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New Subscription Term: 23-Nov-2022 through 30-Nov-2023

Service Period: 12.29 months					
Cloud Services	Data Center Region	Period	Quantity	Term	Funded Allocation Value
B88206 - Oracle PaaS and IaaS Universal Credits	Customer Selected	Annual	76146	1.0-12.0 mo	76,146.00
			1465	12.01-12.29 mo	1,465.00
Subtotal					77,611.00

Fee Description	Net Fee
Cloud Services Fees	0.00
Net Fees	0.00
Funded Allocation Value	77,611.00
Total Fees	0.00

Rate Card Pricing for IaaS/PaaS Public Cloud Services

B88206 - Oracle PaaS and IaaS Universal Credits

Cloud Service Category Discounts

Cloud Service Category	Discount %
Application Development Cloud Service	0.0
Management Cloud Service	0.0
Security and Identity Management Cloud Service	0.0
Content Management Cloud Service	0.0
Data Integration Cloud Service	0.0
Compute Cloud Service	0.0
Storage Cloud Service	0.0
Network Cloud Service	0.0
Analytics Cloud Service	0.0
Big Data Cloud Service	0.0
Enterprise Integration Cloud Service	0.0
Data Management Cloud Service	0.0
Not Discount Eligible	0.0

Usage Item Description	Metric	List Price	Overage Net Unit Price
Application Development Cloud Service			
B88287 - Oracle Java Cloud Service-Enterprise	OCPU Per Hour	0.3097	0.3097
B88288 - Oracle Java Cloud Service-Standard	OCPU Per Hour	0.3097	0.3097
B88289 - Oracle Java Cloud Service-High Performance	OCPU Per Hour	0.7742	0.7742
B88399 - Oracle Java Cloud Service-Enterprise-BYOL	OCPU Per Hour	0.1935	0.1935
B88400 - Oracle Java Cloud Service-High Performance-BYOL	OCPU Per Hour	0.1935	0.1935
B88844 - Oracle Java Cloud Service-Standard-BYOL	OCPU Per Hour	0.1935	0.1935
B89646 - Oracle Visual Builder	OCPU Per Hour	1.2365	1.2365
B90203 - Oracle Visual Builder Studio-Additional Storage	Gigabyte Storage Capacity Per Month	1.6	1.6
B90260 - Oracle Digital Assistant Cloud Service	Request	0.0232	0.0232
B90304 - Oracle Mobile Hub Cloud Service	Request	0.0028	0.0028
B91346 - Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure	OCPU Per Hour	0.2581	0.2581
B91347 - Oracle WebLogic Suite for Oracle Cloud Infrastructure	OCPU Per Hour	0.7227	0.7227
B92302 - Oracle Cloud Infrastructure-Blockchain Platform Cloud Service-Standard	OCPU Per Hour	0.215	0.215
B92303 - Oracle Cloud Infrastructure-Blockchain Platform Cloud Service-Enterprise	OCPU Per Hour	0.4301	0.4301
B92304 - Oracle Cloud Infrastructure-Blockchain Platform Cloud Service-Storage	Terabyte Storage Capacity Per Month	70.4	70.4
B92305 - Oracle Cloud Infrastructure-Blockchain Platform Cloud Service-Enterprise-BYOL	OCPU Per Hour	0.3226	0.3226

Usage Item Description	Metric	List Price	Overage Net Unit Price
B92913 - Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure Container Engine for Kubernetes	OCPU Per Hour	0.2581	0.2581
B92914 - Oracle WebLogic Server Suite for Oracle Cloud Infrastructure Container Engine for Kubernetes	OCPU Per Hour	0.7227	0.7227
Management Cloud Service			
B89161 - Oracle Management Cloud-Standard Edition	100 Entities Per Hour	0.6721	0.6721
B89162 - Oracle Management Cloud-Enterprise Edition	100 Entities Per Hour	1.3441	1.3441
B89163 - Oracle Management Cloud-Log Analytics Edition	300 Gigabytes Per Hour	0.3226	0.3226
B92809 - Oracle Cloud Infrastructure Logging Analytics-Archival Storage	Logging Analytics Storage Unit Per Hour	0.02	0.02
B92888 - Oracle Cloud Infrastructure Operations Insights for Oracle Autonomous Databases	OCPU Per Hour	0.0	0.0
B92889 - Oracle Cloud Infrastructure Operations Insights for Cloud Databases	OCPU Per Hour	0.015	0.015
B92890 - Oracle Cloud Infrastructure Operations Insights for External Oracle Databases and Host	Host CPU Core Per Hour	0.015	0.015
B92939 - Oracle Cloud Infrastructure Logging Analytics-Active Storage	Logging Analytics Storage Unit Per Hour	0.5	0.5
B92940 - Oracle Cloud Infrastructure Application Performance Monitoring Service-Tracing Data-Free	1,000 Events Per Hour	0.0	0.0
B92941 - Oracle Cloud Infrastructure Application Performance Monitoring Service-Tracing Data	100,000 Events Per Hour	0.65	0.65
B92942 - Oracle Cloud Infrastructure Application Performance Monitoring Service-Synthetic Usage	10 Monitor Runs Per Hour	0.02	0.02
B93082 - Oracle Cloud Infrastructure-Database Management-External DB BYOL	Host CPU Core Per Hour	0.02	0.02
B93083 - Oracle Cloud Infrastructure-Database Management-External DB	Host CPU Core Per Hour	0.04	0.04
B93426 - Oracle Cloud Infrastructure-Database Management-Cloud Databases	OCPU Per Hour	0.04	0.04
B93705 - Oracle Cloud Infrastructure Operations Insights for Warehouse-Extract	Gigabyte Per Month	2.0	2.0
B93706 - Oracle Cloud Infrastructure Operations Insights for Warehouse-Instance	OCPU Per Hour	0.5377	0.5377
Security and Identity Management Cloud Service			
B90328 - Oracle Cloud Infrastructure-Key Management	Virtual Private Vault Per Hour	3.724	3.724
B90555 - Oracle Identity Cloud Service-Enterprise User	User Per Month	3.2	3.2
B90556 - Oracle Identity Cloud Service-Consumer User	User Per Month	0.016	0.016
B90557 - Oracle Identity Cloud Service-Enterprise User-BYOL	User Per Month	0.8	0.8
B90558 - Oracle Identity Cloud Service-Consumer User-BYOL	User Per Month	0.004	0.004

Usage Item Description	Metric	List Price	Overage Net Unit Price
B90936 - Oracle Identity Foundation Cloud Service	Each	0.0	0.0
B92092 - Oracle Cloud Infrastructure-KMS Vault-Key Versions	Key Version per Month 0 - 20	0.0	0.0
	Key Version per Month 20 - 999999999	0.5334	0.5334
B93493 - Oracle Cloud Infrastructure Identity and Access Management-External User	User Per Month	0.016	0.016
B93494 - Oracle Cloud Infrastructure Identity and Access Management-Oracle Apps Premium	User Per Month	0.25	0.25
B93495 - Oracle Cloud Infrastructure Identity and Access Management-Premium	User Per Month	3.2	3.2
B93496 - Oracle Cloud Infrastructure Identity and Access Management-SMS	1 SMS Message Sent 0 - 1000	0.0	0.0
	1 SMS Message Sent 1000 - 999999999999999	0.03	0.03
B93497 - Oracle Cloud Infrastructure Identity and Access Management-Token	Token 0 - 10000	0.0	0.0
	Token 10000 - 999999999999999	0.004	0.004
B93498 - Oracle Cloud Infrastructure Identity and Access Management-Replication	User Per Month	0.004	0.004
B94173 - Oracle Threat Intelligence Service	API Calls.	0.0	0.0
B94277 - Oracle Cloud Infrastructure-Web Application Firewall-Requests	1,000,000 Incoming Requests Per Month 0 - 10	0.0	0.0
	1,000,000 Incoming Requests Per Month 10 - 999999999999999	0.6	0.6
B94579 - Oracle Cloud Infrastructure-Web Application Firewall-Instance	Instance Per Month 0 - 1	0.0	0.0
	Instance Per Month 1 - 999999999999999	5.0	5.0
B95496 - Oracle Access Governance for Oracle Identity Manager	User Per Month 0 - 10000	0.69	0.69
	User Per Month 10000 - 50000	0.63	0.63
	User Per Month 50000 - 999999999999999	0.54	0.54
Content Management Cloud Service			
B88298 - Oracle WebCenter Portal Cloud Service	OCPU Per Hour	0.7742	0.7742
B88405 - Oracle WebCenter Portal Cloud Service-BYOL	OCPU Per Hour	0.1935	0.1935
B89969 - Oracle Content and Experience Cloud Service-Standard	Active User Per Hour	0.15	0.15
B89970 - Oracle Content and Experience Cloud Service-Enterprise	Active User Per Hour	0.45	0.45
B89971 - Oracle Content and Experience Cloud Service-Visitor	Active User Per Hour	0.0101	0.0101
B91210 - Oracle Content Management	5,000 Assets Per Month 0 - 1	106.66	106.66
	5,000 Assets Per Month 1 - 10	480.0	480.0
	5,000 Assets Per Month 10 - 200	240.0	240.0
	5,000 Assets Per Month 200 -	120.0	120.0

Usage Item Description	Metric	List Price	Overage Net Unit Price
	10000		
	5,000 Assets Per Month 10000 - 999999999	14.4	14.4
B91211 - Oracle Content Management-Outbound Data Transfer	Gigabyte Outbound Data Transfer Per Month	0.04	0.04
B92637 - Oracle Content Management-BYOL			
	5000 Assets Per Month 0 - 10	120.0	120.0
	5000 Assets Per Month 10 - 200	60.0	60.0
	5000 Assets Per Month 200 - 10000	30.0	30.0
	5000 Assets Per Month 10000 - 999999999	3.6	3.6
B93411 - Oracle Content Management-Starter Edition			
	5000 Assets Per Month 0 - 1	0.0	0.0
	5000 Assets Per Month 1 - 3	75.0	75.0
	5000 Assets Per Month 3 - 999999999999999	400.0	400.0
B95422 - Oracle Content Management-Video Creation Platform-Video Pack (500 Videos			
	500 GB) Per Month	750.0	750.0
Data Integration Cloud Service			
B88299 - Oracle Data Integrator Cloud Service			
	OCPU Per Hour	0.7742	0.7742
B88310 - Oracle GoldenGate Cloud Service-Enterprise			
	OCPU Per Hour	0.7742	0.7742
B88398 - Oracle GoldenGate Cloud Service-Enterprise-BYOL			
	OCPU Per Hour	0.1935	0.1935
B88406 - Oracle Data Integrator Cloud Service-BYOL			
	OCPU Per Hour	0.1935	0.1935
B92598 - Oracle Cloud Infrastructure-Data Integration-Workspace			
	Workspace Usage per Hour	0.16	0.16
B92599 - Oracle Cloud Infrastructure-Data Integration			
	Gigabyte of Data Processed per Hour	0.04	0.04
B92695 - Oracle Stream Analytics for Oracle Cloud Infrastructure			
	OCPU Per Hour	0.9498	0.9498
B92992 - Oracle Cloud Infrastructure-GoldenGate			
	OCPU Per Hour	1.3441	1.3441
B92993 - Oracle Cloud Infrastructure-GoldenGate-BYOL			
	OCPU Per Hour	0.3226	0.3226
B93306 - Oracle Cloud Infrastructure-Data Integration-Pipeline Operator Execution			
	Execution Hour 0 - 30	0.0	0.0
	Execution Hour 30 - 999999999999999	0.3	0.3
Compute Cloud Service			
B88315 - Oracle Cloud Infrastructure-Compute-Bare Metal Standard-X5			
	OCPU Per Hour	0.0638	0.0638
B88317 - Oracle Cloud Infrastructure-Compute-Virtual Machine Standard-X5			
	OCPU Per Hour	0.0638	0.0638
B88513 - Oracle Cloud Infrastructure-Compute-Bare Metal Standard-X7			
	OCPU Per Hour	0.0638	0.0638
B88514 - Oracle Cloud Infrastructure-Compute-Virtual Machine Standard-X7			
	OCPU Per Hour	0.0638	0.0638
B88515 - Oracle Cloud Infrastructure-Compute-Bare Metal Dense I/O-X7			
	OCPU Per Hour	0.1275	0.1275

Usage Item Description	Metric	List Price	Overage Net Unit Price
B88516 - Oracle Cloud Infrastructure-Compute-Virtual Machine Dense I/O-X7	OCPU Per Hour	0.1275	0.1275
B88517 - Oracle Cloud Infrastructure-Compute-Bare Metal GPU Standard-X7	GPU Per Hour	1.275	1.275
B88518 - Oracle Cloud Infrastructure-Compute-Virtual Machine GPU Standard-X7	GPU Per Hour	1.275	1.275
B89734 - Oracle Cloud Infrastructure-Compute-GPU Standard-V2	GPU Per Hour	2.95	2.95
B90398 - Oracle Cloud Infrastructure-Compute-HPC-X7	OCPU Per Hour	0.075	0.075
B90425 - Oracle Cloud Infrastructure-Compute-Standard-E2	OCPU Per Hour	0.03	0.03
B90617 - Oracle Functions-Execution Time-10,000 Gigabyte Memory	Seconds 0 - 40	0.0	0.0
	Seconds 40 - 999999999	0.1417	0.1417
B90618 - Oracle Functions-Invocations	1,000,000 Function Invocations 0 - 2	0.0	0.0
	1,000,000 Function Invocations 2 - 999999999	0.2	0.2
B91119 - Oracle Cloud Infrastructure-Compute-Bare Metal Standard-B1	OCPU Per Hour	0.0638	0.0638
B91120 - Oracle Cloud Infrastructure-Compute-Virtual Machine Standard-B1	OCPU Per Hour	0.0638	0.0638
B91372 - Oracle Cloud Infrastructure-Compute-Microsoft SQL Enterprise	OCPU Per Hour	1.47	1.47
B91373 - Oracle Cloud Infrastructure-Compute-Microsoft SQL Standard	OCPU Per Hour	0.37	0.37
B91444 - Oracle Cloud Infrastructure-Compute-Virtual Machine Standard-E2 Micro-Free	OCPU Per Hour	0.0	0.0
B92072 - Oracle Cloud Infrastructure-API Gateway-1,000,000 API Calls	1,000,000 API Calls Per Month	3.0	3.0
B92306 - Oracle Cloud Infrastructure-Compute-Standard-E3-OCPU	OCPU Per Hour	0.025	0.025
B92307 - Oracle Cloud Infrastructure-Compute-Standard-E3-Memory	Gigabyte Per Hour	0.0015	0.0015
B92740 - Oracle Cloud Infrastructure-Compute-GPU-E3	GPU Per Hour	3.05	3.05
B93113 - Oracle Cloud Infrastructure-Compute-Standard-E4	OCPU Per Hour	0.025	0.025
B93114 - Oracle Cloud Infrastructure-Compute-Standard-E4-Memory	Gigabyte Per Hour	0.0015	0.0015
B93121 - Oracle Cloud Infrastructure-Compute-Dense I/O-E4	OCPU Per Hour	0.025	0.025
B93122 - Oracle Cloud Infrastructure-Compute-Dense I/O-E4	Gigabyte Memory Per Hour	0.0015	0.0015
B93123 - Oracle Cloud Infrastructure-Compute-Dense I/O-E4	NVMe Terabyte Per Hour	0.0612	0.0612
B93297 - Oracle Cloud Infrastructure-Compute-Standard-A1	OCPU Per Hour 0 - 3000	0.0	0.0
	OCPU Per Hour 3000 - 9999999999999999	0.01	0.01

Usage Item Description	Metric	List Price	Overage Net Unit Price
B93298 - Oracle Cloud Infrastructure-Compute-Standard-A1-Memory	Gigabyte Per Hour 0 - 18000	0.0	0.0
	Gigabyte Per Hour 18000 - 9999999999999999	0.0015	0.0015
B93311 - Oracle Cloud Infrastructure-Compute-Optimized-X9	OCPU Per Hour	0.054	0.054
B93312 - Oracle Cloud Infrastructure-Compute-Optimized-X9-Memory	Gigabyte Per Hour	0.0015	0.0015
B93544 - Oracle Cloud Infrastructure-Compute-GPU-E4	GPU Per Hour	3.05	3.05
B93704 - Oracle Cloud Infrastructure-Compute-GPU-T1	GPU Per Hour	1.55	1.55
B94176 - Oracle Cloud Infrastructure-Compute-Standard-X9	OCPU Per Hour	0.04	0.04
B94177 - Oracle Cloud Infrastructure-Compute-Standard-X9-Memory	Gigabyte Per Hour	0.0015	0.0015
Storage Cloud Service			
B89057 - Oracle Cloud Infrastructure-File Storage	Gigabyte Storage Capacity per Month	0.3	0.3
B90938 - Oracle Cloud Infrastructure-Streaming-PUT or GET	Gigabytes of Data Transferred	0.025	0.025
B90939 - Oracle Cloud Infrastructure-Streaming-Storage	Gigabyte Per Hour	0.0002	2.0E-4
B91445 - Oracle Cloud Infrastructure-Block Volume-Free	Gigabyte Storage Capacity per Month	0.0	0.0
B91627 - Oracle Cloud Infrastructure-Object Storage-Requests	10,000 Requests per Month 0 - 5	0.0	0.0
	10,000 Requests per Month 5 - 999999999	0.0034	0.0034
B91628 - Oracle Cloud Infrastructure-Object Storage-Storage	Gigabyte Storage Capacity per Month 0 - 10	0.0	0.0
	Gigabyte Storage Capacity per Month 10 - 999999999	0.0255	0.0255
B91633 - Oracle Cloud Infrastructure-Archive Storage-Free	Gigabyte Storage Capacity per Month 0 - 10	0.0	0.0
	Gigabyte Storage Capacity per Month 10 - 999999999	0.0026	0.0026
B91961 - Oracle Cloud Infrastructure-Block Volume Storage	Gigabyte Storage Capacity Per Month	0.0255	0.0255
B91962 - Oracle Cloud Infrastructure-Block Volume Performance	Performance Units Per Gigabyte Per Month	0.0017	0.0017
B93000 - Oracle Cloud Infrastructure-Infrequent Access Storage-Storage	Gigabyte Storage Capacity Per Month 0 - 10	0.0	0.0
	Gigabyte Storage Capacity Per Month 10 - 9999999999999999	0.01	0.01
B93001 - Oracle Cloud Infrastructure-Data Retrieval-Storage	Gigabyte Storage Retrieved Per Month 0 - 10	0.0	0.0
	Gigabyte Storage Retrieved Per Month 10 - 9999999999999999	0.01	0.01
B95410 - Oracle ZFS Storage-High Availability	Instance Per Hour	1.85	1.85
Network Cloud Service			

Usage Item Description	Metric	List Price	Overage Net Unit Price
B88325 - Oracle Cloud Infrastructure-FastConnect 1 Gbps	Port Hour	0.2125	0.2125
B88326 - Oracle Cloud Infrastructure-FastConnect 10 Gbps	Port Hour	1.275	1.275
B88327 - Oracle Cloud Infrastructure-Outbound Data Transfer- Originating in North America, Europe, and UK	Gigabyte Outbound Data Transfer Per Month 0 - 10240	0.0	0.0
	Gigabyte Outbound Data Transfer Per Month 10240 - 9999999999999999	0.0085	0.0085
B88523 - Oracle Cloud Infrastructure-Email Delivery	1,000 Emails Sent	0.085	0.085
B88525 - Oracle Cloud Infrastructure-DNS	1,000,000 Queries	0.85	0.85
B90323 - Oracle Cloud Infrastructure-Health Checks-Basic	Endpoints Per Month	0.3	0.3
B90325 - Oracle Cloud Infrastructure-Health Checks-Premium	Endpoints Per Month	1.3	1.3
B90327 - Oracle Cloud Infrastructure-DNS Traffic Management	1,000,000 DNS Traffic Management Queries	4.0	4.0
B90925 - Oracle Cloud Infrastructure-Monitoring-Ingestion	Million Datapoints 0 - 500	0.0	0.0
	Million Datapoints 500 - 999999999	0.0025	0.0025
B90926 - Oracle Cloud Infrastructure-Monitoring-Retrieval	Million Datapoints 0 - 1000	0.0	0.0
	Million Datapoints 1000 - 999999999	0.0015	0.0015
B90940 - Oracle Cloud Infrastructure-Notifications-HTTPS Delivery	Million Delivery Operations 0 - 1	0.0	0.0
	Million Delivery Operations 1 - 999999999	0.6	0.6
B90941 - Oracle Cloud Infrastructure-Notifications-Email Delivery	1,000 Emails Sent 0 - 1	0.0	0.0
	1,000 Emails Sent 1 - 999999999	0.02	0.02
B92593 - Oracle Cloud Infrastructure-Logging-Storage	Gigabyte Log Storage Per Month 0 - 10	0.0	0.0
	Gigabyte Log Storage Per Month 10 - 999999999	0.05	0.05
B93004 - Oracle Cloud Infrastructure-Notifications-SMS Outbound to Country Zone 1	1 SMS Message Sent 0 - 100	0.0	0.0
	1 SMS Message Sent 100 - 9999999999999999	0.015	0.015
B93005 - Oracle Cloud Infrastructure-Notifications-SMS Outbound to Country Zone 2	1 SMS Message Sent 0 - 100	0.0	0.0
	1 SMS Message Sent 100 - 9999999999999999	0.045	0.045
B93006 - Oracle Cloud Infrastructure-Notifications-SMS Outbound to Country Zone 3	1 SMS Message Sent 0 - 100	0.0	0.0
	1 SMS Message Sent 100 - 9999999999999999	0.086	0.086
B93007 - Oracle Cloud Infrastructure-Notifications-SMS Outbound to Country Zone 4	1 SMS Message Sent 0 - 100	0.0	0.0
	1 SMS Message Sent 100 - 9999999999999999	0.12	0.12
B93008 - Oracle Cloud Infrastructure-Notifications-SMS Outbound to Country Zone 5			

Usage Item Description	Metric	List Price	Overage Net Unit Price
B93030 - Oracle Cloud Infrastructure-Load Balancer Base	1 SMS Message Sent 0 - 100	0.0	0.0
	1 SMS Message Sent 100 - 9999999999999999	0.24	0.24
B93031 - Oracle Cloud Infrastructure-Load Balancer Bandwidth	Load Balancer Hour 0 - 744	0.0	0.0
	Load Balancer Hour 744 - 999999999	0.0113	0.0113
B93126 - Oracle Cloud Infrastructure-FastConnect 100Gbps	Mbps Per Hour 0 - 7440	0.0	0.0
	Mbps Per Hour 7440 - 999999999	0.0001	1.0E-4
B93455 - Oracle Cloud Infrastructure-Outbound Data Transfer- Originating in APAC, Japan, and South America	Port Hour	10.75	10.75
	Gigabyte Outbound Data Transfer Per Month 0 - 10240	0.0	0.0
B93456 - Oracle Cloud Infrastructure-Outbound Data Transfer- Originating in Middle East and Africa	Gigabyte Outbound Data Transfer Per Month 10240 - 9999999999999999	0.025	0.025
	Gigabyte Outbound Data Transfer Per Month 0 - 10240	0.0	0.0
	Gigabyte Outbound Data Transfer Per Month 10240 - 9999999999999999	0.05	0.05
	Gigabyte Outbound Data Transfer Per Month 0 - 10240	0.0	0.0
	Gigabyte Outbound Data Transfer Per Month 10240 - 9999999999999999	0.05	0.05
Analytics Cloud Service			
B89630 - Oracle Analytics Cloud-Professional	OCPU Per Hour	1.0753	1.0753
B89631 - Oracle Analytics Cloud-Enterprise	OCPU Per Hour	2.1506	2.1506
B89636 - Oracle Analytics Cloud-Professional-BYOL	OCPU Per Hour	0.3226	0.3226
B89637 - Oracle Analytics Cloud-Enterprise-BYOL	OCPU Per Hour	0.3226	0.3226
B92335 - Essbase for Oracle Cloud Infrastructure	OCPU Per Hour	1.3129	1.3129
B92682 - Oracle Analytics-Professional	User Per Month	16.0	16.0
B92683 - Oracle Analytics-Enterprise	User Per Month	80.0	80.0
B94568 - Oracle Analytics Server for Oracle Cloud Infrastructure	OCPU Per Hour	1.75	1.75
Big Data Cloud Service			
B93423 - Oracle Cloud Infrastructure-AI Services-Language	1000 Transactions 0 - 5	0.0	0.0
	1000 Transactions 5 - 9999999999999999	0.25	0.25
B93545 - Oracle Cloud Infrastructure AI Services-Anomaly Detection	1000 Transactions 0 - 1	0.0	0.0
	1000 Transactions 1 - 9999999999999999	0.25	0.25
B93555 - Oracle Big Data Service	OCPU Per Hour	0.015	0.015
B94282 - Oracle Cloud Infrastructure-Data Labeling	Annotated Data Record 0 - 1000	0.0	0.0
	Annotated Data Record 1000 - 9999999999999999	0.0002	2.0E-4
B94896 - Oracle Cloud Infrastructure-Speech	Transcription Hour 0 - 5	0.0	0.0
	Transcription Hour 5 - 9999999999999999	0.5	0.5

Usage Item Description	Metric	List Price	Overage Net Unit Price
B94973 - Oracle Cloud Infrastructure-Vision-Image Analysis	1,000 Transactions 0 - 5	0.0	0.0
	1,000 Transactions 5 - 9999999999999999	0.25	0.25
B94974 - Oracle Cloud Infrastructure-Vision-OCR	1,000 Transactions 0 - 5	0.0	0.0
	1,000 Transactions 5 - 9999999999999999	1.0	1.0
B94975 - Oracle Cloud Infrastructure-Vision-Document Properties	1,000 Transactions 0 - 5	0.0	0.0
	1,000 Transactions 5 - 9999999999999999	0.25	0.25
B94976 - Oracle Cloud Infrastructure-Vision-Document Extraction	1,000 Transactions 0 - 5	0.0	0.0
	1,000 Transactions 5 - 9999999999999999	10.0	10.0
B94977 - Oracle Cloud Infrastructure-Vision-Custom Training	Training Hour 0 - 15	0.0	0.0
	Training Hour 15 - 9999999999999999	1.5	1.5
Enterprise Integration Cloud Service			
B88461 - Oracle Messaging Cloud Service	1,000,000 API Calls per Month	0.2	0.2
B89639 - Oracle Integration Cloud Service-Standard	5K Messages Per Hour	0.6452	0.6452
B89640 - Oracle Integration Cloud Service-Enterprise	5K Messages Per Hour	1.2903	1.2903
B89643 - Oracle Integration Cloud Service-Standard-BYOL	20K Messages Per Hour	0.3226	0.3226
B89644 - Oracle Integration Cloud Service-Enterprise-BYOL	20K Messages Per Hour	0.3226	0.3226
B92450 - Oracle SOA Suite for Oracle Cloud Infrastructure	OCPU Per Hour	0.7231	0.7231
B92451 - Oracle SOA Suite for Oracle Cloud Infrastructure-with B2B Adapter for EDI	OCPU Per Hour	1.2071	1.2071
Data Management Cloud Service			
B88290 - Oracle Database Cloud Service-Enterprise Edition-General Purpose	OCPU Per Hour	0.4301	0.4301
B88291 - Oracle Database Cloud Service-Enterprise Edition Extreme Performance-General Purpose	OCPU Per Hour	1.3441	1.3441
B88292 - Oracle Database Cloud Service-Enterprise Edition High Performance-General Purpose	OCPU Per Hour	0.8871	0.8871
B88293 - Oracle Database Cloud Service-Standard Edition-General Purpose	OCPU Per Hour	0.215	0.215
B88294 - Oracle Database Backup Service-Outbound Data Transfer	Gigabyte Outbound Data Transfer per Month 0 - 1	0.0	0.0
	Gigabyte Outbound Data Transfer per Month 1 - 10240	0.096	0.096
	Gigabyte Outbound Data Transfer per Month 10240 - 51200	0.072	0.072
	Gigabyte Outbound Data Transfer per Month 51200 - 153600	0.056	0.056
	Gigabyte Outbound Data Transfer per Month 153600 - 512000	0.04	0.04
	Gigabyte Outbound Data Transfer per Month 512000 - 999999999	0.04	0.04

Usage Item Description	Metric	List Price	Overage Net Unit Price
B88295 - Oracle Database Backup Service-GET and all other Requests	10000 Requests Per Month	0.0032	0.0032
B88296 - Oracle Database Backup Service-PUT, COPY, POST or LIST Requests	1000 Requests Per Month	0.004	0.004
B88297 - Oracle Database Backup Service-Storage Capacity	Gigabyte Storage Capacity per Month 0 - 1024	0.0211	0.0211
	Gigabyte Storage Capacity per Month 1024 - 51200	0.0208	0.0208
	Gigabyte Storage Capacity per Month 51200 - 512000	0.0204	0.0204
	Gigabyte Storage Capacity per Month 512000 - 1024000	0.0201	0.0201
	Gigabyte Storage Capacity per Month 1024000 - 5120000	0.0197	0.0197
	Gigabyte Storage Capacity per Month 5120000 - 999999999	0.0194	0.0194
B88402 - Oracle Database Cloud Service-Enterprise Edition Extreme Performance RAC-BYOL	OCPU Per Hour	0.1935	0.1935
B88404 - Oracle Database Cloud Service-All Editions-BYOL	OCPU Per Hour	0.1935	0.1935
B88592 - Oracle Cloud Infrastructure-Database Exadata OCPU	OCPU Per Hour	1.3441	1.3441
B88593 - Oracle Cloud Infrastructure-Database Exadata Quarter Rack-X6	Hosted Environment Per Hour	51.0753	51.0753
B88594 - Oracle Cloud Infrastructure-Database Exadata Half Rack-X6	Hosted Environment Per Hour	102.1506	102.1506
B88595 - Oracle Cloud Infrastructure-Database Exadata Full Rack-X6	Hosted Environment Per Hour	204.3011	204.3011
B88847 - Oracle Cloud Infrastructure-Database Exadata OCPU-BYOL	OCPU Per Hour	0.3226	0.3226
B88854 - Oracle Cloud Infrastructure-Database Exadata Full Rack-X6-BYOL	Hosted Environment Per Hour	135.914	135.914
B88855 - Oracle Cloud Infrastructure-Database Exadata Half Rack-X6-BYOL	Hosted Environment Per Hour	67.957	67.957
B88856 - Oracle Cloud Infrastructure-Database Exadata Quarter Rack-X6-BYOL	Hosted Environment Per Hour	33.9785	33.9785
B89039 - Oracle Autonomous Data Warehouse-BYOL	OCPU Per Hour	0.3226	0.3226
B89040 - Oracle Autonomous Data Warehouse	OCPU Per Hour	1.3441	1.3441
B89041 - Oracle Autonomous Data Warehouse-Exadata Storage	Terabyte Storage Capacity Per Month	118.4	118.4
B89737 - Oracle NoSQL Database Cloud Service-Write	Write Unit Per Month	0.1254	0.1254
B89738 - Oracle NoSQL Database Cloud Service-Read	Read Unit Per Month	0.0064	0.0064
B89739 - Oracle NoSQL Database Cloud Service-Storage	Gigabyte Storage Capacity Per Month	0.066	0.066
B89980 - Oracle Database Exadata Cloud at Customer-Database OCPU	OCPU Per Hour	1.3441	1.3441
B89981 - Oracle Database Exadata Cloud at Customer-			

Usage Item Description	Metric	List Price	Overage Net Unit Price
Database OCPU-BYOL			
	OCPU Per Hour	0.3226	0.3226
B89999 - Oracle Cloud Infrastructure-Database Exadata Infrastructure-Quarter Rack-X7			
	Hosted Environment Per Hour	21.5054	21.5054
B90000 - Oracle Cloud Infrastructure-Database Exadata Infrastructure-Half Rack-X7			
	Hosted Environment Per Hour	43.0107	43.0107
B90001 - Oracle Cloud Infrastructure-Database Exadata Infrastructure-Full Rack-X7			
	Hosted Environment Per Hour	86.0215	86.0215
B90230 - Oracle Database Backup Cloud-Object Storage			
	Gigabyte Storage Capacity Per Month	0.0051	0.0051
B90231 - Oracle Database Backup Cloud-Archive Storage			
	Gigabyte Storage Capacity Per Month	0.0005	5.0E-4
B90453 - Oracle Autonomous Transaction Processing			
	OCPU Per Hour	1.3441	1.3441
B90454 - Oracle Autonomous Transaction Processing-BYOL			
	OCPU Per Hour	0.3226	0.3226
B90455 - Oracle Autonomous Transaction Processing-Exadata Storage			
	Terabyte Storage Capacity Per Month	118.4	118.4
B90569 - Oracle Cloud Infrastructure-Database Cloud Service-Standard Edition			
	OCPU Per Hour	0.215	0.215
B90570 - Oracle Cloud Infrastructure-Database Cloud Service-Enterprise Edition			
	OCPU Per Hour	0.4301	0.4301
B90571 - Oracle Cloud Infrastructure-Database Cloud Service-Enterprise Edition High Performance			
	OCPU Per Hour	0.8871	0.8871
B90572 - Oracle Cloud Infrastructure-Database Cloud Service-Enterprise Edition Extreme Performance			
	OCPU Per Hour	1.3441	1.3441
B90573 - Oracle Cloud Infrastructure-Database Cloud Service-All Editions-BYOL			
	OCPU Per Hour	0.1935	0.1935
B90777 - Oracle Cloud Infrastructure-Database Exadata Infrastructure-Base System			
	Hosted Environment Per Hour	10.7527	10.7527
B91121 - Oracle Cloud SQL-Compute Capacity			
	OCPU Per Hour	0.1075	0.1075
B91128 - Oracle Big Data Service-Compute-Standard			
	OCPU Per Hour	0.1344	0.1344
B91129 - Oracle Big Data Service-Compute-Dense I/O			
	OCPU Per Hour	0.214	0.214
B91130 - Oracle Big Data Service-Compute-HPC			
	OCPU Per Hour	0.1536	0.1536
B91363 - Gen 2 Exadata Cloud at Customer-Database OCPU			
	OCPU Per Hour	1.3441	1.3441
B91364 - Gen 2 Exadata Cloud at Customer-Database OCPU-BYOL			
	OCPU Per Hour	0.3226	0.3226
B91391 - Oracle Autonomous Data Warehouse-Free			
	OCPU Per Hour	0.0	0.0
B91392 - Oracle Autonomous Data Warehouse-Exadata Storage-Free			
	Terabyte Storage Capacity Per Month	0.0	0.0
B91393 - Oracle Autonomous Transaction Processing-Free			
	OCPU Per Hour	0.0	0.0
B91394 - Oracle Autonomous Transaction Processing-Exadata Storage-Free			

Usage Item Description	Metric	List Price	Overage Net Unit Price
	Terabyte Storage Capacity Per Month	0.0	0.0
B91535 - Oracle Cloud Infrastructure-Database Exadata Infrastructure-Quarter Rack-X8			
	Hosted Environment Per Hour	14.5162	14.5162
B91536 - Oracle Cloud Infrastructure-Database Exadata Infrastructure-Half Rack-X8			
	Hosted Environment Per Hour	29.0323	29.0323
B91537 - Oracle Cloud Infrastructure-Database Exadata Infrastructure-Full Rack-X8			
	Hosted Environment Per Hour	58.0645	58.0645
B91631 - Oracle Cloud Infrastructure-Data Safe for Database Cloud Service-Audit Record Collection Over 1 Million Records			
	10,000 Audit Records Per Target Per Month	0.1	0.1
B91632 - Oracle Cloud Infrastructure-Data Safe for Database Cloud Service			
	Each	0.0	0.0
B92023 - MySQL HeatWave-Standard-E3			
	Node Per Hour	0.3536	0.3536
B92024 - MySQL Database for HeatWave-Standard-E3			
	Node Per Hour	0.3536	0.3536
B92181 - Oracle Autonomous Transaction Processing-Dedicated			
	OCPU Per Hour	1.3441	1.3441
B92182 - Oracle Autonomous Data Warehouse-Dedicated			
	OCPU Per Hour	1.3441	1.3441
B92183 - Oracle Autonomous Transaction Processing-Dedicated-BYOL			
	OCPU Per Hour	0.3226	0.3226
B92184 - Oracle Autonomous Data Warehouse-Dedicated-BYOL			
	OCPU Per Hour	0.3226	0.3226
B92212 - Oracle Autonomous JSON Database			
	OCPU Per Hour	0.3226	0.3226
B92380 - Oracle Cloud Infrastructure-Database Exadata Infrastructure-Quarter Rack-X8M			
	Hosted Environment Per Hour	14.5162	14.5162
B92381 - Oracle Cloud Infrastructure-Database Exadata Infrastructure-Database Server-X8M			
	Hosted Environment Per Hour	2.9032	2.9032
B92382 - Oracle Cloud Infrastructure-Database Exadata Infrastructure-Storage Server-X8M			
	Hosted Environment Per Hour	2.9032	2.9032
B92418 - Exadata Cloud at Customer-Autonomous Transaction Processing			
	Database OCPU Per Hour	1.3441	1.3441
B92419 - Exadata Cloud at Customer-Autonomous Data Warehouse			
	Database OCPU Per Hour	1.3441	1.3441
B92420 - Exadata Cloud at Customer-Autonomous Transaction Processing-Database OCPU-BYOL			
	OCPU Per Hour	0.3226	0.3226
B92421 - Exadata Cloud at Customer-Autonomous Data Warehouse-Database OCPU-BYOL			
	OCPU Per Hour	0.3226	0.3226
B92425 - MySQL Database-Standard-E2			
	OCPU Per Hour	0.0467	0.0467
B92426 - MySQL Database-Storage			
	Gigabyte Storage Capacity per Month	0.04	0.04
B92483 - MySQL Database-Backup Storage			
	Gigabyte Storage Capacity per Month	0.04	0.04
B92627 - Oracle NoSQL Database Cloud-Write-Free			
	Write Unit Per Month	0.0	0.0

Usage Item Description	Metric	List Price	Overage Net Unit Price
B92628 - Oracle NoSQL Database Cloud-Read-Free	Read Unit Per Month	0.0	0.0
B92629 - Oracle NoSQL Database Cloud-Storage-Free	Gigabyte Storage Capacity Per Month	0.0	0.0
B92733 - Oracle Cloud Infrastructure-Data Safe for On-Premises Databases & Databases on Compute	Target Database Per Month	200.0	200.0
B92734 - Oracle Cloud Infrastructure-Data Safe for On-Premises Databases & Databases on Compute	10,000 Audit Records Per Target Per Month	0.1	0.1
B92759 - MySQL Analytics-Bare Metal Standard-E2	Node Per Hour	0.5018	0.5018
B92807 - MySQL Database-Bare Metal Standard-E2	Node Per Hour	0.5018	0.5018
B92911 - Oracle APEX Application Development	OCPU Per Hour	0.3226	0.3226
B92962 - MySQL Database-Standard-E3	OCPU Per Hour	0.038	0.038
B92963 - MySQL Database-Standard-E3-Memory	Gigabyte Per Hour	0.0022	0.0022
B93199 - Oracle Cloud Infrastructure Database Migration	Migration Hour	0.2	0.2
B93320 - Oracle APEX Application Development-Free	OCPU Per Hour	0.0	0.0
B93380 - Exadata Cloud Infrastructure-Quarter Rack-X9M	Hosted Environment Per Hour	14.5162	14.5162
B93381 - Exadata Cloud Infrastructure-Database Server-X9M	Hosted Environment Per Hour	2.9032	2.9032
B93382 - Exadata Cloud Infrastructure-Storage Server-X9M	Hosted Environment Per Hour	2.9032	2.9032
B93546 - MySQL Database for HeatWave-Bare Metal Standard-E3	Node Per Hour	2.2144	2.2144
B93709 - Oracle Cloud Infrastructure Search Service with OpenSearch HA	Node Per Hour	0.25	0.25
B93710 - Oracle NoSQL Database Cloud-Write-Auto	Write Unit Per Month	3.135	3.135
B93711 - Oracle NoSQL Database Cloud-Read-Auto	Read Unit Per Month	0.16	0.16
B93712 - Oracle NoSQL Database Cloud-Hosted Environment	Hosted Environment Per Month	28,796.0	28,796.0
B95264 - Application Performance Monitoring Service-Stack Monitoring	10 Monitored Resources Per Hour	0.075	0.075
B95435 - MySQL Database-Standard-AMD E4-Compute	OCPU Per Hour	0.038	0.038
B95436 - MySQL Database-Standard-AMD E4-Memory	Gigabyte Per Hour	0.0022	0.0022
B95437 - MySQL Database-Standard-Intel X7-Compute	OCPU Per Hour	0.062	0.062
B95438 - MySQL Database-Standard-Intel X7-Memory	Gigabyte Per Hour	0.0022	0.0022
B95439 - MySQL Database-Standard-Intel X9-Compute	OCPU Per Hour	0.062	0.062
B95440 - MySQL Database-Standard-Intel X9-Memory	Gigabyte Per Hour	0.0022	0.0022
B95441 - MySQL Database-Optimized-Intel X9-Compute	OCPU Per Hour	0.082	0.082
B95442 - MySQL Database-Optimized-Intel X9-Memory	Gigabyte Per Hour	0.0022	0.0022

Usage Item Description	Metric	List Price	Overage Net Unit Price
Not Discount Eligible			
B88318 - Oracle Cloud Infrastructure-Compute-Windows OS	OCPU Per Hour	0.092	0.092
B92386 - Oracle Cloud VMware Solution	OCPU Per Hour	0.2031	0.2031
B92615 - Roving Edge Device-Compute Optimized-Ruggedized	Resource Possession Per Day	160.0	160.0
B92686 - Oracle Analytics for Fusion Applications-Free	Hosted Named User	0.0	0.0
B93039 - Roving Edge Device-Compute Optimized-Standard	Resource Possession Per Day	160.0	160.0
B93040 - Roving Edge Device-Compute Optimized-Unreturnable/Loss Fee	Each	45,000.0	45,000.0
B93288 - Oracle Cloud VMware Solution-BM.DenselO2.52-Hourly Commit	OCPU Per Hour	0.2437	0.2437
B93289 - Oracle Cloud VMware Solution-BM.DenselO2.52-1 Year Commit	OCPU Per Hour	0.1625	0.1625
B93290 - Oracle Cloud VMware Solution-BM.DenselO2.52-3 Year Commit	OCPU Per Hour	0.132	0.132
B93307 - Autonomous JSON Database-Free	OCPU Per Hour	0.0	0.0
B93421 - Oracle Cloud VMware Solution-HCX Enterprise-Monthly	OCPU Per Hour	0.0126	0.0126
B95178 - Oracle Cloud VMware Solution-BM.DenselO.E4.64-Hourly Commit	OCPU Per Hour	0.2437	0.2437
B95179 - Oracle Cloud VMware Solution-BM.DenselO.E4.64-Monthly Commit	OCPU Per Hour	0.2031	0.2031
B95180 - Oracle Cloud VMware Solution-BM.DenselO.E4.64-1 year Commit	OCPU Per Hour	0.1625	0.1625
B95181 - Oracle Cloud VMware Solution-BM.DenselO.E4.64-3 year Commit	OCPU Per Hour	0.132	0.132
B95228 - Roving Edge Ultra	Resource Possession Per Day	45.0	45.0
B95229 - Roving Edge Ultra Non-Return or Loss Fee	Each	35,000.0	35,000.0
B95403 - Oracle Cloud Infrastructure-Network Firewall Instance	Instance Per Hour	2.75	2.75
B95404 - Oracle Cloud Infrastructure-Network Firewall Data Processing	Gigabyte of Data Processed 0 - 10240	0.0	0.0
	Gigabyte of Data Processed 10240 - 9999999999999999	0.01	0.01
B95411 - Oracle Cloud VMware Solution-BM.DenselO.E4.32-Hourly Commit	OCPU Per Hour	0.3047	0.3047
B95412 - Oracle Cloud VMware Solution-BM.DenselO.E4.32-Monthly Commit	OCPU Per Hour	0.2539	0.2539
B95413 - Oracle Cloud VMware Solution-BM.DenselO.E4.32-1 year Commit	OCPU Per Hour	0.2031	0.2031
B95414 - Oracle Cloud VMware Solution-BM.DenselO.E4.32-3 year Commit	OCPU Per Hour	0.165	0.165
B95415 - Oracle Cloud VMware Solution-BM.DenselO.E4.128-			

Usage Item Description	Metric	List Price	Overage Net Unit Price
Hourly Commit			
	OCPU Per Hour	0.195	0.195
B95416 - Oracle Cloud VMware Solution-BM.DenseIO.E4.128-Monthly Commit			
	OCPU Per Hour	0.1625	0.1625
B95417 - Oracle Cloud VMware Solution-BM.DenseIO.E4.128-1 year Commit			
	OCPU Per Hour	0.13	0.13
B95418 - Oracle Cloud VMware Solution-BM.DenseIO.E4.128-3 year Commit			
	OCPU Per Hour	0.1056	0.1056

A. Terms of Your Order

1. Applicable Agreement:

- a. Public Sector Agreement for Cloud Services US-CSA-CPQ-83604 effective 08-NOV-2016

2. Cloud Payment Terms:

- a. Net 30 days from invoice date

3. Cloud Payment Frequency:

- a. Monthly in Arrears

4. Currency:

- a. US Dollars

5. Offer Valid through:

- a. 16-Nov-2022

6. Service Specifications

- a. The Service Specifications applicable to the Cloud Services and the Consulting/Professional Services ordered are attached hereto as "Oracle PaaS and IaaS Universal Credits - Service Descriptions".

7. Services Period

- a. The Services Period for the Services commences on the date stated in this order. If no date is specified, then the "Cloud Services Start Date" for each Service will be the date that you are issued access that enables you to activate your Services, and the "Consulting/Professional Services Start Date" is the date that Oracle begins performing such services.

B. Additional Order Terms

1. Delayed Services Period

Initiation of provisioning for Cloud Services You have ordered under this order shall occur as detailed in the table(s) above and, subject to payment of fees for the Cloud Services, the Services Period for these Cloud Services shall continue for the period specified in the Cloud Services table above, unless earlier terminated in accordance with the Agreement. Upon the date set forth in the previous sentence, Your first payment for Cloud Services will be due in accordance with Section A. At Your discretion You may request that the initiation of provisioning (and therefore the applicable Services Period) commence prior to the date set forth above.

2. Data Center Region Availability

Platform and data center region availability information for Oracle Platform as a Service (PaaS) Cloud Services and for Oracle Infrastructure as a Service (IaaS) Cloud Services is provided on the Oracle Cloud Portal.

3. Funded Allocation Model

Under the "Funded Allocation Model", Oracle allows You the flexibility to fund an annual amount to Oracle as specified in the "Funded Allocation Value" in Your order, which is to be applied towards the future usage of eligible Oracle IaaS and PaaS Cloud Services specified in the rate card attached to Your order or as seen in the Cloud Portal provided such Cloud Services are available in production release when ordered, at the fees specified in the rate card. The total Funded Allocation Value of Your order is reflected in the "Funded Allocation Value" column and the applicable Services Period for that value will be as specified in Your order. Oracle will invoice You monthly in arrears based on Your actual usage for the prior month at the rates for each activated Oracle IaaS and PaaS Cloud Service as defined in Your order.

a. Overage. As described in the Oracle PaaS and IaaS Universal Credits - Service Descriptions document attached hereto, You are responsible for monitoring Your use of the Cloud Services, and if You exceed the Funded Allocation Value at the end of any month during the Services Period, You must provide additional funding for Your usage, or You must cease to use the applicable Cloud Services. If You have exceeded the Funded Allocation Value and You have not ended Your use of the Services, You will be subject to overage fees. Oracle will invoice You for the excess usage of the Oracle IaaS and PaaS Cloud Services at the Overage Unit Net Price specified in the rate card of Your order or as seen in the Cloud Portal. You may set quotas, alerts and use other monitoring tools within the Cloud Portal to assist You in managing and tracking Your usage.

b. Additional Services. If Oracle adds additional service offerings to the list of eligible Oracle IaaS and PaaS Cloud Services within Your Cloud Services Account during the Services Period, You may activate and use those service offerings and the discount will be applied based on the Cloud Service category discount specified in the rate card attached to Your order or as seen in the Cloud Portal. The development, release, and timing of any future features, functionality or service offerings remains at the sole discretion of Oracle Corporation.

c. Replenishment at End of Services Period. If You are continuing to use Services after the end of the Services Period specified in Your order and You have not extended the Services Period and increased the Funded Allocation Value for use of eligible Oracle IaaS and PaaS Cloud Services, You will be charged for the actual usage of all Cloud Services that You activate and/or have activated within Your Cloud Services Account based on Oracle's then current price list for such Services. Upon extending the term of the Services Period and increasing the amount of the Funded Allocation Value

through a new order (or modification of Your existing order), You will receive the Cloud Services category discounts specified in the rate card attached to Your new order (or modification of Your existing order) or as seen in the Cloud Portal.

