed on the US Oracle Technology Price List, which may be accessed at http://www.oracle.com/corporate/pricing/pricelists.html, includes the right to run the licensed program(s) on an unlicensed spare computer in a failover environment for up to a total of ten separate days in any given calendar year (for example, if a failover node is down for two hours on Tuesday and three hours on Friday, it counts as two days). The above right only applies when a number of machines are arranged in a cluster and share one disk array. When the primary node fails, the failover node acts as the primary node. Once the primary node is repaired, you must switch back to the primary node. Once the failover period has exceeded ten days, the failover node must be licensed. In addition, only one failover node per clustered environment is at no charge for up to ten separate days even if multiple nodes are configured as failover. Downtime for maintenance purposes counts towards the ten separate days limitation. When licensing options on a failover environment, the options must match the number of licenses of the associated database. Additionally, when licensing by Named User Plus, the user minimums are waived on one failover node only. Any use beyond the right granted in this section must be licensed separately. In a failover environment, the same license metric must be used for the production and failover nodes when licensing a given clustered configuration.

**Testing:** For the purpose of testing physical copies of backups, your license for the Oracle Database (Enterprise Edition, Standard Edition or Standard Edition One) includes the right to run the database on an unlicensed computer for up to four times, not exceeding 2 days per testing, in any given calendar year. The aforementioned right does not cover any other data recovery method - such as remote mirroring - where the Oracle program binary files are copied or synchronized.

**You are responsible for ensuring that the following restrictions are not violated:**

- Oracle Database Standard Edition can only be licensed on servers that have a maximum capacity of 4 sockets. Oracle Database Standard Edition, when used with Oracle Real Application Clusters, may only be licensed on a single cluster of servers supporting up to a maximum capacity of 4 sockets.
- Oracle Standard Edition One, Internet Application Server Standard Edition One and Portal Standard Edition One can only be licensed on servers that have a maximum capacity of 2 sockets.
- WebLogic Server Standard Edition does not include WebLogic Server Clustering.
- Business Intelligence Standard Edition One can only be licensed on servers that have the ability to run a maximum of 2 sockets. The data sources for BI Server and BI Publisher are limited to the included Oracle Standard Edition One, one other database, and any number of flat file sources such as CSV, and XLS. You may use Oracle Warehouse Builder Core ETL to pull data from any number of data sources but you must use only the included Oracle Standard Edition One as the target database.
- Informatica PowerCenter and PowerConnect Adapters may not be used on a standalone basis or as a standalone ETL tool. The Informatica PowerCenter and PowerConnect Adapters may be used with any data source provided the target(s) are: (i) the Oracle Business Intelligence applications programs (excluding Hyperion Enterprise Performance Management Applications), (ii) the underlying platforms on which the Oracle Business Intelligence Suite Enterprise Edition Plus program, Oracle Business Intelligence Standard Edition One or associated components of those Business Intelligence applications programs run, or (iii) a staging database for any of the foregoing. Informatica PowerCenter and PowerConnect Adapters may also be used where the Oracle Business Intelligence applications programs (excluding Hyperion Enterprise Performance Management Applications) are the source and non-Oracle Business Intelligence application programs are the target, provided, that users do not use Informatica PowerCenter and PowerConnect Adapters to transform the data.
- With respect to the Java SE Advanced and Java SE Suite programs, you may not create, modify, or change the behavior of, or authorize your users to create, modify, or change the behavior of, classes, interfaces, or subpackages that are in any way identified as "java", "javax" "sun" or "oracle" or any variation of the aforementioned naming conventions. The installation and auto-update processes for these programs transmit a limited amount of data to Oracle (or its service provider) about those specific processes to help Oracle understand and optimize them. Oracle does not associate the data with personally identifiable information. You can find more information about the data Oracle collects at http://oracle.com/contracts. Additional copyright notices and license terms applicable to portions of the programs are set forth at http://oracle.com/contracts.
- Programs that contain "for Oracle Applications" in the program name are limited use programs. These limited use programs may only be used with "eligible" Oracle application programs that contain the following prefixes in the program name: Oracle Fusion, Oracle Communications*, Oracle Documaker, Oracle Endeca*, Oracle Knowledge, Oracle Media, Oracle Retail*, Oracle Enterprise Taxation*, Oracle Tax, Oracle Utilities*, Oracle Financial Services*, Oracle FLEXCUBE, Oracle Reveleus, Oracle Mantas, Oracle Healthcare*, Oracle Health Sciences, Oracle Argus, Oracle Legal, Oracle Insurance and Oracle Primavera. For those prefixes designated above with a "*" not all programs with that prefix are eligible for use with the "for Oracle Applications" limited use programs. For a list of excluded programs please review the Applications Licensing

Table, which may be accessed at http://oracle.com/contracts. Notwithstanding anything above, Oracle Business Intelligence Suite Enterprise Edition Plus for Oracle Applications may only be used with "eligible" Oracle application programs that contain "Oracle Fusion Human Capital Management" as a prefix in the program name provided that the Oracle Fusion Human Capital Management programs are the only programs configured to run against the database instance Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the Oracle Product Information Management Analytics, Fusion Edition, Oracle Customer Data Management Analytics, Fusion Edition and Oracle Product Lifecycle Analytics programs. Oracle Business Intelligence Foundation Suite for Oracle Applications may also be used with the following programs provided that the Oracle Fusion Applications are the only data source: Oracle Sales Analytics, Fusion Edition; Oracle Partner Analytics, Fusion Edition; Oracle Supply Chain and Order Management Analytics; Oracle Financial Analytics, Fusion Edition; Oracle Procurement and Spend Analytics, Fusion Edition; Oracle Human Resources Analytics, Fusion Edition and Oracle Project Analytics. Any use of limited use programs containing "for Oracle Applications" by other Oracle applications or third party applications is not permitted.