4. Renewal Conversion to Universal Credits

a. You have previously acquired non-metered Cloud Services under Subscription IDs 9621870, 10984750, 7571261, 7571262, 7571263 (the “**Previous Services**”), and You currently access and use Previous Services in Your existing “tenancy”, as such term is defined in the Oracle PaaS and IaaS Universal Credits Service Descriptions, (the “**Existing Tenancy**”).

b. Under this Cloud Services order for Oracle PaaS and IaaS Universal Credits (the “**UC Cloud Services**”), instead of renewing the Previous Services, you are placing an order to convert Previous Services to the UC Cloud Services.

c. Accordingly, You acknowledge and agree to the following terms and conditions:

1. that the Cloud Services Start Date for UC Cloud Services shall be five (5) business days prior to the last day of the Services Period for the Previous Services (the “**Previous Services End Date**”);
2. that converting Previous Services to UC Cloud Services requires Your strict adherence to the following steps specified in this order:
 - a. execute and return this order to Oracle by November 16, 2022;
 - b. follow the instructions specified in the UC Cloud Services “activation email” that your Cloud Services account administrator will receive from Oracle to create a new UCM Cloud Services account (the *Create New Cloud Account* option in the activation email) and **not** activate services into an existing Cloud Services account (the *Activate into Existing Cloud Account* option in the activation email);
 - c. activate/set up Your UC Cloud Services account **within three (3) business days** of the Cloud Services Start Date of UC Cloud Services; and
 - d. notify Oracle points of contact specified below, of the information requested in the table below within such three (3) business days;
3. that, **during the five (5) business days prior to Previous Services End Date**, You may not use any services under the UC Cloud Services account; however, You may continue to use the Previous Services under the Previous Services account up until the Previous Services End Date;
4. that, **after the Previous Services End Date**:
 - a. You shall access and use the Existing Tenancy under the UC Cloud Services account;
 - b. You may **not** initiate new service instances in any new tenancy created under the UC Cloud Services account; instead, You may initiate new service instances in the Existing Tenancy under the UC Cloud Services account;
 - c. You may continue to use the Previous Services account to manage your users and groups, if applicable; and
 - d. The part numbers specified in the rate card of this order or in the Cloud Portal shall apply to Cloud Services, which may be different from the part numbers for the corresponding Cloud Services specified in the Previous Services order (for example, for “Oracle Cloud Infrastructure - Block Volume” Cloud Service with “Gigabyte Storage Capacity per Month” metric, B89435 applies in the Previous Services order and B91961 applies under this order);
5. that failure to comply with the above (including all applicable timing requirements) may result in Your Previous Services expiring without completing the conversion to the UC Cloud Services; and should such expiration occur You understand that (i) the conversion process described in this order will immediately terminate, (ii) to continue to access and use the Previous Services would require You to execute a new renewal order extending the Previous Services at Oracle’s then-current list pricing for such Services (subject to any discounts Oracle may grant at the time of such renewal), and (iii) absent a new renewal order extending the Previous Services described in the preceding subsection (ii), any use of UC FAM Cloud Services shall be limited to initiating new service instances in the new tenancy created under the UC Cloud Services account and not in the Existing Tenancy; and
6. that Oracle will have no liability to You arising out of or relating to Your non-compliance with the terms and conditions of this order, including but not limited to liability that may arise from the expiration or interruption of the Previous Services described in paragraph immediately above.

d. You must provide the following information to Oracle Points of Contact within three (3) business days of Cloud Services Start Date of UC FAM Cloud Services:

Your Previous Services Data Center Region (e.g., North America, US Government, US Department of Defense)	Customer Selected
Your Previous Services Account Name	
Your UC FAM Cloud Services Account Name	

Your Name:	City of San Jose
Your Contact Name:	Vani Kancherlapalli
Your Contact Telephone:	408-795-3160
Your Cloud Services Account Administrator E-mail:	vani.kancherlapalli@sanjoseca.gov
CSI Number for Previous Services	20957678
Oracle Points of Contact	Zack Huffstetler zack.huffstetler@oracle.com Jason Green jason.g.green@oracle.com

C. Other

1. Appropriation of Funds


Your obligation and this order shall cease immediately without penalty or future payment being required if, in any fiscal year, your governmental funding source fails to appropriate funds for this purchase. Notwithstanding the foregoing, (a) your signature on this ordering document and your issuance of a purchase order to Oracle is your representation to Oracle that funds for this purchase have been fully appropriated and are presently available, and (b) you agree to pay for all services performed by Oracle prior to Oracle's receipt of your written notice of non-appropriations.

2. Order of Precedence

This order, including any subject matter addressed in the Service Specifications, shall supersede any inconsistent term, similar subject matter or scope of service delivery in the Agreement referenced above in Section A.1; however, unless expressly stated otherwise in this order, the terms of the Data Processing Agreement shall take precedence over any inconsistent terms in this order, the Agreement or other Service Specifications. This order will control over the terms contained in any purchase order.

City of San Jose**Name** Garrett Dowgiallo**Title**
**Signature**
Email: garrett.dowgiallo@sanjoseca.gov
Date: 10/27/2022 GMT**Oracle America, Inc.****Name** Michael Estrada**Title**
**Signature**
Email: michael.e.estrada@oracle.com
Date: 10/27/2022 GMT**APPROVED AS TO FORM:**Email: diana.yuan@sanjoseca.gov
Date: 10/27/2022 GMT**Diana Yuan, Deputy City Attorney****BILL TO / SHIP TO INFORMATION**

Bill To		Ship To	
Customer Name	City of San Jose	Customer Name	City of San Jose
Customer Address	200 E Santa Clara St. San Jose CA 95113	Customer Address	200 E Santa Clara St. San Jose CA 95113
Contact Name	German Sedano	Contact Name	German Sedano
Contact Phone	408-795-3160	Contact Phone	408-795-3160
Contact Email	German.Sedano@sanjoseca.gov	Contact Email	German.Sedano@sanjoseca.gov



Oracle PaaS and IaaS Universal Credits Service Descriptions

Effective Date: 08-September-2022

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Metrics

1,000,000 API Calls: is defined as 1,000,000 API calls or notifications (or combination thereof) incoming from a client to the Oracle Cloud Infrastructure API Gateway Service. Billing for partial 1,000,000 API calls will be prorated.

1,000,000 Calls Per Month: is defined as 1,000,000 API calls or notifications consumed by any application built on the Oracle Cloud Service during a month.

10,000 Audit Records Per Target Per Month: is defined as 10,000 database audit records collected from a specific database target by the Oracle Cloud Service during a month.

1,000 Emails Sent: is defined as 1,000 emails that are accepted by the Email Delivery Cloud Service to receive and parse or to deliver to the end recipient in the billing period, where an email is defined as an electronic mail message, counted on a per recipient basis. A single email with 10 different recipients would be counted as 10 emails (e.g., 140,000 emails accepted, each with 2 different recipients would be charged $280 \times \$0.085 = \23.80). For the purposes of Oracle Cloud Infrastructure - Notifications - Email Delivery Cloud Service, each 64KB portion of delivered data is billed as 1 email. For the purposes of Oracle Cloud Infrastructure - Notifications - Email Delivery Cloud Service, each 2MB portion of delivered data is billed as 1 email. The maximum message size of 10MB will be billed as 5 emails (e.g., 140,000 emails accepted at 10MB size, each with 2 different recipients would be charged $280 \times \$0.085 \times 5 = \119.00).

100 Entities Per Hour: is defined as 100 entities where each entity refers to a technical asset being managed or monitored, such as a server, database, application that resides either in the cloud and/or onpremise during a one hour period. Examples of entities include, but are not limited to: Host, Docker Container, SQL Server instance, MySQL instance, Oracle Database instance, WebLogic Server, Tomcat, Oracle Traffic Director Instance, custom created entity, etc.

You have the ability to extend existing pre-defined entities and create Your own entirely custom entities. In extending pre-defined entities, a maximum of five (5) additional numeric time series is allowed. For custom entities, a total of 40 numeric time series are allowed (a numeric time series is a measurement of time associated with an entity, such as response time, transaction per second, CPU %, etc.).

For the purposes of counting certain entity types, a conversion factor will be applied:

- One database Oracle Compute Unit (OCPU) will count as 1 entity.
- One database processor will count as 2 entities.
- One Application Performance Monitoring Agent (an "APM Agent") will count as 15 entities.

An APM Agent is defined as the data collector on a target application server being monitored, whether in the cloud or on-premises.

1,000 Events Per Hour: is defined as 1,000 events where an event is one distributed tracing span. A distributed tracing span describes the time it takes to complete an individual unit of work

in the distributed system. Each distributed tracing span encapsulates an operation name, context information, a start and finish timestamp, a set of key value tags that can be used for annotation and key value logs that can be used to capture messages and debug information related to the span.

100,000 Events Per Hour: is defined as 100,000 events where an event is one distributed tracing span. A distributed tracing span describes the time it takes to complete an individual unit of work in the distributed system. Each distributed tracing span encapsulates an operation name, context information, a start and finish timestamp, a set of key value tags that can be used for annotation and key value logs that can be used to capture messages and debug information related to the span.

1,000,000 Function Invocations: is defined as 1,000,000 function invocations, where a function invocation is defined as a request received from a client to execute a single function. Oracle will charge You for the number of 1,000,000 invocation quantities used in a month. Billing for partial 1,000,000 invocation quantities will be prorated.

10,000 Gigabyte Memory-Seconds: is defined as 10,000 gigabyte memory-seconds, where a gigabyte memory-second is defined as the amount of RAM (GB) allocated to a function during its execution (S). Oracle will charge You for the number of 10,000 GB-S quantities used by all functions in a month. Billing for partial 10,000 GB-S quantities will be prorated.

1,000,000 Incoming Requests Per Month: is defined as a collection of 1,000,000 page hits over HTTP/S incoming from a client on the internet, VCN or CDN to the Web Application Firewall.

10 Monitor Runs Per Hour: is defined as 10 monitor runs where a monitor run is an execution of one monitor (scripted monitor, page load monitor, REST API monitor) from one vantage point location.

10 Monitored Resources Per Hour: is defined as 10 monitored resources per hour, where a monitored resource is part of the technology stack, such as an application (e.g., Oracle E-Business Suite (EBS) and EBS components such as Concurrent Processing), a database (e.g., Oracle database), or an application server (e.g., Oracle Weblogic Server).

For the purposes of billing, each instance of a monitored resource type is counted as one resource. For clustered resources, the cluster - including all individual members - is collectively counted as one resource (i.e., individual members of the cluster are not counted). For example, an Oracle WebLogic Cluster containing 2 Oracle WebLogic Servers would be counted as one monitored resource. Monitored resources will be charged in blocks of 10 Monitored Resources Per Hour; each partial 10 Monitored Resources Per Hour will be charged as a full 10 Monitored Resources Per Hour.

1,000,000 Queries: is defined as the number of DNS queries received by the public authoritative DNS server at a prorated cost of \$1.00 per 1 million queries during the monthly billing period (e.g., 500 million queries received would be invoiced at $500 \times \$1.00 = \500).

1,000 Requests Per Month: is defined as a maximum of 1,000 requests per month, of the type of REST API requests You use in the Oracle Cloud Service, including PUT, HEAD, POST, COPY, LIST, DELETE and GET requests.

10,000 Requests Per Month: is defined as a maximum of 10,000 requests per month, of the type of REST API requests You use in the Oracle Cloud Service, including PUT, HEAD, POST, COPY, LIST, DELETE and GET requests.

1,000 Transactions: is defined for the purposes of Oracle Cloud Infrastructure - AI Services – Language as the number of 1,000-characters within a document that is provided as an input to the service (API call). For example, if a customer called this Cloud Service with a single tweet (up to 280 characters long), that would be counted as a single Transaction. If a customer called this Cloud Service with a document that is 3 pages long and totaling 5,000 characters, that would be counted as 5 Transactions. If the document totaled 5,001 characters, it would be counted as 6 Transactions.

250 Video Assets Per Month: is defined as 250 video assets per month, where one (1) video asset is one (1) advanced video (published or not published) stored in an Oracle Content Management asset repository, or 20 files of any type stored in the Oracle Content Management advanced video project workspace. An advanced video project workspace is used for storing user-contributed draft files.

If the total number of video assets utilized during a month exceeds the number of video assets that are entitled per 250 Video Assets Per Month, an additional 250 Video Assets Per Month will be charged. Only the current top level revision of any given video asset is counted toward the total number of video assets.

If an Oracle Content Management instance has been provisioned and designated as a non-primary instance, only a single quantity of 250 Video Assets Per Month will be charged regardless of the total number of video assets being replicated. A non-primary instance can be used for disaster recovery, development, staging or quality assurance activities.

20,000 Messages Per Hour: is defined as the number of 20,000 message quantities used as part of the Oracle Cloud Service. A message is defined as up to 50 kilobytes (KB) of in-and-out transmission from/to the Oracle Cloud Service. Any message over 50KB in size must be counted as multiple messages, with each 50KB or portion thereof counting as equivalent to one message (e.g., 210KB would be counted as 5 messages).

For the purposes of the Oracle Integration Cloud Service – BYOL (all editions), a message is calculated following these rules:

- Integrations:
 - Trigger: Each trigger activity counts as at least one message, depending on the message size. If the inbound message payload exceeds 50KB, 1 additional message is counted for each additional 50KB (e.g., 210 KB would be counted as 5 messages).
 - Invoke: Invoke requests do not count as messages, but invoke responses that are greater than or equal to 50KB count as messages. If an invoke response message payload exceeds 50KB, 1 additional message is counted for each additional 50KB (e.g., 210 KB would be counted as 5 messages). If the invoke response message payload is less than 50KB, then the invoke response is not counted as a message.

- File: For file-based scheduled flows where there are incoming files into integrations, each file is converted into a billed message (in multiples of 50KB) only when the file size is greater than or equal to 50KB.
- Process Automation:
 - One concurrent user for the process automation feature is equal to 400 messages.
- Integration Insight:
 - Each business transaction in Insight counts as one message.
- Visual Builder
 - One concurrent user for the Visual Apps feature is equal to 100 messages.
- Internal: Internal calls within the same Oracle Integration Cloud Service instance are not counted as messages. For example, the following are not counted:
 - Process to Integration
 - Visual Builder to Integration
 - Integration to Integration
- Calling another Oracle Integration Cloud Service instance does incur messages in the target Oracle Integration Cloud Service instance, and, depending on the response size, may also incur messages in the Oracle Integration Cloud Service instance from which the call originates.

Any combination of message input, message output, concurrent users, or messages sizes may be utilized concurrently, but must not exceed the maximum quantity of 20,000 Messages Per Hour that You set when You create an instance for the Oracle Cloud Service.

300 Gigabytes Per Hour: is defined as 300 gigabytes of total indexed size of stored log data during a one hour period.

500 Transactions Per hour: is defined as 500 blockchain transactions attempted in an Oracle Blockchain Platform Cloud Service instance in an hour. A blockchain transaction is defined as a ledger query, an attempted endorsement transaction (irrespective of the outcome of the transaction – success or failure), or an attempted commit transaction (irrespective of the outcome of the transaction – success or failure) for each peer in the Oracle Autonomous Blockchain Cloud Service instance. A peer represents an entity (organization registered on the blockchain) executing blockchain transactions. One entity can have multiple peers. You specify the number of peers at the time of provisioning and You can dynamically start additional peers.

5,000 Assets Per Month: is defined as 5,000 assets per one month, where one (1) asset (an "Asset") is one (1) item of any type (published or not published) stored in the Oracle Content Management asset repository. An asset stored in the asset repository can be either a file-based asset (e.g., a document, an image, a video) or a content item; a content item is a block of information created using a content type.

Every twenty (20) files of any type stored in the Oracle Content Management documents file repository counts as one (1) asset; Every one hundred (100) files of any type stored in an Oracle Content Management business asset repository counts as one (1) asset; And every two hundred (200) files of any type that has been archived counts as one (1) asset.

If the total number of assets utilized during a month exceeds the number of assets that are entitled per the 5,000 Assets Per Month quota, an additional fee for an additional 5,000 Assets Per Month will be charged during such one month period.

Only the current top level revision of any given file or asset is counted toward the assets counts.

If an Oracle Content Management instance has been provisioned and designated as a non-primary instance, only a single quantity of 5,000 Assets Per Month will be charged regardless of the total number of assets being replicated. A non-primary instance can be used for development, staging, QA or disaster recovery.

Each provisioned Oracle Content Management instance is charged a minimum of 5,000 Assets Per Month (i.e., the minimum charge is one 5,000 Assets pack per instance). You will be charged for the total count of 5,000 Assets packs per month used across all provisioned Oracle Content Management instances (primary and non-primary) within Your Cloud Services Account.

5,000 Messages Per Hour: is defined as the number of 5,000 message quantities used as part of the Oracle Cloud Service. A message is defined as up to 50 kilobytes (KB) of in-and-out transmission from/to the Oracle Cloud Service. Any messages over 50KB in size must be counted as multiple messages, with each 50KB or portion thereof counting as equivalent to one message (e.g., 210KB would be counted as 5 messages). One concurrent user for the process automation feature is equal to 400 messages.

For the purposes of the Oracle Integration Cloud Service (all editions), a message is calculated following these rules:

- Integrations:
 - Trigger: Each trigger activity counts as at least one message, depending on the message size. If the inbound message payload exceeds 50KB, 1 additional message is counted for each additional 50KB (e.g., 210 KB would be counted as 5 messages).
 - Invoke: Invoke requests do not count as messages, but invoke responses that are greater than or equal to 50KB count as messages. If the message payload exceeds 50KB, 1 additional message is counted for each additional 50KB (e.g., 210 KB would be counted as 5 messages). If the invoke response message payload is less than 50KB, then the invoke response is not counted as a message.
 - File: For file-based scheduled flows where there are incoming files into integrations, each file is converted into a billed message (in multiples of 50KB) only when the size is greater than or equal to 50KB.
- Process Automation:
 - One concurrent user for the process automation feature is equal to 400 messages.
- Integration Insight:
 - Each business transaction in Insight counts as one message.
- Visual Builder
 - One concurrent user for the Visual Apps feature is equal to 100 messages.
- Internal: Internal calls within the same Oracle Integration Cloud Service instance are not counted as messages. For example, the following are not counted:

- Process to Integration
 - Visual Builder to Integration
 - Integration to Integration
- Calling another Oracle Integration Cloud Service instance does incur messages in the target Oracle Integration Cloud Service instance, and, depending on the response size, may also incur messages in the Oracle Integration Cloud Service instance from which the call originates.

Any combination of message input, message output, concurrent users, or message sizes may be utilized concurrently, but must not exceed the maximum quantity of 5,000 Messages Per Hour that You set when You create an instance for the Oracle Cloud Service.

Active Process User Per Hour: is defined as a unique active user that interacts with the Oracle Cloud Service for any task where registered users could be Development, Design, Operations, Invocation or Participant users during a 1-hour period across the Designer or Workspace UIs. A user interacting with the Oracle Cloud Service through REST APIs will also be counted. Each single unique user accessing the Oracle Cloud Service multiple times in a one-hour period will be counted as only one Active Process User Per Hour.

Active User Per Hour: is defined as a unique active user that interacts with the Oracle Cloud Service through a specific channel (website, mobile app, API, SMS) during a 1-hour period. Active users are tracked through the use of audit logs, cookies, user ids, tokens, device ids, IP's or session id's. Access across multiple channels will be counted as multiple active users on an hourly basis. An active user is tracked for each instance of the Oracle Cloud Service.

For the purposes of the Oracle Identity Cloud Service, the interaction with the Service consists of, but is not limited to, specific actions or events performed within the Service (authentication, Single Sign On, user provisioning, step-up authentication, password management, etc.).

For the purposes of the Oracle Content Management and the Oracle Content and Experience Cloud Service - Classic, the Service tracks either named users or visitors based upon the role that a user is given in the Service; users with anonymous access to the Service will be tracked as visitors. Visitor access – whether for anonymous or registered visitors - across multiple channels during the same hour counts as multiple active visitor users. In addition, during the same hourly period, the Service also tracks:

- the number of API calls made to the Service by third party applications. If the number of API calls exceeds the number of API calls that are entitled per active user, a new active user will be added.
- the number of published assets. A published asset is either a file-based asset (e.g., a document, an image, or a video) or a content item (a block of information created using a content type) either of which has been published during the hourly period. If the number of published assets exceeds the number of published assets that are entitled per active user, a new active user will be added.

- outbound data transfer per active user per hour. Outbound data transfer is defined as the quantity during an hour of the Oracle Cloud Service of both the data You download directly from the Oracle Cloud Service plus the quantity of Outbound Data Transfer from the Oracle Cloud Service over the internet, including responses to Your client requests.

Annotated Data Records: is defined as the number of data records that were assigned one or more labels. An annotated data record involves (a) creating one or more bounding boxes to an image, (b) classifying an entire image, document or text, or (c) highlighting part of text, video or speech with labels.

API Calls: is defined as the number of calls incoming from a client to the Oracle Cloud Infrastructure Threat Intelligence Service endpoint. A call may include GET or LIST commands to retrieve certain threat intelligence indicator data from the Oracle Cloud Infrastructure Threat Intelligence Service endpoint. Calls are metered on a per tenancy basis. Each search in the console or call to the API is considered an API call for the purposes of metering.

CPU Core Per Hour: is defined as the total number of CPU cores of processor hours enabled for monitoring as part of the Oracle Cloud Infrastructure Database Management service. The number of CPU cores shall be determined based upon the total number of CPU cores of the processor on the host, VM or Container on which the target is being monitored, and equals the current number of CPU cores on the system that includes sub-cores of multi-core CPUs, as well as single-core CPUs. The number of sockets multiplied by the number of CPU cores per socket will give the total count of CPU cores. Programs licensed on a CPU core basis may be accessed by your internal users (including agents and contractors) and by your third party users. Each partial CPU core per hour consumed will be billed as a full hour.

Notes:

1. Oracle Database Enterprise or Standard Edition processor count definition, policy and limits do not apply.
2. Multiple targets running on the same hosts, VMs, or Containers will be counted only once for licensing purposes.
3. CPU cores of each instance of Oracle Real Application Clusters must be counted.
4. If You are using a standby database and Dataguard is monitored and managed by the Oracle Cloud Infrastructure Database Management Service, then CPU cores of these instances must also be counted for licensing purposes.
5. On Exadata systems, CPU cores on all the database instance hosts must be counted for licensing purposes, however CPU cores of Exadata Storage Server need not be counted for licensing purposes.

Endpoints Per Month: is defined as the number of endpoints (IP addresses or HTTP targets) monitored from up to 10 vantage points (from locations) for each protocol (HTTP, HTTPS, TCP, ICMP, etc) at either a high or low frequency rate of measurement (e.g., every 10 seconds versus every 30 seconds), during a given calendar month of the Service.

Exadata TB (Terabyte) Storage Capacity Per Month: is defined as the number of terabytes of Exadata storage reserved for Oracle Autonomous Data Warehouse or Oracle Autonomous Transaction Processing or reserved for cross-region Autonomous Data Guard staging, if applicable, during each month of the Services Period of the applicable Oracle Cloud Service.

Each terabyte of Exadata storage space reserved for part of a month will be billed on an hourly basis.

Execution Hour: is defined as the number of execution hours used by Pipeline Operators as part of Oracle Cloud Infrastructure Data Integration. A scheduled run of a single task counts as a pipeline with a single Pipeline Operator execution. Each partial Execution Hour consumed is billed as a partial hour with a one-minute minimum. The first 30 hours of Execution Hour per tenant per month is free.

Execution Pack Per Month: is defined as up to 10,000 execution activities during each month of the Services Period, with one execution pack equaling up to 10,000 activities. An activity is any available element in the palette such as notifications, human tasks, service calls, start/end events, and gateways. An executed activity is defined as an activity that is executed at runtime when a transaction or payload is processed.

Gateway Per Hour: is defined as single state representation of one or many instances (called gateway nodes) of the gateway application component installation. A gateway is represented as a "Gateway" in the management service gateway table in the database and is shown as such in the user interface. A gateway is counted by counting the number of gateways in the "Gateways" tab in the management service user interface during a single hour. When a gateway node is registered to the management service, You have the option to register it to an existing gateway or to create a new gateway. When the last node is de-registered, You will have the option to delete the gateway and reduce the count of gateways.

Gibibyte (GiB) Memory Per Hour: is defined as 1 gibibyte of memory capacity in the server as a part of the Oracle Cloud Service.

Gigabyte (GB) Data Capacity Per Hour: for the purposes of Oracle CASB for IaaS and Oracle CASB for Custom Apps is defined as the volume of data generated, ingested, managed and analyzed from the Monitored Accounts and Monitored Apps per hour. Capacity may include but is not limited to development, test, quality assurance (QA), training, pre-production, production, high availability (HA), disaster recovery (DR) or any other environments that You deem necessary to be monitored by Oracle's Cloud Service offering.

- For the purposes of Oracle CASB for Data Protection, Data Loss Prevention Retroactive Scan, Gigabyte (GB) of Data Capacity Per Hour is defined as the volume of data scanned per hour.

Gigabyte (GB) of Data Processed: is defined as the quantity of any transfer of data to or from the Load Balancer over the internet including responses to Your client requests during a calendar month.

- For the purposes of Oracle Cloud Infrastructure Network Firewall, Gigabyte (GB) of Data Processed is defined as every GB of data processed by the network firewall instance in a month.

Gigabyte (GB) of Data Processed Per Hour: is defined as the quantity of gigabytes of data processed from/to the Oracle Data Integration Platform Cloud Service (host or remote agents),

which may include counting any combination of data throughput for data replication, batch data movement, data streaming or data cleansing operations. For the purposes of Oracle Cloud Infrastructure Data Integration, Gigabyte of Data Processed Per Hour is defined as the quantity of gigabyte of data input into Oracle Cloud Infrastructure Data Integration during a one hour period.

Gigabyte (GB) of Good Traffic Per Month: is defined as the data of the HTTP response egress traffic passed through the WAF as a reverse proxy from the origin server.

Gigabyte (GB) Log Storage Per Month: is defined as the number of GB of logs stored inside the Oracle Cloud Infrastructure Logging Cloud Service during a month of the Oracle Cloud Service. The minimum amount that will be billed is 1 MB.

Gigabyte (GB) Memory Per Hour: is defined as the number of GB memory hours allocated as part of an Oracle Application Container Cloud Service instance.

Gigabyte (GB) of Packaged Video Content: is defined as the number of gigabytes requested by a video player or content delivery network (CDN) service and packaged to Oracle Cloud Infrastructure Media Streams during a month.

Gigabyte (GB) Per Hour: is defined as 1 GB of memory capacity in the server as a part of the Oracle Cloud Service.

Gigabyte (GB) Outbound Data Transfer Per Month: is defined as the quantity during a calendar month of the Oracle Cloud Service of both the data You download directly from the Oracle Cloud Service plus the quantity of Outbound Data Transfer from the Oracle Cloud Service over the internet, including responses to Your client requests.

Gigabyte (GB) Performance Units Per Month: is defined as per gigabyte storage performance characteristics for the Oracle Cloud Infrastructure block volume during a month of the Service. This metric must be purchased and is metered in increments of 10. You may adjust performance characteristics such as IOPS/GB, throughput/GB, and maximum IOPS for the Oracle Cloud Infrastructure block volume.

Gigabyte (GB) Storage Capacity Per Month: is defined as a gigabyte (1073741824 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the Service. The metric may be subject to a minimum storage duration requirement.

Gigabyte (GB) Storage Retrieved Per Month: is defined as a gigabyte (1073741824 bytes) of computer storage retrieved during a month of the Oracle Cloud Service.

Host CPU Core Per Hour: is defined as the total number of cores of the processors used per hour underlying the physical host, VM, or container on which the target database or host is being monitored externally. All host CPU cores are counted, including cores underlying both primary and standby databases, and cores running each instance of RAC. If multiple Oracle database targets are running on the same processors of the physical hosts, VMs or containers, then the host CPU core will only be counted once. Each partial Host CPU Core hour consumed will be billed as a full hour.

Hosted Environment Per Hour: is defined as the combination of systems and supporting resources provided as part of the Oracle Data Management Cloud Services (the Hosted Environment), the use of which is measured on a per hour basis. Each partial Hosted Environment hour consumed will be billed as a partial hour. The included amount of the following items vary per service and selected shape, and are as specified in the Service Descriptions for the applicable Cloud Service: minimum Services Period, base number (zero or more) of OCPU enabled, optional maximum OCPU capacity and local storage capacity.

Hosted Environment Per Month: is the combination of systems and supporting resources to which Oracle grants You access as part of the Oracle Cloud Services ordered by You, that is (i) configured for the Oracle Programs operating on it and for specific uses as part of the Oracle Public Cloud Services, and (ii) used by Oracle to perform the Oracle Cloud Services. The hosted environment consists of the production environment, and any non-production environment(s), as referenced in the applicable ordering document.

- For the purposes of Oracle NoSQL Database Cloud Service
 - You are provided a minimum of 420,000 read units per month
 - You are provided a minimum of 280,000 write units per month
 - You are provided a minimum of 17,500 GB storage per month

Hosted Named User Per Hour: is defined as an individual authorized by You to access the hosted Cloud Service in an hour, regardless of whether the individual is actively accessing the hosted Cloud Service at any given time.

Instance Per Hour: for the purposes of Web Application Firewall ("WAF"), an instance is defined as an active WAF policy attached to a web-application or a load balancer instance. Every hour the policy and the attachment are in active status is counted as an instance hour.

- For the purposes of Oracle Cloud Infrastructure Network Firewall, every hour the network firewall instance is in active status is counted as an instance per hour.

Key Version Per Month: is defined as one key version in a single-tenant accessible encryption key storage vault used on an Oracle Cloud Infrastructure Cloud Service where that Service is measured and billed on a monthly basis.

Load Balancer Hour: is the number of hours from when a given Load Balancer is launched until it is terminated. Each partial server-hour consumed will be billed as a full hour.

Logging Analytics Storage Unit Per Hour: is defined as 300 gigabytes of logs stored during an hour of the Oracle Cloud Service. The minimum amount that will be billed is 1 Logging Analytics Storage Unit.

Logging Analytics Storage Unit Per Month: is defined as 300 gigabytes of logs stored during a month of the Oracle Cloud Service. The minimum amount that will be billed is 1 Logging Analytics Storage Unit.

Logging Analytics Storage Unit: is defined as a gigabyte (1,073,741,824 bytes) of logs stored inside Oracle Cloud Infrastructure Logging Analytics during a month of the Oracle Cloud Service. One Logging Analytics Storage Unit equates to 300 gigabytes of Log Storage per month. The minimum billing threshold is 1 Logging Analytics Storage Unit.

Mbps Per Hour: is the bandwidth of the load balancer represented in Mbps per hour. This metric is only applicable to the Oracle Cloud Infrastructure Load Balancer Cloud Service.

Migration Hour: is defined as the amount of time that a migration is running, where 'running' is defined as a migration job being in a state of "in progress" or in a state of "waiting". Partial Migration Hours consumed are billed as partial hours with a one-minute minimum.

Million Datapoints: is defined as a count in the millions of the Oracle Cloud Infrastructure Monitoring Datapoints either ingested or retrieved for a Monitoring Metric.

Million Delivery Operations: is defined as the number of delivery operations in the millions performed by the Oracle Cloud Infrastructure Notifications Service, including retries to deliver messages to HTTPS endpoints. Each 8KB portion of delivered data is billed as 1 operation.

Minute of Output Media Content: is defined as the length of output media content that is processed by Oracle Cloud Infrastructure Media Flow Cloud Service during a one-minute period.. Each minute will be billed in 6 second increments.

Monitored Service User Per Hour: is defined as a user account in Your SaaS applications, which You are authorized to monitor each hour for each service with the Oracle CASB Service. Users account may include individual user accounts as well as accounts shared by multiple users of the monitored SaaS applications and are not limited to the employees, customers, partners, consultants, contractors and agents of You, and Your customers.

Monitored Account Per Hour: is defined as the account that You established with Your IaaS or PaaS provider that includes (1) the Your email address and password, (2) the control of resources available or created within the account, and (3) payment for the IaaS or PaaS activity related to those resources. Each Active IaaS/PaaS Monitored Account by use of the applicable Oracle Cloud Service. Active means account is configured and activated in Oracle CASB Cloud Service. For the purposes of Oracle CASB Cloud Service, an Oracle Cloud Infrastructure Compartment is considered to be equivalent to an account.

Monitored App Per Hour: is defined as any custom or tailor-made application or workload that is specifically developed and deployed by You on a PaaS or IaaS based infrastructure, either for internal or external use, that is configured and activated and that You monitor each hour with the applicable Oracle Cloud Service. A Monitored App may include but is not limited to development, test, quality assurance (QA), training, pre-production, high availability (HA), disaster recovery (DR) or other environments that You monitor with this Oracle CASB Cloud Service.

Node Per Hour: is defined as the number of node hours used as part of the Oracle Cloud Service. A node is a predefined combination of OCPU's (or vCPUs) and memory based on the shape. Each partial node hour consumed is billed as a partial hour, with a one-minute minimum.

- For the purposes of Oracle Cloud Infrastructure Search Service with OpenSearch – Node – Metered, a node is defined as the number of data node instances that can be part of a cluster system in one hour.

- For the purposes of Oracle Cloud Infrastructure Search Service with OpenSearch, a data node instance is defined as the number of Compute instances with an instance type of data node that can be part of a clustered system in one hour. A customer can have two data nodes within its cluster without any hourly metering. Only any additional data nodes after the second data node will be charged the Oracle Cloud Infrastructure Search Service with OpenSearch HA rate. For example, a two-data node cluster will not be metered. If a third data node is added, there would be a single data node per hour charge metered for the third data node. If a fourth data node is added, then two data node per hour charges will be incurred.

NVMe Terabyte (TB) Per Hour: is defined as 1 TB of NVMe storage capacity in the server as a part of the Oracle Cloud Service, where a TB is defined as 1000 gigabytes.

OCPU Per Hour: is defined as the number of Oracle Compute Unit (OCPU) hours used as part of the Oracle Cloud Service. An OCPU provides CPU capacity equivalent of one physical core of a processor with hyper-threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs. Each OCPU has a pre-defined amount of memory. Each partial OCPU Hour consumed will be billed as a full hour subject to the following exceptions.

- For the purposes of Oracle Cloud Infrastructure - Compute - Standard - A1, each OCPU is limited to providing CPU capacity equivalent to one physical core of a processor and corresponds to a single hardware execution thread or vCPU.
- For the purposes of Oracle Cloud Infrastructure - Compute - Standard - A1; Oracle Cloud Infrastructure - Compute - Standard - E4; Oracle Cloud Infrastructure - Compute - Standard - E3; and Oracle Cloud Infrastructure - Compute - Optimized - X9, all are available with flexible memory in Virtual Machine (VM) environments.
- For the following services, partial OCPUs hours consumed are billed per second with a one-minute minimum:
 - Oracle Autonomous Data Warehouse
 - Oracle Autonomous Transaction Processing
 - Oracle Exadata Cloud@Customer – Autonomous Data Warehouse
 - Oracle Exadata Cloud@Customer – Autonomous Transaction Processing
- For the following services, partial OCPUs hours consumed are billed as partial hours with a one-minute minimum:
 - Oracle APEX Application Development
 - Oracle Autonomous JSON Database
 - Oracle Cloud Infrastructure – GoldenGate
 - Oracle Database Cloud Service – Bare Metal
 - Oracle Database Cloud Service – Virtual Machine

- Oracle Database Exadata Cloud Service
 - Oracle Gen 2 Exadata Cloud@Customer
 - Compute Virtual Machine instances
 - Windows OS images
 - Compute Bare Metal instances
 - Oracle Platform Services hosted in Oracle Cloud Infrastructure. The full list of these services is available here: <https://docs.cloud.oracle.com/en-us/iaas/Content/General/Reference/PaaSPrereqs.htm#supported>
- For the purposes of Microsoft SQL server, partial OCPU hours consumed are billed as partial hours with a 744-hour minimum.
 - For the purposes of the Oracle WebCenter Portal Cloud Service, only the Oracle Java Cloud Service OCPUs running the Oracle WebCenter Portal Cloud Service instance must be counted. The Oracle WebCenter Portal Cloud Service requires a minimum number of one (1) OCPU and requires high memory virtual machines.
 - For the purposes of the Oracle Data Integrator Cloud Service, only the OCPUs running the Oracle Data Integrator Cloud Service must be counted. One (1) OCPU gives You up to one (1) Connection; more Connections require more OCPUs. A Connection is defined as a unique connection used to build integrations between applications or databases using the Oracle Data Integrator Cloud Service. A Connection is counted per unique application, data source, third party software, Oracle software, Web Service or REST endpoint to which the Oracle Data Integrator Cloud Service is connected. Applications, databases or Web Services that use the same url and credential are counted as one Connection. Files hosted on a file system do not count as a Connection.
 - For the purposes of the Oracle GoldenGate Cloud Service – Enterprise, only the OCPUs running the Oracle GoldenGate Cloud Service – Enterprise must be counted. One (1) OCPU gives You up to one (1) Connection; more Connections require more OCPUs. A Connection is defined as a unique connection used to build integrations between applications or databases using the Oracle GoldenGate Cloud Service – Enterprise. A Connection is counted per unique application, data source, third party software, Oracle software, Web Service or REST endpoint to which the Oracle GoldenGate Cloud Service – Enterprise is connected. Applications, databases or Web Services that use the same URL and credential are counted as one Connection. Files hosted on a file system do not count as a Connection. The service environment includes 1 Terabyte of local block storage.
 - For the purposes of the Oracle Integration Cloud Service – Standard, and the Oracle Integration Cloud Service - Enterprise, each Cloud Service tracks OCPUs that are in running status on an hourly basis.
 - For the purposes of the Oracle WebLogic Enterprise Edition for Oracle Cloud Infrastructure Container Engine for Kubernetes and the Oracle WebLogic Suite for Oracle Cloud Infrastructure Container Engine for Kubernetes Services, all the OCPUs running in the WebLogic node pool must be counted.
 - For the purposes of the Oracle Cloud Infrastructure Operations Insights for Oracle Autonomous Database Service and Oracle Cloud Infrastructure Operations Insights for Oracle

Cloud Databases, OCPU Per Hour is defined as the total number of OCPU hours enabled for target database monitoring as part of the Service.

OCPU Per Month: is defined as the number of Oracle Compute Unit (OCPU) hours used as part of the Oracle Analytics Cloud Service in a calendar month. An OCPU provides CPU capacity equivalent to one physical core of an Intel Xeon processor with hyper-threading enabled. Each OCPU corresponds to two hardware execution threads, known as vCPUs.

One Million IO Requests Per Month: is defined as the maximum of one million IO requests during a calendar month of the Oracle Cloud Service of the type of Block Storage IO Requests You use in the Oracle Cloud Service.

Partition Hour: is defined as the number of Partition hours used as part of the Oracle Cloud Service. A Partition provides the capacity equivalent of 1 MB/s of data ingress, 2 MB/s of data egress and 1000 PUT operations per second.

Port Hour: is defined as the number of hours consumed for each port configured.

Read Unit Per Month: is defined as the throughput of up to one kilobyte (KB) of data per second for an eventually consistent read operation (i.e., where the data returned may not be the most recently written data to the database; if no new updates are made to the data, eventually all accesses to that data will return the latest updated value) over a one-month period, or approximately two million six hundred thousand (2.6 million) reads. (Each month is deemed to have seven hundred forty-four (744) hours or approximately two million six hundred thousand (2.6 million) seconds. So over a one-month period, one (1) read unit will provide You with approximately 2.6 million reads.) To achieve the throughput of up to one kilobyte (KB) of data per second for an absolute consistent read operation (i.e., where the data returned is expected to be the most recently written data to the database), the equivalent of two Read Units Per Month need to be provisioned.

Recipe Jobs Per Hour: is defined as the total number of recipe jobs launched within an hour window for all users within an Oracle Self Service Integration Cloud Service instance. A recipe job for an active recipe is launched to process its associated data when the recipe's trigger event and condition are met.

Request: is defined as the number of requests made to the Oracle Cloud Service. A request is defined as an API call from a mobile app or one round trip interaction (request to a bot and a response from that bot) or a push initiated from the Oracle Cloud Service. For the purposes of the Oracle Digital Assistant Cloud Service, a request is counted as follows: (a) any round-trip conversation with the chatbot skill, (b) authentication and authorization (login); (c) invocation of an instant app or WebView component; (d) use of the tester in the Bots admin tool; (e) push notifications from the skill ; (f) drill down from the Bot Insights home page to Insight Details; and (g) calling the embedded custom component code.

Request Per Hour: is defined as the number of requests made to the Oracle Cloud Service in an hour. A request is defined as an API call from a mobile app or one round trip interaction (request to a bot and a response from that bot) or a push initiated from the Oracle Cloud Service.

1 SMS Message Sent: is defined as each Short Message Service (SMS) message (counted on a per recipient basis) that is accepted by the Oracle Cloud Infrastructure Notifications Service to deliver during the applicable billing period. A single Oracle Cloud Infrastructure Notifications Service topic with 10 different recipients would therefore be counted as 10 SMS messages (e.g., 140,000 SMS Messages accepted, each with 2 different recipients would be charged as 280,000 SMS messages). The cost of each SMS message depends on the destination country zone of the recipient (e.g., a message sent to a recipient in the United States would be charged at the per SMS message rate of country zone 1 while a message sent to a recipient in Canada would be charged at the per SMS message rate of country zone 2). The list of countries within a specific country zone may change periodically and the latest list may always be found on the Oracle Cloud Infrastructure Notifications Service pricing page.

Static IP Per Hour: is defined as the number of Static IP hours used as part of the Oracle Cloud Service. These hours could include additional static IPs associated with a running instance or additional static IPs that are not associated with any running instance.

Target Database Per Month: is defined as a unique database target (either on-premises or running in a virtual machine on infrastructure as a service) registered to be managed by the Oracle Cloud Service during a month.

Terabyte Storage Capacity Per Month: is defined as a terabyte (1024 bytes) of computer storage space used by a storage filer of the Oracle Cloud Service during a month of the Service.

Token: is defined as a JSON Web Token (JWT) that is issued by the Cloud Service and used to securely transmit information between parties during a one hour period.

Training Hour: is defined for the purposes of Oracle Cloud Infrastructure – Vision as the number of hours spent training a custom vision model. The user has the option to either define a set number of hours (i.e., 3) or choose a “recommended” training duration which can be up to 24 hours.

Transcription Hour: is defined as the cost of transcribing one hour of audio into text.

User Per Month: is defined as an individual configured to access the hosted service during the billing period, regardless of whether the individual is actively accessing the hosted service at any given time. You will be billed at the maximum configured user count during each billing period, even if users are removed from the hosted service during this period.

- For purposes of the Oracle Container Pipelines Cloud Service, users are represented in container pipelines as members of an organization. For each billed entity there must be one parent organization under which all of its users and sub-organizations are managed.
- For the purpose of Oracle Analytics Cloud User-per-Month, users you will be charged immediately on creation of the instance for all users that are configured. The minimum number of users charged for is 10.

vCPU Per Hour: is defined as the number of compute hours used as part of the Cloud Service. It provides CPU capacity equivalent of one hardware execution threads, known as vCPUs. The vCPU Per Hour price is based on the deployment model.

For Cloud Services on Oracle Cloud Infrastructure (whether standard, enterprise or metal).

- Standard means those Cloud Services which provide CPU capacity equivalent to 100% vCPUs overcommit.
- Enterprise means those Cloud Services which provide CPU capacity with no vCPUs overcommit.
- Metal means those Cloud Services which provide dedicated, for your application, bare metal servers allocated in 36 vCPU units with no vCPUs overcommit.

For non-elastic IP addresses, fees are based on the time period the virtual machines are actually running. For elastic IP addresses, fees are based on the entire time period that the IP is allocated for Your use.

Video Pack (500 Videos - 500 Gigabytes (GB)) Per Month: is defined as up to 500 videos consuming up to 500 GB of storage per month.

Virtual Private Vault Per Hour: is defined as 1 single-tenant accessible encryption key storage vault used on Oracle Cloud Infrastructure (OCI) that is measured on an hourly basis and billed on a monthly basis.

Workspace Usage Per Hour: Is defined as the workspace instance provided as part of Oracle Cloud Infrastructure Data Integration, the use of which is measured on a per hour basis.

Write Unit Per Month: is defined as the throughput of up to one kilobyte (KB) of data per second for a write operation over a one month period, or approximately two million six hundred thousand (2.6 million) writes. (Each month is deemed to have seven hundred forty-four (744) hours or approximately two million six hundred thousand (2.6 million) seconds. So over a one-month period, one (1) write unit will provide You with approximately 2.6 million writes.)

Oracle PaaS and IaaS Universal Credit

Part # B88206

Oracle will provide You with a Cloud Services Account which allows You to set up and use eligible Oracle Cloud Services for the applicable Cloud Services categories in accordance with the type of Credit Period You have selected.

1. AVAILABLE SERVICES

A. ELIGIBLE ORACLE PAAS CLOUD SERVICES

The current eligible Oracle PaaS Cloud Services categories include:

- Analytics Cloud Services
- Application Development Cloud Services
- Big Data Cloud Services
- Content Management Cloud Services
- Data Integration Cloud Services
- Data Management Cloud Services
- Enterprise Integration Cloud Services
- Management Cloud Services
- Security and Identity Cloud Services
- *Not Discount Eligible Cloud Services

B. ELIGIBLE ORACLE IAAS CLOUD SERVICES

The current eligible Oracle IaaS Cloud Services categories include:

- Compute Cloud Services
- Network Cloud Services
- Storage Cloud Services
- *Not Discount Eligible Cloud Services

Note: Service Descriptions for the Oracle Data and AI Cloud Services which invoke other Oracle IaaS Cloud Services are located at the end of the IaaS Cloud Service Category.

* Note: Services in the Not Discount Eligible Cloud Services category are not eligible for discounts.

C. ADDITIONAL SERVICES

If Oracle adds additional service offerings to the list of eligible Oracle IaaS and PaaS Cloud Services within Your Cloud Services Account during the Services Period, You may activate and use those service offerings and the discount will be applied based on the Cloud Service category discount specified in the rate card attached to Your order or as seen in the Cloud Portal. The development,

release, and timing of any future features, functionality or service offerings remains at the sole discretion of Oracle Corporation.

D. ALWAYS FREE CLOUD SERVICES

Oracle may make available to You certain Cloud Services at no charge ("Always Free Cloud Services") subject to the following terms. Always Free Cloud Services may be designated as free in two ways: (1) via a specific Cloud Service part designated as "Free" or (2) via a specified Cloud Service tier of usage that is designated as \$0 on Your rate card, provided such Cloud Service is noted in this Service Descriptions document as having a free tier (a "Free Tier").

The following sections of the *Oracle Cloud Hosting and Delivery Policies* do not apply to Always Free Cloud Services: Cloud Service Continuity Policy, Cloud Service Level Agreement and Oracle Cloud Support Policy. However, if You use more than just the Free Tier of a multi-tier rate card Cloud Service and commence paying for that applicable Cloud Service, You will receive the benefit of the entire *Oracle Cloud Hosting and Delivery Policies* for all of Your use of that applicable Cloud Service during such a paid subscription period.

If You only order Always Free Cloud Services, Oracle may end, upon 14 days' notice: (i) Your right to use the applicable Always Free Cloud Service(s), or (ii) the Oracle Cloud Services Account, if You have not used the Always Free Cloud Services during the 90 day period immediately preceding the date of the Notice, You may, however, thereafter initiate new Always Free Cloud Services.

For the purposes of the Oracle Cloud Infrastructure – Object Storage Cloud Service (B#91628) and the Oracle Cloud Infrastructure – Archive Storage Cloud Service (B#B91633), if You transition either from a paid version of one of those Cloud Services or from a free Oracle Cloud promotion for one of those Cloud Services to the Always Free Cloud Services version of one of those Cloud Services, Oracle Cloud Infrastructure will provide You with a maximum of 20 gigabytes of combined Object Storage and Archive Storage whether You are using one or both of these Cloud Services. If You transition as noted in the preceding sentence but do so with a combined Object Storage and Archive Storage above 20 gigabytes, all of Your data will be permanently deleted.

Oracle in its sole discretion may remove or modify an Always Free Cloud Service from the Always Free category (a "Removed Service") at any time. With respect to the foregoing, if You are at the time of the removal using the Removed Service, then You may switch to a subscription fee-based version of the Removed Service in order to continue using the applicable Oracle Cloud Service.

The default Data Center Region (the "Home Region") for Always Free Cloud Services is the region that You choose when You sign up for the applicable Always Free Cloud Services (subject to an Always Free Cloud Service being available in a given Data Center Region). You will not be allowed to change the Home Region even if You subsequently attempt to add additional Data Center Regions.

Oracle in its sole discretion may terminate a customer's usage of an Always Free Cloud Service if Oracle identifies unusual activity that violates section 9.3 of the Oracle Cloud Services Agreement.

ALWAYS FREE CLOUD SERVICES

Cloud Service	Part #
Oracle Autonomous Transaction Processing - Free	B91393
Oracle Autonomous Transaction Processing – Exadata Storage – Free	B91394
Oracle Autonomous JSON Database – Free	B93307
Oracle Autonomous Data Warehouse – Free	B91391
Oracle Autonomous Data Warehouse – Exadata Storage – Free	B91392
Oracle APEX Application Development – Free	B93320
Oracle Cloud Infrastructure – Block Volume – Free	B91445
*Oracle Cloud Infrastructure - 10 Mbps Load Balancer – Free	B91960
Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E2 Micro - Free	B91444
Oracle NoSQL Database Cloud – Write – Free - Write Unit Per Month	B92627
Oracle NoSQL Database Cloud - Read - Free – ReadUnit Per Month	B92628
Oracle NoSQL Database Cloud-Storage – Free - Gigabyte Storage Capacity Per Month	B92629

***Note: This Cloud offering may not be available for all new customers**

E. BRING YOUR OWN LICENSE (“BYOL”)

You may activate the BYOL version of a Cloud Service if available (not all Cloud Services have BYOL versions) and You will be charged the BYOL rate for the activated Cloud Service provided that You have sufficient supported on premise licenses as required and specified in the Service Description for the Cloud Service.

You remain responsible for compliance with any license restrictions applicable to the on premise licenses (including metrics), as defined in Your Program order for those licenses. The following license types may be applied towards Your use in a BYOL Cloud Service environment: Full Use, Limited Use, Application Specific Full Use and Proprietary Hosting (subject to an ISV Amendment). Term licenses are eligible to apply toward Your use in a BYOL Cloud Service environment as long as the term of the license is in effect. For enterprise or non-standard metrics where the license applies to Your entire population (e.g., a Campus license), You are entitled to use the same number of OCPUs or other Cloud metric to support the same number of associated on premise licenses as granted under Your enterprise or non-standard metric. Embedded Software Licenses are not eligible to be applied towards Your use in a BYOL Cloud Service environment. For clarity, the license type retains its type when applied towards Your use in a BYOL Cloud Service environment (e.g., Full Use stays as Full Use and Limited Use stays as Limited Use). Licenses applied towards Your requirements for the BYOL version of a Cloud Service are deemed deployed and in use (i.e., You may not also use these licenses on premise) and may be verified in an audit.

For any BYOL Cloud Service where multiple Program licenses are identified as eligible to apply towards BYOL Cloud Service requirements and are listed with an “or” in the description for the applicable BYOL Cloud Service, You may aggregate Your supported license quantities of those listed Program licenses to meet Your license requirement for that BYOL Cloud Service.

You acknowledge that a BYOL Cloud Service may not be available for all versions of a Program license that You might have previously deployed on premise. For example, You may have previously deployed applications on version 10 of the applicable Oracle Program but Your chosen BYOL Cloud Service may be running version 12 of the applicable Oracle Program.

A BYOL Cloud Service instance must at all times have a sufficient number of supported licenses to meet Your requirement for use of the applicable BYOL Cloud Service. If You do not have sufficient supported licenses at any point in time, then You must either stop the instance and redeploy the standard Cloud Service (non-BYOL) or You must acquire enough supported licenses to meet Your requirement for use of the applicable BYOL Cloud Service.

Oracle will allow you up to 100 days from the Cloud Services Start Date to transition from the applicable on premise Program licenses to the BYOL version of the Cloud Service(s) (i.e., upon the earlier of Your transition date or the end of the 100 days, licenses applied towards Your requirements for the BYOL version of a Cloud Service are deemed deployed and in use (i.e., You may not also use these licenses on premise)); once a license has been deemed deployed and in use, You may not apply the same license towards a different BYOL version of a Cloud Service and Your license usage may be verified in an audit. For the purposes of on premise Oracle Identity Management Program licenses that You elect to transition to the Oracle Identity Cloud Services (excluding on premise Oracle Identity Management Program licenses licensed under a Named User Plus metric, which are described in the following sentence), Your transition time may exceed 100 days as long as You do not exceed either (i) Your original on premise Program license usage or (ii) the Cloud Service(s)’ BYOL ratio requirement. With respect specifically to Your on-premises Oracle Identity Management Program licenses that are licensed under the Named User Plus metric, Your transition time may exceed 100 days as long as You do not exceed either (i) the total number of Your Named User Plus licenses across Your combined on premise and BYOL usage, or (ii) the Cloud Service(s)’ BYOL ratio requirement.

F. OPERATING YOUR SERVICES

I. DATA CENTER SELECTION

For each Cloud Service/instance that You deploy, You will have the opportunity to select the data center location. Oracle will continue to bill you from the Oracle entity on your Order. We reserve the right to update these practices to support our internal operating model.

II. ORACLE CLOUD POLICIES AND PILLAR DOCUMENTATION

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS1 and IaaS Public Cloud Services pillar documentation, which may be viewed at www.oracle.com/contracts.

2. ACTIVATION USAGE AND BILLING

A. INTRODUCTION

During the Services Period of Your order, You may consume any Oracle PaaS and IaaS Cloud Service designated as eligible Oracle PaaS and IaaS Cloud Services. The Service Description for each Oracle PaaS and IaaS Cloud Service describes how You consume the Service and how Oracle measures and charges for Your actual usage. A monthly statement detailing Your actual usage and the related charges will be available in Your Cloud Services Account. Your Cloud Services Account will be charged based on one of the following payment/billing models: 1: Annual Universal Credit, and 2: Pay as You Go.

As part of activation, You will be given a tenancy to use Your Oracle PaaS and IaaS Cloud Services. A "tenancy" is a secure and isolated partition within Oracle Cloud Infrastructure where You can create, organize, and administer Your cloud resources. You will have the option to create new tenancies within, or link additional existing tenancies to, Your Oracle Universal Credit cloud subscription as long as those existing tenancies are associated to existing Pay as You Go subscriptions you have obtained via the cloud portal or a separate order. Any additional tenancies You link will consume credits from Your Services Period for Annual Universal Credit (as defined below) or Monthly Universal Credit (as defined below) at Your rate card price and will apply towards overages. Your use will be governed by the Agreement and related terms associated with the Oracle Universal Credit cloud subscription tenancy. You will not receive separate invoices for additional tenancies but You will be able to use the "Cost Analysis" tool and the "Cost Reports" tool in the Console (as defined in f below) to break down estimated costs per tenancy.

B. CREDIT PERIOD TYPES

I. ANNUAL UNIVERSAL CREDIT

Oracle allows You the flexibility to commit an amount to Oracle (as specified in the "Credit Quantity" table in Your order, the "**Annual Universal Credit**") to be applied towards the future usage of eligible Oracle IaaS and PaaS Cloud Services specified in the rate card attached to Your order or as seen in the Cloud Portal, provided such Cloud Services are available in production release when ordered, at the fees specified in the rate card. The total Annual Universal Credits acquired under Your order (the "**Total Credit Value**") and the applicable Services Period for those credits will be as specified in Your order. An Annual Universal Credit amount must be used within its applicable yearly Credit Period during the Services Period and will expire at the end of that yearly Credit Period (typically 12 months or as specified in Your order); any pre-paid unused amounts are non-refundable and are forfeited at that time. The pre-paid balance of the Total Credit Value will be decremented on a monthly basis reflecting Your actual usage for the prior month at the rates for each activated Oracle IaaS and PaaS Cloud Service as defined in Your order.

OVERAGE

If, at the end of any month during the Services Period, You have exceeded the applicable Annual Universal Credit amount, Oracle will invoice You for the excess usage of the Oracle IaaS and PaaS Cloud Service at the Overage Unit Net Price specified in the rate card of Your order or as seen in the Cloud Portal.

ORDERS PLACED VIA A PARTNER

Except as provided in the following paragraph, if You placed Your order for Annual Universal Credits through an Oracle Partner and if at the end of any month during the Services Period, You

have exceeded the applicable Annual Universal Credit amount, Oracle will invoice You for the excess usage of the Oracle IaaS and PaaS Cloud Service at the Overage Unit Net Price specified in the rate card of Your order or as seen in the Cloud Portal. Oracle will send invoices for the additional usage to You at the Billing Contact provided to Oracle by the Oracle Partner; You are responsible for all additional usage fees and such fees shall be payable to Oracle as stated in the applicable Oracle invoice.

If You placed Your order for Annual Universal Credits through an Oracle Partner and the corresponding order between Oracle and the Oracle Partner provides that the Oracle Partner will be invoiced by Oracle for Your excess usage as described in the above paragraph, then You acknowledge that the Oracle Partner will receive information about, and will invoice You for, Your excess usage. You shall ensure that Your order with the Oracle Partner indicates whether the Oracle Partner has agreed to be invoiced by Oracle for Your excess usage in this manner.

REPLENISHMENT OF ACCOUNT AT END OF SERVICES PERIOD

At the end of Your Services Period, Oracle will convert Your Cloud Services Account to Pay as You Go unless You replenish Your Annual Universal Credit amount. Upon replenishment of Your Cloud Services Account, Oracle will no longer charge You at the Pay as You Go rate and You will receive the Cloud Services category discounts specified in the rate card attached to Your order or as seen in the Cloud Portal.

ORDERS PLACED VIA A PARTNER REPLENISHMENT OF ACCOUNT AT END OF SERVICES PERIOD

If You placed Your order through an Oracle Partner, at the end of Your Services Period, Oracle will convert Your Cloud Services Account to Pay as You Go ("PAYG Conversion"), and invoice You as described under III – PAY AS YOU GO below until You replenish Your Annual Universal Credit amount (either through an order with an Oracle Partner or directly with Oracle). Upon replenishment of Your Cloud Services Account, Oracle will no longer charge You at the Pay as You Go rate and Your use of eligible Oracle IaaS and PaaS Cloud Services will be charged at the Unit Net Price specified in the rate card attached to Your order or as seen in the Cloud Portal. Upon the PAYG Conversion, You will be deemed to have a direct order with Oracle for the Cloud Services, subject to the terms of your then current master agreement, or if such agreement has expired or was not entered into directly with Oracle, the then current terms of Oracle's Cloud Services Agreement available at <https://.oracle.com/contracts> for the country in which You are incorporated (or, if Oracle's invoice indicates a different Oracle entity, the country in which such Oracle entity is incorporated).

ADDITIONAL SERVICES

If Oracle adds additional service offerings to the list of eligible Oracle IaaS and PaaS Cloud Services within Your Cloud Services Account during the Services Period, You may activate and use those service offerings and the discount will be applied based on the Cloud Service category discount specified in the rate card attached to Your order or as seen in the Cloud Portal. The development, release, and timing of any future features, functionality or service offerings remains at the sole discretion of Oracle Corporation.

NEW ORDER

When placing an order for additional Oracle PaaS and IaaS Universal Credits (the "New Order") to increase the Credit Quantity of an existing order, unless stated otherwise in the New Order, the most recent rate card included in the New Order will supersede the rate card of the existing order. As such, You may be entitled to a higher Cloud Service Category Discount (as specified in the Rate Card Pricing Table in the New Order) for the remainder of the Services Period of the existing order and the New Order.

II. MONTHLY UNIVERSAL CREDIT (SUBJECT TO ORACLE APPROVAL)

Oracle allows You the flexibility to commit an amount to Oracle to be applied towards the future monthly usage of eligible Oracle IaaS and PaaS Cloud Services and You agree that You will consume each month during the Services Period a combined total equal to at least the Credit Quantity amount specified in Your order (the "**Monthly Universal Credit**") of the Oracle IaaS and PaaS Cloud Services specified in the rate card attached to Your order or as seen in the Cloud Portal, provided such Cloud Services are available in production release when ordered, at the fees specified in the rate card. Consumption will be measured upon activation of each eligible Oracle IaaS and PaaS Cloud Service in the Cloud Portal.

The Services Period for the Monthly Universal Credit is a twelve (12) month period commencing on the day that You are issued access that enables You to activate your Service, unless otherwise specified in Your order. The Monthly Universal Credit amount must be used within each month and will expire at the end of that month; any unused amounts are non-refundable and are forfeited at that time. The Monthly Universal Credit balance shall be decremented on a monthly basis reflecting Your actual usage for the prior month at the rates for each activated Oracle IaaS and PaaS Cloud Service as defined in Your order. If, by the end of any month during the Services Period, You have not consumed Services in an amount equal to the Monthly Universal Credit, Oracle will decrement Your account for the credit shortfall for that month and all fees will be due and payable in accordance with the Agreement.

OVERAGE

If, at the end of any month during the Services Period, You have exceeded the Monthly Universal Credit amount, Oracle will invoice You for the excess usage of the Oracle IaaS and PaaS Cloud Service at the Overage Unit Net Price specified in the rate card of Your order or as seen in the Cloud Portal.

ORDERS PLACED VIA A PARTNER

Except as provided in the following paragraph, if You placed Your order for Monthly Universal Credits through an Oracle Partner and if at the end of any month during the Services Period, You have exceeded the Monthly Universal Credit, Oracle will invoice You for the excess usage of the Oracle IaaS and PaaS Cloud Service at the Overage Unit Net Price specified in the rate card of Your order or as seen in the Cloud Portal. Oracle will send invoices for the additional usage to You at the Billing Contact provided to Oracle by the Oracle Partner; You are responsible for all additional usage fees and such fees shall be payable to Oracle as stated in the applicable Oracle invoice.

If You placed Your order for Monthly Universal Credits through an Oracle Partner and the corresponding order between Oracle and the Oracle Partner provides that the Oracle Partner

will be invoiced by Oracle for Your excess usage as described in the above paragraph, then You acknowledge that the Oracle Partner will receive information about, and will invoice You for, Your excess usage. You shall ensure that Your order with the Oracle Partner indicates whether the Oracle Partner has agreed to be invoiced by Oracle for Your excess usage in this manner.

REPLENISHMENT OF ACCOUNT AT END OF SERVICES PERIOD

At the end of Your Services Period, Oracle will convert Your Cloud Services Account to Pay as You Go unless You replenish Your Monthly Universal Credit amount. Upon replenishment of Your Cloud Services Account, Oracle will no longer charge You at the Pay as You Go rate and You will receive the Cloud Services category discounts specified in the rate card attached to Your order or as seen in the Cloud Portal.

ORDERS PLACED VIA A PARTNER REPLENISHMENT OF ACCOUNT AT END OF SERVICES PERIOD

If You placed Your order through an Oracle Partner, at the end of Your Services Period, Oracle will convert Your Cloud Services Account to Pay as You Go ("PAYG Conversion"), and invoice You as described under III – PAY AS YOU GO below until You replenish Your Annual Universal Credit amount (either through an order with an Oracle Partner or directly with Oracle). Upon replenishment of Your Cloud Services Account, Oracle will no longer charge You at the Pay as You Go rate and Your use of eligible Oracle IaaS and PaaS Cloud Services will be charged at the Unit Net Price specified in the rate card attached to Your order or as seen in the Cloud Portal. Upon the PAYG Conversion, You will be deemed to have a direct order with Oracle for the Cloud Services, subject to the terms of Your then current master agreement, or if such agreement has expired or was not entered into directly with Oracle, the then current terms of Oracle's Cloud Services Agreement available at <https://.oracle.com/contracts> for the country in which You are incorporated (or, if Oracle's invoice indicates a different Oracle entity, the country in which such Oracle entity is incorporated).

III. PAY AS YOU GO

If You do not wish to pre-pay an amount to Oracle for use of eligible Oracle IaaS and PaaS Cloud Services, You can choose to and will be charged for the actual usage of all services that You activate within Your Cloud Services Account. Oracle, at its own discretion, may make changes to pricing of any eligible PAYG IaaS and PaaS Cloud Services without prior notice to You. Any new or adjusted prices are published on https://cloud.oracle.com/en_US/ucpricing. If during the Services Period of Your order Oracle makes available new Oracle IaaS and PaaS Cloud Services within Your Cloud Services Account, Oracle will notify You of any fees that would apply to their activation and use. You will not be charged for any Oracle IaaS or PaaS Cloud Service that You do not activate within Your Cloud Services Account. Charges for all Pay as You Go usage will be billed monthly in arrears with immediate payment terms. As soon as an account termination request is processed, we stop billing the customer and start terminating down resources.

The development, release, and timing of any future features, functionality or service offerings remain at the sole discretion of Oracle Corporation. Pay as You Go may not be available for all Cloud Services. Oracle reserves the right to invoice You more frequently if Oracle identifies unusual activity that we may suspect is fraudulent or at risk of non-payment.

IV. FUNDED ALLOCATION MODEL

(Note: This model has limited availability and is subject to authorization by Oracle to facilitate unique ordering as determined by Oracle.)

Under the **"Funded Allocation Model"**, Oracle allows You the flexibility to fund an annual amount to Oracle as specified in the "Funded Allocation Value" in Your order, which is to be applied towards the future usage of eligible Oracle IaaS and PaaS Cloud Services specified in the rate card attached to Your order or as seen in the Cloud Portal provided such Cloud Services are available in production release when ordered, at the fees specified in the rate card. The total Funded Allocation Value of Your order is reflected in the **"Funded Allocation Value"** column and the applicable Services Period for that value will be as specified in Your order. Oracle will invoice you monthly in arrears based on your actual usage for the prior month at the rates for each activated Oracle IaaS and PaaS Cloud Service as defined in Your order.

OVERAGE

You are responsible for monitoring Your use of the Cloud Services, and if You exceed the Funded Allocation Value at the end of any month during the Services Period, You must provide additional funding for Your usage, or You must cease to use the applicable Cloud Services. If you have exceeded the Funded Allocation Value and You have not ended Your use of the Services, You will be subject to overage fees. Oracle will invoice You for the excess usage of the Oracle IaaS and PaaS Cloud Services at the Overage Unit Net Price specified in the rate card of Your order or as seen in the Cloud Portal.

You may set quotas, alerts and use other monitoring tools within the Cloud Portal to assist You in managing and tracking Your usage.

ORDERS PLACED VIA A PARTNER

Except as provided in the following paragraph, if You placed Your order for Funded Allocation Value through an Oracle Partner, and at the end of any month during the Services Period, You have exceeded the Funding Allocation Value, You must provide additional funding for Your usage, or You must cease to use the applicable Cloud Services. If you have exceeded the Funded Allocation Value and You have not ended Your use of the Services, You will be subject to overage fees. Oracle will invoice the Oracle Partner for the excess usage of the Oracle IaaS and PaaS Cloud Service at the Overage Unit Net Price specified in the rate card of Your order or as seen in the Cloud Portal; Oracle will send invoices for the additional usage to the Oracle Partner at the Billing Contact provided to Oracle by the Oracle Partner; The Oracle Partner is responsible for all additional usage fees and such fees shall be payable to Oracle as stated in the applicable Oracle invoice.

If You placed Your order for Funding Allocation Value through an Oracle Partner and the corresponding order between Oracle and the Oracle Partner provides that You will be invoiced by Oracle, then You acknowledge that Oracle will invoice You for, Your excess usage. You shall ensure that Your order with the Oracle Partner indicates whether You agreed to be invoiced by Oracle for Your excess usage in this manner.

ADDITIONAL SERVICES

If Oracle adds additional service offerings to the list of eligible Oracle IaaS and PaaS Cloud Services within Your Cloud Services Account during the Services Period, You may activate and

use those service offerings and the discount will be applied based on the Cloud Service category discount specified in the rate card attached to Your order or as seen in the Cloud Portal. The development, release, and timing of any future features, functionality or service offerings remains at the sole discretion of Oracle Corporation.

REPLENISHMENT OF ACCOUNT AT END OF SERVICES PERIOD

If you are continuing to use services after the end of the Services Period specified in Your order and You have not extended the Services period and increased the Funded Allocation Value for use of eligible Oracle IaaS and PaaS Cloud Services, You will be charged for the actual usage of all services that You activate and/or have activated within Your Cloud Services Account based on Oracle’s then current price list for such services, which can be found at https://cloud.oracle.com/en_US/ucpricing. Upon extending the term of the Services Period and increasing the amount of the Funded Allocation Value through a new order or modification of Your existing order, You will receive the Cloud Services category discounts specified in the rate card attached to Your new order or modification of the existing order or as seen in the Cloud Portal.

3. INCLUDED SERVICES

A. FOUNDATION SERVICES AND TOOLS

Included with Your order for these Oracle PaaS and IaaS Universal Credits are Oracle Foundation Services.

I. DEVELOPER CLOUD SERVICE

An Oracle Developer Cloud Service environment is provisioned as a foundation service. The usage of this service is subject to the following quantities: 1 Developer Cloud Service instance per Cloud Services Account, and 20 gigabytes Storage of cumulative storage. Additional Storage used beyond this limit will be billed as “Oracle Developer Cloud Service – Additional Storage – OCI Classic - Gigabyte Data Capacity” or “Oracle Developer Cloud Service – Additional Storage – Gigabyte Data Capacity”

Cloud Services Accounts provide basic identity services functionality, which include user management, group management, basic reporting, and authentication for Oracle applications.

II. ORACLE IDENTITY FOUNDATION CLOUD SERVICE

Oracle Identity Cloud	Part#	Metric
Oracle Identity Foundation Cloud Service	B90936	Each

Oracle provisions this version of Oracle Identity Cloud Service for customers that subscribe to Oracle Platform-as-a-Service (PaaS) applications that natively leverage Oracle Identity Cloud Service as its Identity and Access Management solution (for example, Oracle Analytics Cloud Service). A customer can use this version to provide basic identity management functionalities for such Oracle PaaS applications, including user management, group management, and basic

reporting. This version also provides Oracle-certified templates to provision accounts and to perform federated single sign-on (SSO) across Oracle PaaS and Oracle Software-as-a-Service (SaaS) applications.

III. ORACLE CLOUD INFRASTRUCTURE DEVOPS CLOUD SERVICE

The Oracle Cloud Infrastructure DevOps Cloud Service (the “DevOps Cloud Service”) is a developer CI/CD platform that You can use to automate the management and organization of CI/CD resources that You can share with Your team, and includes coding, building, testing, delivery and deployment phases of Your software development lifecycle. This Cloud Service includes features and resources for You to automate Your CI/CD workflows, such as:

- **Code Repositories:** private, serverless Git repositories to develop, manage and host Your software code; You can mirror an external Git repository to this Cloud Service to speed up Your build pipelines.
- **Build Pipelines:** automate building software artifacts and packages (including from source code repositories), testing software changes, and delivery of software artifacts to repositories.
- **Deployment Pipelines:** automate the delivery and deployment software to Oracle Cloud Infrastructure compute platforms (e.g., Oracle Container Engine for Kubernetes clusters, groups of Compute instances (virtual machines and bare metal hosts), and functions).

You can start a Build Pipeline either manually or automatically through an event that triggers the run of the Build Pipeline. The managed build stage in a Build Pipeline will run Your provided build configuration on a DevOps Cloud Service- provided build runner instance. The build runner instance is a compute host in the DevOps Cloud Service tenancy that will run Your build configuration as specified and then terminate. You will be charged for the usage of OCPU and Memory by the service-managed build runner instance for the duration of Your build run. From a Build Pipeline You can optionally trigger the start of a Deployment Pipeline to fully automate CI/CD.

You can also create Deployment Pipelines to automate software releases of artifacts to Oracle Cloud Infrastructure compute platforms. Deployment Pipelines are comprised of stages that control a single action with Your release workflow, with stage types including: approval, custom integration, rolling deployment, blue/green release strategy, and canary release strategy. You can use Deployment Pipelines to deploy to both container and VM platforms. From a DevOps Cloud Service project You can view activity across Your Deployment Pipelines and share access to Your DevOps Cloud Service project with Your teams.

Running a DevOps Cloud Service build run or deployment requires use of the Oracle Cloud Infrastructure Logging Cloud Service for viewing deployment progress and output, and there may be a charge for use of that Cloud Service (Part #B92593). There is no separate charge, however, for You to create and use DevOps Cloud Service projects and Deployment Pipelines.

Customers with Always Free Oracle Cloud Infrastructure accounts will be able to use the Oracle Cloud Infrastructure DevOps Cloud Service up to their tenancy limits and will also be able to use the Oracle Cloud Infrastructure Logging Cloud Service up to the limits for Always Free Oracle Cloud Infrastructure accounts.

You are responsible for providing the code to commit to Your Code Repository. You are responsible for creating the build configuration for Your software and configuring the Build

Pipeline to build Your software artifacts. You are responsible for providing the artifacts to be deployed, deployment environments, and pipeline and stage configurations for their applicable Deployment Pipeline. Artifacts for instance group deployments must be stored in repositories in the Oracle Cloud Infrastructure Artifacts Registry Cloud Service. DevOps Cloud Service logs must be stored in the Oracle Cloud Infrastructure Logging Cloud Service.

MEASUREMENT AND USAGE

- For the purposes of the Oracle Cloud Infrastructure DevOps, build run usage is measured by calculating time a build run takes from the start of the build configuration execution until the end of the build run. Build runs are measured by the second per hour and then added up at the end of the month to determine monthly build run usage of OCPU and Memory.
- For the purposes of the Oracle Cloud Infrastructure DevOps Cloud Service, Code Repository usage is measured by calculating the outbound network traffic from Your DevOps Code Repositories – for example cloning a Code Repository to Your local machine will generate outbound network traffic from Oracle Cloud. Quantity of data transferred is measured in gigabyte (GB) per month and is included in the outbound data transfer from the Oracle Cloud Service over the internet, including responses to Your client requests.
- For the purposes of the Oracle Cloud Infrastructure DevOps Cloud Service, Code Repository usage is measured by calculating the storage used by Your DevOps Code Repositories – for example using a git push command to store files in Your Code Repository will generate storage used by DevOps Code Repositories. Your usage is measured by calculating the storage consumed hourly throughout the applicable month. This includes the storage space used to store data. Storage is measured in gigabytes per hour, which is added up at the end of the month to determine monthly storage usage.

Cloud Service	Part #	License Metric
Oracle Cloud Infrastructure – Object Storage - Storage	B91628	Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure - Outbound Data Transfer - Over 10 terabytes per month	B88327	Gigabyte Outbound Data Transfer Per Month
Oracle Cloud Infrastructure - Compute - Optimized - X9.Flex	B93311	OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Optimized - X9.Flex	B93312	Gigabyte Per Hour
Oracle Cloud Infrastructure - Compute - E4.Flex	B93113	OCPU Per Hour
Oracle Cloud Infrastructure - Compute - E4.Flex	B93114	Gigabyte Per Hour
Oracle Cloud Infrastructure - Compute - E3.Flex	B92306	OCPU Per Hour
Oracle Cloud Infrastructure - Compute - E3.Flex	B92307	Gigabyte Per Hour

B. ADDITIONAL LICENSES AND ORACLE LINUX TECHNICAL SUPPORT

- For all IaaS Cloud Services, You will receive Oracle Linux Premier Support that will be provided in accordance with the Oracle Linux and Oracle VM Support Policies (<http://www.oracle.com/us/support/library/enterprise-linux-support-policies-069172.pdf>).
- For (a) all IaaS Cloud Services and (b) PaaS Cloud Services that permit direct user access to the operating system, You will receive a free license for each of the products listed on the following web page: <https://oss.oracle.com/licenses/oci-included-apps/index.html>, in each case under the terms linked for each product on that page. Oracle does not provide technical support for any of the products listed there.
- For (a) all IaaS Cloud Services and (b) PaaS Cloud Services that permit direct user access to the operating system, You will receive a free Oracle Java SE license for Your instances in the Oracle Public Cloud that will be provided in accordance with the Oracle Technology Network License Agreement for Oracle Java SE found here: <https://java.com/otnlicense>. You will also receive Oracle Cloud Support for Oracle Java SE for the foregoing usage and that technical support will be provided in accordance with the Oracle Hosting and Delivery Policies.
- For (a) all IaaS Cloud Services and (b) only for PaaS Cloud Services that permit direct user access to the operating system, You will receive a free Oracle GraalVM Enterprise Edition license for Your instances in the Oracle Public Cloud that will be provided in accordance with the Oracle Technology Network License Agreement for GraalVM Enterprise Edition found here: <https://www.oracle.com/technetwork/licenses/graalvm-otn-license-5486575.html>. You will also receive Oracle Cloud Support for Oracle GraalVM Enterprise Edition for the foregoing usage and that technical support will be provided in accordance with the *Oracle Cloud Hosting and Delivery Policies*.

C. ORACLE CLOUD INFRASTRUCTURE DATA CATALOG

You may begin using the Oracle Cloud Infrastructure Data Catalog service after Oracle has activated Your Cloud Services Account.

Oracle Cloud Infrastructure Data Catalog is a metadata management service that creates an organized, searchable inventory of data assets based on technical, business, and operational metadata. It allows users to collaborate, enrich and manage the enterprise view of data assets by capturing domain knowledge regarding the data's business meaning, context, usefulness, quality levels, origins, and policy constraints. You will be able to create and use up to 2 Data Catalogs, and if You require more, You may log an SR with Oracle Cloud Support to request additional Data Catalogs.

D. ORACLE CLOUD INFRASTRUCTURE DATA TRANSFER DISK

You may begin using the Oracle Cloud Infrastructure Data Transfer Disk service once Oracle has activated Your Cloud Services Account. To use the Oracle Cloud Infrastructure Data Transfer Disk, you must ensure that you have adequate Oracle Cloud credits to cover the cost of using Oracle Cloud resources like Oracle Cloud Object and/or Archive storage.

YOUR OBLIGATIONS/RESPONSIBILITIES AND PROJECT ASSUMPTIONS

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the data uploads to your Oracle Cloud Infrastructure tenancy depends upon Your fulfillment of the following obligations and the following project assumptions.

YOUR OBLIGATIONS/RESPONSIBILITIES

You are responsible and liable for compliance with all applicable export laws with respect to the Hardware and Your Content (including import declaration of value and any applicable duties, fees, penalties and taxes). You are responsible for providing the import value on the shipping documents for the Hardware and You will indemnify Oracle for any duties, fees, penalties and taxes that may be charged to Oracle or that Oracle may be required to pay on Your behalf with respect to the foregoing. You will be the exporter of the Hardware (that contains Your Content) and the importer of the Hardware (that is cleaned after after Oracle imports Your Content to Your Storage Cloud Service environment) and will provide all documentation required as such. You must obtain a Oracle Cloud Infrastructure environment and maintain it for the duration of the Data Transfer Disk service.

You must provide and configure the Hardware per Oracle's specifications.

You must encrypt Your Content and securely copy Your Content onto the Hardware per Oracle's specifications.

You must verify that Your Content is copied to and accessible in Your Oracle Cloud Infrastructure Object or Archive storage environment and maintain a copy and backups of all Your Content until You have completed such verification.

You must appoint a primary contact with administrative access to Your Oracle Cloud Infrastructure. Once Your Content is copied to the Hardware and prior to pick up, You must 'lock' the Hardware into unusable state as specified by Oracle.

You must not copy to the Hardware or provide Oracle with or access to or any health, payment card or similarly sensitive personal information that imposes specific data security obligations for the processing of such data unless expressly allowed and specified in Your order.

You must maintain a copy of the data being migrated to the Oracle Cloud Infrastructure until migration is complete and You have verified the data as being complete and accessible in Your Oracle Cloud Infrastructure environment

You will cooperate with Oracle to the extent there is any inquiry or information required in connection with any governmental audit (e.g., tax or customs audit) with respect to the Hardware, the Data Transfer Disk Services and the terms set forth in this section.

You will indemnify and hold harmless Oracle for any taxes, duties, fees, including any interest, penalty, cost associated with defending claims that are assessed or incurred respect to the Hardware, the Data Transfer Disk Services and the terms set forth in this section.

PROJECT ASSUMPTIONS

All Data Transfer Disk Services will be delivered in English. All Data Transfer Disk services will be delivered remotely.

Your Content is migrated from the Hardware to Your Oracle Cloud Infrastructure Environment as-is. Oracle does not guarantee that all of Your Content will be copied. Oracle will provide You with a Transfer Log which lists which files were successfully copied.

Files with the same name on the Hardware and on Your Oracle Cloud Infrastructure environment will be overwritten in Your Oracle Cloud Infrastructure environment.

The flattened path of each file must be less than 1024 characters. Oracle will not import files with flattened paths larger than 1024 bytes.

Oracle has no responsibility for set-up of Your internal computing environment, including such items as installation of networking software, internet software and connection.

Oracle is not liable for any damage to the Hardware while in transit to or from Oracle.

Oracle is not responsible for any data (including Your Content) on the Hardware that is lost or damaged nor for any associated data restoration.

EXPORT

Export laws and regulations of the United States and any other relevant local export laws and regulations apply to the Hardware (including any integrated software and operating system(s)) and Your Content. You agree that such export laws govern the Hardware (including any integrated software and operating system(s)) and Your Content and any services deliverables provided, and You agree to comply with all such export laws and regulations (including "deemed export" and "deemed re-export" regulations). You agree that no information, nor the Hardware (including any integrated software and operating system(s)), nor Your Content and/or materials resulting from services (or direct product thereof) will be exported, directly or indirectly, in violation of these laws, or will be used for any purpose prohibited by these laws including, without limitation, nuclear, chemical, or biological weapons proliferation, or development of missile technology. You shall include the following notice on packing lists, commercial invoices, shipping documents and other documents involved in the transfer, export or re-export of the Hardware (including any integrated software and operating system(s)): 'These commodities, technology, software or hardware (including any integrated software and operating system(s)) were exported in accordance with U.S. Export Administration Regulations and applicable export laws. Diversion contrary to applicable export laws is prohibited.

ORACLE CLOUD INFRASTRUCTURE - APPLICATION MIGRATION

Oracle Cloud Infrastructure Application Migration is a Cloud Service available in the Oracle Cloud Infrastructure console, and assists You with the migration of applications from Oracle Cloud

Infrastructure Classic to an Oracle Cloud Infrastructure tenancy for eligible customers. An application is defined as a combination of deployable artifacts and the applied configuration, which can be exported from a service instance running in a source environment and imported into a compatible service instance running on Oracle Cloud Infrastructure. You can use the Oracle Cloud Infrastructure Application Migration service to migrate applications, such as Oracle Java Cloud Service, SOA Cloud Service, and Oracle Integration Cloud Services instances, from an Oracle Cloud Infrastructure Classic account to an Oracle Cloud Infrastructure tenancy.

If You are a customer using the Pay as You Go model, You will receive (per application type): (i) fifty sources, (ii) fifty migrations, (iii) 5 concurrent/active migrations and (iv) 10 migrations. All other customers will receive (per application type): (i) one hundred sources, (ii) one hundred migrations, (iii) 10 concurrent/active migrations, and 30 migrations. If You require more than

the amounts set forth above, then You may log an SR with Oracle Cloud Support to request more of the applicable item(s).

F. ORACLE CLOUD INFRASTRUCTURE CONSOLE

The Oracle Cloud Infrastructure console (the “**Console**”) is the simple and intuitive web-based user interface that You can use to access and manage Oracle Cloud Infrastructure resources. The Console is accessible via regional *.oraclecloud.com URLs. From the Console, You can navigate to Oracle Cloud Infrastructure services and manage account and user settings.

All customers with an active Oracle Cloud Services Account can access the Console by using a supported web browser. When You sign up to use Oracle Cloud Infrastructure services, You receive a customized, regional *.oraclecloud.com URL for Your organization. For the list of supported browsers and information about how to sign in, see [Signing In to the Console](#) in the Oracle Cloud Infrastructure documentation.

G. ORACLE CLOUD INFRASTRUCTURE CLOUD SHELL

Oracle Cloud Infrastructure Cloud Shell is a web browser-based terminal available from the Console. Oracle Cloud Infrastructure Cloud Shell provides access to a Linux shell with a pre-authenticated Oracle Cloud Infrastructure CLI and key development tools for following Oracle Cloud Infrastructure service tutorials and labs. Oracle Cloud Infrastructure Cloud Shell is a feature available to all Oracle Cloud Infrastructure users and is accessible from the Console.

Oracle Cloud Infrastructure Cloud Shell currently includes 5 gigabytes of backing storage for the user’s home directory. Any changes that a user makes in its home directory will be persisted to a volume stored in the home region of Your tenancy, encrypted at rest.

ACCESS AND USAGE

Oracle Cloud Infrastructure Cloud Shell currently is a free service. Administrators are required to grant user access to Oracle Cloud Infrastructure Cloud Shell with a valid IAM policy. Use of Oracle Cloud Infrastructure Cloud Shell is limited to a specified number of hours per month. When users reach the hourly limit for their tenancy, they will receive a notification in Oracle Cloud Infrastructure Cloud Shell. Users can view their tenancy limit and current usage from settings for Oracle Cloud Infrastructure Cloud Shell. Oracle Cloud Infrastructure Cloud Shell is meant for OCI Digital Media Services are usage based services that are billed on a monthly basis based on successful tasks that are performed by Media Flow and Media Streams

use, engaging with Oracle Cloud Infrastructure resources. After a period of inactivity, users will receive a notification that their session will be disconnected.

"If there is no access to a user’s Oracle Cloud Infrastructure Cloud Shell for six months, Oracle may delete that user’s home directory storage. The tenant admin will receive a notification warning (via email and/or via the Console) that the user’s storage will be removed, and the content residing therein deleted and unrecoverable without further notice, in 60 days, unless the user logs in to the Console and accesses Oracle Cloud Infrastructure Cloud Shell. In order to ensure that the tenant admin receives the notification, You need to ensure that email and related contact information for the tenant admin is kept up to date and that the tenant admin checks the Console for notifications; if the information is not kept up to date and/or the tenant admin does not check the Console for notifications, the tenant admin may not see or receive the notification. In those situations, Oracle has no responsibility if Oracle chooses to delete

storage after the specified time period. In addition, You are responsible for advising Your users of the Oracle Cloud Infrastructure Cloud Shell of the requirements and limitations applicable to the service, including risk of deletion of their content residing therein in the event of an extended inactivity period or expiration of the tenancy of Your Cloud Services. Oracle Cloud Infrastructure Cloud Shell collects general usage information about the Service, but does not log or collect any information from the user's Oracle Cloud Infrastructure Cloud Shell terminal session. Oracle reserves the right to disconnect and terminate CPU-intensive or memory-intensive long running Oracle Cloud Infrastructure Cloud Shell user sessions.

4. SERVICES AVAILABLE VIA THE ORACLE CLOUD MARKETPLACE

A. ORACLE CLOUD SERVICES DELIVERED VIA THE ORACLE CLOUD MARKETPLACE

During the Services Period of Your order, You may also apply purchased PAYG, Annual or Monthly Universal Credits, as applicable, towards the usage of eligible Oracle IaaS and PaaS Cloud Services that will be available via the Oracle Cloud Marketplace found here: https://cloudmarketplace.oracle.com/marketplace/en_US/homePage.jspx.

To get started, select "Marketplace" from the Oracle Cloud navigation bar, select the appropriate listing and the version You wish to use, and You will be prompted to provide details on the configuration You wish to create. Your use of the Cloud Services will be billed in accordance with the applicable Service Specifications.

B. THIRD PARTY PRODUCTS AVAILABLE VIA THE ORACLE CLOUD MARKETPLACE

Third party products are available for You to download via the Oracle Cloud Marketplace (the "**Marketplace**"). These third party products may be available to facilitate deployment of an offering for which You have received a right from the third party via the Marketplace where (1) Your payment of fees for such use is to be directly arranged with the third party or (2) where Your payment will be paid to Oracle as described below. In the case of scenario (2), Oracle will pay the third party for Your use subject to the following terms.

- The third party offering will be listed on the Marketplace with a unique SKU and metric. If You deploy the third party offering and You are a customer domiciled in the United States, You will apply Oracle PaaS and IaaS Universal Credits and the amount You apply will be charged against Your Cloud Services Account in accordance with Your billing terms for the Oracle PaaS and IaaS Universal Credits; if You do not have Oracle PaaS and IaaS Universal Credits against which the third party offering may be charged, then Oracle will invoice You in arrears for Your usage of that offering. If You deploy the third party offering and You are a customer domiciled outside the United States, Oracle will invoice You in arrears for Your usage of that offering.
- If Your Credit Period type is an Annual Universal Credit type or a Monthly Universal Credit type and You are a customer domiciled in the United States, then You may apply during the Services Period of Your order in the aggregate (across all of Your purchases during the Services Period that apply Oracle PaaS and IaaS Universal Credits) no more than fifteen (15%) of Your monthly commit amount or annual commit amount, as applicable, towards Your acquisition of third party offerings.
- As part of the Marketplace process, You will be required to accept the third party's terms and conditions that will govern solely the use of the third party offering, including but not limited to any warranty or similar provisions. Each third party is

solely responsible for all support for its offering (as applicable). You will need to contact the applicable third party using its support contact information posted with its offering on the Marketplace with any support inquiries You may have about the applicable third party's offering. Oracle's sole responsibility with respect to third party offerings acquired under the terms of this section is to provide the billing processing.

- Changes in pricing, availability, retirement or end of life for third party offerings is solely at the discretion of the third party. In the event the third party ceases to make its third party offering available through the Marketplace, You agree that You will remove, delete and cease using that third party offering unless You obtain rights to continue to use the applicable third party offering directly from the third party (i.e., not through the Marketplace).
- Each third party is solely responsible for its refund policy for its offering. If You have refund inquiries, please contact the applicable third party.
- Third party offerings are not available in all countries and in all currencies.
- Oracle has the right to suspend Your ability to download third party offerings if You fail to pay Your invoices from Oracle when due.
- ORACLE SHALL NOT HAVE ANY LIABILITY FOR THIRD PARTY OFFERINGS FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO RELIANCE, COVER, OR ANY LOSS OF REVENUE, PROFITS, SALES, DATA, DATA USE, GOODWILL, OR REPUTATION, EVEN IF ORACLE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. ORACLE'S LIABILITY FOR DAMAGES RELATING IN ANY WAY TO THIRD PARTY OFFERINGS OR CONDUCT IN FURTHERANCE HEREOF UNDER ANY LEGAL THEORY, WHETHER IN CONTRACT, TORT, PRODUCT LIABILITY, BREACH OF IMPLIED DUTY, OR OTHERWISE, SHALL NOT EXCEED \$500.

c. Community Applications Available via the Oracle Cloud Marketplace

Community Applications are software images that You make available to third parties to download via the Marketplace ("**Community Applications**") at no charge. You agree that You will only upload, share, post, publish, transmit, or otherwise make available ("**Share**") on or through the Marketplace, Community Applications that You have the right and authority to Share and for which You have the right and authority to grant to Oracle all of the licenses and rights set forth herein. By Sharing Community Applications, You grant Oracle a worldwide, perpetual, royalty-free, irrevocable, nonexclusive, fully sublicensable license to use, reproduce, modify, adapt, translate, publish, publicly perform, publicly display, broadcast, transmit and distribute the Community Applications for any purpose and in any form, medium, or technology now known or later developed. This includes, without limitation, the right to incorporate or implement the Community Applications into any Oracle product or service, and to display, market, sublicense and distribute the Community Applications as incorporated or embedded in any product or service distributed or offered by Oracle without compensation to You. You warrant that: (a) You have the right and authority to grant this license; (b) Oracle's exercise of the rights granted pursuant to this license will not infringe or otherwise violate any third party rights; and (c) all so-called moral rights in the Community Applications that You Share have been waived to the full extent allowed by law.

You are responsible for Your Community Applications however Oracle may reject Community Applications for any reason. You will establish the license rights and other terms governing third parties' use of Your Community Applications; provided, however, that the terms governing use of Your Community Applications by third parties shall not purport to modify the Oracle terms that govern third parties' use of Oracle cloud services that may be used in conjunction with Your Community Applications. You will ensure that all information that You display about Community Applications is, at all times, accurate, complete, not misleading, and in compliance with applicable law. Oracle is not responsible for reviewing Your Community Applications, however, Oracle may, at its option, review and test Your Community Applications at any time, including for security-related concerns and You will cooperate with Oracle's review and testing.

- Terms on the Console – When the customer creates its Community Applications listing, before it clicks on 'Save Changes' to publish the image it must check the box with the following statement:

"I represent that I have the right and authority to share this Community Application in accordance with my agreement with Oracle applicable to the Services and with the related Service Specifications."

5. ORACLE DATABASE SERVICE FOR AZURE (ODSA)

Oracle Database Service for Azure (ODSA) is a cloud service that enables Microsoft Azure customers to link their Azure account to a new or existing OCI tenancy. Customers can then provision and consume Oracle database services, through an Azure like experience, using their Azure credentials. **Oracle Database Service for Azure** can be used to provision Exadata Cloud Service, Autonomous Database, and Virtual Machine Databases. Once provisioned, Oracle database services integrate with various Azure tools for monitoring, alerting, and lifecycle management.

ODSA requires an Oracle Cloud Infrastructure (OCI) account and billing relationship but uses Your Azure credentials in Your OCI account. The service provisions certain resources in OCI and Azure, and uses the Azure Interconnect to deliver connectivity between the two platforms. The provisioned Oracle database appear like local, private resources accessible only to Your Azure applications.

ODSA eliminates many of the complexities of wiring Azure applications into the high performing Oracle proprietary database products available only through OCI. Customers must have a business relationship with Oracle, but they are not forced to learn and use the OCI console. ODSA sends database performance data to Azure Application Insights, as well as database and event logs into Azure Log Analytics. This allows You to leverage familiar cloud tools to maintain an overall view of Your application environment.

MEASUREMENT AND USAGE

For the purposes of Oracle Database Service for Azure, Customers will be charged underlying Oracle Database usage fees for their **Oracle Database Service for Azure**. The underlying Oracle Cloud Database SKUs are the following:

- Oracle Cloud Infrastructure – Database Exadata Infrastructure – Quarter Rack – X8M B92380

- Oracle Cloud Infrastructure – Database Exadata Infrastructure – Database Server – X8M B92381
- Oracle Cloud Infrastructure – Database Exadata Infrastructure – Storage Server – X8M B92382
- Oracle Cloud Infrastructure – Autonomous Data Warehouse – Dedicated – B92182
- Oracle Cloud Infrastructure – Autonomous Transaction Processing – Dedicated – B92181
- Oracle Cloud Infrastructure – Autonomous Data Warehouse – Shared – B89040
- Oracle Cloud Infrastructure – Autonomous Transaction Processing – Shared – B90453
- Oracle Cloud Infrastructure – Oracle Database Cloud Service – Standard Edition B90569
- Oracle Cloud Infrastructure – Oracle Database Cloud Service – Enterprise Edition B90570
- Oracle Cloud Infrastructure – Oracle Database Cloud Service – Enterprise Edition High Performance B90571
- Oracle Cloud Infrastructure – Oracle Database Cloud Service – Enterprise Edition Extreme Performance B90572
- Oracle Cloud Infrastructure – Oracle Database Cloud Service – All Editions – BYOL B90573
- Oracle Cloud Infrastructure – Autonomous Data Warehouse – Dedicated – BYOL B92184
- Oracle Cloud Infrastructure – Autonomous Transaction Processing – Dedicated – BYOL B92183
- Oracle Cloud Infrastructure – Autonomous Data Warehouse – Shared – BYOL B89039
- Oracle Cloud Infrastructure – Autonomous Transaction Processing – Shared BYOL B90454

THIRD PARTY WEB SITES, PLATFORMS AND SERVICES

Oracle Database Service for Azure integrates OCI with Microsoft Azure as a third party platform. Specific connections include, but are not limited to:

- Cloud tenancy and subscription linking between Azure and OCI
- Network peering between OCI Virtual Cloud Networks (VCN) and Azure VNets
- Identity Federation between Azure Active Directory and Oracle Identity and Access Management(optional)

ODSA has monitoring capabilities that can emit audit logs and database metrics into Microsoft Azure. OCI databases created in the ODSA portal can expose database metrics via Azure Application Insights. This enables users to create alarms or Azure dashboards.

Oracle Database Service for Azure may enable You to link to, transmit Your content or third party content to, or otherwise access, other websites, platforms or services of third parties. Oracle does not control and is not responsible for third party websites or platforms or services. You bear all risks associated with Your access to and use of such third party websites, platforms and services and You are solely responsible for entering into and being in compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Oracle Cloud Hosting and Delivery Policies and the Data Processing Agreement and Oracle's Privacy Policy, which may be viewed at www.oracle.com/contracts) which is transmitted to such third parties.

CUSTOMER RESPONSIBILITIES

All customers intent on using **Oracle Database Service for Azure** must have an active, paid Azure subscription. You will be prompted for your Azure credentials during the sign-up process.

As part of the onboarding experience, You will need to grant Oracle specific permissions and Azure Resource Manager (ARM) roles in order to link Your Azure account with OCI.

While **Oracle Database Service for Azure** is free to use, You will be responsible for charges that incur based on the databases that you provision on the platform. Ensure that You are keeping track of Your monthly costs and usage in OCI(for more information, see:

https://docs.oracle.com/en-us/iaas/Content/GSG/Concepts/costs.htm#Checking_Your_Balance_and_Usage).

You are responsible for managing and maintaining the database resources that You provision in the ODSA portal. These include instances of Oracle Exadata Cloud Service, Virtual Machine Database, Autonomous Database on Shared Infrastructure and Autonomous Database on Dedicated Infrastructure.