- Oracle BPEL Process Manager Option for Oracle Applications may be used only to enable business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and, other Oracle Applications or third party applications are allowed as long as they are enabled/initiated within the eligible Oracle Applications. Business Processes defined in BPEL are allowed as long as at least one of the services invoked from within the Business Process access an eligible Oracle Application either natively (via Web Services) or via an adapter.
- Oracle Business Intelligence Foundation for Oracle Applications may be used only to perform query, reporting and analysis against a transaction database, data warehouse or an Essbase OLAP cube if: (i) the transaction database is an eligible Oracle Applications transaction database itself or an extraction, in whole or in part, of an eligible Oracle Applications transaction database, without transformation (query, reporting and analysis against a transaction database that is not an eligible Oracle Applications transaction database requires a full use license of Oracle Business Intelligence Foundation Suite); or (ii) the data warehouse is a pre-packaged eligible Oracle Applications data warehouse, with any customizations necessary to reflect customizations made in the eligible Oracle Applications, and restricted only to the eligible Oracle Applications sources (query, reporting and analysis against extensions to the data warehouse drawn from source systems not supported by the pre-packaged data warehouses require a full use license of Oracle Business Intelligence Foundation Suite); or (iii) the dimensions of each Essbase OLAP Cube are sourced from eligible Oracle Applications.
- Oracle WebLogic Suite for Oracle Applications may be used only as an embedded runtime for eligible Oracle Applications or to deploy customizations to an eligible Oracle Application. The WebLogic global datasource or one of the WebLogic application datasources must be configured to access the schema of an eligible Oracle Application.
- Data Integrator Enterprise Edition for Oracle Applications may only be used with the Oracle supplied data integration jobs and customization of the supplied jobs is allowed. For the avoidance of doubt, examples of uses that are not permitted include, but are not limited to, the following: adding new jobs that support different applications, new schemas, or previously unsupported application modules.
- Oracle SOA Suite for Oracle Applications may be used only to enable integration, business processes, workflow interactions and approvals within eligible Oracle Applications. Workflow interactions between eligible Oracle Applications and other non-eligible Oracle Applications or third party applications are allowed as long as they are either initiated or terminated within eligible Oracle Applications. Usage of SOA composites (including but not limited to Rules, Mediator, XSLT transforms, BPEL processes, Spring components, Workflow services and OWSM security policies) is allowed as long as at least one of the services invoked from within each composite accesses an eligible Oracle Application either natively (via Web services) or via an adapter and the invocation is part of a flow that is either initiated or terminated within eligible Oracle Applications. Oracle Service Bus (OSB) usage is allowed as long as each service deployed accesses an eligible Oracle Application either natively (via Web services) or via an adapter.
- Oracle WebCenter Portal for Oracle Applications may be used only to surface eligible Oracle Application(s) and custom applications (collectively, "eligible applications"). Surfacing any third-party applications, including other applications from Oracle, requires a license for Oracle WebCenter Portal. Multiple eligible applications may be surfaced in a single portal instance provided that a WebCenter Portal for Oracle Applications license exists for each eligible application surfaced in the portal. WebCenter Portal for Oracle Applications may be used to integrate the various WebCenter services (e.g., wikis, blogs, and discussions) into an application context, as well as to build out custom workflows and notifications between the eligible application and WebCenter Portal components. The content management features of the Oracle WebCenter Portal for Oracle Applications program may be used to store and manage documents created outside of the eligible application provided that such documents are related to the eligible application or to the application context.
- Oracle WebCenter Imaging for Oracle Applications may be used to create and modify imaging searches, to modify pre-packaged imaging application document types, and to create and modify input mappings to imaging applications. Oracle WebCenter Imaging for Oracle Applications may also be used to invoke web service application programming interfaces (API's) from Oracle Application workflows. A license for WebCenter Imaging for Oracle Applications is required to define

new document types for the management of images unrelated to a pre-packaged Oracle Applications integration, to develop custom workflows, and to invoke APIs from custom workflows or custom application integrations.