Oracle PaaS and IaaS Cloud Services categories

ORACLE ANALYTICS CLOUD SERVICES

Oracle Analytics Cloud Services	Part #	Note	Metric
Oracle Analytics Cloud - Professional	B89630		OCPU Per Hour
Oracle Analytics Cloud - Enterprise	B89631		OCPU Per Hour
Oracle Analytics Cloud - Professional	B92682	4	User Per Month
Oracle Analytics Cloud - Enterprise	B92683	4	User Per Month
Essbase for Oracle Cloud Infrastructure Marketplace	B92335	3	OCPU Per Hour
Oracle Analytics Server for Oracle Cloud Infrastructure	B94568	3	OCPU Per Hour
Oracle Analytics Cloud - BYOL			
Oracle Analytics Cloud - Professional - BYOL	B89636	1	OCPU Per Hour
Oracle Analytics Cloud - Essbase - BYOL	B89638	1	OCPU Per Hour
Oracle Analytics Cloud - Enterprise - BYOL	B89637	1	OCPU Per Hour

Note

- 1: Limited Availability-This Cloud Service may not be available in all data center regions.
- 2: Limited Availability: This Cloud Service may not be available in all data center regions, and may be provided on a limited basis for any new orders; the successor to this Cloud Service is detailed in Appendix A.
- 3: This Cloud Service is available on the Oracle Cloud Marketplace.
- 4: Minimum of 10 users, can add or subtract users in increments of 1.

DESCRIPTION

The Oracle Analytics Cloud – Professional and the Oracle Analytics Cloud - Professional – BYOL Services provide capabilities that include data visualization, data preparation and collaboration.

Limits: The Oracle Analytics Cloud – Professional and the Oracle Analytics Cloud - Professional - BYOL are subject to the following quantities:

- Entitlementment for You to any number of users of Oracle Analytics Desktop (for non-production use only) posted on the Oracle Software Delivery Cloud

The Oracle Analytics Cloud – Essbase and the Oracle Analytics Cloud - Essbase – BYOL Services provide capabilities that include data visualization, data preparation, collaboration and business modelling.

Limits: The Oracle Analytics Cloud – Essbase and the Oracle Analytics Cloud - Essbase - BYOL are subject to the following quantities:

- Entitlement for You to any number of users of Oracle Analytics Desktop (for non-production use only) posted on the Oracle Software Delivery Cloud
- Entitlement for all users of these Oracle Cloud Services to the Oracle SmartView® application posted on the Oracle Software Delivery Cloud

The Oracle Analytics Cloud – Enterprise and the Oracle Analytics Cloud - Enterprise - BYOL Services provide capabilities that include data visualization, data preparation, collaboration, enterprise reporting, and mobile access.

Limits: The Oracle Analytics Cloud – Enterprise - BYOL Services are subject to the following quantities:

- Entitlement for all users of these Oracle Cloud Services to the Oracle Business Intelligence Mobile application posted on the Apple Store and the Google Store
- Entitlement for all users of these Oracle Cloud Services to the Oracle Day by Day application posted on the Apple Store and the Google Store
- Entitlement for all users of these Oracle Cloud Services to Oracle Analytics Desktop (for non-production use only) posted on the Oracle Software Delivery Cloud
- Entitlement for all users of these Oracle Cloud Services to the Oracle SmartView® application posted on the Oracle Software Delivery Cloud Each OCPU of a service environment includes an entitlement to use 5 unique users of Oracle Business Intelligence Server Administrator posted on the Oracle Software Delivery Cloud

The Oracle Analytics Cloud – Professional environment provide capabilities that include self-service analytics, data preparation and collaboration.

Limits: The Oracle Analytics Cloud – Professional is subject to the following quantities:

- Entitlement for each user of these Oracle Cloud Services to Oracle Analytics Desktop posted on the Oracle Software Delivery Cloud
- Entitlement for all users of these Oracle Cloud Services to the Oracle Day by Day application posted on the Apple Store and the Google Store

- Entitlement for users of these Oracle Cloud Services to Oracle Analytics Desktop posted on the Oracle Software Delivery Cloud

The **Oracle Analytics Cloud – Enterprise** environment provides capabilities that include business modelling, enterprise reporting and mobile access.

Limits: The Oracle Analytics Cloud – Enterprise is subject to the following quantities:

- Entitlement for users of these Oracle Cloud Services to the Oracle SmartView® application posted on the Oracle Software Delivery Cloud
- Entitlement for all users of these Oracle Cloud Services to the Oracle Day by Day application posted on the Apple Store and the Google Store
- Entitlement for all users of these Oracle Cloud Services to Oracle Analytics Desktop posted on the Oracle Software Delivery Cloud
- Entitlement for each hosted named user of these Oracle Cloud Services to use 1 unique user of Oracle Analytics Server Administrator posted on the Oracle Software Delivery Cloud
- **Essbase for Oracle Cloud Infrastructure Marketplace Service** supports simplified deployment of Oracle Essbase Stack components and default server configurations for building custom analytic applications on Oracle Cloud Infrastructure. Essbase for Oracle Cloud Infrastructure Marketplace includes (i) restricted use WebLogic Server Standard Edition (restricted to use for running Essbase only and only for hosting J2EE or Java application logic that is distributed as part of Essbase) and (ii) restricted use of Oracle Internet Directory (restricted to storing Essbase user information only). Essbase for Oracle Cloud Infrastructure Marketplace depends on Oracle Cloud Infrastructure Compute Cloud Services, Oracle Cloud Infrastructure Block Storage Cloud Services, Oracle Cloud Infrastructure Object Storage Cloud Services, Oracle Data Management Cloud Services and Oracle Cloud Infrastructure Key Management Cloud Services.

To get started with Essbase for Oracle Cloud Infrastructure Marketplace, select “Marketplace” from the Oracle Cloud navigation bar on https://cloudmarketplace.oracle.com/marketplace/en_US/homePage.jspx. and select the Essbase for Oracle Cloud Infrastructure Marketplace listing and the version You wish to use, and You will be prompted to provide details on the configuration You wish to create.

- **Oracle Analytics Server for Oracle Cloud Infrastructure** supports simplified deployment of Oracle Analytics Server Stack components and default server configurations for building custom analytic applications on Oracle Cloud Infrastructure. Oracle Analytics Server for Oracle Cloud Infrastructure includes (i) restricted use WebLogic Server Standard Edition (restricted to use for running Oracle Analytics Server only and only for hosting J2EE or Java application logic that is distributed as part of Oracle Analytics Server) and (ii) restricted use of Oracle Internet Directory (restricted to storing Oracle Analytics Server for Oracle Cloud Infrastructure user information only). Oracle Analytics Server for Oracle Cloud Infrastructure depends on Oracle Cloud Infrastructure Compute Cloud Services, Oracle Cloud Infrastructure Block Storage Cloud Services, Oracle

Cloud Infrastructure Object Storage Cloud Services, Oracle Data Management Cloud Services and Oracle Cloud Infrastructure Key Management Cloud Services. In addition, Entitlement for users of these Oracle Cloud Services to Oracle Analytics Desktop posted on the Oracle Software Delivery Cloud.

CUSTOMER RESPONSIBILITIES

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

- You are responsible for ensuring that files marked for upload are scanned for viruses. If You do not scan those marked files for viruses You are liable for any resulting damage.
- You are responsible for managing and maintaining maintaining Oracle Analytics Server for Oracle Cloud Infrastructure and its availability. You are responsible for patching Oracle Analytics Cloud using the update mechanisms provided as part of the Cloud Service.

SERVICE ACTIVATION, MEASUREMENT AND USAGE

You may begin using the Oracle Analytics Cloud Service after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Analytics Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure Your usage every month for billing purposes.

Under the Annual Universal Credit model or Pay as You Go model, You will be charged a minimum of 10 users month or the number of users configured for the Oracle Analytics – Professional or Enterprise, User per Month service, once the service has been provisioned, moreover, in the case of any new users beyond the minimum configured user count in between the billing month, or if the Cloud Service started after the start of the billing month, You will be charged for those users at a pro-rated rate for the number of days left in a billing month. Removing users during a given monthly billing cycle will not reduce your charges during the current billing month but only in the next billing month

Under the Monthly Universal Credit model, You will be charged a minimum of 10 users per month or the number of users configured for the Oracle Analytics – Professional or Enterprise per month service at the start of your monthly billing cycle which might be different to a calendar month cycle. Moreover, in the case of any new users beyond the configured user count in between the billing month, or if the Cloud Service started after the start of the billing month, You will be charged for those users immediately at a pro-rated rate for the number of days left in your specific billing month. Removing users during a given monthly billing cycle will not reduce your charges during the current billing month but only in the next billing month.

BYOL REQUIRED LICENSES

BYOL Cloud Service	Part #	Metric
Oracle Analytics Cloud-Professional-BYOL	B89636	OCPU Per Hour

Conversion Ratios:

- For each supported Processor license You may activate up to 2 OCPUs of the above referenced BYOL Cloud Service.
- For every 25 supported Named User Plus licenses You may activate 1 OCPU of the above referenced BYOL Cloud Service.

The following supported program licenses may be aggregated to meet the conversion ratio above.

- Oracle Data Visualization

Oracle Analytics Cloud - Enterprise-BYOL	B89637	OCPU Per Hour
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Conversion Ratios:

- For each supported Processor license You may activate up to 2
- For every 25 supported Named User Plus licenses You may activate 1 OCPU of the above referenced BYOL Cloud Service.

Any of the following supported program licenses may be aggregated to meet the conversion ratio above.

- Business Intelligence Suite Foundation Edition; OR
- Business Intelligence Suite Extended Edition; OR
- Oracle Business Intelligence Foundation Suite; OR
- Oracle Business Intelligence Enterprise Edition Plus; OR
- Oracle Business Intelligence Enterprise Edition

Oracle Analytics Cloud – Essbase - BYOL	B89638	OCPU Per Hour
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Conversion Ratios:

- For each supported Processor license You may activate up to 2 OCPUs of the above referenced BYOL Cloud Service.
- For every 25 supported Named User Plus licenses You may activate 1 OCPU of the above referenced BYOL Cloud Service.

Any of the following supported program licenses may be aggregated to meet the conversion ratio above. - Oracle Essbase Plus

ORACLE APPLICATION DEVELOPMENT CLOUD SERVICES

Oracle Blockchain Platform Cloud Service	Part #	Note	Metric
Oracle Blockchain Platform Cloud - Standard	B92302		OCPU Per Hour
Oracle Blockchain Platform Cloud - Enterprise	B92303		OCPU Per Hour
Oracle Blockchain Platform Cloud - Storage	B92304		TB Storage Capacity/Month
Oracle APEX Application Development			
Oracle APEX Application Development	B92911		OCPU Per Hour
Oracle APEX Application Development - Free	B93320		OCPU Per Hour
Oracle Visual Builder Studio Service			
Oracle Visual Builder Studio - Additional Storage	B90203		Gigabyte Storage Capacity Per Month
Oracle Java Cloud Service			
Oracle Java Cloud Service - Standard	B88288	1	OCPU Per Hour
Oracle Java Cloud Service - Enterprise	B88287	1	OCPU Per Hour
Oracle Java Cloud Service - High Performance	B88289	1	OCPU Per Hour
Oracle Mobile Hub Cloud Service			
Oracle Mobile Hub Cloud Service	B90304	1	Request *requires a minimum of 500 Requests per hour
Oracle Digital Assistant Cloud Service			

Oracle Digital Assistant Cloud Service	B90260		Request
Oracle Visual Builder			
Oracle Visual Builder	B89646		OCPU Per Hour
Oracle WebLogic Cloud Service			
Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure	B91346	3	OCPU Per Hour
Oracle WebLogic Suite for Oracle Cloud Infrastructure	B91347	3	OCPU Per Hour
Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure Container Engine for Kubernetes	B92913	3	OCPU Per Hour
Oracle WebLogic Suite for Oracle Cloud Infrastructure Container Engine for Kubernetes	B92914	3	OCPU Per Hour
Oracle Cloud Infrastructure Service Connector Hub			
Oracle Cloud Infrastructure Service Connector Hub	N/A		N/A
Oracle Java Cloud Service-BYOL			
Oracle Java Cloud Service – Standard - BYOL	B88844	1	OCPU Per Hour
Oracle Java Cloud Service - Enterprise - BYOL	B88399	1	OCPU Per Hour
Oracle Java Cloud Service - High Performance - BYOL	B88400	1	OCPU Per Hour
Oracle Blockchain Platform Cloud Service - BYOL			
Oracle Blockchain Platform Cloud – Enterprise - BYOL	B92305		OCPU Per Hour

Note

1: Limited Availability - This Cloud Service may not be available in all data center regions.

2: Limited Availability: This Cloud Service may not be available in all data center regions, and may be provided on a limited basis for any new orders; the successor to this Cloud Service is detailed in Appendix A.

3: This Cloud Service is available on the Oracle Cloud Marketplace.

DESCRIPTIONS

The **Oracle Blockchain Platform Cloud Service** provides a pre-assembled platform on Oracle Cloud for building and running chaincode and for maintaining a distributed ledger for business transactions. With the Oracle Blockchain Cloud Service users can create a new blockchain network or join an existing blockchain network which is ready for chaincode deployment. Chaincode functions, also known as transactions, can be invoked from end-user applications via

private channels. Users are also authorized to perform tasks related to administration and monitoring of the network.

Oracle Blockchain Platform Cloud Service – Enterprise and Oracle Blockchain Platform Cloud Service – Enterprise – BYOL are elastic, allowing a specification for number of OCPUs and storage capacity in increments of one (1) TB for each Blockchain Platform instance at provisioning.

The Oracle Blockchain Platform Cloud Service – Standard is subject to the following usage limits per Oracle Blockchain Platform instance:

- Up to sixteen (16) peer nodes and up to seven (7) ordering service nodes on up to one (1) virtual machine. One blockchain network can have multiple Oracle Blockchain Platform Cloud Service instances.
- The storage capacity is used to store transaction ledgers for all channels, state of the world, transaction history database, chaincode, and other data, such as configuration files. Up to fifty (50) gigabytes of block storage capacity is included in Oracle Blockchain Platform Cloud Service – Standard.

The Oracle Blockchain Platform Cloud Service – Enterprise and Oracle Blockchain Platform Cloud Service – Enterprise – BYOL are subject to the following usage limits per Oracle Blockchain Platform Cloud Service instance:

- Up to sixteen (16) peer nodes and up to seven (7) ordering service nodes on up to ten (10) virtual machines. One blockchain network can have multiple Oracle Blockchain Platform Cloud Service instances.

The storage capacity is used to store transaction ledgers for all channels, state of the world, transaction history database, chaincode, and other data, such as configuration files. Up to one hundred fifty (150) gigabytes of block storage capacity is included. You may set the number of additional TBs for Your Oracle Blockchain Platform Cloud Service instance via API or via the Oracle Blockchain Cloud Service console and pricing is TB/month consumed until the Oracle Blockchain Platform Cloud Service instance is deleted.

Oracle APEX Application Development delivers Oracle Application Express (APEX) as a managed Cloud Service. It adds to APEX important benefits of Oracle Autonomous Database (ADB) and Oracle Cloud Infrastructure (OCI). This Cloud Service provides APEX with an Oracle Autonomous Transaction Processing – Shared Infrastructure (ATP-S) database and a managed middle tier.

The included database, which hosts APEX and its corresponding applications and data, is fully elastic. You specify the number of Cloud Service OCPUs and the database storage capacity. You must use Oracle Autonomous Transaction Processing – Exadata Storage for the storage. At any time, You may scale, increase, or decrease either OCPUs or storage capacity without incurring downtime.

The included middle-tier exposes APEX over HTTPS and also provides tools such as Oracle REST Data Services (ORDS) and SQL Developer Web (SDW). You may use these extra tools only in support of APEX applications. For example, You may create custom REST endpoints on application data using SDW or APEX. You are prohibited from any ORDS usage that directly accesses the pre-configured REST-SQL endpoint (with URL ending in /sql).

Control of Oracle APEX Application Development is available from Console, CLI, and APIs. For APEX applications that are deployed in APEX, SDW, and customer-defined REST endpoints, You may access these directly from their individual URLs.

Oracle APEX Application Development - Free is subject to the following quantities: 1 OCPU Per Hour.

The **Oracle Container Pipelines Cloud Service** comprises the following components: a local command line interface (CLI), the online console for running continuous integration and continuous delivery of container-based applications, a container image registry called "Releases," a Kubernetes cluster management and operations console called Clusters, and application programming interfaces for all of these capabilities.

The Oracle Visual Builder Studio (VB Studio) is a DevOps and lifecycle management tool, fully integrated with Oracle Cloud Applications and the Services provided by Oracle Cloud Infrastructure.

With VB Studio, you get:

- Repositories for hosting code in Git
- Repositories for hosting binaries, such as Maven dependencies
- Continuous integration service for automated build and test
- Continuous delivery service that tightly integrates with Oracle Cloud Applications
- Agile boards and an issue tracking system for tracking sprints, tasks, defects, and features

VB Studio provides the infrastructure to help you build and deploy bespoke apps using any web programming language you choose. If you have Oracle Cloud Applications built with VB Studio and JET, you can create *application extensions* to customize those applications to meet your business needs and deploy those extensions directly to your Oracle Cloud Application instance.

The **Oracle Java Cloud Service** provides a cloud-based application server (Oracle WebLogic Server with automated customer-controlled provisioning, backup, patching, scaling with cloud tooling) designed to support any Java application. You may use the Oracle Java Cloud Service through the Oracle Java Cloud Service console.

The **Oracle Mobile Hub Cloud Service (OMHCS)** is a platform that helps You to build engaging mobile, web and bot applications. OMHCS provides all the tools to build these experiences and adds contextual services based on the platform. OMHCS introduces conversation interactions via the chatbots functionality that is powered by AI. OMHCS insights tools give You deep insights into user adoption and behavior so that You may personalize Your engagement with Your end users and may ensure that everything is running at peak performance. OMHCS provides up to 100 gigabytes capacity for applications and data.

Users of the Oracle Mobile Hub Cloud Service are authorized to access the following modules or features:

- Mobile core services such as push notification, storage, location, data offline and sync
- Custom API designer and implementations

- Connectors
- Administration and lifecycle

Oracle Digital Assistant Cloud Service introduces conversation interactions via the chatbots functionality that is powered by AI, called Digital Assistants. Oracle Digital Assistant Cloud Service consumes a minimum of 250 requests per hour. Users of Oracle Digital Assistant Cloud Service are authorized to access the following modules or features:

- AI-powered natural language processing (NLP) for intent and entity detection
- Deployment of bots to multiple channels, abstracting the differences
- Bots Builder UI for defining intents, entities, conversation flows, and channel configuration
- Integration with backend applications and data through custom components
- Instant apps designer and runtime
- Oracle Voice

Oracle Visual Builder is a cloud-based, low-code application development solutions for creating, extending, and customizing business applications. Users may create and publish hosted web applications that work on mobile devices and web browsers through visual development of UI, Business Objects, and Business Logic. Oracle Visual Builder is based on an extensible, standardsbased, component architecture and supports the integration and extension of Oracle PaaS and SaaS Cloud Services as well as third-party REST-based services. This includes the ability to create, copy, edit, and delete applications in the Oracle Visual Builder, as well as to version, stage, and publish those applications as part of application lifecycle management.

As part of Oracle Visual Builder, any number of authenticated users may be granted a role authorizing access to development tools for this Oracle Cloud Service and may develop and publish any number of applications. Any number of authenticated and unauthenticated users may access a published application. Additionally, any number of API calls may be made to published APIs provided by this Oracle Cloud Service or by published applications. Service performance may be affected by the number of users, by the number of API calls, and by the service configuration, such as the number of OCPUs utilized.

Oracle Visual Builder allows application developers to create and host applications along with custom data needed for those applications. You are responsible for the content of these applications and data. Oracle Visual Builder provides up to 5 gigabytes of capacity for applications and data. Application developers may upload static resources (including, but not limited to images, JavaScript files, CSS files, and HTML files). These static resources are not executed on Oracle's servers. Application developers may create applications that consume REST services exposed by other non-Oracle cloud services (including products subject to different hosting and delivery policies and terms of service). You are responsible for ensuring that Your use of these non-Oracle cloud services complies with the policies and terms that govern the use of these services.

The **Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure** service supports simplified provisioning of Oracle WebLogic Server configurations for development, deployment and monitoring of Enterprise Java applications on Oracle Cloud Infrastructure.

Support is provided for full use of Java Standard Edition (SE) and Java Enterprise Edition (EE) APIs to build web applications, REST services, Java Message Service and transactional applications and other Enterprise Java applications. The Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure service includes all entitlements included in the Oracle WebLogic Server Enterprise Edition license. The Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure service depends on Oracle Cloud Infrastructure Compute Cloud Services and Oracle Cloud Infrastructure Block Storage Cloud Services. Oracle Data Management Cloud Services, Oracle Cloud Infrastructure Object Storage Cloud Services and Oracle Cloud Infrastructure Key Management Cloud Services are typically required for Oracle WebLogic Server applications, and must be purchased and provisioned separately, as may be required for Your environment. To get started with the Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure service, select "Marketplace" from the Oracle Cloud navigation bar on https://cloudmarketplace.oracle.com/marketplace/en_US/homePage.jspx, and select the Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure listing and the version You wish to use, and You will be prompted to provide details on the configuration You wish to create.

The **Oracle WebLogic Suite for Oracle Cloud Infrastructure** service supports simplified provisioning of Oracle WebLogic Server configurations for development, deployment and monitoring of Enterprise Java applications on Oracle Cloud Infrastructure. Support is provided for full use of Java Standard Edition (SE) and Java Enterprise Edition (EE) APIs to build Web applications, REST services, Java Message Service and transactional applications and other Enterprise Java applications. Oracle WebLogic Suite for Oracle Cloud Infrastructure includes all entitlements included in the Oracle WebLogic Suite license. Oracle WebLogic Suite for Oracle Cloud Infrastructure depends on Oracle Cloud Infrastructure Compute Cloud Services and Oracle Cloud Infrastructure Block Storage Cloud Services. Oracle Data Management Cloud Services Oracle Cloud Infrastructure Object Storage Cloud Services and Oracle Cloud Infrastructure Key Management Cloud Services are typically required for Oracle WebLogic Server applications, and must be purchased and provisioned separately, as required for Your environment. To get started with Oracle WebLogic Suite for Oracle Cloud Infrastructure, select "Marketplace" from the Oracle Cloud navigation bar https://cloudmarketplace.oracle.com/marketplace/en_US/homePage.jspx, and select the Oracle WebLogic Suite for Oracle Cloud Infrastructure listing, the version You wish to use, and You will be prompted to provide details on the configuration You wish to create.

The **Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure Container Engine for Kubernetes** service supports simplified provisioning of Oracle WebLogic Server configurations for development, deployment and monitoring of Enterprise Java applications on Oracle Cloud Infrastructure running in Kubernetes, leveraging Oracle Cloud Infrastructure Container Engine for Kubernetes. Support is provided for full use of Java Standard Edition (SE) and Java Enterprise Edition (EE) APIs to build web applications, REST services, Java Message Service and transactional applications and other Enterprise Java applications. The Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure Container Engine for Kubernetes service includes all entitlements included in the Oracle WebLogic Server Enterprise Edition license. The Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure Container Engine for Kubernetes service depends on Oracle Cloud Infrastructure Compute Cloud Services and Oracle Cloud Infrastructure Block Storage Cloud Services, Oracle Data Management Cloud Services, Oracle Cloud Infrastructure Object Storage Cloud Services, Oracle Cloud Infrastructure Key Management Cloud Services, Oracle Cloud Infrastructure File Storage and Oracle Cloud Infrastructure Load

Balancer are typically required for Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure Container Engine for Kubernetes applications, and must be purchased and provisioned separately, as may be required for Your environment. To get started with the Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure Container Engine for Kubernetes service, select "Marketplace" from the Oracle Cloud navigation bar on https://cloudmarketplace.oracle.com/marketplace/en_US/homePage.jspx and select the Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure Container Engine for Kubernetes listing and the version You wish to use, and You will be prompted to provide details on the configuration You wish to create.

The **Oracle WebLogic Suite for Oracle Cloud Infrastructure Container Engine for Kubernetes** service supports simplified provisioning of Oracle WebLogic Server configurations for development, deployment and monitoring of Enterprise Java applications on Oracle Cloud Infrastructure running in Kubernetes, leveraging Oracle Cloud Infrastructure Container Engine for Kubernetes. Support is provided for full use of Java Standard Edition (SE) and Java Enterprise Edition (EE) APIs to build Web applications, REST services, Java Message Service and transactional applications and other Enterprise Java applications. Oracle WebLogic Suite for Oracle Cloud Infrastructure Container Engine for Kubernetes includes all entitlements included in the Oracle WebLogic Suite license. Oracle WebLogic Suite for Oracle Cloud Infrastructure Container Engine for Kubernetes depends on Oracle Cloud Infrastructure Compute Cloud Services and Oracle Cloud Infrastructure Block Storage Cloud Services. Oracle Data Management Cloud Services, Oracle Cloud Infrastructure Object Storage Cloud Services, Oracle Cloud Infrastructure Key Management Cloud Services, Oracle Cloud Infrastructure File Storage and Oracle Cloud Infrastructure Load Balancer are typically required for Oracle WebLogic Suite for Oracle Cloud Infrastructure Container Engine for Kubernetes applications, and must be purchased and provisioned separately, as required for Your environment. To get started with Oracle WebLogic Suite for Oracle Cloud Infrastructure Container Engine for Kubernetes, select "Marketplace" from the Oracle Cloud navigation bar https://cloudmarketplace.oracle.com/marketplace/en_US/homePage.jspx and select the Oracle WebLogic Suite for Oracle Cloud Infrastructure Container Engine for Kubernetes listing, the version You wish to use, and You will be prompted to provide details on the configuration You wish to create.

Oracle Cloud Infrastructure Service Connector Hub is a cloud message bus platform that offers a single pane of glass for describing, executing and monitoring the interaction between Oracle Cloud Infrastructure Services for moving data. Service connector hubs move data from Oracle Cloud Infrastructure Services such as Logging to services such as Object Storage, Streaming, Monitoring, Logging Analytics, Notifications and Functions. Oracle Cloud Infrastructure Service Connector Hub can be accessed via the Console or CLI/SDK.

Usage Limits:

The **Oracle Blockchain Platform Cloud Service** is subject to the following usage limits:

- Up to fourteen (14) peer nodes for each Oracle Blockchain Platform Cloud Service instance. One blockchain network can have multiple Oracle Blockchain Platform Cloud Service instances.

- Up to two (2) TB storage capacity (block and object storage). The storage capacity is used to store transaction ledgers for all channels, state of the world, transaction history database, chaincode, and other data, such as configuration files.

Oracle APEX Application Development is subject to the following usage limits:

- Oracle Net Services (SQL*Net) connectivity is disabled
- Directly accessing the pre-configured REST-SQL endpoint (with URL ending in /sql) is prohibited

Note there are no restrictions on the number of APEX applications, developer accounts, or end-users that can be deployed.

The **Oracle Container Pipelines Cloud Service** is subject to the following quantities:

- 500 gigabytes storage capacity for Oracle Storage Service included in the Oracle Container Pipelines Cloud Service in which to store container images. This storage limit is allocated once per billed entity and is represented by the corresponding named organization within the Oracle Container Pipelines Cloud Service.
- In order fully to access the Kubernetes cluster management and operations console, You must acquire Oracle Cloud Infrastructure compute, storage and networking independent of the Oracle Container Pipelines Cloud Service.
- Customers can create up to 5 Oracle Cloud Infrastructure Service Connectors for moving data between services.

SERVICE ACTIVATION, MEASUREMENT AND USAGE

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Services in the Oracle Cloud Portal on a daily basis. Oracle will measure Your usage every month for billing purposes.

- For the purposes of the Oracle Java Cloud Service, Your usage is measured by calculating the number of OCPU hours used by You. Pricing is per OCPU hour consumed for each VM instance, from the time an instance is launched until it is terminated or stopped.
- Included with your order are Oracle Foundation Services an Oracle VB Studio environment is provisioned as a foundation service. The usage of this service is subject to the following quantities: 1 VB Studio instance per Cloud Services Account, and 20 gigabytes Storage of cumulative storage. Additional Storage used beyond this limit will be billed for the purposes of the Oracle VB Studio service. Your usage is measured by calculating the number of gigabytes You use once You have exceeded Your monthly 20 gigabyte storage entitlement. Pricing is per Gigabyte Storage Capacity Per Month.
- Foundation Services Included with Your order for these Oracle PaaS and IaaS Universal Credits for WW are Oracle Foundation Services. An Oracle Service environment is provisioned as a foundation service. The usage of this service is

subject to the following quantities: 1 VB Studio instance per Cloud Services Account, and 20 gigabytes Storage of cumulative storage.

- For the purposes of the Oracle Mobile Hub Cloud Service, during instant creation You are advised to enter the number of requests per hour that will be used for measurement and billing for the entire month and for 24 hours a day in that month. This Cloud Service requires a minimum of 500 requests per hour be entered.
- For the purposes of the Oracle Digital Assistant Cloud Service, each customer Cloud Services Account consumes a minimum of 250 Requests Per Hour, which includes 1 development and 1 production environment. An additional development environment consumes a minimum of an additional 50 Requests Per Hour. An additional production environment consumes a minimum of an additional 200 Requests Per Hour.
- For the purposes of Oracle Visual Builder, Your usage is measured by calculating the number of OCPUs that are being used by Oracle Visual Builder each hour. Pricing is per OCPU hour consumed from the time an instance is launched until it is terminated or stopped.
- For the purposes of the Oracle APEX Application Development Cloud Service:
 - Your compute usage is measured by calculating the number of OCPU hours You use. You may set the number of OCPUs for Your Cloud Service via the Console, via CLI, or via API. You may also choose to enable auto scaling.
 - Your database storage is subject to the activation, measurement, and usage terms of Oracle Autonomous Transaction Processing – Exadata Storage.
- For the purposes of Oracle Blockchain Platform Cloud – Standard, Oracle Blockchain Platform Cloud – Enterprise, and Oracle Blockchain Platform Cloud – Enterprise BYOL, Your usage is measured by calculating the number of OCPU hours used by You. Pricing is per OCPU hour consumed, from the time the Service is launched until it is terminated. You have the ability to start/stop the Service. When You stop the Service, metering will still continue at 25% of your OCPU per hour rate while it is stopped. When the Service is started, the Service will meter at Your OCPU per hour rate.
- For the purposes of the Oracle Container Pipelines Cloud Service:
 - Until March 15, 2019, Your Cloud Service fee will be calculated on an hourly basis: $1/744$ multiplied by the total number of hours incurred by Your maximum configured users multiplied by the Pay as You Go or Monthly Credit per User Monthly service fee, depending on whether the customer is on Pay as You Go or Monthly Credit, respectively.
 - On and after March 15, 2019 under the Pay as You Go model, You must pay for the entire month in which the Cloud Service commences, regardless of where the Cloud Service start date falls within the month. Under the Pay as You Go model, You will be billed for the Cloud Service at the end of the same calendar month in which the Cloud Service began.
 - On and after March 15, 2019, under the Monthly Universal Credit model, You will be decremented for the Cloud Service 30 days after the Cloud Service start or activation date. If

You switch from the Pay as You Go model to the Monthly Universal Credit model or vice versa, the fees will be pro-rated until the beginning of the new billing period.

- For the purposes of the Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure and of the Oracle WebLogic Suite for Oracle Cloud Infrastructure Services, both depend on Oracle Cloud Infrastructure Compute Cloud Service, Oracle Cloud Infrastructure Block Storage Cloud Service, and Oracle Cloud Infrastructure Key Management Cloud Services that are billed separately. If You select the option to provision the Oracle Cloud Load Balancing service, this will also be billed separately.
- Oracle WebLogic Server Enterprise Edition for Oracle Cloud Infrastructure Container Engine for Kubernetes and Oracle WebLogic Suite for Oracle Cloud Infrastructure Container Engine for Kubernetes Services depend on Oracle Cloud Infrastructure Compute, Block Storage, Key Management private vault or virtual vault, and Oracle Cloud Load Balancing services that are billed separately.

CUSTOMER RESPONSIBILITIES

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

- The Oracle Mobile Hub Cloud Service, and the Oracle Digital Assistant Cloud Service are not intended to hold sensitive or regulated information. You must not use the Cloud Services to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data unless expressly allowed and specified in Your order. You are responsible for managing and maintaining the Oracle Visual Builder Cloud Service – Classic and its availability. You are responsible for patching the Oracle Visual Builder Cloud Service – Classic - manually using the update mechanisms provided as part of the Cloud Service. You are responsible for the legality and appropriateness of any data, text, images or any other content or material in any format provided by You or Your users that is stored in or run on or through the Services. Oracle expressly disclaims any responsibility for such content or material run on or through the Services by You or Your users, and You agree to indemnify Oracle for any claims related to such content or material run on or through the Services by You or Your users.
- You will ensure that files marked for upload are scanned for viruses.
- Oracle will create Your instance of Oracle Blockchain Platform Cloud Service including managing and maintaining Your instance and its availability.
- Oracle is responsible for patching and upgrading Oracle Blockchain Platform Cloud Service.
- You are responsible for compliance with laws, rules, and regulations governing the type of data and the use of blockchain technology while using Oracle Blockchain Platform Cloud Service.

- Your responsibilities for Oracle APEX Application Development are the same as those described for Oracle Autonomous Database – Shared Infrastructure in the Oracle Data Management Cloud Services section of this document.

You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of Your Cloud Services including Your applications. You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content, which may include the use of encryption technology to protect Your Content from unauthorized access and routine archiving of Your Content. Oracle Cloud Services login credentials and private keys generated as part of the Oracle Cloud Services are for Your internal use of the Services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your private key to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

You are responsible for any data that is stored in the Oracle Developer Cloud Service. You may perform all administrative operations using Oracle-provided tools, or using any compatible third-party tools.

For cloud services delivered by the Oracle Cloud Marketplace, Oracle is responsible for initial provisioning of the Service, as described in the Service documentation. You are responsible for management of the Service after provisioning, including, but not limited to, the following: maintaining and updating the software product versions provided by the Service; configuring the software as required for Your applications, or for Your usage of the Service; configuring the software and Your content to appropriate security levels per Your business needs; ongoing monitoring and management of Your configuration; backing up Your content and restoring Your content as required; configuring and maintaining any prerequisite software required by the Service; performing these responsibilities as may be required to maintain compatibility of the Service with any prerequisite Oracle Cloud Services required by the Service.

Login credentials or private keys that may be generated for Your access to the Service to perform these responsibilities, are for Your internal use of the Services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your credentials or private keys to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

You agree to provide reasonable assistance to Oracle in order to enable Oracle to provide You with support services for the Oracle software included in the applicable Cloud Services to which You have subscribed.

THIRD PARTY WEB SITES, PLATFORMS AND SERVICES

The Cloud Services may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party web sites or platforms or services. You bear all risks associated with access to and use of such third party web sites, platforms, and services and are solely responsible for entering into and compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content

(including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy) that is transmitted to such third parties.

PUSH NOTIFICATIONS

In connection with Your use of Oracle Mobile Hub Cloud Service, You may provide Oracle with certain third-party credentials (e.g., certificates) to initiate push notification events for Your Content ("Push Notifications"). You agree that Oracle will store and use such credentials solely (a) in connection with the Cloud Services described in Your order and the applicable Service Specifications and (b) in connection with Push Notifications, and that in so doing Oracle will be considered to be Your service provider and shall be deemed to be acting on Your behalf and under Your instruction(s).

DOWNLOADABLE SOFTWARE ENTITLEMENTS AND RESTRICTIONS

The Oracle Software Development Kit (SDK) and Oracle Mobile Application Framework (MAF) software made available as part of the Oracle Mobile Hub Cloud Service platforms (the "Associated Cloud Service") and as described below are "Oracle Software" (as part of "Cloud Services") under Your Oracle Cloud Services Agreement (the "Agreement"). The Oracle Software may not be hosted in the service environment.

You have the non-exclusive, non-assignable, worldwide limited right to use the SDK and the MAF to facilitate Your operation of and/or use of Your mobile application as set forth below. Your right to use the SDK and the MAF will terminate upon the earlier of Oracle's notice (which may be through posting on <https://support.oracle.com> or through such other URL designated by Oracle) or the end of the Associated Cloud Service. Upon the end of Your right to use the SDK and the MAF, You must promptly delete all copies of the SDK and the MAF in Your possession or control.

ORACLE MOBILE LIBRARIES RESTRICTED USE

As part of the Associated Cloud Service, and during the Services Period of that Associated Cloud Service, You may download one or more Oracle mobile application software development kit libraries ("Mobile Library").

Subject to compliance with the terms of Your order and the Agreement (including Your payment obligations), You have the non-exclusive, non-assignable, worldwide limited right to use the Mobile Library to facilitate Your operation of and/or use of Your mobile application as set forth below. Your right to use the Mobile Library will terminate upon the earlier of Oracle's notice (which may be through posting on <https://support.oracle.com> or through such other URL designated by Oracle) or the end of the Associated Cloud Service. Upon the end of Your right to use the Mobile Library, You must promptly delete all copies of the Mobile Library in Your possession or control.

The Mobile Library may not be hosted in the service environment, and accordingly, the *Oracle Cloud Hosting and Delivery Policies* and the *Data Processing Agreement* do not apply to the Mobile Library.

Your use of the Mobile Library is restricted to the following:

1. Integration of the Mobile Library into Your mobile application that interoperates with the Associated Cloud Service and that is compiled and signed before use and/or distribution ("Your Mobile Application"); and
2. Distribute Your Mobile Application within Your enterprise to Your internal users and/or to Your third party end users ("End Users"). Notwithstanding the foregoing, You may not distribute the Mobile Library to End Users unless it is included in Your Mobile Application.

Third party technology may be appropriate or necessary for use with the Mobile Library. With respect to Your distribution of the Mobile Library as included in Your Mobile Application, You must abide by any terms and conditions specified by Oracle pertaining to separately licensed third party technology and the separate terms applying to such technology. Oracle may provide certain notices to You in the program documentation, readme or notice files of the Mobile Library (or as otherwise notified by Oracle) as to any such separately licensed third party technology. The third party owner, author or provider of such separately licensed third party technology retains all ownership and intellectual property rights in and to such technology, and You are responsible for complying with the separate terms that govern use of such technology.

With respect to creating Your Mobile Application, You acknowledge that You must separately agree to and abide by license terms with the applicable mobile operating system provider and possibly other third parties. For example, for iOS applications, You agree that Your Mobile Application, in whole or in part, may not be installed on a mobile device or executed except as incorporated into an iOS application that has been signed using an appropriate Apple-issued certificate that You obtained directly from Apple and that is deployed in full compliance with the Agreement with Oracle (including these terms) and license terms set forth in a separate agreement between You and Apple.

CONSENT TO USE LOCATION-BASED SERVICES AND DATA

The Mobile Library contains or uses location-based services. If You or the End Users enable, use or access such location-based services in connection with the Mobile Library as integrated in Your Mobile Application, You hereby consent to the collection, transmission and use of Your and Your users' location data by the Mobile Library or Your Mobile Application. Such use of location data may include verifying or otherwise recording Your or Your users' location for the purposes specified in the Data Collection and Privacy section below.

If the Mobile Library provides for real-time location or route guidance, YOU ASSUME ALL RISKS ASSOCIATED WITH YOUR USE OF SUCH REAL TIME LOCATION DATA OR ROUTE GUIDANCE. LOCATION DATA MAY NOT BE ACCURATE.

DATA COLLECTION AND PRIVACY

The Mobile Library may collect information about or from the use by You or the End Users of the Mobile Library, including information You provide directly or through automated means, such as geolocation (only if You or End Users choose to enable location-based services), Your Mobile Application usage, time stamp, mobile device and operating system identification, login credentials, or other information as outlined in Oracle's applicable [Privacy Policy](http://www.oracle.com/us/legal/privacy/index.html), available at <http://www.oracle.com/us/legal/privacy/index.html>. To the extent that Oracle receives information in relation with its provision of the Associated Cloud Service or the Mobile Library,

Oracle may use this information for purposes specified in the applicable [Privacy Policy](#), such as for providing the Services specified under the Associated Cloud Service agreement, enabling features or content based on or otherwise recording Your or End Users' location, identity management, security, auditing, marketing, and product improvement..

The Mobile Library may provide You with the ability to connect with non-Oracle websites, services, and applications, which may allow the third party to collect or share information about Your and End User use of the Mobile Library. Further, the Mobile Library provides push messaging functionality. If push messaging is used in connection with the Mobile Library, any independent third parties associated with the push messaging service may use the messaging information to provide, maintain, protect, and improve their services, subject to the privacy policies of those third parties. All such third party connections are beyond Oracle's control. Oracle encourages You to check the privacy policies and terms of use of any non-Oracle connections before using them or providing Your personal information to them.

Any data collected about or from Your and End User use of the Mobile Library may be shared with, transferred to, or accessed or used by, the Associated Cloud Service. Any such access or use of data by, or further transfer from, the Associated Cloud Service is solely between You and such End User.

END USER LICENSE TERMS

Any distribution to End Users of Your Mobile Application that integrates or otherwise incorporates the Mobile Library must be subject to a legally binding end user license agreement (the "EULA") between You and each End User pertaining to Your Mobile Application. The EULA must, at a minimum, contain the following terms:

- (a) Include acknowledgements by You and the End User that the EULA is concluded between You and the End User only and that the following apply:
 - (i) You are solely responsible for each Mobile Application's content, maintenance, and support; and
 - (ii) You are solely responsible for addressing, settling, and discharging any claims of the End User or any third party relating to the Mobile Application or the End User's possession and/or use of that Mobile Application, including, but not limited to product liability claims; any claim that the Mobile Application fails to conform to any applicable legal or regulatory requirement; any claims arising under consumer protection or similar legislation; and any claims that the End User's possession and use of that Mobile Application infringes a third party's intellectual property rights;
- (b) Provide only a non-transferable, terminable license to the End User that prohibits (i) modifying or creating derivative works or (ii) decrypting, decompiling, reverse engineering, disassembling or attempting to derive the Mobile Application source code (unless such actions are expressly permitted by applicable law);

- (c) Notify the End User that the Mobile Application is subject to a restricted license and can be used only in conjunction with the specific Oracle-based Associated Cloud Service for which it is designed;
- (d) Provide no limitation of Your liability to the End User beyond what is permitted by applicable law;
- (e) Require the End User to comply fully with all relevant export laws and regulations of the U.S. and other applicable export and import laws to assure that the Mobile Application, nor any direct products thereof, is exported, directly or indirectly, in violation of applicable laws;
- (f) State in the EULA Your name and address to which any End User questions, complaints or claims with respect to the Mobile Application can be directed;
- (g) State in the EULA that the End User must comply with applicable third-party terms when using the Mobile Application and that third-party components that may be appropriate or necessary for use with the Mobile Application are specified in the documentation for that program (or as otherwise notified by You) and that those third party components are licensed to the End User only for use with the Mobile Application under the terms of the third party license agreement specified in the documentation for that program (or as otherwise notified by You) and not under the terms of the EULA;
- (h) State that the licenses provided in the EULA automatically terminate upon breach of the EULA terms and in addition that the licenses provided in the EULA may be terminated upon notice;
- (i) State that upon termination of the EULA the End User must discontinue all use of the Mobile Application and to delete all copies of the Mobile Application in the End User's possession or control.

BYOL REQUIRED LICENSES

BYOL Cloud Service	Part #	Metric
Oracle Java Cloud Service - Standard - BYOL	B88844	OCPU Per Hour
Oracle Java Cloud Service-Enterprise - BYOL	B88399	OCPU Per Hour
Oracle Java Cloud Service-High Performance - BYOL	B88400	OCPU Per Hour

The BYOL requirements are based on the edition of the WebLogic Server that you choose to run in the BYOL Cloud Service environment.

Conversion Ratios for WebLogic Standard Edition:

- For each supported Processor license you may activate up to 4 OCPUs of the BYOL Cloud Service.

Conversion Ratios for WebLogic Enterprise Edition and WebLogic Suite:

- For each supported Processor license you may activate up to 2 OCPUs of the BYOL Cloud Service.
- For every 25 supported Named User Plus licenses you may activate 1 OCPU of the BYOL Cloud Service.

Java Cloud Service – Standard

If you elect to run Oracle Java Cloud Service Standard as a BYOL Cloud Service, then your BYOL requirement is to bring licenses of Oracle WebLogic Server Standard Edition

Java Cloud Service Enterprise

If you elect to run Oracle Java Cloud Service Enterprise as a BYOL Cloud Service, then your BYOL requirement is to bring licenses of Oracle WebLogic Server Enterprise Edition

Java Cloud Service High Performance

If you elect to run Oracle Java Cloud Service High Performance edition as a BYOL Cloud Service then any of the following supported program licenses may be aggregated to meet the conversion ratio above.

Oracle WebLogic Suite

-or-

Oracle WebLogic Suite for Oracle Applications

Oracle Blockchain Cloud Services - BYOL	Part #	Metric
Oracle Blockchain Platform-Enterprise-BYOL	B922305	OCPU Per Hour

The BYOL requirements are based on the edition of Oracle Blockchain Platform Cloud Enterprise Service that You choose to run in the BYOL Cloud Service environment.

For each supported Processor license You may activate up to 2 OCPUs of the Oracle Blockchain Platform Cloud Service – Enterprise – BYOL.