- Oracle Identity and Access Management Suite Plus for Oracle Applications may be used only to perform associated actions for users of and within the eligible Oracle Applications. The programs may be used to do the following: (1) add, delete, modify, and manage user identities and roles in the eligible Oracle Applications; (2) provide web access management and single sign-on into eligible Oracle Applications; (3) provide data storage or virtualization to data storage of user identities and user identity related information or authentication and authorization policies for eligible Oracle Applications; (4) provide federated single sign-on to eligible Oracle Applications
- Oracle Coherence Enterprise Edition for Oracle Applications may only be used within the same Java Virtual Machine as the eligible Oracle Application components.
- Oracle GoldenGate for Oracle Applications may only be used with the Oracle supplied integration jobs. Customization of the Oracle supplied integration jobs is allowed if necessitated by (i) customizations of the source application or of the target application or (ii) for performance tuning of the GoldenGate configuration. Oracle GoldenGate for Oracle Applications may not be used (i) for data replication to non-Oracle databases or (ii) by other Oracle applications or (iii) by third party applications for any type of data integration or replication purposes. For the avoidance of doubt, examples of other uses that are not permitted include, but are not limited to, the following: replicating data to non-Oracle databases (including MySQL), adding new source or target schemas, adding unsupported application modules to source or target schemas, supporting other replication topologies (e.g., active-active or multi-master) or adding anything not supplied by Oracle.
- Hyperion Data Integration Management, Hyperion Data Integration Management Team Based Development, and the Hyperion Data Integration Management Adapters for SAP BW, SAP R3, PeopleSoft and Siebel are licensed by Computer. Each Computer license is limited to support the use of up to 8 CPUs and each Computer license must be licensed in increments of 8 CPUs. Each core is recognized as a CPU. For computers that have more than 8 CPUs, additional Computer licenses must be purchased based upon the amount of CPUs that you are using. For example, if you are using Hyperion Data Integration Management on 12 CPUs, you need to purchase 2 Computer licenses; if you are using Hyperion Data Integration Management on 17 CPUs, you need to purchase 3 Computer licenses. These programs may be used solely in connection with moving data into and out of a Hyperion Data Store(s) (data/metadata repository(ies) delivered with the Hyperion programs.) These programs may not be used to extract data from a non-Hyperion Data Store(s) to load a custom data warehouse (a data warehouse not built solely from data from a Hyperion Data Store(s). The Hyperion Data Integration Management Computer license allows for such program to 1) connect to the following relational databases only: Oracle, Sybase, IBM DB2, MS SQL Server and 2) source from and write to an unlimited number of flat file/XML files. Hyperion Data Integration Management Adapters for SAP BW, SAP R3, PeopleSoft and Siebel must be licensed separately to allow Hyperion Data Integration Management to connect to these additional sources.
- The number of Hyperion program option licenses must match the number of licenses of the associated Hyperion program.
- The license for the Hyperion Planning Plus program includes a limited use license for the Hyperion Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis programs. Such limited use license means that the Hyperion Essbase Plus, Hyperion Financial Reporting and Hyperion Web Analysis programs may only be used to access data from the Hyperion Planning Plus program. The Oracle Data Integrator – Target Database program may be used to load data from any data source provided that the target database is the Hyperion Planning Plus program. Specifically, the Hyperion Essbase Plus program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Planning Plus program and the Aggregate Storage option component of the Hyperion Essbase Plus program may not be used.
- The license for the Hyperion Profitability and Cost Management program includes a limited use license for the Hyperion Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator - Target Database programs. Such limited use license means that the Hyperion Essbase Plus, Hyperion Financial Reporting, Hyperion Web Analysis and Oracle Data Integrator - Target Database programs may only be used to access data from the Hyperion Profitability and Cost Management program. Specifically, the Hyperion Essbase Plus program cannot be used to create Essbase cubes that do not contain data used by the Hyperion Profitability and Cost Management program and the Aggregate Storage option component of the Hyperion Essbase Plus program may not be used.

If you purchase Named User Plus licenses for the programs listed below, you must maintain the following user minimums and user maximums:

| Program | Named User Plus Minimum |
|---|---|
| Oracle Database Enterprise Edition | 25 Named Users Plus per Processor |
| Times Ten In-Memory Database | 25 Named Users Plus per Processor |
| Cloud File System | 25 Named Users Plus per Processor |
| Rdb Enterprise Edition | 25 Named Users Plus per Processor |

| | |
|---|---|
| CODASYL DBMS | 25 Named Users Plus per Processor |
| Data Integrator Enterprise Edition | 25 Named Users Plus per Processor |
| GoldenGate | 25 Named Users Plus per Processor |
| GoldenGate for Non Oracle Database | 25 Named Users Plus per Processor |
| GoldenGate Veridata | 25 Named Users Plus per Processor |
| GoldenGate for Teradata Replication Services | 25 Named Users Plus per Processor |
| Java SE Advanced | 10 Named Users Plus per Processor |
| Java SE Suite | 10 Named Users Plus per Processor |
| WebLogic Server Standard Edition | 10 Named Users Plus per Processor |
| WebLogic Server Enterprise Edition | 10 Named Users Plus per Processor |
| WebLogic Suite | 10 Named Users Plus per Processor |
| Web Tier | 10 Named Users Plus per Processor |
| Coherence Standard Edition | 10 Named Users Plus per Processor |
| Coherence Enterprise Edition | 10 Named Users Plus per Processor |
| Coherence Grid Edition | 10 Named Users Plus per Processor |
| TopLink and Application Development Framework | 10 Named Users Plus per Processor |
| GlassFish Server | 10 Named Users Plus per Processor |
| Internet Application Server Standard Edition | 10 Named Users Plus per Processor* |
| Internet Application Server Enterprise Edition | 10 Named Users Plus per Processor* |
| Enterprise Gateway | 10 Named Users Plus per Processor |
| BPEL Process Manager | 10 Named Users Plus per Processor |
| WebLogic Integration | 10 Named Users Plus per Processor |
| Service Registry | 10 Named Users Plus per Processor |
| Enterprise Repository | 10 Named Users Plus per Processor |
| Forms and Reports | 10 Named Users Plus per Processor |
| Tuxedo | 10 Named Users Plus per Processor |
| SOA Suite for Non Oracle Middleware | 10 Named Users Plus per Processor |
| Unified Business Process Management Suite for Non Oracle Middleware | 10 Named Users Plus per Processor |
| Event-Driven Architecture Suite | 10 Named Users Plus per Processor |
| Business Intelligence Standard Edition | 10 Named Users Plus per Processor |
| B2B for RosettaNet | 10 Named Users Plus per Processor |
| B2B for EDI | 10 Named Users Plus per Processor |
| Healthcare Adapter | 10 Named Users Plus per Processor |
| B2B for ebXML | 10 Named Users Plus per Processor |
| WebCenter Suite Plus | 10 Named Users Plus per Processor |
| WebCenter Portal | 10 Named Users Plus per Processor |
| WebCenter Content | 10 Named Users Plus per Processor |
| WebCenter Sites | 10 Named Users Plus per Processor |
| WebCenter Sites Satellite Server | 10 Named Users Plus per Processor |
| WebCenter Universal Content Management | 10 Named Users Plus per Processor |
| WebCenter Imaging | 10 Named Users Plus per Processor |
| WebCenter Forms Recognition | 10 Named Users Plus per Processor |
| WebCenter Enterprise Capture | 10 Named Users Plus per Processor |
| WebCenter Distributed Capture | 10 Named Users Plus per Processor |
| WebCenter Real-Time Collaboration | 10 Named Users Plus per Processor |
| On Track Communication Standard Edition | 10 Named Users Plus per Processor |
| On Track Communication Enterprise Edition | 10 Named Users Plus per Processor |
| Enterprise Gateway for Access Management | 10 Named Users Plus per Processor |
| Beehive Enterprise Messaging Server | 10 Named Users Plus per Processor |
| Beehive Enterprise Collaboration Server | 10 Named Users Plus per Processor |

*The Named User Plus Minimum does not apply if the program is installed on a one-processor machine that allows for a maximum of one user per program.

| Program | Named User Plus Maximum |
|---|---|
| Personal Edition | 1 Named User Plus per database |
| Business Intelligence Standard Edition One | 50 Named Users Plus |

If licensing by Named User Plus, the number of licenses for the programs listed below in column A must match the number of licenses of the associated program listed in column B. In the case where the minimum number of Named User Plus licenses are/were purchased, the number of licenses may not match due to variance in core factors between the time the respective programs were licensed. If licensing by Processor, the number of licenses for the programs listed below in column A must match the number of licenses of the associated program listed in column B. In the case where the programs are licensed at different times, the number of licenses may not match due to variance in core factors between the time the respective programs were licensed; in that case the number of cores used to determine the number of licensed processors for the programs listed below in column A must match the number of cores used to determine the number of licensed processors of the associated program listed in Column B. Associated programs are those programs being used in conjunction with the program in Column A.

| Column A | Column B |
|---|---|
| **Database Enterprise Edition Options***- Real Application Clusters, Real Application Clusters One Node, Partitioning, OLAP, Data Mining, Spatial, Advanced Security, Label Security, Database Vault, Active Data Guard, Real Application Testing, Advanced Compression, Total Recall, Retail Data Model, Communications Data Model<br><br>**Database Enterprise Management***- Diagnostics Pack, Tuning Pack, Database Lifecycle Management Pack, Cloud Management Pack for Oracle Database | Oracle Database Enterprise Edition, Audit Vault Server |
| **RDB Server Options***- TRACE | Rdb Enterprise Edition, CODASYL DBMS |
| **WebLogic Suite Options****- BPEL Process Manager Option, Service Bus, SOA Suite for Oracle Middleware, Business Process Management Suite | WebLogic Suite |
| **Application Server Enterprise Management****- WebLogic Server Management Pack Enterprise Edition, SOA Management Pack Enterprise Edition, Cloud Management Pack for Oracle Fusion Middleware | Associated application server program being managed by the program in Column A. |
| Management Pack for Oracle Coherence** | Coherence Enterprise Edition, Coherence Grid Edition |
| Management Pack for Oracle GoldenGate* | GoldenGate, GoldenGate for Non Oracle Database, GoldenGate for Mainframe |
| **Business Intelligence Server Enterprise Edition Options-** Interactive Dashboard, Delivers, Answers, Office Plug-in and Reporting and Publishing | Business Intelligence Server Enterprise Edition |
| **Business Intelligence Suite Enterprise Edition Plus Option-** Business Intelligence Management Pack | Business Intelligence Suite Enterprise Edition Plus |
| **Beehive Platform Options-** Beehive Messaging, Beehive Team Collaboration, Beehive Synchronous Collaboration, Beehive Voicemail | Beehive Platform |
| Management Pack for Oracle Data Integrator | Data Integrator Enterprise Edition, Data |

| | |
|---|---|
| | Integrator and Application Adapter for Data Integration, or Oracle Data Integrator Enterprise Edition for Oracle Applications |
| **Hyperion Financial Data Quality Management Options-** Hyperion Financial Data Quality Management Adapter for Financial Management, Hyperion Financial Data Quality Management Adapter Suite, Hyperion Financial Data Quality Management Adapter for SAP | Hyperion Financial Data Quality Management |
| **Hyperion Financial Data Quality Management for Hyperion Enterprise Option-** Hyperion Financial Data Quality Management Adapter Suite | Hyperion Financial Data Quality Management for Hyperion Enterprise |
| **Hyperion Data Integration Management Options-** Hyperion Data Integration Management Source Adapter, Hyperion Data Integration Management Team Based Development | Hyperion Data Integration Management |

*If licensing by Named User Plus you must maintain, at a minimum, 25 Named Users Plus per Processor per associated program.