ORACLE CONTENT MANAGEMENT CLOUD SERVICES

Oracle WebCenter Portal Cloud Service	Part #	Note	Metric
Oracle WebCenter Portal Cloud Service	B88298	1	OCPU Per Hour
Oracle Content Management			

Oracle Content Management <ul style="list-style-type: none"> First 5,000 Assets Per Month Next 5,000 Assets Per Month 	B91210		5000 Assets Per Month
Oracle Content Management – Outbound Data Transfer	B91211		Gigabyte Outbound Data Transfer Per Month
Oracle Content Management – Starter Edition	B93411		5000 Assets Per Month
Oracle Content Management – Video Creation Platform	B95422		Video Pack (500 Videos - 500 Gigabytes (GB)) Per Month
Oracle WebCenter Portal Cloud Service –BYOL			
Oracle WebCenter Portal Cloud Service – BYOL	B88405	1	OCPU Per Hour
Oracle Content Management-BYOL			
Oracle Content Management – BYOL	B92637		5000 Assets Per Month
OCI Digital Media Services			
Media Services - Media Flow - Standard - H264 - SD - Below 30fps - Metered - PaaS	B95279		Minute of Output Media Content
Media Services - Media Flow - Standard - H264 - SD - Above 30fps and Below 60fps - Metered - PaaS	B95280		Minute of Output Media Content
Media Services - Media Flow - Standard - H264 - SD - Above 60fps and Below 120fps - Metered - PaaS	B95281		Minute of Output Media Content
Media Services - Media Flow - Standard - H264 - HD - Below 30fps - Metered - PaaS	B95282		Minute of Output Media Content
Media Services - Media Flow - Standard - H264 - HD - Above 30fps and Below 60fps - Metered - PaaS	B95283		Minute of Output Media Content
Media Services - Media Flow - Standard - H264 - HD - Above 60fps and Below 120fps - Metered - PaaS	B95284		Minute of Output Media Content
Media Services - Media Flow - Standard - H264 - 4k - Below 30fps - Metered - PaaS	B95285		Minute of Output Media Content
Media Services - Media Flow - Standard - H264 - 4k - Above 30fps and Below 60fps - Metered - PaaS	B95286		Minute of Output Media Content

Media Services - Media Flow - Standard - H264 - 4k - Above 60fps and Below 120fps - Metered - PaaS	B95287		Minute of Output Media Content
Media Services - Media Flow - Standard - VP8 - SD - Below 30fps - Metered - PaaS	B95288		Minute of Output Media Content
Media Services - Media Flow - Standard - VP8 - SD - Above 30fps and Below 60fps - Metered - PaaS	B95289		Minute of Output Media Content
Media Services - Media Flow - Standard - VP8 - SD - Above 60fps and Below 120fps - Metered - PaaS	B95290		Minute of Output Media Content
Media Services - Media Flow - Standard - VP8 - HD - Below 30fps - Metered - PaaS	B95291		Minute of Output Media Content
Media Services - Media Flow - Standard - VP8 - HD - Above 30fps and Below 60fps - Metered - PaaS	B95292		Minute of Output Media Content
Media Services - Media Flow - Standard - VP8 - HD - Above 60fps and Below 120fps - Metered - PaaS	B95293		Minute of Output Media Content
Media Services - Media Flow - Standard - VP8 - 4k - Below 30fps - Metered - PaaS	B95294		Minute of Output Media Content
Media Services - Media Flow - Standard - VP8 -4k - Above 30fps and Below 60fps - Metered - PaaS	B95295		Minute of Output Media Content
Media Services - Media Flow - Standard - VP8 -4k - Above 60fps and Below 120fps - Metered - PaaS	B95296		Minute of Output Media Content
Media Services - Media Flow - Standard - H265VP9 - SD - Below 30fps - Metered - PaaS	B95297		Minute of Output Media Content
Media Services - Media Flow - Standard - H265VP9 - SD - Above 30fps and Below 60fps - Metered - PaaS	B95298		Minute of Output Media Content
Media Services - Media Flow - Standard - H265VP9 - SD - Above 60fps and Below 120fps - Metered - PaaS	B95299		Minute of Output Media Content
Media Services - Media Flow - Standard - H265VP9 - HD - Below 30fps - Metered - PaaS	B95300		Minute of Output Media Content
Media Services - Media Flow - Standard - H265VP9 - HD - Above 30fps and Below 60fps - Metered - PaaS	B95301		Minute of Output Media Content
Media Services - Media Flow - Standard - H265VP9 - HD - Above 60fps and Below 120fps - Metered - PaaS	B95302		Minute of Output Media Content
Media Services - Media Flow - Standard - H265VP9 - 4k - Below 30fps - Metered - PaaS	B95303		Minute of Output Media Content
Media Services - Media Flow - Standard - H265VP9 - 4k - Above 30fps and Below 60fps - Metered - PaaS	B95304		Minute of Output Media Content

Media Services - Media Flow - Standard - H265VP9 - 4k - Above 60fps and Below 120fps - Metered - PaaS	B95305		Minute of Output Media Content
Media Services - Media Flow - Speed - H264 - SD - Below 30fps - Metered - PaaS	B95306		Minute of Output Media Content
Media Services - Media Flow - Speed - H264 - SD - Above 30fps and Below 60fps - Metered - PaaS	B95307		Minute of Output Media Content
Media Services - Media Flow - Speed - H264 - SD - Above 60fps and Below 120fps - Metered - PaaS	B95308		Minute of Output Media Content
Media Services - Media Flow - Speed - H264 - HD - Below 30fps - Metered - PaaS	B95309		Minute of Output Media Content
Media Services - Media Flow - Speed - H264 - HD - Above 30fps and Below 60fps - Metered - PaaS	B95310		Minute of Output Media Content
Media Services - Media Flow - Speed - H264 - HD - Above 60fps and Below 120fps - Metered - PaaS	B95311		Minute of Output Media Content
Media Services - Media Flow - Speed - H264 - 4k - Below 30fps - Metered - PaaS	B95312		Minute of Output Media Content
Media Services - Media Flow - Speed - H264 - 4k - Above 30fps and Below 60fps - Metered - PaaS	B95313		Minute of Output Media Content
Media Services - Media Flow - Speed - H264 - 4k - Above 60fps and Below 120fps - Metered - PaaS	B95314		Minute of Output Media Content
Media Services - Media Flow - Speed - VP8 - SD - Below 30fps - Metered - PaaS	B95315		Minute of Output Media Content
Media Services - Media Flow - Speed - VP8 - SD - Above 30fps and Below 60fps - Metered - PaaS	B95316		Minute of Output Media Content
Media Services - Media Flow - Speed - VP8 - SD - Above 60fps and Below 120fps - Metered - PaaS	B95317		Minute of Output Media Content
Media Services - Media Flow - Speed - VP8 - HD - Below 30fps - Metered - PaaS	B95318		Minute of Output Media Content
Media Services - Media Flow - Speed - VP8 - HD - Above 30fps and Below 60fps - Metered - PaaS	B95319		Minute of Output Media Content
Media Services - Media Flow - Speed - VP8 - HD - Above 60fps and Below 120fps - Metered - PaaS	B95320		Minute of Output Media Content
Media Services - Media Flow - Speed - VP8 - 4k - Below 30fps - Metered - PaaS	B95321		Minute of Output Media Content
Media Services - Media Flow - Speed - VP8 - 4k - Above 30fps and Below 60fps - Metered - PaaS	B95322		Minute of Output Media Content
Media Services - Media Flow - Speed - VP8 - 4k - Above 60fps and Below 120fps - Metered - PaaS	B95323		Minute of Output Media Content

Media Services - Media Flow - Speed - H265VP9 - SD - Below 30fps - Metered - PaaS	B95324		Minute of Output Media Content
Media Services - Media Flow - Speed - H265VP9 - SD - Above 30fps and Below 60fps - Metered - PaaS	B95325		Minute of Output Media Content
Media Services - Media Flow - Speed - H265VP9 - SD - Above 60fps and Below 120fps - Metered - PaaS	B95326		Minute of Output Media Content
Media Services - Media Flow - Speed - H265VP9 - HD - Below 30fps - Metered - PaaS	B95327		Minute of Output Media Content
Media Services - Media Flow - Speed - H265VP9 - HD - Above 30fps and Below 60fps - Metered - PaaS	B95328		Minute of Output Media Content
Media Services - Media Flow - Speed - H265VP9 - HD - Above 60fps and Below 120fps - Metered - PaaS	B95329		Minute of Output Media Content
Media Services - Media Flow - Speed - H265VP9 - 4k - Below 30fps - Metered - PaaS	B95330		Minute of Output Media Content
Media Services - Media Flow - Speed - H265VP9 - 4k - Above 30fps and Below 60fps - Metered - PaaS	B95331		Minute of Output Media Content
Media Services - Media Flow - Speed - H265VP9 - 4k - Above 60fps and Below 120fps - Metered - PaaS	B95332		Minute of Output Media Content
Media Services - Media Flow - Quality - H264 - SD - Below 30fps - Metered - PaaS	B95333		Minute of Output Media Content
Media Services - Media Flow - Quality - H264 - SD - Above 30fps and Below 60fps - Metered - PaaS	B95334		Minute of Output Media Content
Media Services - Media Flow - Quality - H264 - SD - Above 60fps and Below 120fps - Metered - PaaS	B95335		Minute of Output Media Content
Media Services - Media Flow - Quality - H264 - HD - Below 30fps - Metered - PaaS	B95336		Minute of Output Media Content
Media Services - Media Flow - Quality - H264 - HD - Above 30fps and Below 60fps - Metered - PaaS	B95337		Minute of Output Media Content
Media Services - Media Flow - Quality - H264 - HD - Above 60fps and Below 120fps - Metered - PaaS	B95338		Minute of Output Media Content
Media Services - Media Flow - Quality - H264 - 4k - Below 30fps - Metered - PaaS	B95339		Minute of Output Media Content
Media Services - Media Flow - Quality - H264 - 4k - Above 30fps and Below 60fps - Metered - PaaS	B95340		Minute of Output Media Content

Media Services - Media Flow - Quality - H264 - 4k - Above 60fps and Below 120fps - Metered - PaaS	B95341		Minute of Output Media Content
Media Services - Media Flow - Quality - VP8 - SD - Below 30fps - Metered - PaaS	B95342		Minute of Output Media Content
Media Services - Media Flow - Quality - VP8 - SD - Above 30fps and Below 60fps - Metered - PaaS	B95343		Minute of Output Media Content
Media Services - Media Flow - Quality - VP8 - SD - Above 60fps and Below 120fps - Metered - PaaS	B95344		Minute of Output Media Content
Media Services - Media Flow - Quality - VP8 - HD - Below 30fps - Metered - PaaS	B95345		Minute of Output Media Content
Media Services - Media Flow - Quality - VP8 - HD - Above 30fps and Below 60fps - Metered - PaaS	B95346		Minute of Output Media Content
Media Services - Media Flow - Quality - VP8 - HD - Above 60fps and Below 120fps - Metered - PaaS	B95347		Minute of Output Media Content
Media Services - Media Flow - Quality - VP8 - 4k - Below 30fps - Metered - PaaS	B95348		Minute of Output Media Content
Media Services - Media Flow - Quality - VP8 - 4k - Above 30fps and Below 60fps - Metered - PaaS	B95349		Minute of Output Media Content
Media Services - Media Flow - Quality - VP8 -4k - Above 60fps and Below 120fps - Metered - PaaS	B95350		Minute of Output Media Content
Media Services - Media Flow - Quality - H265VP9 - SD - Below 30fps - Metered - PaaS	B95351		Minute of Output Media Content
Media Services - Media Flow - Quality - H265VP9 - SD - Above 30fps and Below 60fps - Metered - PaaS	B95352		Minute of Output Media Content
Media Services - Media Flow - Quality - H265VP9 - SD - Above 60fps and Below 120fps - Metered - PaaS	B95353		Minute of Output Media Content
Media Services - Media Flow - Quality - H265VP9 - HD - Below 30fps - Metered - PaaS	B95354		Minute of Output Media Content
Media Services - Media Flow - Quality - H265VP9 - HD - Above 30fps and Below 60fps - Metered - PaaS	B95355		Minute of Output Media Content
Media Services - Media Flow - Quality - H265VP9 - HD - Above 60fps and Below 120fps - Metered - PaaS	B95356		Minute of Output Media Content
Media Services - Media Flow - Quality - H265VP9 - 4k - Below 30fps - Metered - PaaS	B95357		Minute of Output Media Content
Media Services - Media Flow - Quality - H265VP9 - 4k - Above 30fps and Below 60fps - Metered - PaaS	B95358		Minute of Output Media Content

Media Services - Media Flow - Quality - H265VP9 - 4k - Above 60fps and Below 120fps - Metered - PaaS	B95359		Minute of Output Media Content
Media Services - Media Streams - Metered - PaaS	B95360		Gigabyte (GB) of Packaged Video Content

Note

1: Limited Availability-This Cloud Service may not be available in all data center regions.

2: Limited Availability: This Cloud Service may not be available in all data center regions, and may be provided on a limited basis for any new orders; the successor to this Cloud Service is detailed in Appendix A.

DESCRIPTIONS

The **Oracle WebCenter Portal Cloud Service** is a platform built to deliver integrated and consistent user experiences across multiple channels. Deployed on the Oracle Java Cloud Service, it provides rapid deployment, scale out on-demand, single-click patching, backup, and restore. You may create environments for development, testing and production, and focus on building the solution. The Oracle WebCenter Portal Cloud Service requires the Oracle Java Cloud Service – Enterprise or the Oracle Java Cloud Service – High Performance.

Oracle Content Management is a cloud-based content and experience to drive omnichannel content management and accelerate experience delivery. Collaboration and workflow management capabilities streamline the creation and delivery of content and improve customer and employee engagement.

The underlying storage for files and assets managed by Oracle Content Management is provided by an instance of a customer's Oracle Storage Cloud Service (B91628, B91627) which must be paid for separately.

Oracle Cloud Infrastructure (OCI) Media Flow Cloud Service is a workflow-based media processing service that will bill for processing 'tasks' performed on a media file. OCI Media Flow Cloud Service will launch with a billable task that provides video transcoding. Transcoding is a compute intensive activity that converts a media file from one format to another, usually with the intent of compressing the file for distribution/streaming. The primary variables that determine the compute resources required to transcode are the output CODEC (video encoding format) selected, the CODEC specific options selected such as quality, the output resolution selected, the frame rate of the video, and the length of the video. OCI Media Flow Cloud Service will follow this industry established pricing model for our transcoding with a price matrix specific to each video CODEC. The service will be metered per minute of video output, prorated in 6 second increments.

Oracle Cloud Infrastructure (OCI) Media Streams Cloud Service is a video streaming services that provides CDN origination and just-in-time packaging (device specific stream formatting) for

online delivery. OCI Media Streams Cloud Service will bill per gigabyte of data egress through the service. This egress charge does not include OCI Internet egress, which will be billed separately.

USAGE LIMITS

- For the purposes of Oracle Content Management - Outbound Data Transfer, Your usage is measured per the "Gigabyte (GB) Outbound Data Transfer Per Month" metric by calculating for each calendar month the total gigabytes of outbound data transfer from that Cloud Service.
- Users of Oracle Content Management- Advanced Video Management have access to Oracle Content Management – Advanced Video Management with the following usage limits: 250 Video Assets per month.
- Users of Oracle Content Management have access to Oracle Content Management with the following usage limits: 5000 Assets per month.
- For the purposes of Oracle Content Management - Starter Edition, You have access to Oracle Content Management – Starter Edition with the following usage limits: 5000 Assets per month. Users of Oracle Content Management – Starter Edition do not have access to all product functionality that is available in the full version of Oracle Content Management. The list of Oracle Content Management – Starter Edition functionality that is available for use is detailed in the product documentation. Additionally, Oracle Content Management - Starter Edition includes 10 gigabytes per month of Oracle Content Management - Outbound Data Transfer at no cost. Any additional Oracle Content Management - Outbound Data Transfer that exceeds 10 gigabytes of outbound data per month will be charged using the applicable rate for Oracle Content Management - Outbound Data Transfer (part number B91211).
- Users of Oracle Content Management – Video Creation Platform have access to Oracle Content Management – Video Creation Platform application with the following usage limits: one Video Pack (500 Videos - 500 Gigabytes (GB)) Per Month. If the total number of videos used exceeds 500 videos per month or the storage used exceeds 500 GB per month, an additional Video Pack (500 Videos – 500 Gigabytes (GB)) Per Month will be charged.

SERVICE ACTIVATION, MEASUREMENT AND USAGE

You may begin using the Oracle Cloud Service after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure Your usage every month for billing purposes.

- For the purposes of the Oracle WebCenter Portal Cloud Service, only the Oracle Java Cloud Service OCPUs running the Oracle WebCenter Portal Cloud Service instance must be counted.
- The Oracle WebCenter Portal Cloud Service requires a minimum number of one (1) OCPU.

- For the purposes of Oracle Cloud Infrastructure Digital Media Cloud Services, OCI Digital Media Services are billed on a monthly basis based on successful tasks that are performed by Media Flow and Media Streams
 - OCI Media Flow will calculate the sum of the length of all the different renditions that are created through OCI Media Flow. The price will be rounded up to the next 6 second increment.
 - OCI Media Streams Cloud Service will sum the volume of data that is requested by a video player or CDN service. The price will be rounded up to the next 10MB increment.
-

THIRD PARTY WEB SITES, PLATFORMS AND SERVICES FOR ORACLE WEB CENTER

This Oracle Cloud Service enables You to deploy software code (such as templates or other applications including third party applications) onto pages and portals developed by the use of this service. For the purposes of this Oracle Cloud Service such software code shall be deemed to be "Your Content" as defined in the Agreement. For the purposes of this Oracle Cloud Service You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, e.g., Section 508 compliance) in connection with the use of this Oracle Cloud Service.

The Oracle WebCenter Portal Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with Your access to and use of such third party Web sites, platforms, and services and You are solely responsible for entering into and being in compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Oracle Cloud Hosting and Delivery Policies and the Data Processing Agreement and Oracle's Privacy Policy) which is transmitted to such third parties.

CUSTOMER RESPONSIBILITIES

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

- The Cloud Services are not intended to hold sensitive or regulated information. You must not use the Cloud Services to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data unless expressly allowed and specified in Your order.
- You are responsible for managing and maintaining Oracle WebCenter Portal Cloud Service and its availability. You are responsible for patching Oracle WebCenter Portal Cloud Service using the update mechanisms provided as part of the Cloud Service.

By default, Oracle makes an attempt to scan files marked for upload using commercially available virus signatures. The default setting for this Oracle Cloud Service will reject the upload if a virus is detected. Some files, such as encrypted or otherwise protected files, may not be scanned. You have the option to disable the virus scan and allow un-scanned files to be uploaded. Disabling or limiting the virus scan is at Your own risk and You bear all liability for any resulting damages. While the Oracle Content Management interface will mark files that

have not been scanned, this visual indicator will not be available in all interfaces and users may not have any notice that one or more files were not scanned for viruses.

This Oracle Cloud Service enables You to deploy software code such as website templates or other applications onto websites developed by use of this Oracle Cloud Service. For the purposes of this Oracle Cloud Service, such software code shall be deemed to be "Your Content" as defined in the Agreement.

You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of this Oracle Cloud Service.

This Oracle Cloud Service utilizes an instance of the Oracle Storage Cloud Classic Service in Your service domain that You control. For proper operation, this Oracle Cloud Service must be the only application that utilizes this storage instance. If through Your control You access this instance, modify the data on this instance or delete this underlying storage at any time, this Oracle Cloud Service has no ability to revert or recover the data that You deleted or modified.

BYOL REQUIRED LICENSES

Cloud Service	Part #	Metric
Oracle WebCenter Portal Cloud Service – BYOL	B88405	OCPU Per Hour
<p>Conversion Ratios:</p> <ul style="list-style-type: none"> For each supported Processor license you may activate up to 2 OCPUs of the BYOL Cloud Service. For every 25 supported Named User Plus licenses you may activate 1 OCPU of the BYOL Cloud Service. <p>Any of the following supported program licenses may be aggregated to meet the conversion ratio above.</p> <p>Oracle WebCenter Portal -or- Oracle WebCenter Portal for Oracle Applications -or- Oracle WebCenter Suite Plus</p>		
Oracle Content Management – BYOL	B92637	5000 Assets Per Month
Conversion Ratios:		

For each supported Processor license in the list of eligible products below, You are entitled to a quantity of 5 of B92637 5000 Assets Per Month (i.e., each eligible Processor license entitles You up to 25,000 Assets Per Month).

Any of the following supported program licenses may be used to meet the conversion ratio above:

- Oracle WebCenter Suite Plus
- Oracle WebCenter Portal
- Oracle WebCenter Sites
- Oracle WebCenter Content
- Oracle WebCenter Universal Content Management

ORACLE DATA INTEGRATION CLOUD SERVICES

Oracle Data Integration Cloud Service	Part #	Note	Metric
Oracle Data Integrator Cloud Service	B88299	1	OCPU Per Hour
Oracle GoldenGate Cloud Service			
Oracle GoldenGate Cloud Service – Enterprise	B88310	2	OCPU Per Hour
Oracle Cloud Infrastructure GoldenGate	B92992		OCPU Per Hour
Oracle Stream Analytics for Oracle Cloud Infrastructure			
Oracle Stream Analytics for Oracle Cloud Infrastructure	B92695	3	OCPU Per Hour
Oracle Data Integration Cloud Service - BYOL			
Oracle Data Integrator Cloud ServiceBYOL	B88406	1	OCPU Per Hour
Oracle Data Integration Platform Cloud - BYOL			
Oracle Data Integration Platform Cloud Service – Standard - BYOL	B89660		Gigabytes of Data Processed Per Hour
Oracle Data Integration Platform Cloud Service – Enterprise - BYOL	B89661		Gigabytes of Data Processed Per Hour
Oracle Data Integration Platform Cloud Service – Governance - BYOL	B89662		Gigabytes of Data Processed Per Hour
Oracle GoldenGate Cloud Service - BYOL			
Oracle GoldenGate Cloud Service – Enterprise - BYOL	B88398	1	OCPU Per Hour

Oracle Cloud Infrastructure GoldenGate – BYOL	B92993		OCPU Per Hour
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Note

1: Limited Availability-This Cloud Service may not be available in all data center regions.

2: Limited Availability: This Cloud Service may not be available in all data center regions, and may be provided on a limited basis for any new orders; the successor to this Cloud Service is detailed in Appendix A.

3: This Cloud Service is available on the Oracle Cloud Marketplace.

DESCRIPTION

The **Oracle Data Integrator Cloud Service** provides high-performance bulk data movement and massively parallel data transformation using database or big data technologies. It consists of the Oracle Data Integrator technology running on top of the Oracle Java Cloud Service.

For the purposes of the Oracle Data Integrator Cloud Service, only the OCPUs running the Oracle Data Integrator Cloud Service must be counted. One (1) OCPU gives You up to one (1) Connection, more connections requires more OCPUs. A Connection is defined as a unique connection used to build integrations between applications or databases using the Oracle Data Integrator Cloud Service. A Connection is counted per unique application, data source, third party software, Oracle software, Web Service or REST endpoint to which the Oracle Data Integrator Cloud Service is connected. Applications, databases or Web Services that use the same url and credential are counted as one Connection. Files hosted on a file system do not count as a Connection.

The **Oracle GoldenGate Cloud Service – Enterprise** provides a cloud-based real-time data integration and replication service. The Oracle GoldenGate Cloud Service – Enterprise provides data movement while maintaining the data consistency and offering fault tolerance and resiliency.

For the purposes of the Oracle GoldenGate Cloud Service – Enterprise, only the OCPUs running the Oracle GoldenGate Cloud Service – Enterprise must be counted. One (1) OCPU gives You up to one (1) Connection (as defined below), more connections requires more OCPUs. A Connection is defined as a unique connection used to build integrations between applications or databases using the Oracle GoldenGate Cloud Service – Enterprise. A Connection is counted per unique application, data source, third party software, Oracle software, Web Service or REST endpoint to which the Oracle GoldenGate Cloud Service – Enterprise is connected. Applications, databases or Web Services that use the same URL and credential are counted as one Connection. Files hosted on a file system do not count as a Connection. The service environment for the Oracle GoldenGate Cloud Service-Enterprise includes 1 Terabyte of local block storage.

The Oracle GoldenGate Cloud Service – Enterprise requires the Oracle Database Cloud Service and its underlying requirements, such as the Oracle Storage Cloud Service, the Oracle Database Backup Cloud Service and the Oracle Compute Cloud Service - Block Storage.

Oracle Cloud Infrastructure GoldenGate is an Oracle-managed service that provides data replication and stream data processing capabilities on Oracle Cloud Infrastructure Platform. Oracle Cloud Infrastructure GoldenGate provides an easy-to-use unified user experience for customers to achieve enterprise data replication at scale ensuring data consistency. Oracle Cloud Infrastructure GoldenGate's intuitive graphical interface enables customers to create, execute, orchestrate and monitor their data replication solutions without having to worry about explicitly allocating or managing compute environments.

The **Oracle Data Integration Platform Cloud Services** (all editions) are cloud-based platforms for data transformation, integration, replication, stream analytics and governance. These Cloud Services provide seamless batch and real-time data movement among cloud and on-premises data sources, maintaining data consistency with fault tolerance and resiliency. These Cloud Services may be used to connect to data sources to prepare, transform, replicate, correlate, govern and monitor data. The Oracle Data Integration Platform Cloud Services (all editions) may also be used to create dashboards to profile and audit data for data integrity and to set up policies to receive notifications and manage all your data sources from a single platform.

For the purposes of the Oracle Data Integration Platform Cloud Services (all editions) and the Oracle Data Integration Platform Cloud Services – BYOL (all editions), the quantity of gigabytes of data processed from/to the Oracle Data Integration Platform Cloud Service (host or remote agents) is measured. This may include counting any combination of data throughput for data replication, batch data movement, data streaming or data cleansing operations.

The Oracle Data Integration Platform Cloud Service – Standard and Oracle Data Integration Platform Cloud Service – Standard – BYOL allows You to perform bulk data movement, ELT transformations, pushdown data processing and basic profiling of Your data sources. The Oracle Data Integration Platform Cloud Service – Standard may be used for data warehouses, data integration and migrations projects.

Users of the Oracle Data Integration Platform Cloud Service – Standard and of the Oracle Data Integration Platform Cloud Service – Standard – BYOL have access to the following:

- Base data integration platform cloud home page
- Basic profiling to support source/target connectivity
- Bulk data ETL capabilities
 - Monitoring and administrative Functions

Usage limits

- 1TB of object storage per tenant. Additional Storage may be purchased separately.
- Excludes big data functionality such as support for Sqoop, Hive, Pig, Spark, Spark Streaming, Kafka, Oozie, and others.

The **Oracle Data Integration Platform Cloud Service – Enterprise** and the **Oracle Data Integration Platform Cloud Service – Enterprise – BYOL** allows You to access big data

technologies along with real time data replication and streaming capabilities. The Oracle Data Integration Platform Cloud Service – Enterprise and the Oracle Data Integration Platform Cloud Service – Enterprise – BYOL may be used for big data integration, data synchronization, zero-downtime migration, real-time data warehouses and active-active data sources.

Users of the Oracle Data Integration Platform Cloud Service – Enterprise and of the Oracle Data Integration Platform Cloud Service – Enterprise – BYOL have access to the following:

- All capabilities from the Oracle Data Integration Platform Cloud Service – Standard
- Bulk data and streaming ETL functionality for big data sources, targets and ETL transformations
- Data replication functionality

Usage limits

- 1TB of object storage per tenant. Additional Storage may be purchased separately.

The Oracle Data Integration Platform Cloud Service – Governance and the Oracle Data Integration Platform Cloud Service – Governance – BYOL allows You to profile, cleanse and govern Your data sources with customized dashboards. The Oracle Data Integration Platform Cloud Service – Governance may be used for data profiling and validation, match and merge, creating glossaries, data lineage and metadata management.

Users of the Oracle Data Integration Platform Cloud Service – Governance and of the Oracle Data Integration Platform Cloud Service – Governance – BYOL have access to the following:

- All capabilities from the Oracle Data Integration Platform Cloud Service – Enterprise
- Profiling, standardization, cleansing and matching capabilities, and user applications and extensions

Usage limits:

- 1TB of object storage per tenant. Additional Storage may be purchased separately.

The **Oracle Stream Analytics for Oracle Cloud Infrastructure Marketplace Cloud Service** supports simplified provisioning of Oracle Stream Analytics components and default server configurations for building custom stream analytic applications on Oracle Cloud Infrastructure. The Oracle Stream Analytics for Oracle Cloud Infrastructure Marketplace Cloud Service includes (i) restricted use GoldenGate for Big Data (restricted to use for replicating transactions to be consumed only by the Oracle Stream Analytics for Oracle Cloud Infrastructure Marketplace Cloud Service) and (ii) restricted use of Oracle MySQL Database (restricted to storing only metadata of the Oracle Stream Analytics for Oracle Cloud Infrastructure Marketplace Cloud Service). The Oracle Stream Analytics for Oracle Cloud Infrastructure Cloud Service depends on Oracle Cloud

Infrastructure Compute Cloud Services and Oracle Cloud Infrastructure Block Storage Cloud Services. The Oracle Stream Analytics for Oracle Cloud Infrastructure Cloud Service provides local Apache Kafka and Apache Spark, which is suitable for trials, development and functional testing. For production workloads, the Oracle Stream Analytics for Oracle Cloud Infrastructure Cloud Service may be configured to deploy pipelines into Oracle Big Data Service to achieve maximum performance and availability.

To get started with the Oracle Stream Analytics for Oracle Cloud Infrastructure Marketplace Cloud Service, select "Marketplace" from the Oracle Cloud navigation bar at https://cloudmarketplace.oracle.com/marketplace/en_US/homePage.jspx. and select the "Oracle Stream Analytics for Oracle Cloud Infrastructure Marketplace" listing and the version You wish to use, and You will be prompted to provide details on the configuration You wish to create.

SERVICE ACTIVATION, MEASUREMENT AND USAGE

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Service in the Console on a daily basis.

- For the purposes of the Oracle Cloud Infrastructure GoldenGate Cloud Service, Your Compute usage is measured by calculating the OCPU Per Hour You use. Pricing is OCPU Per Hour consumed for each Oracle Cloud Infrastructure GoldenGate deployment, from the time an Oracle Cloud Infrastructure GoldenGate deployment is launched until it is terminated or stopped.
- If Oracle Cloud Infrastructure GoldenGate deployment is open for only part of an hour, it will be billed for partial OCPU Per Hour consumed based upon the consumption during the period when the Oracle Cloud Infrastructure GoldenGate deployment was active. An Oracle Cloud Infrastructure GoldenGate deployment can be stopped, consuming no OCPU Per Hour.
- Oracle Cloud Infrastructure GoldenGate backups are retained for up to 60 days, after which they will be automatically deleted. To retain Oracle Cloud Infrastructure GoldenGate data contained within automatic backups for more than 60 days, You may archive the data in Oracle Object Store Cloud Service and pay the associated storage charges.

THIRD PARTY WEB SITES, PLATFORMS AND SERVICES

The Oracle GoldenGate Cloud Service-Enterprise, and the Oracle Data Integration Platform Cloud Services,(all editions) may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party web sites or platforms or services. You bear all risks associated with Your access to and use of such third party Web sites, platforms, and services and You are solely responsible for entering into and being in compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Oracle Cloud Hosting and Delivery Policies and the Data Processing Agreement and Oracle's Privacy Policy) which is transmitted to such third parties.

CUSTOMER RESPONSIBILITIES

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

- You must not use the Cloud Services to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data unless expressly allowed and specified in Your order. You are responsible for managing and maintaining Oracle Data Integrator Cloud Service and its availability. You are responsible for patching Oracle Data Integrator Cloud Service using the update mechanisms provided as part of the Cloud Service.
- You are responsible for managing and maintaining the Oracle GoldenGate Cloud Service – Enterprise and Oracle Cloud Infrastructure GoldenGate and their availability. You are responsible for patching the Oracle GoldenGate Cloud Service – Enterprise and Oracle Cloud Infrastructure GoldenGate manually using the update mechanisms provided as part of the Cloud Service.

For Cloud Services delivered by the Oracle Cloud Marketplace, Oracle is responsible for initial provisioning of a Cloud Service, as described in the Service Descriptions. You are responsible for management of the Cloud Service after provisioning, including, but not limited to, the following: maintaining and updating the software product versions provided by the Cloud Service; configuring the software as required for Your applications or for Your usage of the Cloud Service; configuring the software and Your Content to appropriate security levels per Your business needs; ongoing monitoring and management of Your configuration; backing up Your Content and restoring Your Content as required; configuring and maintaining any prerequisite software required by the Cloud Service; performing these responsibilities as may be required to maintain compatibility of the Cloud Service with any prerequisite Oracle Cloud Services required by the applicable Cloud Service.

Login credentials or private keys that may be generated for Your access to the Cloud Service to perform these responsibilities are for Your internal use of the Cloud Services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your credentials or private keys to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

You agree to provide reasonable assistance to Oracle in order to enable Oracle to provide You with support services for the Oracle software included in the applicable Cloud Services to which You have subscribed.

BYOL REQUIRED LICENSES

BYOL Cloud Services	Part #	Metric
Oracle GoldenGate Cloud Service – Enterprise – BYOL	B88398	OCPU Per Hour

Conversion Ratios:

- For every 4 supported Processor licenses You may activate up to 1 OCPUs of the above referenced BYOL Cloud Service.
- For every 200 supported Named User Plus licenses You may activate 1 OCPU of the above referenced BYOL Cloud Service.

Any of the following supported program licenses may be aggregated to meet the conversion ratio above.

Oracle GoldenGate
-or-
Oracle GoldenGate for Oracle
Applications -or-
Oracle GoldenGate for Non Oracle Database

Oracle Cloud Infrastructure GoldenGate – BYOL	B92993	OCPU Per Hour
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Conversion Ratios:

- For every 8 Processor licenses You may activate up to 1 OCPU of the above referenced BYOL Cloud Service.
- For every 400 supported Named User Plus licenses You may activate up to 1 OCPU hour of the above referenced BYOL Cloud Service.

Any of the following supported program licenses may be aggregated to meet the conversion ratio above.

Oracle GoldenGate
-or-

Oracle GoldenGate for Non Oracle Database

Oracle Data Integrator Cloud Service – BYOL	B88406	OCPU Per Hour
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Conversion Ratios:

- For every 4 supported Processor licenses You may activate up to 1 OCPUs of the above referenced BYOL Cloud Service.
- For every 200 supported Named User Plus licenses You may activate 1 OCPU of the above referenced BYOL Cloud Service.

Any of the following supported program licenses may be aggregated to meet the conversion ratio above.

Oracle Data Integrator Enterprise Edition
-or-
Oracle Data Integration Enterprise Edition for Oracle Applications -or-
Oracle Data Integrator for Oracle Business Intelligence

** Oracle Data Integration Platform Cloud Service-Standard-BYOL	B89660	Gigabytes of Data Processed Per Hour
<p>Conversion Ratios:</p> <ul style="list-style-type: none"> For each supported Processor license You may process up to 2 gigabytes per hour from/to the above referenced BYOL Cloud Service. For every 25 supported Named User Plus licenses You may process up to 1 gigabyte per hour from/to the above referenced BYOL Cloud Service. <p>Any of the following supported program licenses may be aggregated to meet the conversion ratio above.</p> <p>Oracle Data Integrator Enterprise Edition -or- Oracle Data Integration Suite -or- Oracle Data Integrator for Oracle Business Intelligence</p>		
**Oracle Data Integration Platform Cloud Service-Enterprise-BYOL	B89661	Gigabytes of Data Processed Per Hour
<p>Conversion Ratios:</p> <ul style="list-style-type: none"> For each supported Processor license You may process up to 2 gigabytes per hour from/to the above referenced BYOL Cloud Service. For every 25 supported Named User Plus licenses You may process up to 1 gigabyte per hour from/to the above referenced BYOL Cloud Service. <p>Any of the following supported program licenses may be aggregated to meet the conversion ratio above. Oracle GoldenGate -or- Oracle GoldenGate for Non Oracle Database</p>		
**Oracle Data Integration Platform Cloud Service-Governance-BYOL	B89662	Gigabytes of Data Processed Per Hour
<p>Conversion Ratios:</p> <ul style="list-style-type: none"> For each supported Processor license You may process up to 2 gigabytes per hour from/to the above referenced BYOL Cloud Service. For every 25 supported Named User Plus licenses You may process up to 1 gigabyte per hour from/to the above referenced BYOL Cloud Service. <p>Any of the following supported program licenses may be aggregated to meet the conversion ratio above.</p>		

Oracle Enterprise Data Quality Batch Processing for Data Integration -or-

Oracle Enterprise Data Quality Standardization and Match

ORACLE DATA MANAGEMENT CLOUD SERVICES

Oracle Autonomous Database	Part #	Note	Metric
Oracle Autonomous Data Warehouse - Free	B91391	1, 7, 8, 9	OCPU Per Hour
Oracle Autonomous Data Warehouse - Exadata Storage - Free	B91392	1, 7	Terabyte Storage Capacity Per Month
Oracle Autonomous Transaction Processing - Free	B91393	1, 7, 8, 9	OCPU Per Hour
Oracle Autonomous Transaction Processing - Exadata Storage - Free	B91394	1, 7	Terabyte Storage Capacity Per Month
Oracle Autonomous JSON Database – Free	B93307	1, 7, 8, 9	OCPU Per Hour
Oracle Autonomous Data Warehouse	B89040	8, 9, 12	OCPU Per Hour
Oracle Autonomous Data Warehouse - Exadata Storage	B89041	8, 9	Terabyte Storage Capacity Per Month
Oracle Autonomous Data Warehouse – Dedicated For use with Oracle Cloud Infrastructure - Database Exadata Infrastructure B89999, B90000, B90001, B91535, B91536, B91537, B92380, B92381, B93380, B93381	B92182	8, 9, 12	OCPU Per Hour
Oracle Autonomous Transaction Processing	B90453	8, 9, 12	OCPU Per Hour
Oracle Autonomous Transaction Processing - Exadata Storage	B90455	8, 9	Terabyte Storage Capacity Per Month

Oracle Autonomous Transaction Processing – Dedicated For use with Oracle Cloud Infrastructure - Database Exadata Infrastructure B89999, B90000, B90001, B91535, B91536, B91537, B92380, B92381, B93380, B93381	B92181	8, 9, 12	OCPU Per Hour
Oracle Autonomous JSON Database	B92212	8, 9	OCPU Per Hour

Oracle NoSQL Database Cloud Service			
Oracle NoSQL Database Cloud Service - Write	B89737	8, 9	Write Unit Per Month
Oracle NoSQL Database Cloud Service - Read	B89738		Read Unit Per Month
Oracle NoSQL Database Cloud Service - Storage	B89739		Gigabyte Storage Capacity Per Month
Oracle NoSQL Database Cloud-Write-Free	B92627		Write Unit Per Month
Oracle NoSQL Database Cloud-Read-Free	B92628		Read Unit Per Month
Oracle NoSQL Database Cloud-Storage-Free	B92629		Gigabyte Storage Capacity Per Month
NoSQL Database Cloud Service - Write - Auto - Metered	B93710		Write Unit Per Month
NoSQL Database Cloud Service – Read – Auto - Metered	B93711		Read Unit Per Month
NoSQL Database Cloud Service – Dedicated - Metered	B93712		Hosted Environment Per Month
Oracle MySQL Database Service			

MySQL Database - Standard - AMD E4 - Compute	B95435		OCPU Per Hour
MySQL Database - Standard - AMD E4 - Memory	B95436		Gigabyte Per Hour
MySQL Database - Standard - Intel X7 - Compute	B95437		OCPU Per Hour
MySQL Database - Standard - Intel X7 - Memory	B95438		Gigabyte Per Hour
MySQL Database - Standard - Intel X9 - Compute	B95439		OCPU Per Hour
MySQL Database - Standard - Intel X9 - Memory	B95440		Gigabyte Per Hour
MySQL Database - Optimized - Intel X9 - Compute	B95441		OCPU Per Hour
MySQL Database - Optimized - Intel X9 - Memory	B95442		Gigabyte Per Hour
MySQL Database - Standard - E2	B92425	1, 8, 9	OCPU Per Hour
MySQL Database - Storage	B92426	1	Gigabyte Storage Capacity Per Month
MySQL Database - Backup Storage	B92483	1	Gigabyte Storage Capacity Per Month
MySQL Database - Standard - E3	B92962	1, 8, 9	OCPU Per Hour
MySQL Database - Standard - E3 - Memory	B92963	1	Gigabyte Per Hour
MySQL Database - Bare Metal Standard - E2	B92807	1	Node Per Hour
MySQL Analytics - Bare Metal Standard - E2	B92759	8, 9	Node Per Hour
MySQL Database for HeatWave - Standard - E3	B92024	8, 9, 11	Node Per Hour
HeatWave - Standard - E3	B92023	8, 9, 11	Node Per Hour
MySQL Database for HeatWave - Bare Metal Standard - E3	B93546		Node Per Hour
Oracle Cloud Infrastructure Search Service with OpenSearch HA	B93709		Node Per Hour
Oracle Database Cloud Service			
Oracle Database Cloud Service - Standard Edition	B88293	2, 8, 9	OCPU Per Hour

Oracle Database Cloud Service - Enterprise Edition	B88290	2, 8, 9	OCPU Per Hour
Oracle Database Cloud Service - Enterprise Edition High Performance	B88292	2, 8, 9	OCPU Per Hour
Oracle Database Cloud Service - Enterprise Edition Extreme Performance	B88291	2, 8, 9	OCPU Per Hour

Oracle Cloud Infrastructure Database Migration

Oracle Cloud Infrastructure Database Migration	B93199		Migration Hour
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Oracle Cloud Infrastructure - Database Services

Oracle Cloud Infrastructure – Database Cloud Service – Standard Edition	B90569	8, 9	OCPU Per Hour
Oracle Cloud Infrastructure – Database Cloud Service – Enterprise Edition	B90570	3, 8, 9	OCPU Per Hour
Oracle Cloud Infrastructure – Database Cloud Service – Enterprise Edition High Performance	B90571	5, 8, 9	OCPU Per Hour
Oracle Cloud Infrastructure – Database Cloud Service – Enterprise Edition Extreme Performance	B90572	6, 8, 9	OCPU Per Hour

Oracle Cloud Infrastructure - Database Exadata X6

*Oracle Cloud Infrastructure - Database Exadata Quarter Rack-X6	B88593	6, 8, 9	Hosted Environment Per Hour
*Oracle Cloud Infrastructure - Database Exadata Half Rack-X6	B88594	6, 8, 9	Hosted Environment Per Hour

*Oracle Cloud Infrastructure - Database Exadata Full Rack-X6	B88595	6, 8, 9	Hosted Environment Per Hour
Oracle Cloud Infrastructure - Database Exadata OCPU	B88592	6, 8, 9	OCPU Per Hour

Oracle Cloud Infrastructure – Database Exadata Cloud Infrastructure

*Oracle Cloud Infrastructure - Database Exadata Cloud -Base System	B90777	8, 9	Hosted Environment Per Hour
*Oracle Cloud Infrastructure - Database Exadata Cloud Service - Quarter Rack - X7	B89999	8, 9	Hosted Environment Per Hour
*Oracle Cloud Infrastructure - Database Exadata Cloud Service - Half Rack - X7	B90000	8, 9	Hosted Environment Per Hour
*Oracle Cloud Infrastructure - Database Exadata Cloud Service - Full Rack - X7	B90001	8, 9	Hosted Environment Per Hour
*Oracle Cloud Infrastructure - Database Exadata Cloud Service - Quarter Rack – X8	B91535	8,9	Hosted Environment Per Hour
*Oracle Cloud Infrastructure - Database Exadata Cloud Service - Half Rack – X8	B91536	8,9	Hosted Environment Per Hour
*Oracle Cloud Infrastructure - Database Exadata Cloud Service - Full Rack – X8	B91537	8, 9	Hosted Environment Per Hour
Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack – X8M	B92380	8, 9	Hosted Environment Per Hour
Oracle Cloud Infrastructure - Database Exadata Infrastructure - Database Server – X8M. For use with Database Exadata Cloud Infrastructure Rack Part #B92380	B92381		Hosted Environment Per Hour
Oracle Cloud Infrastructure - Database Exadata Infrastructure - Storage Server – X8M. For use with Database Exadata Cloud Infrastructure Rack Part #B92380	B92382		Hosted Environment Per Hour
*Exadata Cloud Infrastructure – Quarter Rack – X9M	B93380	8, 9	Hosted Environment Per Hour
*Exadata Cloud Infrastructure – Database Server – X9M. For use with Exadata Cloud Infrastructure Part #B93380	B93381		Hosted Environment Per Hour
*Exadata Cloud Infrastructure – Storage Server – X9M.	B93382		Hosted Environment Per Hour

For use with Exadata Cloud Infrastructure Part #B93380			
Oracle Cloud Infrastructure - Database Exadata Cloud OCPU			
Oracle Cloud Infrastructure - Database Exadata Cloud - Database OCPU For use with Oracle Cloud Infrastructure - Database Exadata Cloud Infrastructure B90777, B89999, B90000, B90001, B91535, B91536, B91537, B92380, B92381, B93380, B93381	B88592	6,8,9	OCPU Per Hour

Oracle Database Exadata Cloud OCPU			
Oracle Database Exadata Cloud at Customer - Database OCPU For use with Oracle Database Exadata Cloud at Customer Infrastructure B89972, B89973, B89974, B89975, B89976, B89977, B89978 , B89979	B89980	6,8,9	OCPU Per Hour
Oracle Cloud Infrastructure - Exadata Cloud at Customer - Database OCPU			
Gen 2 Exadata Cloud at Customer - Database OCPU For use with Gen 2 Exadata Cloud at Customer Infrastructure - Non-metered B891029, B891030, B91031, B91032, B891037, B891038, B891039, B891040 , B92406, B92407, B92408, B92409	B91363	6,8,9	OCPU Per Hour
Exadata Cloud at Customer - Oracle Autonomous Database – Database OCPU			
Exadata Cloud at Customer - Autonomous Transaction Processing - Database OCPU For use with Gen 2 Exadata Cloud at Customer Infrastructure - Non-metered	B92418	8 ,9, 12	OCPU Per Hour

<p>B891029, B891030, B91031, B91032, B891037, B891038, B891039, B891040,</p> <p>For use with Gen 2 Exadata Cloud at Customer Infrastructure – XM - Non Metered</p> <p>B92406, B92407, B92408, B92409, B92412, B92413, B92414, B92415</p>			
<p>Exadata Cloud at Customer - Autonomous Data Warehouse - Database OCPU</p> <p>For use with Gen 2 Exadata Cloud at Customer Infrastructure - Non-metered</p> <p>B891029, B891030, B91031, B91032, B891037, B891038, B891039, B891040</p> <p>For use with Gen 2 Exadata Cloud at Customer Infrastructure – XM-Non Metered</p> <p>B92406, B92407, B92408, B92409, B92412, B92413, B92414, B92415</p>	B92419	8, 9, 12	OCPU Per Hour
Oracle Big Data Service			
Oracle Big Data Cloud Services - Starter Pack3 Nodes	B88603	1, 8, 9	Hosted Environment Per Hour
Oracle Big Data Cloud Services - Additional Nodes	B88604	1,8, 9	Hosted Node Per Hour
Oracle Big Data Cloud Services - Additional OCPU's	B88605	1,8, 9	OCPU Per Hour
Oracle Big Data SQL Cloud Services	B88606	1,8, 9	Hosted Environment Per Hour

Oracle Big Data Service – Compute – Standard	B91128	10	OCPU Per Hour
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Oracle Big Data Service – Compute – Dense I/O	B91129	10	OCPU Per Hour
Oracle Big Data Service – Compute – HPC	B91130	10	OCPU Per Hour
Oracle Big Data Service	B93555	10	OCPU Per Hour
Oracle Cloud SQL	B91121	10	OCPU Per Hour
Oracle Database Backup Service - Storage Capacity	B88297	1	
First terabyte per month			Gigabyte Storage Capacity Per Month
Next 49 terabytes per month			Gigabyte Storage Capacity Per Month
Next 450 terabytes per month			Gigabyte Storage Capacity Per Month
Next 500 terabytes per month			Gigabyte Storage Capacity Per Month
Next 4,000 terabytes per month			Gigabyte Storage Capacity Per Month
Over 5,000 terabytes per month			Gigabyte Storage Capacity Per Month
Oracle Database Backup Service - Outbound Data Transfer	B88294	1	
First gigabyte per month			Gigabyte Outbound Data Transfer Per Month
Next 9,999 terabytes per month			Gigabyte Outbound Data Transfer Per Month
Next 40 terabytes per month			Gigabyte Outbound Data Transfer Per Month

Next 100 terabytes per month			Gigabyte Outbound Data Transfer Per Month
Next 350 terabytes per month			Gigabyte Outbound Data Transfer Per Month
Over 500 terabytes per month			Gigabyte Outbound Data Transfer Per Month
Oracle Database Backup Service - Requests			

Oracle Database Backup Service - PUT, COPY, POST or LIST Requests	B88296	1	1,000 Requests Per Month
Oracle Database Backup Service - GET and other Requests	B88295	1	10,000 Requests Per Month
Oracle Data Management			
Database Tools	N/A		N/A
Oracle Data Management Cloud Services – BYOL			
Oracle Autonomous Data Warehouse - BYOL	B89039	8, 9, 13	OCPU Per Hour
Oracle Autonomous Data Warehouse – Dedicated – BYOL For use with Oracle Cloud Infrastructure - Database Exadata Infrastructure B89999, B90000, B90001, B91535, B91536, B91537, B92380, B92381, B93380, B93381	B92184	8, 9, 13	OCPU Per Hour
Exadata Cloud at Customer - Autonomous Data Warehouse - Database OCPU - BYOL For use with Gen 2 Exadata Cloud at Customer Infrastructure - Non-metered B891030, B91031, B91032, B92406, B92407, B92408, B92409	B92421	8, 9, 13	OCPU Per Hour
Oracle Autonomous Transaction Processing – BYOL	B90454	8, 9, 13	OCPU Per Hour

Oracle Autonomous Transaction Processing – Dedicated – BYOL For use with Oracle Cloud Infrastructure - Database Exadata Infrastructure B89999, B90000, B90001, B91535, B91536, B91537, B92380, B92381, B93380, B93381	B92183	8, 9, 13	OCPU Per Hour
Oracle Cloud Infrastructure - Database Cloud Service - All Editions - BYOL	B90573	3, 4, 8, 9	OCPU Per Hour
Oracle Database Cloud Service-All Editions BYOL	B88404	2, 4, 8, 9	OCPU Per Hour
*Oracle Cloud Infrastructure-Database Exadata Quarter Rack-X6 - BYOL	B88856	3, 4, 8, 9	Hosted Environment Per Hour
*Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - BYOL	B88855	3, 4, 8, 9	Hosted Environment Per Hour
*Oracle Cloud Infrastructure - Database Exadata Full Rack - X6- BYOL	B88854	3, 4, 8, 9	Hosted Environment Per Hour
Oracle Cloud Infrastructure -Database Exadata OCPU - BYOL	B88847	3, 4, 8, 9	OCPU Per Hour
Oracle Database Exadata Cloud at Customer– Database OCPU - BYOL For use with Oracle Database Exadata Cloud at Customer Infrastructure B89972, B89973, B89974, B89975, B89976, B89977, B89978 , B89979	B89981	3, 4, 8, 9	OCPU Per Hour
Gen 2 Exadata Cloud at Customer - Database OCPU - BYOL For use with Gen 2 Exadata Cloud at Customer Infrastructure - Non-metered B891029, B891030, B91031, B91032, B891037, B891038, B891039, B891040 , B92406, B92407, B92408, B92409	B91364	3, 4, 8, 9	OCPU Per Hour

Exadata Cloud at Customer - Autonomous Transaction Processing - Database OCPU – BYOL For use with Gen 2 Exadata Cloud at Customer Infrastructure - Non-metered B891029, B891030, B91031, B91032, B891037, B891038, B891039, B891040, B92406, B92407, B92408, B92409	B92420	8, 9, 13	OCPU Per Hour
Oracle Database Backup Cloud – Object Storage			
GB of Object Storage utilized for Oracle Database Backup	B90230	1	Gigabyte Storage Capacity Per Month
Oracle Database Backup Cloud – Archive Storage			
GB of Archive Storage utilized for Oracle Database Backup	B90231	1	Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure - Data Safe			
Oracle Cloud Infrastructure - Data Safe for Database Cloud Service	B91632		Each
Oracle Cloud Infrastructure - Data Safe for Database Cloud Service- Audit Record Collection Over 1 Million Records	B91631		10,000 Audit Records Per Target Per Month
Oracle Cloud Infrastructure - Data Safe for On-Premises Databases & Databases on Compute	B92733		Target Database Per Month
Oracle Cloud Infrastructure - Data Safe for On-Premises Databases & Databases on Compute - Audit Record Collection Over 1 Million Records	B92734		10,000 Audit Records Per Target Per Month
Oracle Compute Cloud Services			

Oracle Cloud Infrastructure - Compute - Microsoft SQL Enterprise	B91372	8,9	OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Microsoft SQL Standard	B91373	8,9	OCPU Per Hour

Oracle Cloud Infrastructure API Gateway			
Oracle Cloud Infrastructure - API Gateway—1,000,000 API Calls	B92072		1,000,000 API Calls Per Month

Note

- 1: Limited Availability: This Cloud Service may not be available in all data center regions.
- 2: Limited Availability: This Cloud Service may not be available in all data center regions, and may be provided on a limited basis for any new orders; the successor to this Cloud Service is detailed in Appendix A.
- 3: This Cloud Service includes the entitlement for Data Masking and Subsetting Pack, Diagnostics and Tuning Packs, Real Application Testing, and the DDL Logging functionality of the Database Lifecycle Management Pack..
- 4: You may use the Transparent Database Encryption feature in the BYOL Cloud Service and only with the BYOL Cloud Service even if You do not have a supported license of the Advanced Security database option.
- 5: This Cloud Service includes the entitlement for Multitenant, Partitioning, Real Application Testing, Advanced Compression, Advanced Security, Label Security, Database Vault, OLAP, Advanced Analytics, Spatial and Graph, Diagnostics Pack, Tuning Pack, Database Lifecycle Management Pack, Data Masking and Subsetting Pack, and Cloud Management Pack for Oracle Database.
- 6: This Cloud Service Includes the entitlement for In-Memory Database, Real Application Clusters, Active Data Guard, Multitenant, Partitioning, Real Application Testing, Advanced Compression, Advanced Security, Label Security, Database Vault, OLAP, Advanced Analytics, Spatial and Graph, Diagnostics Pack, Tuning Pack, Database Lifecycle Management Pack, Data Masking and Subsetting Pack, and Cloud Management Pack for Oracle Database.
- 7: This Cloud Service is an Always Free Cloud Service.
- 8: This Cloud Service is eligible for the (1) Oracle GoldenGate Limited Use Term License Promotion and (2) Oracle GoldenGate Database Migration Term, both available on the Oracle Cloud Marketplace.
- 9: This Cloud Service is an eligible target for the replication of data using Oracle Data Integrator, which is available on the Oracle Cloud Marketplace.