** If licensing by Named User Plus you must maintain, at a minimum, 10 Named Users Plus per Processor per associated program.

**Licensing Rules for ATG Applications**

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- The Oracle ATG Web Commerce Business Intelligence program and the Oracle ATG Web Commerce Business Intelligence Administrator program may only be used in conjunction with either the Oracle ATG Web Commerce program and/or the Oracle ATG Web Knowledge Manager program. You may, however, expand your data model to include other information provided the additional information supplements information is already included in the Oracle ATG Web Commerce program or in the Oracle ATG Knowledge Manager program.
- The Cognos BI Consumer Bundle is included in the Oracle ATG Web Commerce Business Intelligence program and is comprised of (a) one (1) reporting engine for anonymous viewers consisting of no more than two (2) processors and four (4) total cores, (b) unlimited anonymous report viewer seat licenses, (c) one (1) Named BI Web Administrator seat license and one (1) Named BI Professional Report Author seat license. Any additional seat licenses must be licensed separately by purchase of Oracle ATG Web Commerce BI Administrator seat licenses at an additional cost and are not included in any enterprise-wide or similar license.

**Licensing Rules for JD Edwards Applications**

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- The programs include GNU libgmp library; copyright 1991 Free Software Foundation, Inc. This library is free software that can be modified and redistributed under the terms of the GNU Library General Public License contained in the programs. The programs may also contain other third party products.
- Your license for the program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards program table located at http://oracle.com/contracts for additional information.
- The Foundation program contains the development foundation environment/toolkit. You understand and acknowledge that any software program developed with the functionality of the development foundation environment/toolkit is subject to the terms and conditions of this agreement. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer programs generated by you utilizing the development tools included in the programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE

- The Oracle Technology Foundation for JD Edwards EnterpriseOne and the Oracle Technology Foundation for JD Edwards EnterpriseOne Upgrade programs each include a limited use license for Oracle Database Standard Edition. The database may be used solely in conjunction with any and all licensed JD Edwards EnterpriseOne programs, including third party programs licensed for use with JD Edwards EnterpriseOne programs. The database may be installed on an unlimited number of processors. If you require features and functions beyond those included with the Oracle Database Standard Edition, or if you require use of Oracle Database beyond your JD Edwards EnterpriseOne implementation, you may purchase a non-limited use license by contracting directly with Oracle or one of its authorized distributors.

  The license for each of these programs also includes a limited use license for the following components of Oracle Fusion Middleware: Oracle Application Server Standard Edition or Oracle WebLogic Server Standard Edition (either of these products may be used, but both products cannot be used for the same function); Oracle JRockit JVM; Oracle Application Server Portal; Oracle WebCenter Services; Oracle BPEL Process Manager; Oracle Business Activity Monitoring; Oracle Application Server Single Sign-On; Oracle Access Manager Basic; Oracle Application Server Web Cache; and Oracle Business Intelligence Publisher. These components may be used solely in conjunction with any and all licensed JD Edwards EnterpriseOne programs, including third party programs licensed for use with JD Edwards EnterpriseOne programs. These components may be installed on an unlimited number of processors. If you require use of these components beyond your JD Edwards EnterpriseOne implementation you may purchase a non-limited use license for any of the Oracle components by contracting directly with Oracle or one of its authorized distributors.

  For the purpose of using Oracle Business Intelligence Publisher, Oracle will include a limited use license of Business Intelligence Publisher for use with JD Edwards EnterpriseOne programs. Any use of Business Intelligence Publisher outside of a JD Edwards EnterpriseOne program, such as with a your own "custom" applications as well as with other Oracle applications (including but not limited to Siebel Applications, PeopleSoft Applications, and/or Oracle Applications) will require a full use license of Business Intelligence Publisher. Business Intelligence Publisher may be installed on an unlimited number of processors.

  The development tools included with these programs may be used solely with the licensed JD Edwards EnterpriseOne programs and may not be used to create new applications. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer programs generated by you utilizing the development tools included in the programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE JD EDWARDS ENTERPRISE ONE PROGRAM WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.
- The Technology Foundation and Technology Foundation Upgrade programs each include the following "IBM Components": IBM DB2 Universal Database, IBM WebSphere Application Server and IBM WebSphere Portal (as contained in Collaborative Portal). IBM Components may be used solely in conjunction with any and all licensed JD Edwards EnterpriseOne programs, including third party programs licensed for use with JD Edwards EnterpriseOne programs. You may obtain a general license for any of the IBM Components by contracting directly with IBM or one of its authorized distributors. The development tools included in this program may be used solely with the licensed JD Edwards EnterpriseOne programs and may not be used to create new applications. You will defend and indemnify Oracle against any claims by third parties for damages (including, without limitation, reasonable legal fees) arising out of any computer programs generated by you utilizing the development tools included in the programs. ORACLE DISCLAIMS ANY WARRANTY THAT THE DEVELOPMENT TOOLS INCLUDED IN THE PROGRAMS WILL GENERATE COMPUTER PROGRAMS WITH THE CHARACTERISTICS OR SPECIFICATIONS DESIRED BY YOU OR THAT SUCH GENERATED COMPUTER PROGRAMS WILL BE ERROR FREE.

**Licensing Rules for Oracle E-Business Suite Applications**

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- The option Activity Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.
- The option Field Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.
- The option Marketing Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.
- The option Sales Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program.

- The option Service Hub B2B is only available with the Siebel Customer Universal Master component of the Customer Hub B2B program
- The option Activity Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Field Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Marketing Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Privacy Management Policy Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Sales Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.
- The option Service Hub B2C is only available with the Siebel Customer Universal Master component of the Customer Hub B2C program.

**Licensing Rules for PeopleSoft Applications**

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- Your license for the program(s) may include additional license rights. Please review the additional license rights listed on the PeopleSoft / JD Edwards program table located at http://oracle.com/contracts for additional information.
- The programs listed below include a license to use Business Analysis Modeler – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft programs you have licensed. Oracle will deliver this program to you per the delivery terms in your order.

  Integrated FieldService, Marketing, Mobile Sales, Online Marketing, Order Capture, Order Capture Self Service, Sales, Support for Customer Self Service
- Your use of the Campus Self Service program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.
- PeopleTools - Enterprise Development shall be used solely to develop applications for your internal data processing operations. In no event shall you market or distribute such applications. Notwithstanding anything to the contrary, you shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this program for the purpose of developing applications.
- Each PeopleTools - Enterprise Development Starter Kit program shall be used solely by 5 application users to develop applications containing no more than a total of 20 components (as defined in the program documentation) for your internal data processing operations. In no event shall you market or distribute such applications. Notwithstanding anything to the contrary, you shall not have the right to use the functionality currently referred to as Verity search engine provided as part of this program for the purpose of developing applications.
- You may use PeopleTools – Restricted Development to develop interfaces and modifications, including creation of new application data tables, only to the PeopleSoft Enterprise programs you have licensed. Oracle will deliver this program to you per the delivery terms in your order
- The Process Modeler Client program may only be used with PeopleSoft Enterprise or JD Edwards EnterpriseOne programs you have licensed from Oracle. You shall not use this program with any other software.
- The license for the Student Administration program includes a limited use license for the Human Resources, Benefits Administration and the Payroll for North America programs. Such limited use license means that the Human Resources, Benefits Administration and the Payroll for North America Software modules shall only be used in order to access the features and functions of the Student Administration program. Your use of the Student Administration program is subject to the additional terms and conditions set forth in the INAS Software Supplement located at http://oracle.com/contracts.

**Licensing Rules for Primavera Applications**

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- For the purposes of the following Primavera programs: Earned Value Management, Evolve, SureTrak, Contractor and P3 Project Planner, you acknowledge that you have both read and understand the limited Software Update License & Support services that are available for these programs, as described in Oracle's Technical Support Policies.
- For purposes of the Primavera SureTrak and Primavera P3 Project Planner programs, you acknowledge that the agreement delivered to you with these programs, and not the end user license agreement contained in the product installation, governs the end user's use of these programs

- For the purposes of the following programs: Primavera P6 Enterprise Project Portfolio Management and Primavera P6 Enterprise Project Portfolio Management Web Services, developers and/or users (i) who are not already licensed for the Primavera P6 Enterprise Project Portfolio Management program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera P6 Enterprise Project Portfolio Management Web Services program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.
- For the purposes of the following programs: Primavera Contract Management Web Services and Primavera Contract Management, developers and/or users (i) who are not already licensed for the Primavera Contract Management program and (ii) who access (including through Access Points) applications, must be licensed for the Primavera Contract Management Web Services program. "Access Points" includes, but is not limited to, third party, Oracle or custom versions of the following: interfaces, API's, web services and database links.

**Licensing Rules for Siebel Applications**

- You are responsible for ensuring compliance with the application licensing prerequisites as specified in the Applications Licensing Table, which may be accessed at http://oracle.com/contracts.
- For the Siebel Branch Teller Services program, Siebel Internet Banking Services program, Siebel Retail Finance Foundation Services program and the Siebel Financial Transactions Workbench program, you may use third party tools to (a) create materials or (b) modify the materials identified as Sample Screen Code and Process Templates in the program documentation, all in accordance with the program documentation, and provided that such materials or modified materials shall be used solely with your licensed use of such programs. You shall not limit in any way Oracle's right to develop, use, license, create derivative works of, or otherwise freely exploit the programs, ancillary programs, program documentation, or any other materials provided by Oracle, or to permit third parties to do so.
- The Siebel Details Program includes a license for 20 Concurrent Users that authorizes you to use the program on only one Computer for a maximum of 20 Concurrent Users at any given time.
- The Siebel Marketing Server program is licensed on a Computer basis together with the number of unique Customer Records that you may access using the program.
- The Siebel Pharma Marketing Server is licensed on the basis of the number of unique Customer Records that you may access using the program together with the number of Brands that you may manage using the program.
- The Siebel Pricing Claims Server-Up to 20 Application Users is licensed on a Computer basis with a limitation on the number of Application Users.
- The users or processors of the Siebel Web Channel program may access a maximum of 15 Objects. An "Object" is defined as each data entity within the Business Object Layer of the programs that is defined in the Siebel Tools program.
- The Siebel Data Quality License may only be used with Oracle Master Data Management or Oracle CRM deployments.