10: This Cloud Service may be provided on a limited basis for migrations from a prior generation of this cloud service.

11: Until January 21, 2021 there will be no charge for the use of this Cloud Service; after January 21, 2021, You will be charged at the hourly rate that is in the rate card attached to Your order or as seen in the Cloud Portal.

12: This Cloud Service includes the entitlement for all database functionalities made available by the service.

13: Subject to BYOL requirements, this Cloud Service includes the entitlement for all database functionalities made available by the service.

DESCRIPTION

Oracle Autonomous Data Warehouse - Free is subject to the following quantities: 1 OCPU Per Hour. This Cloud Service does not support the manual database backups or restoration from backups. You will be prohibited from scaling of resources beyond the fixed quantities provided with this Cloud Service. Additionally, You may not create more than two instances with this Cloud Service.

Oracle Autonomous Data Warehouse - Exadata Storage - Free is subject to the following quantities: 0.02 TB (or 20 gigabytes).

Oracle Autonomous Data Warehouse provides a fully-managed database that is tuned and optimized for data warehouse workloads. As a fully-managed Cloud Service, all infrastructure and database lifecycle operations are managed by the Cloud Service: the creation of the database, the backups of the database, the patching and the upgrading of the database, and the scaling (up or down) of the database. Oracle Autonomous Data Warehouse is fully elastic.; You simply specify the number of OCPUs and the storage capacity for the data warehouse. At any time, You may scale, increase or decrease either the OCPUs or the storage capacity without incurring any downtime. Oracle Autonomous Data Warehouse is built upon the Oracle database, so business intelligence applications and tools that support Oracle database also support Oracle Autonomous Data Warehouse. These tools and applications connect to the Service using standard database connectivity, such as SQL*Net or JDBC.

Oracle Autonomous Data Warehouse offers two infrastructure choices: shared and dedicated. With shared infrastructure, multiple customers share the resources of Exadata cloud infrastructure. With dedicated infrastructure, You must subscribe to Exadata cloud infrastructure dedicated to You and isolated from other tenants, with no shared resources; this offers greater control of the software and infrastructure lifecycle. You can deploy dedicated infrastructure on Oracle Cloud Infrastructure or on premises with Gen 2 Exadata Cloud@Customer. The two Autonomous Data Warehouse dedicated infrastructure deployment options are the same, with the exception that backup and restore on Gen 2 Exadata Cloud@Customer uses Your managed storage and are Your responsibility.

Your use of Oracle Autonomous Data Warehouse entitles You to any number of users of Oracle Analytics Desktop (posted on the Oracle Software Delivery Cloud) for data analysis where at least one of the data sources is Oracle Autonomous Data Warehouse. Oracle Analytics Desktop

provides personal data exploration and visualization for fast self-service analysis of data from Oracle Autonomous Data Warehouse and other sources.

As part of Oracle Autonomous Data Warehouse, Oracle may allow You to create preview service instances. Preview service instances enable You to develop and test Your application with upcoming service releases prior to the general deployment of those service releases to all service instances. Preview service instances are available for a limited duration. During the creation of a preview service instance, You will be provided an end date for the preview period, and Your preview service instance will be terminated on this date. Other than the limited duration, preview service instances are otherwise identical to other service instances deployed with the general available service release.

As part of Oracle Autonomous Data Warehouse on shared infrastructure, Oracle may allow You to create early patch service instances. Early patch service instances enable You to test and verify Your application with upcoming service patches prior to the general deployment of those patches to all service instances.

Early patch service instances differ from other service instances in the follow ways:

- Maintenance on early patch service instances occurs earlier than other service instances, specifically to enable customers to have early access to upcoming patches for test purposes.
- Since early patch service instances are designed for customers to run tests, they are not subject to the Service Level Agreement governing Autonomous Data Warehouse.
- Early patch service instances are otherwise identical to other service instances with the exception that Autonomous Data Guard is not available for early patch service instances.

Oracle Autonomous Data Warehouse – Exadata Storage is the physical database storage space, including space that is required for internal database storage files necessary to support service operation (for example, SYSTEM, SYSAUX, UNDO or TEMP). The physical storage space required for automated backups is separate and included in the Cloud Service.

Oracle Autonomous Transaction Processing - Free is subject to the following quantities: 1 OCPU Per Hour.

Oracle Autonomous Transaction Processing - Exadata Storage - Free is subject to the following quantities: 0.02 TB (or 20 gigabytes).

Oracle Autonomous Transaction Processing provides a fully managed database that is optimized for transaction processing and mixed workloads. Oracle Autonomous Transaction Processing empowers developers with faster, more agile database application development. As a fully managed Cloud Service, all infrastructure and database lifecycle operations are managed by the Cloud Service: the creation of the database, the backups of the database, the patching and the upgrading of the database, and the growing or shrinking of the database. Oracle Autonomous Transaction Processing is fully elastic. You simply specify the number of OCPUs and the storage capacity for the database. At any time, You may scale, increase or decrease either the OCPUs or the storage capacity without incurring any downtime. Oracle Autonomous Transaction Processing is built on the Oracle database, so familiar tools that support Oracle database also work with this Cloud Service. These tools and applications

connect to the Cloud Service database using standard database connectivity, such as SQL*Net or JDBC.

Oracle Autonomous Transaction Processing offers two infrastructure choices: shared and dedicated. With shared infrastructure, multiple customers share the resources of Exadata cloud infrastructure. With dedicated infrastructure, You must subscribe to Exadata cloud infrastructure dedicated to You and isolated from other tenants, with no shared resources; this offers greater control of the software and infrastructure lifecycle. You can deploy dedicated infrastructure on Oracle Cloud Infrastructure or on premises with Gen 2 Exadata Cloud@Customer. The two Autonomous Transaction Processing dedicated infrastructure deployment options are the same, with the exception that backup and restore on Gen 2 Exadata Cloud@Customer uses Your managed storage and are Your responsibility.

Your use of Oracle Autonomous Transaction Processing entitles You to any number of users of Oracle Analytics Desktop (posted on the Oracle Software Delivery Cloud) for data analysis where at least one of the data sources is Oracle Autonomous Transaction Processing. Oracle Analytics Desktop provides personal data exploration and visualization for fast self-service analysis of data from Oracle Autonomous Transaction Processing and other sources.

As part of Oracle Autonomous Transaction Processing, Oracle may allow You to create preview service instances. Preview service instances enable You to develop and test Your application with upcoming service releases prior to the general deployment of those service releases to all service instances. Preview service instances are available for a limited duration. During the creation of a preview service instance, You will be provided an end date for the preview period, and Your preview service instance will be terminated on this date. Other than the limited duration, preview service instances are otherwise identical to other service instances deployed with the general available service release.

As part of Oracle Autonomous Transaction Processing on shared infrastructure, Oracle may allow You to create early patch service instances. Early patch service instances enable You to test and verify Your application with upcoming service patches prior to the general deployment of those patches to all service instances.

Early patch service instances differ from other service instances in the follow ways:

- Maintenance on early patch service instances occurs earlier than other service instances, specifically to enable customers to have early access to upcoming patches for test purposes.
- Since early patch service instances are designed for customers to run tests, they are not subject to the Service Level Agreement governing Autonomous Transaction Processing.
- Early patch service instances are otherwise identical to other service instances with the exception that Autonomous Data Guard is not available for early patch service instances.

Oracle Autonomous Transaction Processing – Exadata Storage is the physical database storage space including space that is required for internal database storage files necessary to support service operation (for example, SYSTEM, SYSAUX, UNDO or TEMP). The physical database storage space required for automated backups is separate and included in the Cloud Service.

Oracle Autonomous JSON Database provides a fully-managed database that is optimized for storage and retrieval of JSON documents and empowers developers with faster, more agile

database application development. As a fully-managed Cloud Service, all infrastructure and database lifecycle operations are managed by the Cloud Service: the creation of the database, the backups of the database, the patching and the upgrading of the database, and the growing or shrinking of the database. Oracle Autonomous JSON Database is fully elastic: You simply specify the number of OCPUs and the storage capacity for the database. At any time, You may scale, increase or decrease either the OCPUs or the storage capacity without incurring any downtime. Oracle Autonomous JSON Database is built on the Oracle database, so familiar tools that support Oracle database also work with this Cloud Service. These tools and applications connect to the Cloud Service database using standard database connectivity, such as SQL*Net or JDBC.

As part of Oracle Autonomous JSON Database, Oracle may allow You to create preview service instances. Preview service instances enable You to develop and test Your application with upcoming service releases, prior to the general deployment of those service releases to all service instances. Preview service instances are available for a limited duration. During the creation of a preview service instance, You will be provided an end date for the preview period, and Your preview service instance will be terminated on this date. Other than the limited duration, preview service instances are otherwise identical to other service instances deployed with the general available service release.

As part of Oracle Autonomous JSON Database, Oracle may allow You to create early patch service instances. Early patch service instances enable You to test and verify Your application with upcoming service patches prior to the general deployment of those patches to all service instances.

Early patch service instances differ from other service instances in the follow ways:

- Maintenance on early patch service instances occurs earlier than other service instances, specifically to enable customers to have early access to upcoming patches for test purposes.
- Since early patch service instances are designed for customers to run tests, they are not subject to the Service Level Agreement governing Autonomous JSON Database.
- Early patch service instances are otherwise identical to other service instances with the exception that Autonomous Data Guard is not available for early patch service instances.

Oracle Autonomous JSON Database - Free is subject to the following quantities: 1 OCPU Per Hour.

Oracle NoSQL Database Cloud Service is a fully managed NoSQL database cloud service for today's most demanding applications that require low latency responses, flexible data models, and elastic scaling for dynamic workloads.

Developers focus on the application development and database requirements without dealing with the hassle of managing back-end servers, storage expansion, cluster deployments, topology, software installation/patches/upgrades, backup, operating systems, and high availability configurations.

Oracle NoSQL Database Cloud Service scales to meet the user dynamic application workloads and throughput requirements. Users create tables to store their application data and perform database operations. An Oracle NoSQL Database Cloud Service table is similar to a relational table with additional properties like provisioned write units, read units, and storage capacity.

Users provision the throughput and storage capacity in each table based on the anticipated workloads. Oracle NoSQL Database Cloud Service resources are allocated and scaled accordingly to meet the workload requirements. Users are billed hourly based on the capacity provisioned.

Oracle NoSQL Database Cloud Service is subject to the following quantity restrictions:

- For the purposes of the Oracle NoSQL Database Cloud Service, You are entitled to provision write units, read units, and storage capacity up to the maximum service limits established for each table and service entitlement. You can create multiple tables within a service entitlement. Your table's write and read limits will be aggregated and the individual total cannot exceed the corresponding service entitlement limit. The following service limits provide details on the maximum limits per table and service entitlement.

Per Table Limits

- The maximum number of write units that can be provisioned per **table** is 20,000
- The maximum number of read units that can be provisioned per **table** is 40,000

Per Service Entitlement Limits

- The maximum number of write units that can be provisioned per **entitlement** is 40,000
- The maximum number of read units that can be provisioned per **entitlement** is 100,000
- The maximum amount of storage per **entitlement** is 5 terabytes (TB)

The Oracle NoSQL Cloud Driver software (the "Software") is made available as part of Oracle NoSQL Database Cloud Services and is provided under the terms of Your Oracle Cloud Services Agreement. The Software is downloadable from the [Oracle NoSQL Database Cloud Service page](#).

Oracle NoSQL Database Cloud Service-Write – is an Always Free Cloud Service. You may use up to the following quantities: 50 Write Units per table per month. You will be prohibited from scaling of write resources beyond the fixed quantities provided with this Cloud Service. You can request more in accordance with the rate card pricing for this Cloud Service. A maximum of 3 tables can be allocated with the free subscription.

Oracle NoSQL Database Cloud Service-Read is an Always Free Cloud Service. You may use up to the following quantities: 50 Read Units per table per month. You will be prohibited from scaling of read resources beyond the fixed quantities provided with this Cloud Service. You can request more in accordance with the rate card pricing for this Cloud Service. A maximum of 3 tables can be allocated with the free subscription.

Oracle NoSQL Database Cloud Service-Storage is an Always Free Cloud Service. You may use up to the following quantities: 25 Gigabyte (GB) storage capacity per table. You will be prohibited from scaling of storage resources beyond the fixed quantities provided with this Cloud Service.

You can request more in accordance with the rate card pricing for this Cloud Service. A maximum of 3 tables can be allocated with the free subscription.

MySQL Database Service is a fully-managed cloud service running in Oracle Cloud Infrastructure that automates time-consuming tasks, such as provisioning of infrastructure and MySQL instances, automating patches, running upgrades, running backups and restores, enabling high availability, checking performance, enabling scalability, monitoring, and enabling security best practices. Your applications simply access the MySQL databases via standard MySQL protocols, and the typical administration actions are automated, integrated and accessible via the OCI Web Console, REST API, CLI, or DevOps tools.

MySQL HeatWave is add-on functionality for MySQL Database Service, and is a fully-managed and highly scalable in-memory database service which provides a cost-efficient service for SQL analytic processing. It is tightly integrated with MySQL database and is optimized for the Oracle Cloud. You can run analytics on Your MySQL data without requiring ETL and without any change to Your applications. Your applications connect to HeatWave through standard MySQL protocols, and You can manage HeatWave via REST APIs, SDKs, and the Console.

Oracle Cloud Infrastructure Search Service with OpenSearch is a search engine based on the Lucene library and on the elasticsearch opendistro. The service provides a distributed, multitenant-capable, full-text search engine with schema-free JSON documents. Oracle Cloud Infrastructure Search Service with OpenSearch allows You to store, search, and analyze large volumes of data quickly with response times in milliseconds. The service is able to achieve fast search responses because instead of searching the text directly, it searches an index. With ever growing dataset sizes, elastic/index style searching is essential, especially for log analytics and large volume search use cases.

Oracle Database Cloud Service provides a dedicated Oracle database instance with automated customer-controlled backup, patching, and DBMS management with cloud tooling. It provides broad SQL*NET access and supports Oracle Enterprise Manager and other DBMS tools. You may use Oracle Database Cloud Service through the Oracle Database Cloud Service console and the Service's published REST API.

Oracle Cloud Infrastructure Database Migration (DMS) provides a high performant, self-service experience to achieve migrations and which includes:

- Migration of data from on-premise, Oracle or third party cloud databases into Oracle databases on OCI
- Logical online and offline migration providing enterprise-level migration with minimal downtime and on-premise to cloud migration
- Based on industry-leading GoldenGate replication and zero downtime migration engine

Oracle Data Hub Cloud Service delivers a consistent interface to easily create dedicated open source database clusters such as Apache Cassandra within the Oracle Cloud. Oracle Data Hub Cloud Service also offers cloud automation tools to easily backup, patch, and scale-out these database cluster instances.

Oracle Database Exadata Cloud Service provides a dedicated Oracle Exadata Infrastructure rack on which You can deploy multi-node database instances. Each of the Oracle Exadata Cloud Infrastructure racks comes with dedicated memory and storage based on the shape and the total

number of optional Oracle Database Exadata Infrastructure – Database Server and Storage Server enabled. The optional Database Servers and Storage Servers are only supported for selected configurations. Oracle Database Exadata Cloud Service instances are enabled with automated customer-controlled backup, patching, and DBMS management, along with Oracle Cloud tooling. Oracle Database Exadata Cloud Service provides broad SQL*NET access and may be used with Oracle Enterprise Manager and other Oracle DBMS tools. You may use Oracle Database Exadata Cloud Service through the OCI Web Console and the Service’s published REST API.

When you use Oracle Database Exadata Cloud Service, You pay:

- 1 – A fee for the Oracle Database Exadata Infrastructure which You have enabled:
 - a fee for the Oracle Database Exadata Infrastructure rack, which does not include any OCPU usage, and
 - a fee for the optional Oracle Database Exadata Infrastructure Database Server which does not include any OCPU usage, and
 - a fee for the optional Oracle Database Exadata Infrastructure Storage Server
 - Note: an Oracle Database Exadata Infrastructure – Quarter Rack shape is equivalent to 2 database servers and 3 storage servers.
- 2 – An OCPU usage fee for the OCPUs which You have enabled. Two types of OCPU usage are available:
 - Oracle Database Exadata Cloud – Database OCPU: includes extreme performance database software for enabled OCPUs
 - Oracle Database Exadata Cloud – Database OCPU – BYOL: Bring Your Own License for enabled OCPUs

Oracle Big Data Service provisions fully configured, secure, highly available and dedicated Hadoop and Spark clusters on demand. Scale the cluster to fit your big data and analytics workloads using a range of Oracle Cloud Infrastructure compute shapes – supporting small test and development clusters to large production clusters. Save money by only paying when the cluster is running. The comprehensive Cloudera Distribution including Apache Hadoop and Apache Spark and the Oracle Distribution including Apache Hadoop and Apache Spark are included with the Service and is automatically configured with advanced security – including encryption and auditing. You may query data in your Hadoop cluster using Oracle SQL with Oracle Big Data SQL Query Server.

Oracle Cloud Infrastructure - Database Cloud Service provides a dedicated Oracle database instance inside Your selected Virtual Cloud Network with automated customer-controlled backup, patching, and DBMS management with cloud tooling. The Cloud Service provides broad SQL*NET access and supports Oracle Enterprise Manager and other DBMS tools. You may use Oracle Cloud Infrastructure - Database Service through the Oracle Cloud Infrastructure web console, through the Oracle Cloud Infrastructure Command Line Utility (CLI) and through the Service’s published REST API. The OCI Database Cloud Service supports four editions of Oracle database: Standard Edition, Enterprise Edition, Enterprise Edition High Performance and Enterprise Edition Extreme Performance in both license-included and Bring Your Own License (BYOL) models.

For Virtual Machine-based deployments, You can choose any shape as defined with Oracle Cloud Infrastructure Virtual Instance Compute shapes and as permitted by the Oracle Cloud

Infrastructure web console or the Service API. Additionally, You will select the use of Oracle Cloud Infrastructure – Block Volume from a list of Available Storage sizes as permitted by the Console or the Service API. For more details, please read the Oracle Cloud Infrastructure Block Volume Storage Service Description section.

For Bare Metal-based deployments, the Bare Metal Server Shapes are multi-database database consolidation environments, which allow You to spin up multiple databases inside a single database instance. The base configuration consists of two OCPU on a single database instance, but permits You to scale up to the maximum of optional OCPUs allowed on that same database instance and offers a fixed amount of raw NVMe flash storage.

Oracle Database Backup Cloud Service provides the ability to send Oracle Database backups directly from RMAN to the Object Storage or Archive Storage in Oracle Cloud Infrastructure. You can use this service to backup on-premises databases or Cloud Service instances. It also includes the ability to use Advanced Compression and Encryption for RMAN backups without the need to purchase licenses for Advanced Compression and Advanced Security Options.

Oracle Data Safe Cloud Service provides database security assessment, user risk assessment, sensitive data discovery, data masking, and user activity audit record collection, alerting and reporting.

Oracle Data Safe Cloud Service may use database resources in global regions for processing and data storage, regardless of the region in which the customer creates a Data Safe instance.

The **Oracle Data Management - Database Tools** service allows customers to quickly create secure, instant connections to their cloud databases to utilize a suite of development tools such as the SQL Worksheet right in a web browser without the need for bastions, port forwarding or SSH tunnels. Database Tools connections helps secure the database access profiles by storing all passwords and wallets used to connect in secrets on Oracle Cloud Infrastructure Vault service. This service can be used for Oracle Cloud Databases and the MySQL Database Service in Oracle Cloud Infrastructure.

The Oracle Cloud Infrastructure – Compute - Microsoft SQL Standard and Enterprise Cloud Service provides the license to run an instance of Microsoft SQL Standard or Microsoft SQL Enterprise on the Oracle Cloud Infrastructure – Compute Cloud Service. You may select Microsoft SQL Enterprise or Microsoft SQL Standard for Your compute instance via the Oracle Cloud Marketplace on Oracle Cloud Infrastructure – Compute console and the associated API. To get started with the Windows SQL Standard or Microsoft SQL Enterprise or Microsoft SQL Standard for Oracle Cloud Infrastructure Marketplace service, select “Marketplace” from the Oracle Cloud navigation bar on https://cloudmarketplace.oracle.com/marketplace/en_US/homePage.jspx. and select the version of the Microsoft listing that You wish to use, and You will be prompted to provide details on the configuration You wish to create.

Oracle Cloud Infrastructure API Gateway is a fully managed, regional gateway that integrates with Your network on Oracle Cloud Infrastructure.

Oracle Cloud Infrastructure API Gateway fronts public or private APIs, processes incoming requests from a client, applies policies for security, availability and validation, forwards requests

to back-end services, applies policies to the response from a back-end and forwards the response to the client.

Oracle Cloud Infrastructure API Gateway protects and isolates back-end services and help You meter API calls. Connections from clients to the Oracle Cloud Infrastructure API Gateway always use transport level security (TLS) to ensure the privacy and integrity of data flowing between clients and the API Gateway. For flexibility, You can configure the connections from the Oracle Cloud Infrastructure API Gateway to back-end services with or without TLS. If You do not use TLS between Your Oracle Cloud Infrastructure API Gateway and back-end services You do so at Your own risk.

SERVICE ACTIVATION, MEASUREMENT AND USAGE

You may begin using the Oracle Cloud Services after Your Cloud Services Account has been set up for consumption. The Oracle Cloud Service may be used after the Oracle Cloud Service has been activated. You may view Your usage of the Oracle Cloud Service in the Oracle Cloud Portal on a daily basis. Oracle will measure Your usage every month for billing purposes.

- **Your use of the Oracle NoSQL Database Cloud Service entitles You to create multiple tables** (or service instances) and to provision write units, read units, and storage capacity for each table. Oracle NoSQL Database Cloud Service scales its resources dynamically to deliver performance and service availability based on the capacities You provision for each table. When Your application tries to consume more than the provisioned capacities, Oracle NoSQL Database Cloud Service responds with exceptions in Your applications serving as reminders to increase the provisioned capacities in order to meet Your application workloads.
 - For the purposes of the Oracle NoSQL Database Cloud Service, Your usage is measured by the number of Write Units Per Month, Read Units Per Month, and Gigabyte Storage Capacity Per Month that You provision for each table.
 - When using the B93711 SKU You are billed for the Read Units Per Month actually used. You may auto scale Your Read Units Per Month on a table from 0 to 10,000. A maximum of 3 tables may be allocated per region using this SKU.
 - When using the B93710 SKU You are billed for the Write Units Per Month actually used. You may auto scale Your Write Units Per Month on a table from 0 to 5,000. A maximum of 3 tables may be allocated per region using this SKU.
 - When using the dedicated SKU You are entitled to the entire cluster. Your usage is not measured by the number of Write Units Per Month, Read Units Per Month, and Gigabyte Storage Capacity Per Month that You provision for each table. You can create multiple tables within Your service entitlement. The sum of Your provisioned units across all Your created tables cannot exceed the cluster capacity.
- For the purposes of **Oracle Autonomous Data Warehouse** on shared infrastructure and on dedicated infrastructure:
 - Your Compute usage is measured by calculating the number of OCPU hours You use. You may set the number of OCPUs for Your Cloud Service via the Console, via CLI, or via API. You may also choose to enable auto scaling.

- If auto scaling is not enabled, then pricing is per OCPU hour reserved for the Cloud Service, from the time that the Cloud Service is launched until the Compute is terminated or stopped.
- If auto scaling is enabled, the Cloud Service will always provide capacity for the number of OCPUs you specified when You created or explicitly scaled Your service, but the Cloud Service may also provide additional OCPUs (up to an additional 2x of the number of OCPUs You specified when creating or explicitly scaling Your Service) as needed based upon Your workload. Your OCPU consumption per hour will be the greater of the number of OCPUs reserved for Your Service or the actual OCPUs consumed by Your service in a given hour.
- For any Autonomous Data Guard service instance, local or cross-region, the additional pricing will be the number of OCPU's You reserved when You created or explicitly scaled Your primary service instance, regardless of whether auto scaling is enabled or not. Auto scaling-related OCPU consumption does not occur on Autonomous Data Guard Standby service instances.
- If Your service is open for only part of an hour, it will be billed for the partial OCPU hour based upon the OCPU consumption during the period when the Service instance was open. The minimum consumption is one minute.
- **For the purposes of Autonomous Data Warehouse on shared infrastructure:**
 - A service instance can be stopped, consuming no OCPUs. However, any active service instance must consume a minimum 1 terabyte of storage at any given point in time.
 - Autonomous Data Guard service instances will be stopped when the primary service instance is stopped, consuming no OCPUs.
- **For the purposes of Oracle Autonomous Transaction Processing on shared infrastructure and on dedicated infrastructure:**
 - Your Compute usage is measured by calculating the number of OCPU hours You use. You may set the number of OCPUs for Your Cloud Service via the Console, via CLI, or via API. You may also choose to enable auto scaling.
 - If auto scaling is not enabled, then pricing is per OCPU hour reserved for the Cloud Service, from the time that the Cloud Service is launched until the Compute is terminated or stopped.
 - If auto scaling is enabled, the Cloud Service will always provide capacity for the number of OCPUs you specified when You created or explicitly scaled Your service, but the Cloud Service may also provide additional OCPUs (up to an additional 2x of the number of OCPUs You specified when creating or explicitly scaling Your Service) as needed based upon Your workload. Your OCPU consumption per hour will be the greater of the number of OCPUs reserved for Your Service or the actual OCPUs consumed by Your service in a given hour.
 - For any Autonomous Data Guard service instance, local or cross-region, the additional pricing will be the number of OCPU's You reserved when You created or explicitly scaled Your primary service instance, regardless of whether auto scaling is enabled or not. Auto scaling-related OCPU consumption does not occur on Autonomous Data Guard Standby service instances.

- If Your service is open for only part of an hour, it will be billed for the partial OCPU hour based upon the OCPU consumption during the period when the Service instance was open. The minimum consumption is one minute.
- **For the purposes of Autonomous Transaction Processing on shared infrastructure:**
 - A service instance can be stopped, consuming no OCPUs. However, any active service instance must consume a minimum of 1 terabyte of storage at any given point in time.
 - Autonomous Data Guard service instances will be stopped when the primary service instance is stopped, consuming no OCPUs.
- **For the purposes of Oracle Autonomous Data Warehouse on shared infrastructure:**
 - Your storage usage is the number of TB reserved for Your database, including the storage of Your Autonomous Data Guard database(s). You may also choose to enable auto scaling.
 - Storage consists of core database file storage for Your database plus Your user data but excludes automated backups of the Service. You may set the number of TBs for Your Cloud Service via API, via the Console, or via CLI. Pricing is per TB Per Month reserved for the Cloud Service, from the time that the Cloud Service is launched until the Cloud Service is terminated. Each TB reserved for part of a month will be billed as a TB Per Hour.
 - If auto scaling is enabled, the Cloud Service will always reserve capacity for the number of TBs You specified when You created or explicitly scaled Your service, but the Cloud Service may also reserve additional TBs (up to an additional 2 times the number of TBs You specified when creating or explicitly scaling Your Service) as needed based upon the storage requirements of Your database, rounded up to the next TB. Your TB consumption per hour will be the greater of the number of TBs set for Your Service or the actual TBs reserved for Your service in a given hour.
 - For any Autonomous Data Guard service instance within the same region (i.e., local), the additional storage usage is equivalent to the storage reserved for Your primary service instance (including any auto-scaled storage usage on the primary service instance).
- For any cross-region Autonomous Data Guard service instance, the additional storage usage is equivalent to 2 times the storage reserved for Your primary service instance (including any auto-scaled storage usage on the primary service instance), which comprises the storage reserved for Your standby service instance and the storage reserved for cumulated cross-region archive log staging.
- **For the purposes of Oracle Autonomous Transaction Processing on shared infrastructure:**
 - Your storage usage is the number of TB reserved for Your database, including the storage of Your Autonomous Data Guard database(s). You may also choose to enable auto scaling.
 - Storage consists of core database file storage for Your database plus Your user data but excludes automated backups of the Service. You may set the number of

TBs for Your Cloud Service via API, via the Console, or via CLI. Pricing is per TB Per Month reserved for the Cloud Service, from the time that the Cloud Service is launched until the Cloud Service is terminated. Each TB reserved for part of a month will be billed as a TB Per Hour.

- If auto scaling is enabled, the Cloud Service will always reserve capacity for the number of TBs You specified when You created or explicitly scaled Your service, but the Cloud Service may also reserve additional TBs (up to an additional 2 times the number of TBs You specified when creating or explicitly scaling Your Service) as needed based upon the storage requirements of Your database, rounded up to the next TB. Your TB consumption per hour will be the greater of the number of TBs set for Your Service or the actual TBs reserved for Your service in a given hour.
- For any Autonomous Data Guard service instance within the same region (i.e., local), the additional storage usage is equivalent to the storage reserved for Your primary service instance (including any auto-scaled storage usage on the primary service instance).
- For any cross-region Autonomous Data Guard service instance, the additional storage usage is equivalent to 2 times the storage reserved for Your primary service instance (including any auto-scaled storage usage on the primary service instance), which comprises the storage reserved for Your standby service instance and the storage reserved for cumulated cross-region archive log staging.
- **For the purposes of Oracle Autonomous Data Warehouse and Oracle Autonomous Transaction Processing on dedicated infrastructure:**
 - Your Exadata Cloud Infrastructure usage is measured by calculating the sum of the number of Hosted Environment Per Hours You use. The fees are calculated on a per Hosted Environment Per Hour basis from the time an Exadata Cloud Infrastructure shape is launched until it is terminated.
 - At the time of service creation, You must choose the type of OCPU license type: license-included OCPU or BYOL OCPU.
 - OCPU license types cannot be mixed within the same Exadata Cloud Infrastructure rack.
 - Total OCPUs per rack/shape may not exceed the maximum limit for the particular rack/shape.
 - Database backups are charged separately and are not included in the Autonomous Database on dedicated infrastructure.
- **For the purposes of Oracle Autonomous JSON Database:**
 - Your compute usage is measured by calculating the number of OCPU hours You use. You may set the number of OCPUs for Your Cloud Service via the Console, via CLI, or via API. You may also choose to enable auto scaling.
 - If auto scaling is not enabled, then pricing is per OCPU hour reserved for the Cloud Service, from the time that the Cloud Service is launched until the compute is terminated or stopped.
 - If auto scaling is enabled, the Cloud Service will always provide capacity for the number of OCPUs you specified when You created or explicitly scaled Your service, but the Cloud Service may also provide additional OCPUs (up to an

additional 2x of the number of OCPUs You specified when creating or explicitly scaling Your Service) as needed based upon Your workload. Your OCPU consumption per hour will be the greater of the number of OCPUs reserved for Your service and the actual OCPUs consumed by Your service in a given hour.

- For any Autonomous Data Guard service instance, local or cross-region, the additional pricing will be the number of OCPU's You reserved when You created or explicitly scaled Your primary service instance, regardless of whether auto scaling is enabled or not. Auto scaling-related OCPU consumption does not occur on Autonomous Data Guard Standby service instances.
- If Your Service is open for only part of an hour, it will be billed for the partial OCPU hour based upon the OCPU consumption during the period when the service instance was open. The minimum consumption is one minute.
- A service instance can be stopped, consuming no compute. However, any active service instance must consume a minimum of 1 terabyte of storage at any given point in time. Autonomous Data Guard service instances will be stopped when the primary service instance is stopped, consuming no OCPUs.

- **For the purposes of Oracle Autonomous JSON Database:**

- Your database storage is subject to the activation, measurement, and usage terms of Oracle Autonomous Transaction Processing – Exadata Storage. .

- **For the purposes of the MySQL Database Service:**

- Your MySQL Database Standard compute usage is based on (i) the total OCPU Per Hour and (ii) the total Memory GB (Gigabyte) Per Hour You consume from the time the MySQL DB System compute resources are created until they are deleted. There is no billing charge for MySQL Database compute resources when MySQL Database systems based on standard or optimized shapes are stopped. You may create, stop or delete MySQL Database systems using the Oracle Cloud Infrastructure Console, the Oracle Cloud Infrastructure Command Line Utility (CLI), and the service's published REST API.
 - Your MySQL Database Storage usage is based on the provisioned Gigabyte Storage Capacity Per Month. For each MySQL Database system compute resource, there is a minimum 50-Gigabyte (GB) Storage Capacity Per Month. MySQL Database Storage includes log files and all user data. Provisioned MySQL Database Storage is reserved even when the associated MySQL Database systems resources are stopped, and therefore billing charges continue until all MySQL Database system resources are deleted.
 - Your MySQL Database Backup Storage usage is based on the Gigabyte Storage Capacity Per Month that Your backups actually consume. Backup storage includes log files and all user data for both automatic backup and manual backups. There is a quota of free MySQL Database Backup Storage equivalent to Your provisioned MySQL Database Storage. Usage over the quota of free MySQL Database Backup Storage will be billed based on Gigabyte Storage Capacity Per Month. Your backups are retained independently of its original MySQL Database systems states, and therefore billing charges continue until Your backups are deleted. You control deletion of Your backups by defining a retention period or by explicitly deleting them.

- **For the purposes of the MySQL HeatWave Service:**

- For each cluster based on HeatWave - Standard - E3, You must have one node of MySQL Database for HeatWave - Standard - E3 or one node of MySQL Database for HeatWave - Bare Metal Standard - E3 and a minimum of 2 nodes of HeatWave - Standard - E3
- For each cluster based on MySQL Analytics - Bare Metal Standard - E2, You must have one node of MySQL Database - Bare Metal Standard - E2 and a minimum of 2 nodes of MySQL Analytics - Bare Metal Standard - E2
- There is no usage calculated when nodes are stopped.

For the purposes of Oracle Cloud Infrastructure Search Service with OpenSearch,

Customers will be charged underlying Oracle Cloud Infrastructure standard usage fees for their Oracle Cloud Infrastructure Search Service with OpenSearch clusters. The underlying Oracle Cloud Infrastructure is the following:

Oracle Cloud Infrastructure - Compute - Standard - E4 - OCPU - OCPU Per Hour

Oracle Cloud Infrastructure - Compute - Standard - E4 - Memory - Gigabytes Per Hour

Oracle Cloud Infrastructure - Compute - Standard - E3 - OCPU - OCPU Per Hour

Oracle Cloud Infrastructure - Compute - Standard - E3 - Memory - Gigabytes Per Hour

Oracle Cloud Infrastructure - Block Volume Storage - Gigabyte Storage Capacity Per Month

Oracle Cloud Infrastructure - Block Volume Performance - Performance Units Per Gigabyte Per Month

Oracle Cloud Infrastructure - Object Storage - Storage - Gigabyte Storage Capacity per Month

For the purposes of Oracle Cloud Infrastructure Search Service with OpenSearch, a data node instance is defined as the number of Compute instances with an instance type of data node that can be part of a clustered system in one hour. A customer can have two data nodes within its cluster without any hourly metering. Only any additional data nodes after the second data node will be charged the Oracle Cloud Infrastructure Search Service with OpenSearch HA rate. For example, a two-data node cluster will not be metered. If a third data node is added, there would be a single data node per hour charge metered. If a fourth is added, then two data node per hour charges will be incurred.

- **For the purposes of the Oracle Database Cloud Service:**
 - Your usage is measured by calculating the number of OCPU hours You use. Pricing is per OCPU hour consumed for each service instance, from the time an instance is launched until it is terminated or stopped.
- **For the purposes of the Oracle Cloud Infrastructure Database Migration Cloud Service:**
 - Your usage is measured by calculating the Migration Hours You use. Usage is based on the hours each Oracle Cloud Infrastructure Database Migration job is in a state of "in progress" or in a state of "waiting", and only if the migration job

is running more than 183 days after creation, or is running for more than 60 days idle (no data transferred).

- **For the purposes of Oracle Big Data Service:**

- Your usage is measured by calculating the number of Your OCPU usage monitored hourly through the month. OCPU usage is counted per hour and then added up at the end of the month to determine monthly Oracle Big Data Service monitoring usage.
- You have the ability to start/stop the Oracle Big Data Service with Oracle Distribution of Hadoop (ODH). When you stop the service, the Oracle Big Data Service - service fees (Part# B93555) will still continue at twenty-five percent (25%) of Your regular Oracle Big Data Service - service fees (Part# B93555) rate while it is stopped. When the Service is started, the Oracle Big Data Service - service fees (Part# B93555) will meter at its regular rate.

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- **For the purposes of Oracle Cloud Infrastructure Database Management service,** usage is measured by calculating the OCPU or CPU cores monitored hourly through the applicable month. OCPU or CPU cores monitored are counted per hour and then added up at the end of the month to determine monthly Oracle Database Management Service usage.
- **Oracle Cloud Infrastructure - Monitoring – Retrieval – First 1 Billion Datapoints Per Month is a “Free Tier” service.** For the Free Tier of this Cloud Service, You may only use 1 billion datapoints per month of this Cloud Service . If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.
- **For the purposes of the Oracle Database Exadata Cloud Service:**
 - Your usage is measured by calculating the sum of the number of Hosted Environment Per Hours for the Oracle Database Exadata Infrastructures and the additional number of OCPU Hours enabled for the database instances. The fees are calculated:
 - on a per Hosted Environment Per Hour basis from the time an Oracle Database Exadata Infrastructure shape/instance is launched until it is terminated; plus
 - on a per Hosted Environment Per Hour basis from the time an Oracle Database Exadata Infrastructure database server or storage server for supported configuration is launched until it is terminated;
 - on a per OCPU Per Hour basis for any additional enabled OCPU Hours for each database instance, from the time the OCPUs are enabled until they are stopped/terminated
 - Each partial Hosted Environment Hour and OCPU Hour enabled will be billed as a partial hour.
 - An Exadata Cloud Service instance requires a minimum of 2 database servers and 3 storage servers, which are equivalent to an Exadata Infrastructure Quarter Rack or Base System shape.

- Each Oracle Database Exadata Infrastructure shape/instance has a Minimum Services Period of 48 hours (Please see Minimum Services Period section for more details)
- When OCPUs are enabled, there is a minimum of 2 OCPUs per database node or per VM; 4 for a Base System or Quarter Rack, 8 for a Half Rack, and 16 for a Full Rack.
- Additional OCPUs must be deployed symmetrically across all nodes, in multiples of 2 for a Base System or Quarter Rack, 4 for a Half Rack, and 8 for a Full Rack
- At the time of service creation, You must choose the type of OCPU license type, Oracle Database Exadata OCPU or Oracle Database Exadata OCPU – BYOL.
- OCPU types cannot be mixed within the same Oracle Database Exadata Infrastructure shape.
- Total OCPUs per rack/shape may not exceed the maximum limit for the particular rack/shape.
- **For the purposes of the Oracle Database Exadata Cloud Service – Base System,** Your environment usage per month is defined as:
 - For the Oracle Cloud Infrastructure - Database Exadata Infrastructure - Base System, zero (0) OCPUs enabled and 252 TB of raw storage or 74.6 TB of usable storage. You may scale up to 48 OCPUs in increments of 2.
- **For the purposes of Exadata Cloud Infrastructure – X9M for Oracle Exadata Database Service on dedicated infrastructure and Oracle Autonomous Database on dedicated Exadata infrastructure,** Your environment usage per month is defined as:
 - For the Exadata Cloud Infrastructure – Quarter Rack – X9M, zero (0) OCPUs enabled and 191 TB of usable storage. You may scale up to 252 OCPUs in increments of 2.
 - For the Exadata Cloud Infrastructure – Database Server – X9M, zero (0) OCPUs enabled. You may scale up to 126 OCPUs in increments of 1. The Exadata Cloud Infrastructure – Database Server must co-exist with the original Exadata Cloud Infrastructure Rack.
 - For the Exadata Cloud Infrastructure – Storage Server – X9M, 63 TB of usable storage. The Exadata Cloud Infrastructure – Storage Server must co-exist with the original Exadata Cloud Infrastructure Rack.
- **For the purposes of Exadata Cloud Infrastructure – X8M for Exadata Cloud Service, Autonomous Data Warehouse and Transaction Processing on dedicated infrastructure,** Your environment usage per month is defined as:
 - For the Oracle Cloud Infrastructure – Database Exadata Infrastructure – Quarter Rack- X8M, zero (0) OCPUs enabled and 149 TB of usable storage. You may scale up to 100 OCPUs.
 - For the Oracle Cloud Infrastructure - Database Exadata Infrastructure – Database Server – X8M, zero (0) OCPUs enabled. You may scale up to 50 OCPUs in increments of 1. The Database Exadata Infrastructure – Database Server must co-exist with the original Database Exadata Infrastructure Rack.
 - For the Oracle Cloud Infrastructure - Database Exadata Infrastructure – Storage Server – X8M, 49 TB of usable storage. The Database Exadata Infrastructure –

Storage Server must co-exist with the original Database Exadata Infrastructure Rack.

- **For the purposes of Exadata Cloud Infrastructure – X8 for Exadata Cloud Service, Autonomous Data Warehouse and Autonomous Transaction Processing on dedicated infrastructure,** Your environment usage per month is defined as:
 - For the Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack – X8, zero (0) OCPUs enabled and 149 TB of usable storage. You may scale up to 100 OCPUs.
 - For the Oracle Cloud Infrastructure – Database Exadata Infrastructure - Half Rack – X8, zero (0) OCPUs enabled and 298 TB of usable storage. You may scale up to 200 OCPUs.
 - For the Oracle Cloud Infrastructure – Database Exadata Infrastructure – Full Rack– X8, zero (0) OCPUs enabled and 596 TB of usable storage. You may scale up to 400 OCPUs.
- **For the purposes of Exadata Cloud Infrastructure – X7 for Exadata Cloud Service, Autonomous Data Warehouse and Autonomous Transaction Processing on dedicated infrastructure,** Your environment usage per month is defined as:
 - For the Oracle Cloud Infrastructure - Database Exadata Infrastructure - Quarter Rack – X7, zero (0) OCPUs enabled and 360 TB of raw storage or 106 TB of usable storage. You may scale up to 92 OCPUs.
 - For the Oracle Cloud Infrastructure - Database Exadata Infrastructure - Half Rack – X7, zero (0) OCPUs enabled and 720 TB of raw storage or 212 TB of usable storage. You may scale up to 184 OCPUs.
 - For the Oracle Cloud Infrastructure - Database Exadata Infrastructure - Full Rack – X7, zero (0) OCPUs enabled and 1440 TB of raw storage or 424 TB of usable storage. You may scale up to 368 OCPUs.
- **For the purposes of the Oracle Database Backup Cloud Service - Storage Capacity,** Your usage is measured by calculating the average storage (Gigabyte of Storage Capacity) You use during each month. Usage data is collected at one-hour intervals and the storage usage is measured in "TimedStorage-ByteHrs" which are added up at the end of each calendar month to generate Your monthly charges. These charges combine database backup operations and cloud storage in a single price.
- **For the purposes of the Oracle Database Backup Cloud Service - Outbound Data Transfer,** Your usage is measured per the "Gigabyte (GB) Outbound Data Transfer Per Month" metric by calculating for each calendar month the total gigabytes of outbound data transferred from that Cloud Service.
- **For the purposes of the Oracle Database Backup Cloud Service - Requests,** Your usage is measured by the quantity of REST API Requests (including PUT, HEAD, POST, COPY, DELETE, GET) You used in the Oracle Database Backup Cloud Service - Requests during each calendar month.
- **For the purposes of the Oracle Database Backup Cloud Service (Object or Archive Storage),** Your usage is measured by calculating the average storage (Gigabyte of Storage Capacity) used by Oracle RMAN backup data. Usage data is collected at one hour intervals and the storage usage is measured in "TimedStorage ByteHrs" which are totaled at the end of each calendar month to generate your monthly charges. These charges are only

related to database backup data utilization and will appear as Database Backup Cloud – Object Storage for capacity consumed in object storage and Database Backup Cloud – Archive Storage for capacity consumed in archive storage; Storage will be charged separately as Oracle Cloud Infrastructure - Object Storage Classic and Oracle Cloud Infrastructure - Archive Storage Classic respectively.

- **For the purposes of the Oracle Cloud Infrastructure – Database Cloud Service,** Your usage is measured by calculating the sum of the number of Hosted Environments Per Hour and the additional number of OCPU Hours used by the database instances. The fees are calculated on a per Hosted Environment Per Hour basis plus any additional OCPU Hours consumed by each database instance, from the time an instance is launched until it is terminated. Each partial Hosted Environment Per Hour and OCPU Hour consumed will be billed as a partial hour.
 - For Virtual Machine based deployments:
 - You are charged by the OCPU Per Hour selected and each OCPU consists of 1 OCPU with the supported license type and 15 gigabytes of memory.
 - You are also charged per gigabyte per month for the total storage of Oracle Cloud Infrastructure – Block Volume as configured for use by Your instance. Only OCI Block Volume Service with balanced performance is supported. OCI Block storage volumes with balanced performance is defined as 1 unit of Block Volume Storage with 10 units of Block Volume Performance per gigabyte per month. For more details, please read the Oracle Cloud Infrastructure Block Volume Storage Service Description section.
 - For Bare Metal-based deployments, the Dense I/O X7 configuration consists of two OCPU on a single database instance, but permits You to scale up to 52 OCPU on that same database instance and offers up to 51.2 TB raw NVMe flash storage.
 - Note: All Bare Metal deployments based on the previous Bare Metal High I/O, Bare Metal Dense I/O and Bare Metal 2-node RAC shapes are no longer available for new provisioning. Bare Metal High I/O and Bare Metal Dense I/O shapes offer 12.8 TB and 28.8 TB raw NVMe flash storage, respectively, and each Hosted Environment has 2 OCPUs enabled. You may scale up to 36 OCPUs in increments of 2. Bare Metal 2-node RAC shape offers 24 TB SSD raw storage and each Hosted Environment has 4 OCPUs enabled. You may scale up to 72 OCPUs in increments of 4.
- **For the purposes of the Oracle Data Hub Cloud Service,** Your usage is measured by calculating the number of OCPU hours You use. Pricing is per OCPU hour consumed for each VM instance in the database cluster, from the time an instance is launched until it is terminated or stopped.
- **For the purposes of the Oracle Data Safe for Database Cloud Service,** target databases must be Oracle Database Cloud instances, including Autonomous Data Warehouse, Autonomous Transaction Processing, Exadata Cloud Service, Database Cloud Service and Exadata Cloud@Customer.
 - The combined number of security assessments, user assessments, sensitive data discovery jobs, data masking jobs, and audit report jobs are limited to up to 1,000 jobs per month per target database. If you exceed this limit your

service functionality will be limited. You will still be able to access the Data Safe Console and view interactive reports, but you will not be able to execute any additional jobs for the remainder of the month.

- Collection of up to 1 million audit records per month per target database (both cloud and on-premises) are included with the Service. If you exceed this limit you may be charged for audit records over the limit.
- Audit records are retained for up to 12 months online from the generation date of the audit event after which they will be automatically deleted. To retain audit records beyond 12 months from the date of audit event generation, you must configure offline archiving in Data Safe. Archived audit data will be retained for up to 7 years from the date of the audit event being generated.
- For on-premises targets (including databases running in virtual machines on infrastructure as a service) charges incurred on a monthly basis and billing is reported hourly, not to exceed the listed monthly rate per target.
- **For the purposes of Data Safe for On-Premises Databases and Databases on Compute** (including databases running in virtual machines on infrastructure as a service) charges are incurred on the basis of per month of service for each target. The monthly charge is reported hourly (as the monthly charge divided by 744) per target. In the event a target is de-registered, charges will continue until 744 hours are reached.
 - The combined number of security assessments, user assessments, sensitive data discovery jobs, data masking jobs, and audit report jobs are limited to up to 1,000 jobs per month per target database. If you exceed this limit your service functionality will be limited. You will still be able to access the Data Safe Console and view interactive reports, but you will not be able to execute any additional jobs for the remainder of the month.
 - Collection of up to 1 million audit records per month per target database (both cloud and on-premises) are included with the service. If you exceed this limit you may be charged for audit records over the limit.
 - Audit records are retained for up to 12 months online from the generation date of the audit event after which they will be automatically deleted. To retain audit records beyond 12 months from the date of audit event generation, you must configure offline archiving in Data Safe. Archived audit data will be retained for up to 7 years from the date of the audit event being generated.

YOUR RESPONSIBILITIES

You are responsible for creating the cluster instances, securing the runtime environment, and monitoring and managing the instance. You are responsible for keeping the operating system up to date, and patching the database binaries to adequate patch levels. You can perform all these operations using Oracle-provided tools, or any compatible third-party tools. For the purposes of the Oracle Data Safe Cloud Service, You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of Your Cloud Services including your applications. You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content, which may include the use of encryption technology to protect Your Content from unauthorized access and routine archiving of Your Content. Oracle Cloud Services log-in credentials and private keys generated as part of the Oracle Cloud Services are for Your internal use of the Cloud Services only,

and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your private key to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

- You are responsible for enabling backups for Your Oracle Cloud Infrastructure Search Service with OpenSearch clusters. By default, this will be turned on but You will have the option to turn this off. If You turn this off, the Oracle Cloud Infrastructure Search Service with OpenSearch service will not have any backups from which You may restore if needed.
- You are responsible for ensuring that the size of Your cluster is not maxing out across any core infrastructure (CPU, Memory, and Storage). If it is, You are responsible for increasing the size/capacity of Your cluster.

You agree that Oracle may use data retained in the Oracle Cloud Services in an aggregate and anonymous manner, including without limitation to compile statistical and performance information.

For Cloud Services delivered by the Oracle Cloud Marketplace, Oracle is responsible for initial provisioning of a Cloud Service, as described in the Service documentation. You are responsible for management of the Cloud Service after provisioning, including, but not limited to, the following: maintaining and updating the software product versions provided by the Cloud Service; configuring the software as required for Your applications, or for Your usage of the Cloud Service; configuring the software and Your content to appropriate security levels per Your business needs; ongoing monitoring and management of Your configuration; backing up Your content and restoring Your content as required; configuring and maintaining any prerequisite software required by the Cloud Service; performing these responsibilities as may be required to maintain compatibility of the Cloud Service with any prerequisite Oracle Cloud Services required by the applicable Cloud Service.

Login credentials or private keys that may be generated for Your access to the Cloud Service to perform these responsibilities are for Your internal use of the Cloud Services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your credentials or private keys to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

You agree to provide reasonable assistance to Oracle in order to enable Oracle to provide You with support services for the Oracle software included in the applicable Cloud Services to which You have subscribed.

MINIMUM SERVICES PERIOD

When you activate the Cloud Services noted in the tables above and below with an asterisk ("*"), You will be charged a minimum of 48 hours for each Cloud Service activated, whether or not You are actively using that Cloud Service and whether or not You terminate that Cloud Service prior to Your usage of the entire 48 hours. If You terminate and re-activate the same Cloud Service within a 48 hour period, that action will reset the active 48 hour period and will result in an additional 48 hour charge. If You terminate and re-activate a Cloud Service after the initial 48 hour period, a new 48 hour period will start for the newly activated Cloud Service.

If You exceed 48 hours, You will be charged additional fees at the hourly rate that is in the rate card attached to Your order or as seen in the Cloud Portal. For ongoing use of the same instance after the applicable 48 hour period, You will be charged for all active hours.

ADDITIONAL TERMS AND CONDITIONS FOR ORACLE CLOUD INFRASTRUCTURE – COMPUTE - WINDOWS OS, ORACLE CLOUD INFRASTRUCTURE - COMPUTE - MICROSOFT SQL ENTERPRISE AND ORACLE CLOUD INFRASTRUCTURE - COMPUTE - MICROSOFT SQL STANDARD

As a condition to installing or accessing the Microsoft SQL software and related services, You agree to comply with the following terms and restrictions, in addition to any Microsoft requirements applicable to Microsoft products used in Your environment. Microsoft SQL is considered Services under Your agreement with Oracle applicable to Services.

You agree that:

- You will not misappropriate any Microsoft software or product by, for example, accessing or using any Microsoft software or product images provided for use in the Oracle Cloud in an environment outside of the Oracle Cloud.
- You will not remove, modify, or obscure any copyright, trademark, or other proprietary rights notice that is contained in any Microsoft software or product.
- You will not reverse engineer, decompile, or disassemble any Microsoft software or product, except to the extent that such activity is expressly permitted by applicable law.
- Microsoft disclaims all warranties and liability by Microsoft or its suppliers for any damages, whether direct, indirect, or consequential, arising from Your access or use of Microsoft SQL Standard or Microsoft SQL Enterprise and related services.
- If Microsoft Windows Server is furnished by Oracle, technical support is limited. Technical support is provided to ensure the operating system boots and can connect to the network, and any attached storage can connect and performs as expected. If You run into other issues with Microsoft Windows Server, You should work directly through Your Microsoft support relationship.
- If Microsoft SQL Server is furnished by Oracle Cloud Marketplace, technical support is limited. Technical support is provided to ensure services start and can be connected locally only. No technical support is provided for other software issues such as query optimization and failover clustering. If You run into other issues with Microsoft SQL Server, You should work directly through Your Microsoft support relationship.
- You will permit disclosures of information as may be required to confirm Your compliance with these license restrictions.
- Upon request of Oracle or Microsoft, You will provide to Microsoft information to confirm Your compliance with restrictions in Your license agreements with Microsoft.

- Microsoft is an intended third party beneficiary of these terms and Microsoft has the right to enforce and verify Your compliance with these provisions.
- In order to exercise License Mobility through Software Assurance, You must execute a Mobility Verification Form located here:
<http://www.microsoftvolumelicensing.com/Downloader.aspx?DocumentId=9670> in accordance with the directions provided by Microsoft.
- Windows SQL is not fault-tolerant and not guaranteed to be error free or to operate uninterrupted. You shall not use it in any application or situation where its failure could lead to death or serious bodily injury of any person, or to severe physical or environmental damage ("High Risk Use"). High Risk Use does not include utilization of products for administrative purposes, to store configuration data, engineering and/or configuration tools, or other non-control applications, the failure of which would not result in death, personal injury, or severe physical or environmental damage. These non-controlling applications may communicate with the applications that perform the control, but must not be directly or indirectly responsible for the control function. You agree to indemnify and hold harmless Oracle and Microsoft from any third-party claim arising out of Your use of the products in connection with any High Risk Use.
- You are solely responsible for, and You will indemnify and hold harmless Oracle from, any and all costs, damages, losses, and liabilities arising out of or related to Your Content, including without limitation any Microsoft software or product that You include in Your Content.

BYOL REQUIRED LICENSES

BYOL Cloud Services		
**Oracle Autonomous Data Warehouse - BYOL	B89039	OCPU Per Hour
**Oracle Autonomous Data Warehouse - Dedicated - BYOL	B92184	OCPU Per Hour
**Exadata Cloud at Customer - Autonomous Data Warehouse - Database OCPU - BYOL	B92421	OCPU Per Hour
<p>Conversion Ratios for Oracle Database Enterprise Edition plus Options, Oracle Database Standard Edition, Oracle Database Standard Edition One and Oracle Database Standard Edition 2 (Oracle Database Standard Edition Programs):</p> <p>If You run Oracle Database Enterprise Edition and the required options listed below, then Your BYOL requirements are as follows.</p> <ul style="list-style-type: none"> • For each supported Processor license of Oracle Database Enterprise Edition, You may activate up to 2 OCPUs of the BYOL Cloud Service. <ul style="list-style-type: none"> o Using a single BYOL Cloud Service instance of 17 OCPUs or more, including auto scale OCPUs, additionally requires one supported Processor license of the Real Application Clusters Option for every 2 OCPUs of the BYOL Cloud Service. 		

- o Using Autonomous Data Guard with Your Autonomous Data Warehouse BYOL Service additionally requires one supported Processor license of the Active Data Guard Option for every 2 OCPUs of the BYOL Cloud Service.
- For every 25 supported Named User Plus licenses of Oracle Database Enterprise Edition, You may activate up to 2 OCPUs of Oracle Autonomous Data Warehouse BYOL.
 - o Using a single BYOL Cloud Service instance of 17 OCPUs or more, including auto scale OCPUs, additionally requires 25 supported Named User Plus licenses of the Real Application Clusters Option for every 2 OCPUs of the BYOL Cloud Service.
 - o Using Autonomous Data Guard with Your Autonomous Data Warehouse BYOL Service additionally requires 25 supported Named User Plus licenses of the Active Data Guard Option for every 2 OCPUs of the BYOL Cloud Service.

If You run Oracle Database Standard Edition, Oracle Database Standard Edition One or Oracle Database Standard Edition 2, then your BYOL requirements are as follows.

- For each supported Processor License of Oracle Database Standard Edition Programs (where a Processor is defined as equivalent to an occupied socket), You may activate up to 4 OCPUs of the BYOL Cloud Service.
- For every 10 supported Named User Plus licenses of Oracle Database Standard Edition Programs, You may activate 1 OCPU of the BYOL Cloud Service.
- For every 10 supported Application User licenses of Oracle Technology Foundation for JD Edwards EnterpriseOne, You may activate 1 OCPU of the BYOL Cloud Service.
- Using Autonomous Data Guard does not require the Active Data Guard Option.
- Each Oracle Autonomous Data Warehouse BYOL Service instance may not exceed 8 OCPUs, including auto-scale OCPUs. The aggregate of all Oracle Autonomous Data Warehouse BYOL Service instances may exceed this limit.

**Oracle Autonomous Transaction Processing-BYOL	B90454	OCPU Per Hour
**Oracle Autonomous Transaction Processing – Dedicated – BYOL	B92183	OCPU Per Hour
**Exadata Cloud at Customer - Autonomous Transaction Processing - Database OCPU - BYOL	B92420	OCPU Per Hour

Conversion Ratios for **Oracle Database Enterprise Edition plus Options, Oracle Database Standard Edition , Oracle Database Standard Edition One, Oracle Database Standard Edition 2 (Oracle Database Standard Edition Programs):**

If You run Oracle Database Enterprise Edition and the required options listed below, then Your BYOL requirements are as follows.

- For each supported Processor license of Oracle Database Enterprise Edition, You may activate up to 2 OCPUs of the BYOL Cloud Service.
 - Using a single BYOL Cloud Service instance of 17 OCPUs or more, including auto-scale OCPUs, additionally requires one supported Processor license of the Real Application Clusters Option for every 2 OCPUs of the BYOL Cloud Service.
 - Using Autonomous Data Guard with Your Autonomous Transaction Processing BYOL Service additionally requires one supported Processor license of the Active Data Guard Option for every 2 OCPUs of the BYOL Cloud Service.
- For every 25 supported Named User Plus licenses of Oracle Database Enterprise Edition, You may activate up to 2 OCPUs of the BYOL Cloud Service.
 - Using a single BYOL Cloud Service instance of 17 OCPUs or more, including auto-scale OCPUs, additionally requires 25 supported Named User Plus licenses of the Real Application Clusters Option for every 2 OCPUs of the BYOL Cloud Service.
- Using Autonomous Data Guard with Your Autonomous Transaction Processing BYOL Service additionally requires 25 supported Named User Plus licenses of the Active Data Guard Option for every 2 OCPUs of the BYOL Cloud Service.

If You run Oracle Database Standard Edition, Oracle Database Standard Edition One or Oracle Database Standard Edition 2, then your BYOL requirements are as follows.

- For each supported Processor License of Oracle Database Standard Edition Programs (where a Processor is defined as equivalent to an occupied socket), You may activate up to 4 OCPUs of the BYOL Cloud Service.
- For every 10 supported Named User Plus licenses of Oracle Database Standard Edition Programs, You may activate 1 OCPU of the BYOL Cloud Service.
- For every 10 supported Application User licenses of Oracle Technology Foundation for JD Edwards EnterpriseOne, You may activate 1 OCPU of the BYOL Cloud Service.
- Using Autonomous Data Guard does not require the Active Data Guard Option.
- Each Oracle Autonomous Transaction Processing BYOL Service instance may not exceed 8 OCPUs, including auto-scale OCPUs. The aggregate of all Oracle Autonomous Transaction Processing BYOL Service Instances may exceed this limit.

BYOL Non-Autonomous Database Cloud Services

Oracle Cloud Infrastructure-Database All Editions I/O BYOL	B88845	Hosted Environment Per Hour
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Conversion Ratios for Standard Edition 2:

- For each supported Processor license you may activate 1 Hosted Environment of the BYOL Cloud Service and up to 6 additional OCPU's of the associated Additional Capacity BYOL Cloud Service. The maximum number of OCPU's is 8 per Oracle Standard Edition 2 database.
- For every 10 Named User Plus licenses you may activate 1 Hosted Environment of the BYOL Cloud Service and up to 6 additional OCPU's of the associated Additional Capacity BYOL Cloud Service. The minimum required to bring is 10 Named User Plus per Oracle Standard Edition 2 database.

Conversion Ratios for Enterprise Edition:

- For each supported Processor license you may activate up to 1 Hosted Environment of the BYOL Cloud Service.
- For every 50 supported Named User Plus licenses you may activate 1 Hosted Environment of the BYOL Cloud Service.

Oracle Database Cloud Service – All Editions – BYOL	B88404	OCPU Per Hour
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If You run Oracle Database Standard Edition, Oracle Database Standard Edition One or Oracle Database Standard Edition 2, then your BYOL requirements are as follows:

- For each supported Processor license of the Oracle Database Standard Edition program (where a Processor is defined as equivalent to an occupied socket), You may activate up to 4 OCPUs of the BYOL Cloud Service. The maximum number of OCPUs is 8 per Oracle Standard Edition 2 database.
- For every 10 Named User Plus licenses you may activate 2 OCPUs of the BYOL Cloud Service. The minimum required to bring is 10 Named User Plus per Oracle Standard Edition 2 database.
- Each Oracle BYOL Cloud Service instance may not exceed 8 OCPUs. The aggregate of all Oracle BYOL Cloud Service instances may exceed this limit.

Conversion Ratios for Enterprise Edition:

- For each supported Processor license you may activate up to 2 OCPUs of the BYOL Cloud Service.
- For every 25 supported Named User Plus licenses you may activate up to 2 OCPUs of the BYOL Cloud Service.

The BYOL requirements for all Database Cloud Services listed above (B88888, B88845, B88846, B88849, B89625, B90573, and B88404) are based on the edition of the Database that you choose to run in the BYOL Cloud Service environment and must be in accordance with the conversion ratios for the specified services.

Standard Edition2

If you elect to run Oracle Database Standard Edition 2 as a BYOL Cloud Service, then your BYOL requirements are:

Oracle Database Standard Edition

-or-

Oracle Database Standard Edition One

-or-

Oracle Database Standard Edition 2

Enterprise Edition + Enterprise Edition Options/Management Packs

If you elect to run Oracle Database Enterprise Edition and any of the eligible options/management packs listed below then your BYOL requirements are as follows:

Oracle Database Enterprise Edition plus a license for each database option/management pack that you elect to run in your Cloud environment.

Eligible options include:

Active Data Guard, Advanced Analytics, Advanced Compression, Advanced Security Database InMemory, Database Lifecycle Management Pack, Database Vault, Label Security, Multitenant, OLAP, Partitioning, Real Application Clusters and Spatial & Graph.

You may use the following options in the BYOL Cloud Service for use only with the BYOL Cloud Service without a supported license:

Data Masking and Subsetting Pack, Diagnostics Pack, Tuning Pack, and Real Application Testing, and the DDL Logging functionality of the Database Lifecycle Management Pack.

Additionally, you may use the Transparent Database Encryption feature in the BYOL Cloud Service for use only with the BYOL Cloud Service without a supported license of the Advanced Security database option.

Oracle Cloud Infrastructure – Database Cloud Service – All Editions - BYOL	B90573	OCPU Per Hour
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If You run Oracle Database Standard Edition, Oracle Database Standard Edition One or Oracle Database Standard Edition 2, then your BYOL requirements are as follows:

- For each supported Processor license of the Oracle Database Standard Edition program (where a Processor is defined as equivalent to an occupied socket), You may activate up to 4 OCPUs of the BYOL Cloud Service. The maximum number of OCPUs is 8 per Oracle Standard Edition 2 database.
- For every 10 supported Named User Plus licenses you may activate 2 OCPUs of the BYOL Cloud Service. The minimum you are required to bring is 10 Named User Plus licenses per Oracle Standard Edition 2 database.
- Each Oracle BYOL Cloud Service instance may not exceed 8 OCPUs. The aggregate of all Oracle BYOL Cloud Service instances may exceed this limit.

Conversion Ratios for Enterprise Edition:

- For each supported Processor license you may activate up to 2 OCPUs of the BYOL Cloud Service.
- For every 25 supported Named User Plus licenses you may activate up to 2 OCPUs of the BYOL Cloud Service.

The Enterprise Editions of this Cloud Service Include the entitlement for Data Masking and Subsetting Pack, Diagnostics and Tuning Packs, Real Application Testing, and the DDL Logging functionality of the Database Lifecycle Management Pack.

*Oracle Cloud Infrastructure – Database Exadata Quarter Rack –X6 – BYOL	B88856	Hosted Environment Per Hour
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Conversion Ratios for Enterprise Edition:

- For every 11 supported Processor license you may activate up to 1 Hosted Environment of the BYOL Cloud Service.
- For every 275 supported Named User Plus licenses you may activate 1 Hosted Environment of the BYOL Cloud Service.

*Oracle Cloud Infrastructure – Database Exadata Half Rack – X6 – BYOL	B88855	Hosted Environment Per Hour
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Conversion Ratios for Enterprise Edition:

- For every 22 supported Processor license you may activate up to 1 Hosted Environment of the BYOL Cloud Service.
- For every 550 supported Named User Plus licenses you may activate 1 Hosted Environment of the BYOL Cloud Service.

*Oracle Cloud Infrastructure – Database Exadata Full Rack – X6 – BYOL	B88854	Hosted Environment Per Hour
<p>Conversion Ratios for Enterprise Edition:</p> <ul style="list-style-type: none"> For every 44 supported Processor license you may activate up to 1 Hosted Environment of the BYOL Cloud Service. For every 1,100 supported Named User Plus licenses you may activate 1 Hosted Environment of the BYOL Cloud Service. 		
Oracle Cloud Infrastructure – Database Exadata Additional OCPU – BYOL	B88847	OCPU Per Hour
<p>Conversion Ratios for Enterprise Edition:</p> <ul style="list-style-type: none"> For each supported Processor license you may activate up to 2 OCPUs of the BYOL Cloud Service. 		

<ul style="list-style-type: none"> For every 25 supported Named User Plus licenses you may activate up to 2 OCPUs of the BYOL Cloud Service. 		
Oracle Cloud Infrastructure - Database All Editions - Dense IO - X7 - BYOL - Hosted Environment Per Hour	B89625	Hosted Environment Per Hour
<p>Conversion Ratios for Standard Edition:</p> <ul style="list-style-type: none"> For each supported Processor license you may activate up to 4 OCPU's in the 1 Hosted Environment of the BYOL Cloud Service and up to 4 additional OCPU's of the associated Additional Capacity BYOL Cloud Service. The maximum number of OCPU's is 8 per Oracle Standard Edition 2 database. For every 10 Named User Plus licenses you may activate 1 Hosted Environment of the BYOL Cloud Service and up to 6 additional OCPU's of the associated Additional Capacity BYOL Cloud Service. The minimum required to bring is 10 Named User Plus per Oracle Standard Edition 2 database. <p>Conversion Ratios for Enterprise Edition:</p> <ul style="list-style-type: none"> For each supported Processor license you may activate up to 1 Hosted Environment of the BYOL Cloud Service. For every 50 supported Named User you may activate up to 1 Hosted Environment of the BYOL Cloud Service. <p>The Enterprise Editions of this Cloud Service Include the entitlement for Data Masking and Subsetting Pack, Diagnostics and Tuning Packs, Real Application Testing , and the DDL Logging functionality of the Database Lifecycle Management Pack.</p>		
Oracle Database Exadata Cloud at Customer – Database OCPU - BYOL	B89981	OCPU Per Hour
For use with Oracle Database Exadata Cloud at Customer Infrastructure B89972, B89973, B89974,		

B89975, B89976, B89977 , B89978 , B89979 – see Oracle PaaS and IaaS Public Cloud Service Descriptions – Metered and Non-Metered

Conversion Ratios for Enterprise Edition:

- For each supported Processor license you may activate up to 2 OCPUs of the BYOL Cloud Service.
- For every 25 supported Named User Plus licenses you may activate up to 2 OCPUs of the BYOL Cloud Service.

The BYOL requirements for all Exadata Cloud Services listed above (B88856, B88855, B88854, B88847, B88858, B88857, B88403, B88401, B88890, B88891, B88892, B89981) require Enterprise Edition database licenses and Enterprise Edition Options/Management Packs in accordance with the conversion ratios for the specified service.

If you run Oracle Database Enterprise Edition and any of the eligible options/management packs listed below then your BYOL requirements are as follows:

Oracle Database Enterprise Edition plus a license for each database option/management pack that you elect to run in your Cloud environment.

Eligible options include:

Active Data Guard, Advanced Analytics, Advanced Compression, Advanced Security Database InMemory, Database Lifecycle Management Pack, Cloud Management Pack for Oracle Database, Database Vault, Label Security, Multitenant, OLAP, Partitioning, Real Application Clusters and Spatial & Graph.

You may use the following options in the BYOL Cloud Service for use only with the BYOL Cloud Service without a supported license:

Data Masking and Subsetting Pack, Diagnostics Pack, Tuning Pack, Real Application Testing , and the DDL Logging functionality of the Database Lifecycle Management Pack.

ORACLE ENTERPRISE INTEGRATION CLOUD SERVICES

Cloud Service	Part #	Note	Metric
Oracle SOA Suite Cloud Service			
Oracle SOA Suite for Oracle Cloud Infrastructure	B92450	3	OCPU Per Hour
Oracle SOA Suite for Oracle Cloud Infrastructure – with B2B Adapter for EDI	B92451	3	OCPU Per Hour
Oracle Integration Cloud Service			
Oracle Integration Cloud Service – Standard	B89639		5,000 Messages Per Hour
Oracle Integration Cloud Service – Enterprise	B89640		5,000 Messages Per Hour
Oracle Integration Cloud Service - BYOL			
Oracle Integration Cloud Service – Standard – BYOL	B89643		20,000 Messages Per Hour
Oracle Integration Cloud Service – Enterprise – BYOL	B89644		20,000 Messages Per Hour
Oracle Cloud Infrastructure Process Automation (OCIPA)			
Oracle Cloud Infrastructure Process Automation – Active Process User Per Hour	B95504		Active Process User Per Hour
Oracle Cloud Infrastructure Process Automation – Execution Pack Per Month	B95505		Execution Pack Per Month

Notes:

1: Limited Availability -This Cloud Service may not be available in all data center regions.

2: Limited Availability: This Cloud Service may not be available in all data center regions, and may be provided on a limited basis for any new orders; the successor to this Cloud Service is detailed in Appendix A.

3: This Cloud Service is available on the Oracle Cloud Marketplace

DESCRIPTION

The **Oracle API Platform Cloud Service** comprises the following components: (i) a cloud based management service for designing, configuring, managing and monitoring APIs, (ii) one or

more customer-owned and customer-installed gateway(s) for processing runtime API calls, and (iii) an API consumption portal for discovering and consuming APIs.

Additionally, the Oracle API Platform Cloud Service entitles You to use all the capabilities of the Oracle Apiary Cloud Services, including but not limited to API design, mock service, documentation viewer, team management, style-guides, and Dredd.

USAGE LIMITS

The Oracle API Platform Cloud Service allows for registration of one gateway with thirty-five thousand

API calls per configured gateway per hour and 25 users of the Oracle Apiary Cloud Services - Professional. Additional sets of thirty-five thousand API calls per hour will be charged at additional gateway hours.

- Requests, which are sent from the gateway to the backend Cloud Service, are counted against the thirty-five thousand hourly limit. Requests which are rejected or are "errored out" in the request flow will not count against this limit.
- Your use of the Oracle Apiary Cloud Services are limited to:
 - o Per each provisioned tenant of the Oracle API Platform Cloud Service, one team account in the Oracle Apiary Cloud Service – Professional to be used by users of the Oracle API Platform Cloud Service tenant with which the Oracle Apiary Cloud Services - Professional is associated.

The **Oracle Integration Cloud Service** (all editions) is a cloud-based integration and process automation platform. The Oracle Integration Cloud Service (all editions) tracks each 5,000 message quantity per hour that is processed by each instance. The Oracle Integration Cloud Service (all editions) requires a minimum of 5000 Messages Per Hour per service instance, and high availability is provided for all services instances along with underlying infrastructure components needed to run this Oracle Cloud Service, including databases and storage. The Oracle Integration Cloud Service - BYOL (all editions) tracks each 20,000 message quantity per hour that is processed by each instance. The Oracle Integration Cloud Service - BYOL (all editions) requires a minimum of 20,000 Messages Per Hour per service instance, and high availability is provided for all services instances along with underlying infrastructure components needed to run this Oracle Cloud Service, including databases and storage.

Users of the Oracle Integration Cloud Service – Standard and the Oracle Integration Cloud Service – Standard - BYOL have access to the Oracle Integration Cloud Service– Standard feature sets, which include the following capabilities:

- SaaS integration adapters
- Technology adapters
- Visual Builder
- File Server

Usage limits: The Oracle Integration Cloud Service– Standard and the Oracle Integration Cloud Service – Standard - BYOL are subject to the following quantities:

- Messages incoming or outgoing via all protocols except file (file, sftp, ftps, or attachments) are limited to 10MB in size
- Files or attachments over 1MB and up to 1 gigabyte in size are temporarily stored in the Oracle Integration Cloud Service instance while being processed with a limit of 10 gigabytes at any point in time. Individual file or attachment size limitations are clearly visible in the product design time UI, and are subject to change as this Oracle Cloud Service evolves.
- Instance information about processed messages or message traces are retained in the database for up to 3 days.

Users of the Oracle Integration Cloud Service - Enterprise and the Oracle Integration Cloud Service - Enterprise - BYOL have access to the Oracle Integration Cloud Service - Standard feature sets and usage limits, and includes the following additional capabilities:

- On-premises enterprise application adapters
- Process automation
- B2B
 - Integration Insight

Usage limits: The Oracle Integration Cloud Service – Enterprise and the Oracle Integration Cloud Service – Enterprise - BYOL are subject to the following quantities:

- Messages incoming or outgoing via all protocols except file (file, sftp, ftps, or attachments) are limited to 10MB in size
- Files or attachments over 1MB and up-to 1 gigabyte in size are temporarily stored in the Oracle Integration Cloud Service instance while being processed with a limit of 10 gigabytes at any point in time. Individual file or attachment size limitations are clearly visible in the product design time UI, and are subject to change as this Oracle Cloud Service evolves.
- Instance information about processed messages or message traces are retained in the database for up to 3 days.

Oracle Apiary Cloud Service - Standard comprises the following components – a cloud based API design and documentation console, a cloud based testing/mock service, a cloud based API inspector, a cloud based API test reporter, a cloud based team management console, basic GitHub integration, private API Projects, embeddable and customizable documentation.

Oracle Apiary Cloud Service – Professional comprises the following components – a cloud based API design and documentation console, a cloud based testing/mock service, a cloud based API inspector, a cloud based API test reporter, a cloud based team management console, basic GitHub integration, private API Projects, embeddable and customizable documentation, advanced GitHub integration, read only projects and branches, and Style Guide Rules.

Until March 15, 2019, Your Cloud Service fee will be calculated on an hourly basis; $1/744$ multiplied by the total number of hours incurred by your maximum configured users multiplied by the Pay as You Go or Monthly Universal Credit per user monthly fee, depending on whether You are on the Pay as You Go model or the Monthly Universal Credit model, respectively.

On and after March 15, 2019, under the Pay as You Go model, You must pay for the entire month in which the Cloud Service commences, regardless of where the Cloud Service start date falls within the month. Under the Pay as You Go model, You will be billed for the Cloud Service at the end of the same calendar month in which the Cloud Service began.

On and after March 15, 2019, under the Monthly Universal Credit model, You will be decremented for the Cloud Service 30 days after the Cloud Service start or activation date. If You switch from the Pay as You Go model to the Monthly Universal Credit model or vice versa, the fees will be pro-rated until the beginning of the new billing period.

The **Oracle Self-Service Integration Cloud Service** is a cloud-based integration and automation application designed for line-of-business users to take on business-led integration of cloud services. The Oracle SelfService Integration Cloud Service provides the following capabilities:

- Easy way to connect cloud applications without coding using configuration-driven recipe paradigm
- A set of ready-to-use public recipes
- A recipe editor for composing new recipes and for making changes to existing recipes
- A set of Oracle and third party cloud applications support out-of-the-box
- Support for custom development of cloud application connectivity beyond those provided out-of-the-box
- dashboard and recipe jobs history
- Cloud application connectivity management

The **Oracle Messaging Cloud Service** provides reliable communication between software components allowing You to send and receive messages from both on-premises and the Oracle Cloud using standard interfaces to achieve a dynamic, automated business workflow environment.

The **Oracle SOA Suite Cloud Service** offerings consists of a cloud-based application server (Oracle WebLogic Server, installed with the selected software according to the cloud service above) and supports various shapes for virtual machines, high memory. SOA Suite with Service Bus, Managed File Transfer (MFT) and Business Activity Monitoring (BAM) capabilities are available as choices during the creation of an instance.

You may use the Oracle SOA Suite Cloud Service through the Oracle SOA Suite Cloud Service console.

Oracle SOA Suite Cloud Service – B2B Adapter for EDI provides the capability to translate EDI document formats to XML and vice versa (EDI Translation). Oracle SOA Suite Cloud Service – B2B Adapter for EDI must be applied to an Oracle SOA Suite Cloud Service or to an Oracle SOA Suite Cloud Service – BYOL Instance, and will be metered as an additional charge on each OCPU

allocated to that instance, to use the EDI Translation capabilities available in the Oracle B2B component of Oracle SOA Suite.

Oracle SOA Suite for Oracle Cloud Infrastructure supports simplified provisioning of Oracle SOA Suite configurations for development, deployment and monitoring of SOA Suite on Oracle Cloud Infrastructure.

Oracle SOA Suite for Oracle Cloud Infrastructure consists of a cloud-based application server (Oracle WebLogic Server, installed with the selected software according to the cloud service above) and supports various shapes for virtual machines, high memory. SOA Suite with Service Bus, Managed File Transfer (MFT) and Business Activity Monitoring (BAM) capabilities are available as choices during the creation of an instance.

To get started with an Oracle SOA Suite for Oracle Cloud Infrastructure Cloud Service, select "Marketplace" from the Oracle Cloud navigation bar on https://cloudmarketplace.oracle.com/marketplace/en_US/homePage.jspx, and select the version of the Oracle SOA Suite for Oracle Cloud Infrastructure Cloud Service that You wish to use, and You will be prompted to provide details on the configuration You wish to create.

Oracle SOA Suite for Oracle Cloud Infrastructure - with B2B Adapter for EDI bundles Oracle SOA Suite for Oracle Cloud Infrastructure with the B2B EDI adapter functionality. This offering will be metered as a single charge on each OCPU allocated to that instance, to use Oracle SOA Suite along with the B2B EDI adapter on Oracle Cloud Infrastructure.

To get started with the Oracle SOA Suite - with B2B Adapter for EDI for Oracle Cloud Infrastructure Cloud Service, select "Marketplace" from the Oracle Cloud navigation bar on https://cloudmarketplace.oracle.com/marketplace/en_US/homePage.jspx, and select the version of the Oracle SOA Suite - with B2B Adapter for EDI for Oracle Cloud Infrastructure Cloud Service that You wish to use, and You will be prompted to provide details on the configuration You wish to create.

Oracle Cloud Infrastructure Process Automation is a cloud-based process automation platform that enables customers to automate business processes. Oracle Cloud Infrastructure Process Automation includes a standard feature set, which include the following capabilities:

- Structured and unstructured process modeling
- Decision modeling
- Connectivity to outside applications and integrations
- Web forms
- User task management and tracking

There are two main personas for the service:

1. Designer – This is the design-time environment where designers or developers can develop, deploy, and maintain process applications, which include the various components such as structured processes, dynamic processes, decisions, and web forms.
2. Workspace – This is the runtime environment where operational and/or administrative users can track and monitor process applications. Additionally, end

users or business users can interact with the various process applications as well as tasks that have been created and assigned to users based on roles.

Usage Limits:

Oracle Cloud Infrastructure Process Automation is subject to the following limits:

- Looping activities are allowed to be executed to max of 1,000 occurrences
- Variable Size limit (DP and BPMN) is 250 KB
- Thread execution timeout for the process engines is 60 seconds
- A process may not exceed 100 steps
- Attachment upload maximum size is 15 MB
- Email payload size limit is 2 MB
- Web forms may not exceed 1,000 components
- Completed instance data will be archived after a default period of 180 days

SERVICE ACTIVATION, MEASUREMENT AND USAGE

You may begin using Oracle SOA Suite for Oracle Cloud Infrastructure once Oracle has activated Your Oracle Cloud Infrastructure account. Oracle will measure Your usage every month for billing purposes. Oracle SOA Suite for Oracle Cloud Infrastructure depends on Oracle Cloud Infrastructure Compute, Block Storage (optional), and Key Management (optional) private vault or virtual vault services that are billed separately. If You select the option to provision Oracle Cloud Load Balancing, this will also be billed separately.

- For the purposes of **Oracle Cloud Infrastructure Process Automation – Execution Pack Per Month**, usage is measured by calculating the activities executed monthly.
- For the purposes of **Oracle Cloud Infrastructure Process Automation – Active Process User Per Hour**, usage is measured by calculating the number of distinct active users interacting with the service hourly. This Cloud Service requires a minimum of five users and You will be billed if there is no activity or if less than five users are active for the hour.

CUSTOMER RESPONSIBILITIES

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

The Oracle Integration Cloud Service – Standard, the Oracle Integration Cloud Service – Standard – BYOL, the Oracle Integration Cloud Service – Enterprise, and the Oracle Integration Cloud Service – Enterprise – BYOL each provide automation for provisioning, which is controlled or configured by You. Before the applicable Oracle Cloud Service instance is provisioned, You are responsible for sizing. Oracle is responsible for backing up/restoring, patching, upgrading, managing, maintaining, and monitoring the instance.

Oracle Cloud Infrastructure Process Automation is not intended to hold sensitive or regulated information. You must not use the Cloud Service to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data.

These Oracle Cloud Services enable You to deploy software code (such as integration flows, XSLT mapping rules, visual applications, custom adapters, streaming applications, insight

models, or other applications) onto service engines developed by You for use in these Oracle Cloud Services. For the purposes of these Oracle Cloud Services, that software code shall be deemed to be "Your applications" as described in the Agreement.

The Oracle SOA Suite Cloud Service provides automation for provisioning, backup/restore, and scaling, which are controlled or configured by You. Once the Service instance is provisioned, You are responsible for sizing, patching, upgrading, managing, maintaining, and monitoring the instance. You are responsible for provisioning the pre-requisites for the Service:

- 1) Database used by the Service through the Oracle Database Cloud Service; You are responsible for sizing, patching, upgrading, managing, maintaining and monitoring the Database instance used by the Service;.
 - 2) Storage Containers in the Oracle Storage Cloud Service.
- The Oracle SOA Suite Cloud Service enables You to deploy software code (such as integration flows, XSLT mapping rules, process applications, visual applications, custom adapters, or other applications) onto service engines developed by You for use in this service. For the purposes of this Oracle Cloud Service, such software code shall be deemed to be "Your Content" as defined in the Agreement.
 - You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of this Oracle Cloud Service.
 - You must not use the Cloud Services to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data unless expressly allowed and specified in Your order..

The Oracle Integration Cloud Service enables You to deploy software code (such as integration flows, XSLT mapping rules, visual applications, custom adapters, streaming applications, insight models, or other applications) onto service engines developed by You for use in this Oracle Cloud Service. For the purposes of this Oracle Cloud Service, such software code shall be deemed to be "Your Content" as defined in the Agreement.

You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of this Oracle Cloud Service.

The Oracle Self Service Integration Cloud Service enables You to build custom connectors and custom connector instances for use with this Oracle Cloud Service. For the purposes of this

Oracle Cloud Service, such software code shall be deemed to be "Your Content" as defined in the Agreement.

You are solely responsible for making any disclosures to, and obtaining any consents from, such any users as may be required under applicable laws, rules, regulations and industry self-regulatory guidelines, regarding Your use or placement of any pixels tags, cookies, or other identifiers that allow for the tracking of activity on any websites or other web assets developed by Your use of this Oracle Cloud Service. You also remain solely responsible for Your legal and regulatory compliance (including accessibility requirements, *e.g.*, Section 508 compliance) in connection with use of this Oracle Cloud Service.

The Oracle Cloud Service is not intended to hold sensitive or regulated information. You must not use the Cloud Services to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data unless expressly allowed and specified in Your order.

For Cloud Services delivered via the Oracle Cloud Marketplace, Oracle is responsible for initial provisioning of the applicable Cloud Service, as described in the applicable documentation. You are responsible for management of the Service after provisioning, including, but not limited to, the following: maintaining and updating the software product versions provided by the Service; configuring the software as required for Your applications, or for Your usage of the Service; configuring the software and Your information to appropriate security levels per Your business needs; ongoing monitoring and managing of Your configuration; backing up Your information and restoring Your information as required; configuring and maintaining any prerequisite software required by the Service; performing these responsibilities as may be required to maintain compatibility of the Service with any prerequisite Oracle Cloud Services required by the Service.

Login credentials or private keys that may be generated for Your access to the Service to perform the above listed responsibilities are for Your internal use of the Services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your credentials or private keys to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

You agree to provide reasonable assistance to Oracle in order to enable Oracle to provide You with support services for the Oracle software included in the applicable Cloud Services to which You have subscribed.

SERVICE ACTIVATION, MEASUREMENT AND USAGE

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Service in the Console on a daily basis. Oracle will measure Your usage every month for billing purposes.

Oracle SOA Suite for Oracle Cloud Infrastructure depends on Oracle Cloud Infrastructure Compute, Block Storage (optional), and Key Management (optional) private vault or virtual vault services that are billed separately. If You select the option to provision Oracle Cloud Load Balancing, this will also be billed separately.

THIRD PARTY WEB SITES, PLATFORMS AND SERVICES

All of these Oracle Cloud Services may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with Your access to and use of such third party Web sites, platforms, and services and You are solely responsible for entering into and being in compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Oracle Cloud Hosting and Delivery Policies and the Data Processing Agreement and Oracle's Privacy Policy, which may be viewed at www.oracle.com/contracts) which is transmitted to such third parties.

BYOL REQUIRED LICENSES

BYOL Cloud Services		
Oracle Integration Cloud Service – Standard – BYOL	B89643	20,000 Messages Per Hour
Oracle Integration Cloud Service – Enterprise - BYOL	B89644	20,000 Messages Per Hour

Conversion Ratios:

- For each supported Processor license You may activate up to 2 OCPUs, which is 40,000 messages per hour of the above referenced BYOL Cloud Services. For every 25 supported Named User Plus licenses. You may activate 1 OCPU of the above referenced BYOL Cloud Services, which is 20,000 messages per hour.

Any of the following supported program licenses may be aggregated to meet the conversion ratio above.

For Oracle Integration Cloud Service – Standard - BYOL

Oracle SOA Suite for Oracle Middleware AND Oracle Weblogic Suite AND applicable application adapter(s) (if being used)

For Oracle Integration Cloud Service – Enterprise - BYOL

Oracle SOA Suite for Oracle Middleware AND Oracle Weblogic Suite AND Oracle Unified BPM Suite AND applicable application adapter(s) (if being used)

ORACLE MANAGEMENT CLOUD SERVICES

Oracle Management Cloud	Part #	Note	Metric
Oracle Management Cloud - Standard Edition	B89161	1	100 Entities Per Hour
Oracle Management Cloud - Enterprise Edition	B89162	1	100 Entities Per Hour
Oracle Management Cloud - Logging Analytics Edition <ul style="list-style-type: none"> First 10GB of Active Storage Data Over 10GB through 10.5TB* Active Storage Data 10.6TB* through 30.9TB* Active Storage Data 	B95634	1	Logging Analytics Storage Unit Per Month

<ul style="list-style-type: none"> Greater than 30.9TB* of Active Storage Data 			
Oracle Monitoring and Diagnostic Services			
Oracle Cloud Infrastructure Logging Analytics - Archival Storage	B92809		Logging Analytics Storage Unit Per Hour
Oracle Cloud Infrastructure Operations Insights for Oracle Autonomous Databases	B92888		OCPU Per Hour
Oracle Cloud Infrastructure Operations Insights for External Oracle Databases and Host	B92890		Host CPU Core Per Hour
Oracle Cloud Infrastructure Operations Insights for Warehouse – Extract	B93705		Gigabyte Per Month
Oracle Cloud Infrastructure Operations Insights for Warehouse – Instance	B93706		OCPU Per Hour
Oracle Cloud Infrastructure Operations Insights for Cloud Databases	B92889		OCPU Per Hour
Oracle Cloud Infrastructure -Management Agent Cloud Service	N/A		N/A
Oracle Java Management Service			
Oracle Java Management Service – Fleet Management	N/A		N/A
Oracle Java Management Service – Java Download	N/A		N/A
Oracle Cloud Infrastructure – Application Performance Monitoring Service			
Oracle Cloud Infrastructure Application Performance Monitoring Service – Tracing Data - Free	B92940		1,000 Events Per Hour
Oracle Cloud Infrastructure Application Performance Monitoring Service – Tracing Data	B92941		100,000 Events Per Hour
Oracle Cloud Infrastructure Application Performance Monitoring Service - Synthetic Usage	B92943		10 Monitor Runs Per Hour

Oracle Cloud Infrastructure Application Performance Monitoring Service – Stack Monitoring	B95264		10 Monitored Resources Per Hour
Oracle Cloud Infrastructure Database Management			
Oracle Cloud Infrastructure - Database Management - External DB	B93083		CPU Core Per Hour
Oracle Cloud Infrastructure - Database Management - External DB - BYOL	B93082		CPU Core Per Hour
Oracle Cloud Infrastructure Database Management for Oracle Cloud Databases	B93426		OCPU Per Hour
Oracle Cloud Bridge			
Oracle Cloud Bridge	N/A		N/A

Note

- 1: Limited Availability-This Cloud Service may not be available in all data center regions.
- 2: Approximate size in TB
- 3: One unit = 300GB

DESCRIPTION

Users of the **Oracle Management Cloud - Standard Edition services** will have access to the following modules:

- Application Performance Monitoring
- Infrastructure Monitoring

Users of the **Oracle Management Cloud – Enterprise Edition services** will have access to the following modules:

- Application Performance Monitoring
- Infrastructure Monitoring
- Orchestration
- IT Analytics

Users of the **Oracle Management Cloud - Log Analytics Edition services** will have access to the following modules:

- Log Analytics

Users of the **Oracle Management Cloud - Standard Edition Classic services** will have access to the following modules:

- Application Performance Monitoring
- Infrastructure Monitoring

Users of the **Oracle Management Cloud – Enterprise Edition Classic services** will have access to the following modules:

- Application Performance Monitoring
- Infrastructure Monitoring
- Orchestration
- IT Analytics

Users of the **Oracle Management Cloud - Log Analytics Edition Classic services** will have access to the following modules:

- Log Analytics

Users of the **Oracle Java Management Service – Java Management** will have access to the following modules:

- Java Fleet Management
- Java Download

Oracle Cloud Infrastructure Logging Analytics will automate the collection of logs from any on-premises source and then provide further analytics capabilities on that data. It provides the ability to collect historical logs and real-time logs. The analytics processing pipeline performs deep parsing, data normalization, and source-specific enrichment to add value to Your collected logs.

Oracle Cloud Infrastructure Logging Analytics - Archival Storage offers long-term retention at low cost. By moving logs to archival storage, You can retain logs for long periods for a fraction of the cost of hot storage. You can recall logs back to active storage for exploration and analytics.

Oracle Cloud Infrastructure Operations Insights service provides insight into performance, capacity and resource utilization of Oracle database fleets: on-premises databases, autonomous databases and cloud databases. This Oracle Cloud Service identifies key resource utilization trends, detects anomalies and assists in capacity planning exercises, including identifying key database and SQL performance trends across database fleets.

- Key Capabilities:
 - Analyzes resource usage of databases across Oracle database fleets
 - Provides resource insights across enterprise wide Oracle Exadata fleets
 - Forecasts future demand for resources based on historical trends
 - Identifies SQL performance trends across enterprise wide Oracle databases
 - Compares SQL Performance across Oracle databases and identifies common patterns
 - Provides purpose-built out-of-the-box applications
- This Cloud Service is a billable Service based on the number of CPU Cores Per Hour for on-premise databases.

This Clouds Service also uses Oracle Cloud Infrastructure Monitoring Datapoints – Retrieval. You may be charged for Oracle Cloud Infrastructure Monitoring Datapoints – Retrieval over and above the free limits for this Service offered by Oracle.

Oracle Cloud Infrastructure Operations Insights for Warehouse extracts Automatic Workload Repository (AWR) data from one or more source Oracle database targets, and transfers and stores it into a database warehouse in Oracle Cloud which is maintained independent of the source Oracle databases. Oracle Cloud Infrastructure Operations Insights for Warehouse enables customers to consolidate and store detailed performance data from the AWR of Oracle databases for longer time periods. This consolidated AWR Hub allows DBA's, developers and DevOps to view and analyze historical performance data beyond the AWR retention period of the source Oracle database.

Oracle Cloud Infrastructure Operations Insights for Warehouse will allow customers to extract Oracle Enterprise Manager, transfer and store it into a database warehouse in Oracle Cloud for further analysis.

- Key Capabilities:
 - Scalable, elastic, auto managed database warehouse
 - Search, compare and contrast systems data to acquire insight on applications and systems
 - Custom analysis such as aggregation, trending, correlation, seasonality, forecasting, clustering and use cases which cannot be done by out-of-the-box application in AWR reports and Oracle Enterprise Manager
 - Visibility and analytics across multiple Oracle Enterprise Manager sites
 - Oracle database performance analysis off-loaded from production databases to [Oracle Cloud Infrastructure Operations Insights for Warehouse](#)
 - Perform offline Oracle database performance analysis
 - Compare Oracle database performance across multiple Oracle databases
- **Oracle Cloud Infrastructure Operations Insights for Cloud Databases Service** enables business executives, DevOps, database, IT and Exadata administrators to make informed, data-driven database resource and performance management decisions. It provides insight into performance, capacity and resource utilization of Oracle Database fleets: on-premises, Autonomous Databases and Cloud Databases. The Oracle Cloud Infrastructure Operations Insights for Cloud Databases Service identifies key resource utilization trends, detects anomalies and assists in capacity planning exercises. Key Capabilities
 - Analyzes resource usage of databases across Oracle Database fleet
 - Provides resource insights across the enterprise-wide Exadata fleet
 - Forecasts future demand for resources based on historical trends
 - Identifies SQL performance trends across the enterprise-wide Oracle Databases
 - Compares SQL Performance across Oracle Databases and identifies common patterns
 - Provides purpose-built out-of-the-box applications
- Oracle Cloud Infrastructure Operations Insights for Cloud Databases Service is a billable Service based on the number of OCPUs Per Hour for databases on Oracle Cloud.
- Oracle Cloud Infrastructure Operations Insights for Cloud Databases Service also uses Oracle Cloud Infrastructure Monitoring Datapoints – Retrieval. You may be charged for the latter service over and above the free limits offered by Oracle.