**Licensing Rules for Programs Licensed per UPK Module**

- Oracle grants to you a non-exclusive, nontransferable license for your UPK Developer(s) to: (i) use those User Productivity Kit ("UPK") programs licensed as UPK modules (collectively referred to as "UPK content") only as necessary to create and provide training solely for Employee and/or Application Users to use the underlying programs for your benefit; (ii) make an unlimited number of copies of the UPK content only as necessary to create and provide training solely to Employees and/or Application Users to use the underlying programs for your benefit; and (iii) develop modifications and customizations to the UPK content, if applicable, all subject to the terms and conditions set forth in this agreement, provided all copyright notices are reproduced as provided on the original. You represent and warrant that you have a valid license for the underlying program(s). You are prohibited from reselling or distributing the UPK content to any other party or using the UPK content other than as explicitly permitted in this agreement. Oracle represents that the UPK content and any content created by you using the UPK content contains valuable proprietary information. Oracle retains title to all portions of the UPK content and any copies thereof. You shall use UPK content modifications created by you solely for your internal use in accordance with the terms of this agreement. You may provide access to and use of the UPK content only to those third parties that are licensed as Application Users and that: (a) provide services to you concerning your use of the UPK content; (b) have a need to use and access the UPK content; and (c) have agreed to substantially similar non-disclosure obligations imposed by you as those contained in this agreement. Application and Employee User(s) of UPK programs may view and interact with simulations and documentation but may not create or modify simulations or documentation.

**Licensing Rules for MySQL Programs**

- The MySQL programs may contain third party technology. Oracle may provide certain notices to you in program documentation, "readme" files or the installation details in connection with such third party technology. Third party technology will be licensed to you either under the terms of the agreement, or if specified in the program documentation,

"readme" files, or the installation details, under separate license terms ("separate terms") and not under the terms of the agreement ("separately licensed third party technology"). Your rights to use such separately licensed third party technology under the separate terms are not restricted in any way by the agreement.

| Technical | Only Adobe? | Adobe can't provide? | Comments |
|---|---|---|---|
| Solution will be Compatible with Microsoft Windows XP, 7, & 8. | | | |
| Solution will be compatible with Microsoft Office 2010 & 2013. | | | |
| | | | |
| | | | |
| **Creation & Conversion** | | | |
| Solution will create .PDF files that are compatible with ISO 3200 standards. | | | |
| PDF/A | | | |
| PDF/E | | | |
| PDF/X | | | |
| PDF/UA? WCAG 2.0? | | | |
| Solution will create .PDF file from multiple files | | | |
| Solution will create .PDF file from mutliple file types | | | |
| Solution will create .PDF files from Microsoft Office files. | | | |
| Solution will create searchable-text .PDF files from converted files. | | | core function. |
| Solution will create searchable-text .PDF files from scanned hardcopies. | | | core function. |
| Solution will create . PDF files from industry-wide open file formats, including: RFT, HTML, TXT, & image formats. | | | core function. |
| Attached PDF to note? | | | |
| Solution will convert multiple files to multiple .PDF's. | | | Additional: split PDF top many? |
| Convert .PDF files to fully editable Microsoft Office files. | | | |
| | | | |
| | | | |
| **PDF Viewing** | | | |
| Solution will provide no-cost PDF viewer. | | | |
| Solution will allow end-user to view .PDF files | | | |
| Solution will allow end-user to search .PDF files | | | |
| Find All | | | |
| Solution will allow end-user to print .PDF to hardcopy | | | |
| Solution will allow end-user to view all types of .PDF files, including: PDF/A, PDF/E, PDF/X. | | | |
| Solution will allow end-user to validate digital signature within the .PDF file. | | | Differentiate between digital & electronic. |
| Solution will allow end-user to compare multiple .PDF documents. | | | |
| ADA: Read out loud?? | | | Dragon does this? |
| PDF Linearization?? | | | |
| Loupe?? | | | |
| Screenshot?? | | | We have tools already. |
| Pan & zoom?? | | | nice to have. |

## State of Michigan Pricelist 12/2/2014

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| Item | Item Description | Named Product | Sum of List Price | Sum of SLG DISC | Sum of STATE PRICE | Sum of EDU DISC | Sum of EDU PRICE |
|---|---|---|---|---|---|---|---|
| 7105649 | Spare: power cord, North America and Asia, 2.5 meters, NEMA 5-15P plug, C19 connector, 15 A, 250 VAC | Spare parts | $48.00 | 29% | $34.08 | 29% | $34.08 |
| 7105650 | Spare: power cord, global jumper, straight plug-connector 1.8 meter, C14 plug, C19 connector, 15 A | Spare parts | $42.00 | 29% | $29.82 | 29% | $29.82 |
| 7105651 | Spare: power cord, global jumper, straight plug-connector 2.4 meters, C20 plug, C19 connector, 20 A | Spare parts | $72.00 | 29% | $51.12 | 29% | $51.12 |
| 7105652 | Spare: power cord, UK, 2.5 meters, C19 connector, 13 A, 250 VAC | Spare parts | $72.00 | 29% | $51.12 | 29% | $51.12 |
| 7105653 | Spare: power cord, Europe, 2.5 meters, C19 connector, 15 A, 250 VAC | Spare parts | $60.00 | 29% | $42.60 | 29% | $42.60 |
| 7105654 | Spare: power cord, India, 2.5 meters, C19 connector, 16 A, 250 VAC | Spare parts | $78.00 | 29% | $55.38 | 29% | $55.38 |
| 7105658 | Spare: QSFP to CX-4 InfiniBand copper cable: 3 meters | Spare parts | $1,272.00 | 29% | $903.12 | 29% | $903.12 |
| 7105659 | Spare: QSFP to CX-4 InfiniBand copper cable: 5 meters | Spare parts | $1,320.00 | 29% | $937.20 | 29% | $937.20 |
| 7105660 | Oracle Fabric Interconnect F1-4 | Spare parts | $6,018.00 | 29% | $4,272.78 | 29% | $4,272.78 |
| 7105661 | Spare: XFP transceiver, 10 GbE | Spare parts | $1,254.00 | 29% | $890.34 | 29% | $890.34 |
| 7105662 | Spare: Dual Port 4 Gb Fibre Channel Module, for Oracle Fabric Interconnect hardware only | Spare parts | $16,524.00 | 29% | $11,732.04 | 29% | $11,732.04 |
| 7105663 | Oracle Fabric Interconnect F1-15 | Spare parts | $8,025.00 | 29% | $5,699.88 | 29% | $5,699.88 |
| 7105664 | Spare: QSFP to CX-4 InfiniBand copper cable: 1 meter | Spare parts | $1,224.00 | 29% | $869.04 | 29% | $869.04 |
| 7104569 | Spare: StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL8500 and StorageTek SL3000 | Spare parts | $10,500.00 | 29% | $7,455.00 | 29% | $7,455.00 |
| 7105311 | Spare: StorageTek LTO tape drive: 1 HP LTO6 6 Gb SAS for StorageTek SL150 | Spare parts | $8,388.00 | 29% | $5,955.48 | 29% | $5,955.48 |
| 7105310 | Spare: StorageTek LTO tape drive: 1 HP LTO6 8 Gb FC for StorageTek SL150 | Spare parts | $9,336.00 | 29% | $6,628.56 | 29% | $6,628.56 |
| 7105625 | Spare: StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb FC for StorageTek SL150 for OEM | Spare parts | $9,240.00 | 29% | $6,560.40 | 29% | $6,560.40 |
| 7105626 | Spare: StorageTek LTO tape drive: 1 HP LTO6 half-height 6 Gb SAS for StorageTek SL150 for OEM | Spare parts | $9,240.00 | 29% | $6,560.40 | 29% | $6,560.40 |
| 7105775 | Spare: SFP assembly | Spare parts | $1,200.00 | 29% | $852.00 | 29% | $852.00 |
| 7105634 | Spare: cable kit with two 7-foot CAT6 ethernet cables | Spare parts | $78.00 | 29% | $55.38 | 29% | $55.38 |
| 7105627 | Spare: battery assembly with carrier | Spare parts | $372.00 | 29% | $264.12 | 29% | $264.12 |
| 7103910 | Oracle Storage Drive Enclosure DE2-24P: base chassis (for factory installation) | Storage Hard Disk Drives | $4,071.00 | 14% | $3,501.06 | 20% | $3,256.80 |
| 7103911 | One 300 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation) | Storage Hard Disk Drives | $345.00 | 14% | $296.70 | 20% | $276.00 |
| 7103912 | One 900 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation) | Storage Hard Disk Drives | $840.00 | 14% | $722.40 | 20% | $672.00 |
| 7103914 | Oracle Storage Drive Enclosure DE2-24C: base chassis (for factory installation) | Storage Hard Disk Drives | $4,896.00 | 14% | $4,210.56 | 20% | $3,916.80 |
| 7103917 | Filler panel (for factory installation) | Storage Hard Disk Drives | $9.00 | 14% | $7.74 | 20% | $7.20 |
| 7103918 | Filler panel (for factory installation) | Storage Hard Disk Drives | $15.00 | 14% | $12.90 | 20% | $12.00 |
| 7104988 | Additional 300 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation) | Storage Hard Disk Drives | $414.00 | 14% | $356.04 | 20% | $331.20 |
| 7104989 | Additional 900 GB 10000 rpm 2.5 inch SAS-2 HDD with evo bracket (for factory installation) | Storage Hard Disk Drives | $1,008.00 | 14% | $866.88 | 20% | $806.40 |
| 7104993 | Oracle Storage Drive Enclosure: base consolidation box (for factory installation) | Storage Hard Disk Drives | $37.00 | 14% | $31.82 | 20% | $29.60 |
| 7105734 | Oracle Storage Drive Enclosure DE2-24P: base chassis, for after original system installation | Storage Hard Disk Drives | $4,885.00 | 14% | $4,201.10 | 20% | $3,908.00 |