Oracle Cloud Infrastructure – Management Agent Cloud Service provides an extensible framework for low latency interactive communication and data collection between an Oracle Cloud service and (i) any other resource(s) deployed on-premises or (ii) any cloud.

- This Cloud Service consists of:
 - Management Agent installer – Client-side agent collector
 - **Oracle Cloud Infrastructure - Management Agent Cloud Service** on Oracle Cloud Infrastructure – Multi-tenant Oracle agent service on Oracle Cloud Infrastructure
- This Cloud Service provides the following:
 - Ability for any Oracle Cloud Infrastructure service to collect any data from any source and transport it to this Oracle Cloud Infrastructure service
 - Collection mechanism is based on well-known protocols like JDBC, HTTPs, syslog, Prometheus scraper, etc.
 - Extensible plug-in based mechanism to add plug-ins for Oracle Cloud Infrastructure service-specific collections
 - Capability to define work items to be executed on Your on-premises assets
 - Capability to send data back to various Oracle Cloud Infrastructure repositories such as Object Store, Oracle Cloud Infrastructure Monitoring, Logging Analytics or any custom end-point hosted by an Oracle Cloud Infrastructure service
 - Discovery capability to discover Oracle resources on a client OS
 - Ability to deploy multiple collection plug-ins in a single agent deployment
 - Unidirectional network connectivity (agent-to-cloud) - no open ports from Your premises
 - Oracle Cloud Infrastructure – Management Agent Cloud Service console UI: Oracle Cloud Infrastructure – Management Agent Cloud Service console that allows users to view deployed agents, monitor the health of Oracle Cloud Infrastructure – Management Agent Cloud Service and manage the agent's lifecycle of the deployed service plug-ins

Oracle Cloud Infrastructure Database Management for Oracle Cloud Databases service provides comprehensive database performance and management capability for all flavors of Oracle databases deployed on Oracle Cloud Infrastructure. This capability significantly reduces the burden on DBAs by providing a full-lifecycle solution encompassing monitoring, performance management, tuning, and database administration along with test data management.

- Key Capabilities:
 - Provides performance diagnostics capabilities that simplifies diagnosing performance issues for administrators and ensures quicker resolution of performance bottlenecks
 - Ability to perform real time performance analysis
 - Enhanced ability proactively to detect and identify the root cause of performance issues across a fleet of Oracle databases deployed on-premises
 - Provides administration groups to monitor and manage resources across compartments
 - Performs database administrative operations like storage management and runs SQL jobs across a fleet of databases

- Data collected and analyzed by Oracle Cloud Infrastructure Database Management for Oracle Cloud Databases service will only be stored for the last 8 days from the current date, or as configured by the database administrator in the Oracle database.
- Data collected and analyzed by Oracle Cloud Infrastructure Database Management for Oracle Cloud Databases service will be purged as per the policy defined by the database administrator.

Database Management service restrictions and considerations

- Oracle Cloud Infrastructure applies throttling to many API requests to prevent accidental or abusive use of resources. So if You make too many requests too quickly, You might see some succeed and others fail.
- If the data was not collected from the source databases or targets for some underlying reason, then that period will contain no data for Oracle Cloud Infrastructure Database Management for Oracle Cloud Databases service.

Oracle Cloud Infrastructure - Database Management - External DB provides:

- comprehensive database performance and management capability for all flavors of Oracle databases on-premise, that reduces the burden on DBAs by providing a full-lifecycle service encompassing monitoring, performance management, tuning, and database administration along with test data management.
- Key Capabilities:
 - Provides performance diagnostics capabilities that simplifies diagnosing performance issues for administrators and allows for quicker resolution of performance bottlenecks.
 - Ability to perform real-time performance analysis.
 - Provides administration groups to monitor and manage resources across compartments.
 - Performs database administrative operations like storage management and runs SQL jobs across a fleet of databases.

Oracle Cloud Infrastructure - Database Management- External DB BYOL– provides:

- comprehensive database performance and management capability for all flavors of Oracle databases on-premise, that reduces the burden on DBAs by providing a full-lifecycle service encompassing monitoring, performance management, tuning, and database administration along with test data management.
- Key Capabilities:
 - Provides performance diagnostics capabilities that simplifies diagnosing performance issues for administrators and allows for quicker resolution of performance bottlenecks.
 - Ability to perform real-time performance analysis.
 - Provides administration groups to monitor and manage resources across compartments.
 - Performs database administrative operations like storage management and runs SQL jobs across a fleet of databases.

- Data collected and analyzed by this Cloud Service will only be stored for the previous 8 days starting from the current date or as configured by the database administrator in the Oracle database.
- Data collected and analyzed by this Cloud Service will be purged as per the policy defined by the database administrator.

Database Management service restrictions and considerations

- This Cloud Service applies throttling to many API requests to prevent accidental or abusive use of resources. Therefore if You make too many requests too quickly, You might see some requests succeed and others fail.
- If the data was not collected from the source databases or targets for some underlying reason, then that period will contain no data for this Cloud Service.
- This Cloud Service requires Oracle Diagnostics Pack and Tuning packs on the source database for Oracle Cloud Infrastructure - Database Management- External DB BYOL-Metered.

Oracle Java Management Service – Fleet Management allows Java users to manage and obtain insights into Java Virtual Machines running in Desktops, Servers, or Cloud deployments. Fleet Management provides reporting and management capabilities through Oracle Cloud Infrastructure platform services for You to monitor and observe Your use of Java (on-premises or in the cloud), as well as potentially identify issues that may be present in their usage. Fleet Management reduces the challenges of inventory, stability, performance, security baseline and compliance, tuning, troubleshooting, and cost optimization for stakeholders involved in the end-to-end life-cycle of Java applications, starting with design and development all the way to production and maintenance.

Fleet Management offers two levels of capabilities:

1. Basic features, available to all Java users, whether they have a Java SE Subscription or not, which includes the Java discovery and usage tracking capabilities available through Java Usage Tracker and file scanning. Basic features allows You to:
 - View the versions and vendor information of Java runtimes running in your systems
 - Identify which Oracle Java versions are being used
 - Identify how many Oracle Java installations are not up to date
 - View the applications running on Oracle Java runtimes
 - Identify which systems run Oracle Java runtimes
2. Advanced features, available only on Desktops, Servers, or Cloud deployments covered by an Oracle Java SE Subscription, Java SE Desktop Subscription, or when running on an Oracle Cloud Infrastructure service that permits access to the underlying operating system. Advanced features allows You to:
 - Remove Oracle Java versions
 - Download* and install Oracle Java versions

*The Oracle Java runtimes downloaded for You by the JMS advanced features are downloaded under your Java SE subscription terms when running on systems covered by an Oracle Java SE Subscription, Java SE Desktop Subscription. When running on an Oracle Cloud Infrastructure service that permits access to the underlying operation system, the Oracle Java runtimes are downloaded under the terms of your Oracle Cloud Infrastructure Cloud Service agreement.

Oracle Java Management Service – Java Download allows all Java users to download Oracle Java runtimes that are also available on oracle.com/java. Java Download helps You find the:

- Oracle Java releases with the latest security patches
- Older Oracle Java releases, released within the last 2 years, without the latest security patches. WARNING: These older versions of the JRE and JDK are provided to help developers debug issues in older systems. They are not updated with the latest security patches and are not recommended for use in production.
- Release date, type, and additional information for each Oracle Java release

The Oracle Java runtimes downloaded through Oracle Java Management Service – Java Download, are offered to you under different license terms depending on the version that you select. You will have the opportunity to review the license terms before initiating each download.

Oracle Cloud Infrastructure – Application Performance Monitoring Service provides performance and availability monitoring, including transaction tracing to applications and to the transaction's underlying stack running on Oracle Cloud Infrastructure, on-premises, or on third party clouds. It is suitable for a wide range of applications, from legacy Oracle applications though Java, SOA and other multi-tier apps, up to applications utilizing the latest microservices and no server paradigms. The service provides application and topology discovery, application stack monitoring (including database monitoring), application server monitoring, fleet monitoring views, topology-based troubleshooting workflows, end user monitoring (RUM), and synthetic monitoring capabilities. At the heart of the service is an implementation of a distributed tracing system that provides an end-to-end instance-level tracing, from browser to SQL. The service ingests and retains 100 percent of the traces, enabling ultimate diagnosability and unparalleled analytics.

Oracle Cloud Bridge enables infrastructure resources like databases and compute nodes in Your existing on-premises environments to interact with Oracle Cloud Services such as Oracle Cloud Infrastructure Database Management, Oracle Data Safe, and Oracle Log Analytics. Oracle Cloud Bridge gives Your infrastructure resources a virtual presence in Oracle Cloud Infrastructure with their own resource identity and private network connectivity similar to other cloud infrastructure resources.

USAGE LIMITS

- Data collected and analyzed by the Oracle Cloud Infrastructure Operations Insights Cloud Service will only be stored for the last 25 months from the current date.
- Data collected and analyzed by the Oracle Cloud Infrastructure Operations Insights Cloud Service will be purged after 30 days once the the Oracle Cloud Infrastructure Operations Insights Service is disabled on a database.
- This Cloud Service applies throttling to many API requests to prevent accidental or abusive use of resources. If You make too many requests too quickly, You might see some requestss succeed and others fail.
- There may be limits on concurrent queries depending on the number of databases being monitored by the Oracle Cloud Infrastructure Operations Insights Cloud Service.
- Pricing does not depend on the actual amount of data stored.
- Stopping an Oracle database or instance that has the Oracle Cloud Infrastructure Operations Insights Cloud Service enabled has no effect on retention or visibility of historical data for that instance. The period during which the Oracle database or instance was stopped will contain no data.

- If the data was not collected from the source databases or targets for some underlying reason, then that period will contain no data for the Oracle Cloud Infrastructure Operations Insights Cloud Service.
- Oracle SQL Warehouse application of the Oracle Cloud Infrastructure Operations Insights Cloud Service requires Oracle Diagnostics Pack on the source database.
- The Oracle Cloud Infrastructure Operations Insights Cloud Service also uses Oracle Cloud Infrastructure Monitoring Datapoints – Retrieval. You may be charged for the Oracle Cloud Infrastructure Monitoring Datapoints – Retrieval Cloud Service over and above the free limits offered by Oracle.
- The Oracle Cloud Bridge Service allows for 2 external sites per customer and 25 external resources per site. Additional resources can be requested via the quota increase process.

SERVICE ACTIVATION, MEASUREMENT AND USAGE

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Service in the Console on a daily basis. Oracle will measure Your usage every month for billing purposes.

For the purposes of Oracle Cloud Infrastructure Logging Analytics here are details on measure and billing:

- Free tier: The first 10 gigabytes of log storage is free. If Your log storage exceeds 10 gigabytes, then active storage pricing charges will apply for that billing period. You can purge logs in active storage and reduce Your usage to under 10 gigabytes, in which case you can go back to the free tier for the next billing period. There is no expiration for the free 10 gigabytes under current Oracle policy. Once You exceed 10 gigabytes of storage, You will be charged for 1 unit (300 gigabytes) of usage.
- Paid Tier: For the paid tiers, following table describes how measurement, pricing tiers and usage work:

Active Storage Tier in Units**	Active Storage Tier in TB (Sustained Storage)	Pricing Tier
Free	0GB < Active Storage Data size < 10GB	Free
1 - 35	10GB < Active Storage Data size < 10.5TB*	Tier 1
36 - 103	10.6TB* < Active Storage Data size < 30.9TB*	Tier 2
>103	30.9TB*+ of Active Storage Data size	Tier 3

- *Approximate size in TB
- ** one unit = 300GB

- For the purposes of the Oracle Cloud Infrastructure Operations Insights for Oracle Autonomous Databases Cloud Service, usage is measured by calculating the OCPU per hour monitored hourly.

- You must provision Oracle Cloud Infrastructure Operations Insights for Warehouse – Extract to start using Oracle Cloud Infrastructure Operations Insights for Warehouse – Instance.
 - Licensed Command Line and REST APIs and extracted AWR data
 - The AWR data extracted from source Oracle databases as part of Oracle Cloud Infrastructure Operations Insights for Warehouse can only be accessed and used via Oracle Cloud Infrastructure Operations insights for Warehouse command line or REST API's and application as part of Oracle Cloud Infrastructure Operations insights for Warehouse. The AWR data cannot be accessed via any other method.
 - Stopping a target Oracle Database or instance, Oracle Enterprise Manager that has Oracle Cloud Infrastructure Operations Insights for Warehouse enabled has no effect on retention or visibility of historical data for that instance. The period during which the target Oracle Database, instance or Oracle Enterprise Manager was stopped or not available may contain no data.
 - If the data was not collected from the target external Oracle Databases, Oracle Enterprise Manager for an underlying reason then that period may not contain no data for Oracle Cloud Infrastructure Operations Insights for Warehouse.
 - The storage requirements to store this data in database warehouse increases over a period of time.
 - You may choose and set data retention policy. You may retain data as long as it needs subject to Oracle Cloud Infrastructure limits and policy.
 - You may choose and set data purge policy.
 - You may need to provision more OCPU, use additional and adequate quantity of Operations Insights for Warehouse – Instance to get desired application performance.
 - Extraction of AWR data from source Oracle database into Oracle Cloud Infrastructure Operations Insights for Warehouse requires Oracle Diagnostics Pack on the source Oracle database.
 - To stop the billing of Oracle Cloud Infrastructure Operations Insights for Warehouse – Extract and Oracle Cloud Infrastructure Operations Insights for Warehouse – Instance
 - You must explicitly disable the use Oracle Cloud Infrastructure Operations Insights for Warehouse by stopping the data extraction on the source Oracle databases and Oracle Enterprise Manager.
 - You must terminate the Oracle Cloud Infrastructure Operations Insights for Warehouse – Instance from Administration page of Oracle Cloud Infrastructure Operations Insights.
- Oracle Cloud Infrastructure -Monitoring Retrieval is a "Free Tier" service. For the Free Tier of this Cloud Service, You may only use 1 Billion Datapoints per month of this Cloud Service. If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.
- Data collected and analyzed by Oracle Cloud Infrastructure Operations Insights Service will only be stored for last 25 months from the current date.
- Data collected and analyzed by Oracle Cloud Infrastructure Operations Insights Service will be purged after 30 days once the Oracle Cloud Infrastructure Operations Insights Service is disabled on a target database.
- Oracle Cloud Infrastructure Operations Insights Service pricing does not depend on the actual amount of data stored.

- Stopping a target Oracle Autonomous Database or instance that has Oracle Cloud Infrastructure Operations Insights enabled has no effect on retention or visibility of historical data for that instance. The period during which the Oracle Autonomous Database or instance was stopped or not available will contain no data.
- If the data was not collected from the target Oracle Autonomous Databases for an underlying reason then that period will contain no data for Oracle Cloud Infrastructure Operations Insights.
- A customer must explicitly disable Oracle Cloud Infrastructure Operations Insights Service for required target Oracle Autonomous Database from the administration page to stop metering the Oracle Cloud Infrastructure Operations Insights Service.
- Oracle Java Management Service – Fleet Management utilizes Oracle Cloud Infrastructure Monitoring and Logging services. Your usage will draw down against the SKUs listed below:
 - Oracle Cloud Infrastructure – Monitoring – Ingestion B90925
 - Oracle Cloud Infrastructure – Monitoring – Retrieval B90926
 - Oracle Cloud Infrastructure – Logging B9259

Using alarms and notifications to track events in Fleet Management, will incur costs outlined under Oracle Cloud Infrastructure - Notifications service.

If You are using advanced features in Oracle Java Management Service – Fleet Management under Oracle Java SE Subscription or Java SE Desktop Subscription, and Your subscription expires You must stop using the advanced features in Oracle Java Management Service – Fleet Management in those systems, but You may retain the historical records per the underlying Oracle Cloud Infrastructure service terms.

For the purposes of **Oracle Cloud Infrastructure – Application Performance Monitoring Service (“APM”)**, usage of the free tier is limited to up to one increment of 1,000 Events Per Hour; data retention is limited to 31 days.

- A minimum of one unit of Oracle Cloud Infrastructure Application Performance Monitoring Service – Tracing Data will be charged per tenant when at least one non-free tier Application Performance Monitoring Domain is defined. Usage of synthetic monitors requires a minimum of one unit of Oracle Cloud Infrastructure Application Performance Monitoring Service – Tracing Data.
- Use of the non-free tier includes a restricted-use license of Real User Experience Insight (RUEI), for the propose of using RUEI as a data source for APM and utilizing the APM-RUEI integration.
- For the purposes of Oracle Cloud Infrastructure –Database Management, usage is measured by calculating the OCPU per hour monitored hourly.
- Monitoring usage is billed according to pricing for the Oracle Cloud Infrastructure –Monitoring Service. Billing is based on two dimensions:
 - Metric ingestion; You pay for custom metric data points sent to the Oracle Cloud Infrastructure - Monitoring Service.
 - Analyzed metric; You pay for data points analyzed when retrieved from the Oracle Cloud Infrastructure - Monitoring Service.
- Oracle Cloud Infrastructure- Monitoring Retrieval is a “Free Tier” service. For the Free Tier of this Cloud Service, You may only use 1 Billion Datapoints per month of this Cloud Service. If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.

- Object Storage usage is billed according to [Oracle Cloud Infrastructure Object Storage pricing](#). Billing is based on two dimensions
 - Object Storage – Standard: You pay for storage capacity per month (Gigabyte)
 - Object Storage – Requests: You pay for storage rest calls (put/get) requested
- You must explicitly disable Oracle Cloud Infrastructure Database Management Service for the required target Oracle Cloud database from the administration page in order to stop metering the Oracle Cloud Infrastructure Operations Insights Service.

Customer Responsibilities

Certain aspects of service management are Your responsibility. These include, but are not limited to the following:

- You are responsible to provision the Cloud Bridge appliance on your infrastructure with network connectivity to OCI.
- You are responsible to keep Cloud Bridge appliance and Cloud Agent software version up to date using the update mechanisms provided as part of the Cloud Bridge Service.
- You are responsible for managing the physical security of Your own infrastructure and implementing any additional tools or equipment (such as firewalls) to address Your organization’s data security requirements.
- You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the Cloud Bridge software and configuration deployed in your environment.

Oracle Cloud Services log-in credentials and private keys generated as part of the Oracle Cloud Services are for Your internal use of the services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your private key to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

BYOL REQUIRED LICENSES

BYOL Cloud Services		
Oracle Cloud Infrastructure - Database Management - External DB – BYOL	B93082	User Per Month
Conversion Ratios for Host CPU Core Per Hour: <ul style="list-style-type: none"> • For each supported Processor license you may activate up to Host CPU Cores equivalent to processor count/processor core factor . Example-Processor Count = 4 and processor core factor = 0.5, Host CPU Cores = 4/0.5 =2 		

ORACLE SECURITY AND IDENTITY CLOUD SERVICES

Oracle Identity Cloud	Part#	Note	Metric
Oracle Identity Foundation Cloud	B90936		Each
Oracle Identity Cloud - Enterprise User	B90555		User Per Month

Oracle Identity Cloud - Consumer User	B90556		User Per Month
Oracle Identity Cloud - BYOL			
Oracle Identity Cloud - Enterprise User – BYOL	B90557		User Per Month
Oracle Identity Cloud - Consumer User - BYOL	B90558		User Per Month
Oracle Cloud Infrastructure – Key Management			
Oracle Cloud Infrastructure – Key Management	B90328		Virtual Private Vault Per Hour
Oracle Cloud Infrastructure - Key Management – Vault	B92092		Key Version Per Month
Oracle Cloud Infrastructure Identity and Access Management			
Oracle Cloud Infrastructure Identity and Access Management – External User	B93493		User Per Month
Oracle Cloud Infrastructure Identity and Access Management – Oracle Apps Premium	B93494		User Per Month
Oracle Cloud Infrastructure Identity and Access Management – Premium	B93495		User Per Month
Oracle Cloud Infrastructure Identity and Access Management – SMS	B93496		1 SMS Message Sent
Oracle Cloud Infrastructure Identity and Access Management – Token	B93497		Token
Oracle Cloud Infrastructure Identity and Access Management – Replication	B93498		User Per Month
Oracle Cloud Infrastructure – Vaults - Secrets			
Secrets on Oracle Cloud Infrastructure Vault	N/A		N/A
Oracle Cloud Infrastructure Vulnerability Scanning Service			
Oracle Cloud Infrastructure Free Agent	N/A		N/A
Oracle Cloud Infrastructure Security			
Oracle Cloud Guard	N/A		N/A
Oracle Cloud Guard - Threat Detector - OCI Audit Logs	N/A		N/A
Oracle Cloud Infrastructure Security Zones	N/A		N/A
Oracle Cloud Infrastructure Bastion			
Oracle Cloud Infrastructure Bastion	N/A		N/A

Oracle Cloud Infrastructure Threat Intelligence Service			
Oracle Cloud Infrastructure - Threat Intelligence Service	B94173		API Calls
Oracle Access Governance			
Oracle Access Governance for Oracle Identity Manager <ul style="list-style-type: none"> • First 10,000 users per month • Next 40,000 users per month • Over 50,000 users per month <p>Any of the following supported program licenses may be aggregated to use "Oracle Access Governance for Oracle Identity Manager:</p> <p>Oracle Identity Manager -or- Oracle Identity Governance Suite -or- Oracle Identity and Access Management Suite Plus -or- Oracle Enterprise Identity Services Suite</p>	B95496		User Per Month

Note

1: Limited Availability - This Cloud Service may not be available in all data center regions.

DESCRIPTION

The **Oracle Identity Cloud Service** is a cloud-based multi-tenant solution that is designed to be an integral part of the enterprise security fabric and provide advanced identity and access management functions for on-premises and cloud enterprise resources. It provides a powerful set of hybrid identity features to maintain a single identity for users across on-premises and cloud services without compromising on security or end user experience.

- An Enterprise User is defined as a user, who is Your employee, contractor or outsourcer and who is authorized by You to use the Cloud Service, regardless of whether or not the individual is actively using the Service at any given time.
- A Consumer User is defined as a user, who is not Your employee, contractor or outsourcer but who is authorized by You to use the Cloud Service, regardless of whether or not the individual is actively using the Service at any given time.

- **User Per Month:** is defined as an individual configured to access the hosted service during the billing period, regardless of whether the individual is actively accessing the hosted service at any given time. You will be billed at the maximum configured user count during each billing period, even if users are removed from the hosted service during this period.

Under the **Pay as You Go** model, You will be billed for the Cloud Service at the start of the billing month. Moreover, in the case of any new users beyond the maximum configured user count in between the billing month, or if the Cloud Service started after the start of the billing month, You will be charged for those users upfront at a pro-rated rate for the number of days left in a billing month.

Under the **Monthly Universal Credit** model, You will be billed for the Cloud Service at the start of the billing month. Moreover, in the case of any new users beyond the maximum configured user count in between the billing month, or if the Cloud Service started after the start of the billing month, You will be charged for those users upfront at a pro-rated rate for the number of days left in a billing month. If You switch from the Pay as You Go model to the Monthly Universal Credit model or vice versa, the fees will be pro-rated until the beginning of the new billing period.

An Enterprise User of the Oracle Identity Cloud Service is authorized to access the following core features and custom application/ services built or hosted on the Oracle Public Cloud and for third party cloud services:

- Basic Authentication
- User, Group and Application Management
- Account Management
- Group-based application assignment
- Group-based access
- Self-Service User Registration
- Self-Service Password Management (Change and Reset)
- Self-Service User Profile Management
- Self-Service Access Request
- App Catalog
- User Provisioning and Synchronization for Oracle Cloud apps and third party SaaS apps
- Single Sign On to Oracle SaaS/PaaS apps, third party SaaS apps and applications hosted on Your premises
- Multi-Factor Authentication
- Social Authentication
- Delegated authentication
- Identity Synchronization using Identity Bridge and OIM Connector
- External IDP Federation including Social IDP providers
- Audit and Reporting
- Schema extensions

- Adaptive Security
- EBS Asserter

- AppGate
- WebGate

Usage Limits

- The number of monthly users as set forth in Your service for Oracle Public Cloud and third party cloud services
- SMS messaging limits: 10 messages per user per month. Additional SMS messaging used beyond this limit will be billed as additional monthly users.

A Consumer User of the Oracle Identity Cloud Service is authorized to access the following core features and custom application/ services built or hosted on the Oracle Public Cloud and for third party cloud services:

- Basic Authentication
- User, Group and Application Management
- Account Management
- Group-based application assignment
- Group-based access
- Self-Service User Registration
- Self-Service Password Management (Change and Reset)
- Self-Service User Profile Management
- Self-Service Access Request
- App Catalog
- User Provisioning and Synchronization for Oracle Cloud Apps and third party SaaS apps
- Single Sign On (SSO) to Oracle SaaS/PaaS apps, third party SaaS apps and applications hosted on Your premises
- Multi-Factor Authentication
- Social Authentication
- Delegated authentication
- Identity Synchronization using Identity Bridge and OIM Connector
- External IDP Federation including Social IDP providers
- Audit and Reporting
- Schema extensions
- Adaptive Security
- EBS Asserter
- AppGate
- WebGate

USAGE LIMITS

- The number of monthly users as set forth in Your service for Oracle Public Cloud and third party cloud services
- SMS messaging limits: 3 messages per user per month. Additional SMS messaging used

beyond this limit will be billed as additional monthly users.

Oracle CASB for Discovery monitors users from target services. Users of Oracle CASB for Discovery are authorized to access the modules or features, including the following:

- Discovery and risk reports of shadow IT activity by analyzing perimeter logs;
- Discovery and risk reports of shadow IT activity by analyzing the Salesforce AppExchange application marketplace;
- Reports on users who conduct shadow IT activity including analysis of data transmission into and out of shadow applications.

Under the Pay as You Go model, You will be billed for the Cloud Service at the start of the billing month for the number of users You specify. If prior to the next billing date You add any additional users beyond the number of users You specified (and for which You have already paid), then You will be charged for those additional users at a pro-rated rate based on the number of days left in the billing month and going forward You will be charged for the total number of users per billing month.

Under the Monthly Universal Credit model, You will be billed for the Cloud Service at the start of the billing month for the number of users You specify. If prior to the next billing date You add any additional users beyond the number of user s You specified (and for which You have already paid), then You will be charged for those additional users at a pro-rated rate based on the number of days left in the billing month and going forward You will be charged for the total number of users per billing month. If You switch from the Pay as You Go model to the Monthly Universal Credit model or vice versa, the fees will be pro-rated until the beginning of the next billing month.

Oracle CASB for SaaS – Enterprise User monitors users of target SaaS applications. Features include:

- Ability to provision security configurations and controls into the SaaS applications
- Key security indicators that provide early warning signs of risks to SaaS applications
- User behavioral analytics that quantify risk scores when anomalies in user activity are identified

Oracle CASB for SaaS – Non-Enterprise User monitors users of target SaaS applications. Features include:

- Ability to provision security configurations and controls into the SaaS applications
- Key security indicators that provide early warning signs of risks to SaaS applications
- User behavioral analytics that quantify risk scores when anomalies in user activity are identified

As soon as a user generates any activity in the target SaaS application, the Oracle CASB for SaaS – NonEnterprise User service begins continuous monitoring of that user for the following 90 days and the user counts as a Monitored Service User for every hour during those 90 days. With each new generation of activity by a user, the 90 day monitoring window is reset. After

90 days of zero user activity, a user will no longer be counted as a Monitored Service User until that user generates further activity in the target SaaS application.

Oracle CASB for IaaS monitors IaaS accounts. Features include:

- Provisioning of security configurations and controls into the IaaS
- Key Security Indicators that provide early warning signs of risks to IaaS
- Dynamic policy framework that detects risk events for IaaS

Usage Limits

Oracle CASB for IaaS is subject to the following limits:

- Ten (10) gigabytes of data capacity

Oracle CASB for IaaS - Additional Capacity consists of a block of one (1) gigabyte of additional data capacity per hour. Oracle CASB for IaaS - Additional Capacity may be used only for Oracle CASB for IaaS.

Oracle CASB for Custom Apps monitors target custom applications that are deployed on specific IaaS accounts. Features include:

- Provisioning of security configurations and controls into the custom applications
- Key Security Indicators that provide early warning signs of risks to custom applications
- User Behavioral Analytics that quantify risk scores when anomalies in user activity are identified

Usage Limits

Oracle CASB for Custom Apps is subject to the following limits: Ten (10) gigabytes of data capacity

The Oracle CASB for Data Protection, Data Loss Prevention Cloud Service monitors content handled by users of specific applications monitored by the Oracle CASB for Data Protection, Data Loss Prevention Cloud Service. Features include:

- Content Classification of supported documents actively being transacted
- Alerting and remediation of data policy violations by quarantining or deleting new files
- User-defined data protection policies that require content classification

For more information about content inspection limitations such as currently supported applications, file formats, file size, file types, archive nesting limits, pre-defined data types and other capabilities, see <http://www.oracle.com/pls/topic/lookup?ctx=en/cloud/paas/casb-cloud&id=PALUG-GUID545DBDB4-8663-43C1-AD1E-92C4A83740DE>.

The **Oracle CASB for Data Protection, Data Loss Prevention Retroactive Scan Cloud Service** examines content stored in specific applications monitored by the Oracle CASB for Data Protection, Data Loss Prevention Retroactive Scan Cloud Service. Features include:

- Content Classification of supported documents already in the cloud
- Alerting and remediation of data policy violations by quarantining or deleting existing files

For more information about content inspection limitations such as currently supported applications, file formats, file size, file types, archive nesting limits, pre-defined data types and other capabilities, see <http://www.oracle.com/pls/topic/lookup?ctx=en/cloud/paas/casb-cloud&id=PALUG-GUID545DBDB4-8663-43C1-AD1E-92C4A83740DE>.

The **Oracle Cloud Infrastructure Key Management** service helps You centrally control encryption keys that supported Oracle Cloud Infrastructure services use to protect the data You store with these services. Provided as a managed service and backed by FIPS 140-2 Level 3 certified hardware security modules ("HSMs") that host Your virtual private vaults and Your vaults to store Your encryption keys, Key Management offers a secure means for creating and managing Your keys from a central place. You can use the Key Management service through Your Console, command line interface, or Key Management application programming interface to create, use, rotate, enable, and disable and delete Your encryption keys.

Secrets on Oracle Cloud Infrastructure Vault helps customers to securely store, manage, and reference secrets. Secrets are generally small, security-sensitive strings, with no restrictions on format or structure. Secrets can include credentials and authentication tokens and are used for access to Oracle databases, external software-as-a-service applications, or even other Oracle Cloud Infrastructure Services. Secrets on Oracle Cloud Infrastructure Vault enables cloud security professionals to reduce security operations risks associated with storing and transacting secrets in plain text. Secrets on Oracle Cloud Infrastructure Vault provides users encryption guarantees for secret encryption at-rest and in-transit. This Cloud Service allows for strict access controls and complete auditability for all secret lifecycle operations.

Oracle Cloud Infrastructure Identity and Access Management (OCI IAM) is a native service of Oracle Cloud Infrastructure that provides enterprise-class identity and access management features such as strong, adaptive authentication, user lifecycle management (LCM), and single sign-on (SSO) to enterprise applications. OCI IAM is deployed as identity domain(s) in Oracle Cloud Infrastructure. Included domain(s) allow organizations to manage access to their Oracle Cloud IaaS and PaaS services and Oracle SaaS applications. Customers can choose to upgrade or create additional identity domains to accommodate other use cases, such as managing workforce access to non-Oracle apps, enabling consumer access to customer-facing apps, or embedding IAM into custom-developed applications.

Each OCI IAM identity domain is a self-contained identity and access management solution that can be used to address a variety of IAM use-cases. For example, (a) You can use an OCI IAM identity domain to manage access for employees across numerous cloud and on-premises applications, enabling secure authentication, easy management of entitlements, and seamless SSO for end-users, (b) You can stand up an identity domain for business partners to enable access to supply chain or ordering systems and (c) You can also use identity domains to enable IAM for consumer-facing applications and allow consumer users to perform self-registration, social logon, and/or terms-of-use consent. Identity domains represent a holistic Identity-as-a-Service (IDaaS) solution accommodating numerous IAM use-cases and scenarios.

Oracle Access Governance is a cloud-native identity governance and administration service that provides insights-based access reviews, identity analytics and intelligence capabilities for businesses; more specifically:

- Visibility into enterprise compliance by providing details on who has access to what;
- Ability for reviewers to right-size user privileges through intelligent access review campaigns;
- Visibility into actionable identity intelligence by building deep insights into potential security violations that enables rapid remediation of identity and access issues; and
- Capability that enables continuous compliance to meet broader organizational needs

Usage Limits

Oracle Cloud Infrastructure Identity and Access Management is subject to the following usage limits:

Domain Type	Oracle Premium Apps	External User	Premium
Object Limits	500K Users 50k groups 6 non-Oracle apps	Unlimited External Users, 50k groups	500K Users 50k groups Unlimited apps
Allowed User Types	Any User	External Users only	Any User

- **A User** is defined as anyone who is authorized by You to use the Cloud Service, regardless of whether the individual is actively using the Service at any given time.
- **An External User** is defined as a user who is not Your employee, contractor or outsourcer, but who is authorized by You to use the Cloud Service, regardless of whether or not the individual is actively using the Service at any given time.
- External domains are only licensed for non-employee user accounts. If your business needs require that you have employee user accounts stored within an External identity domain, they are only permitted to be stored in that External identity domain if they also exist in another identity domain of type Free, Oracle Apps, Oracle Apps Premium or Premium.

Oracle Cloud Infrastructure Free Agent provides daily scans looking for CVEs, CIS benchmark statuses and open ports on each targeted host. You can target any or all hosts in Your tenancy for scanning as long as those hosts are created from one of the base Compute images: Oracle Linux, CentOS, Ubuntu and Windows Servers. All public IPs are scanned, and open ports are reported as well. Besides seeing reporting data in the scanning user interface, You will be able to see the findings in Cloud Guard as problems.

The service also will scan container images that are in OCIR and look for vulnerability artifacts that are being used to create the images. Oracle reserves the right to limit the maximum number of items scanned per tenancy for this service.

Oracle Cloud Guard helps You maintain good security posture by detecting misconfigured resources and cloud security risks. Oracle Cloud Guard is a data processing platform that analyzes

log and event data at scale, removing the need for security teams to aggregate data sources and triage potential threats. Information security and privacy professionals can quickly assess the security posture of their organization with the security analytics incorporated in the Oracle Cloud Guard dashboard. Machine learning and data science models are incorporated to detect even the most advanced cloud security threats. Oracle Cloud Guard offers You a single view of global security issues and the ability automatically to remediate security problems with out-of-the-box responses.

Oracle Cloud Guard – Threat Detector performs behavioral monitoring to help security administrators identify and track potential adversaries within their cloud environments. Oracle Cloud Guard - Threat Detector allows You to apply multiple detection models focused on attacker tactics, techniques, and procedures (TTPs). Oracle Cloud Guard - Threat Detector models are based on proprietary security understanding, industry best practices, and integrated threat intelligence feeds. Oracle Cloud Guard - Threat Detector helps security teams visualize the chain of suspicious events, identify compromised resources, and prioritize response efforts.

Oracle Cloud Infrastructure Security Zones enforces security policy to prevent actions that could weaken Your security posture. Oracle Cloud Infrastructure Security Zones policies can be applied to various cloud infrastructure types (network, compute, storage, database, etc.) to ensure cloud resources stay secure and prevent security misconfigurations. You determine which policies are appropriate for Your needs by defining custom security zone policy sets.

Oracle Cloud Guard – Threat Detector – OCI Audit Logs analyzes audit events generated within the tenancy to monitor administrative activity. Oracle reserves the right to limit the maximum data processed using this Cloud Service.

Oracle Cloud Infrastructure Bastion provides publicly restricted and timebound access to target resources that don't have public endpoints. Targets can include resources like Compute instances, Bare Metal and Virtual Machine DB systems, and Autonomous Transaction Processing databases.

- Through the configuration of a bastion, You can allow authorized users to connect from specific IP addresses to target resources by way of secure shell (SSH) sessions hosted on the bastion. When connected, users can interact with the target resource by using any software or protocol supported by SSH.
- Integration with Oracle Cloud Infrastructure Identity and Access Management lets You control who can access a bastion or a session on a bastion and what they can do with those resources.
- Integration with Oracle Cloud Infrastructure Audit gives You a way to monitor administrative actions related to bastions and bastion sessions.
- Oracle reserves the right to limit the maximum data transfer.

Oracle Cloud Infrastructure - Threat Intelligence Service provides access to threat intelligence including, but not limited to, indicators of compromise, threat reputation data, geolocation data, known bad actors, and confidence levels. Sources include first-party Oracle-sourced data, third-party data from our partners, open-source threat feeds, and Oracle Threat Intelligence Center insights. The scope of data will evolve as new threats arise and is updated daily. Oracle Cloud Infrastructure - Threat Intelligence Service is intended to support security incident investigation and provide contextual detail about identified threats. Oracle Cloud Infrastructure - Threat Intelligence Service provides the ability to query the Oracle Cloud Infrastructure - Threat

Intelligence Service endpoint for data enrichment including, but not limited to, indicators of compromise, threat reputation data, known associations, bad actors, and geolocation data.

SERVICE ACTIVATION, MEASUREMENT AND USAGE

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Service in the Console on a daily basis. Oracle will measure Your usage every month for billing purposes.

You pay an hourly fee for Key Management for each virtual private vault You create, and You are charged at the end of the month for that month's usage. You are not charged for keys You create inside Your virtual private vault and use with supported Oracle Cloud Infrastructure services.

You pay a monthly fee for Key Management for each key version You create in a vault, and You are charged at the end of the month for that month's usage. You are not charged for the vaults you create to hold your keys and key versions.

Oracle Cloud Infrastructure Free Agent will be available to all paying Oracle Cloud Infrastructure customers as a free service.

To use the scanning service You will need to provision some permissions that will allow the service to install agents and then gather results.

THIRD PARTY WEB SITES, PLATFORMS AND SERVICES

The Oracle Cloud Services may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with Your access to and use of such third party Web sites, platforms, and services and You are solely responsible for entering into and being in compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Oracle Cloud Hosting and Delivery Policies and the Data Processing Agreement and Oracle's Privacy Policy) which is transmitted to such third parties.

Oracle Cloud Infrastructure Free Agent does provide links to the National Vulnerability Database site (NVD) to allow the customer to see more details about a given vulnerability.

Oracle Cloud Infrastructure - Threat Intelligence Service partners with Netacuity and CrowdStrike. Oracle Cloud Infrastructure - Threat Intelligence Service may also include cyber threat information from the U.S. Department of Homeland Security's Automated Indicator Sharing program. In choosing to use this service, You agree to the [Terms of Use](#) as defined by the U.S Department of Homeland Security.

CUSTOMER RESPONSIBILITIES

You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of Your Cloud Services including Your applications. You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content, which may include the use of encryption technology to protect Your Content from unauthorized access and routine archiving of Your Content. Oracle Cloud Services log-in credentials and private keys generated as part of the Oracle Cloud Services are for Your internal use of the services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your

private key to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

ORACLE DOES NOT WARRANT OR GUARANTEE THAT THE ORACLE CLOUD INFRASTRUCTURE THREAT INTELLIGENT SERVICES ARE ACCURATE, RELIABLE OR CORRECTOR THAT THE SERVICES WILL PROTECT YOU FROM CYBER THREATS.

You agree that You may not use or attempt to:

- Use the Service in any way that breaches any applicable local, national, or international law or regulation.
- Copy, reproduce, alter, modify, create derivative works, publicly display, republish, upload, post, transmit, resell or distribute in any way material, information or functionalities from the Service.
- Use the Service for any illegal activity or output, or in any way that exposes Oracle to harm.
- Engage in any activity that could damage, overload, harm or impede the normal functioning of the Service.
- Attempt to gain unauthorized access to Oracle Cloud Infrastructure - Threat Intelligence Service, the server on which Oracle Cloud Infrastructure - Threat Intelligence Service is stored, or any server, computer or database connected to Oracle Cloud Infrastructure - Threat Intelligence Service.
- Attack, or attempt to attack Oracle Cloud Infrastructure - Threat Intelligence Service via a denial-of-service attack or distributed denial-of service attack.
- Knowingly attempt to alter Oracle Cloud Infrastructure - Threat Intelligence Service data in order to subvert the security of Oracle or Oracle systems.

BYOL REQUIRED LICENSES

BYOL Cloud Services		
Oracle Identity Cloud - Enterprise User – BYOL	B90557	User Per Month
Oracle Identity Cloud - Consumer User - BYOL	B90558	User Per Month

Conversion Ratios for Enterprise User:

- For each supported Employee User license you may activate one user of the BYOL Cloud Service.
- For each supported Processor license you may activate up to 50,000 users of the BYOL Cloud Service
- For every 10 supported Named User Plus licenses you may activate up to 10,000 users of the BYOL Cloud Service.

Any of the following supported program licenses may be aggregated to meet the conversion ratio above.

Oracle Access Manager

-or-

Oracle Adaptive Access Manager

-or-

Oracle Identity Federation

-or-

Oracle Access Management Suite

-or-

Oracle Access Management Suite Plus

-or-
 Oracle Identity and Access Management Suite
 -or-
 Oracle Identity and Access Management Suite
 Plus -or-
 Oracle Enterprise Identity Services Suite

Conversion Ratios for Consumer User:

- For each supported Non Employee User – External license you may activate one user of the BYOL Cloud Service.
- For each supported Processor license you may activate up to 50,000 users of the BYOL Cloud Service.
- For every 10 supported Named User Plus licenses you may activate up to 10,000 users of the BYOL Cloud Service.

Any of the following supported program licenses may be aggregated to meet the conversion ratio above.

Oracle Access Manager
 -or-
 Oracle Adaptive Access Manager
 -or-
 Oracle Identity Federation
 -or-
 Oracle Access Management Suite
 -or-
 Oracle Access Management Suite Plus
 -or-
 Oracle Identity and Access Management Suite
 -or-
 Oracle Identity and Access Management Suite
 Plus -or-

Oracle Enterprise Identity Services Suite

BYOL Cloud Service	Part #	Metric
Oracle Access Governance – BYOL <ul style="list-style-type: none"> • First 10,000 users per month • Next 40,000 users per month • Over 50,000 users per month 	B95497	User Per Month

Conversion Ratios:

- For every supported employee/non-employee license You may activate 1 user of the above referenced BYOL Cloud Service.
- For each supported Processor License You may activate up to 50,000 users of the above referenced BYOL Cloud Service.
- For every supported Named User Plus License You may activate up to 1,000 users of the above referenced BYOL Cloud Service.

Any of the following supported program licenses may be aggregated to meet the conversion ratios above:

- Oracle Identity Governance Suite OR
- Oracle Enterprise Identity Services Suite

ORACLE COMPUTE CLOUD SERVICES

ORACLE COMPUTE CLOUD SERVICES	Part #	Note	Metric
Oracle Cloud Infrastructure - Compute X9			
Oracle Cloud Infrastructure - Compute - Optimized - X9 – OCPU	B93311		OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Optimized - X9 – Memory	B93312		Gigabyte Per Hour
Oracle Cloud Infrastructure - Compute - Standard - X9 – OCPU	B94176		OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Standard - X9 – Memory	B94177		Gigabyte Per Hour
Oracle Cloud Infrastructure - Compute - GPU - A10	B95909		GPU Per Hour
Oracle Cloud Infrastructure - Compute X7			
Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X7	B88513		OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X7	B88515		OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Bare Metal - GPU Standard - X7	B88517		GPU Per Hour
Oracle Cloud Infrastructure - Compute HPC - X7	B90398		OCPU Per Hour

Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X7	B88514		OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X7	B88516		OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Virtual Machine GPU Standard - X7	B88518		GPU Per Hour
Oracle Cloud Infrastructure - Compute - GPU Standard - V2	B89734		GPU Per Hour
Oracle Cloud Infrastructure - Compute A1			
Oracle Cloud Infrastructure - Compute - Standard - A1 <ul style="list-style-type: none"> First three thousand (3000) OCPU Hours per month Greater than three thousand (3000) OCPU Hours per month 	B93297	2	OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Standard - A1-Memory <ul style="list-style-type: none"> First eighteen thousand (18,000) Gigabyte Hours per month Greater than eighteen thousand (18,000) Gigabyte Hours per month 	B93298	2	Gigabyte Per Hour
Oracle Cloud Infrastructure - Compute B1			
Oracle Cloud Infrastructure - Compute - Bare Metal Standard - B1	B91119		OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - B1	B91120		OCPU Per Hour
Oracle Cloud Infrastructure - Compute X5			
Oracle Cloud Infrastructure - Compute - Bare Metal Standard - X5	B88315		OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - X5	B88317		OCPU Per Hour
Oracle Cloud Infrastructure - Compute E4			
Oracle Cloud Infrastructure - Compute - Standard - E4 - OCPU	B93113		OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Standard - E4 - Memory	B93114		Gigabyte Per Hour
Oracle Cloud Infrastructure - Compute - Dense I/O - E4	B93121		OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Dense I/O - E4 - Memory	B93122		Gigabyte Per Hour

Oracle Cloud Infrastructure - Compute -Dense I/O - E4 - NVMe	B93123		Terabyte Per Hour
Oracle Cloud Infrastructure - Compute - GPU - A100 - v2	B95907		GPU Per Hour
Oracle Cloud Infrastructure - Compute E3			
Oracle Cloud Infrastructure - Compute - Standard - E3 - OCPU	B92306		OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Standard - E3 - Memory	B92307		Gigabyte Per Hour
Oracle Cloud Infrastructure - Compute - GPU - E3	B92740		GPU Per Hour
Oracle Cloud Infrastructure - Compute E2			
Oracle Cloud Infrastructure - Compute - Standard - E2	B90425		OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Virtual Machine Standard - E2 Micro-Free	B91444	1	OCPU Per Hour
Oracle Functions			
Oracle Functions - Execution Time	B90617		10,000 Gigabyte Memory-Seconds
Oracle Functions - Provisioned Concurrency	B90617	3	10,000 Gigabyte Memory-Seconds
Oracle Functions - Invocations	B90618		1,000,000 Function Invocations
Oracle Cloud Infrastructure - OS Management			
Oracle Cloud Infrastructure - OS Management	N/A		N/A
Oracle Container Engine for Kubernetes			
Oracle Container Engine for Kubernetes	N/A		N/A
Oracle Cloud Infrastructure Container Instances			
Oracle Cloud Infrastructure - Container Instances	N/A		N/A
Oracle Cloud Infrastructure Service Mesh			
Oracle Cloud Infrastructure Service Mesh	N/A		N/A
Oracle Cloud Migration Service			
Oracle Cloud Migration Service	N/A		N/A

Notes:

1: This Cloud Service is an Always Free Cloud Service.

2: This Cloud Service includes a Free Tier as part of the Always Free Cloud Service.

3: Provisioned concurrency units are metered against the execution time at 25% of the 10,000 Gigabyte Memory-Seconds that remained unused.

Additional terms and conditions for Your use of these Cloud Services can be found in Appendix B.

DESCRIPTIONS

The **Oracle Cloud Infrastructure – Compute** service is an infrastructure service that provides on-demand, self-service provisioned compute capacity in a configurable private network in the cloud. It enables You to respond rapidly to changing IT infrastructure needs, scaling up and down and paying only for what You use. You may use the Oracle Cloud Infrastructure – Compute service through the Console and the associated API. There are four instance types available for the Oracle Cloud Infrastructure – Compute Service: Standard, Optimized, Dense I/O and GPU. The Dense I/O instance type has more memory and local NVMe SSD available as compared to the Standard and GPU instance type. The development, release, and timing of any future features, functionality or service offerings remain at the sole discretion of Oracle Corporation.

Oracle Compute Infrastructure - Compute - Virtual Machine Standard - E2 Micro ("E2 Micro") is a "Free Tier" Service. This E2 Micro free shape is limited to a maximum of 2 instances globally. There may be differences in regional availability of the free version. For Free Micro VM deployments, you will need to select the use of Oracle Cloud Infrastructure – Block Volume - Free as permitted by the Console or the Service API. If you would like additional Compute instances, you will need to purchase a paid offering of Oracle's Compute Cloud Service.

Oracle Cloud Infrastructure - Compute – Standard – A1 is a "Free Tier" service. For the Free Tier of this Cloud Service, You may only use 3000 OCPU Hours per month and 18,000 Gigabyte Hours per month of this Cloud Service. If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.

Oracle Cloud Infrastructure - Compute - Standard - A1-Memory is a "Free Tier" service. For the Free Tier of this Cloud Service, You may only use 18,000 Gigabyte Hours per month If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.

The **Oracle Functions Cloud Service** is a fully managed, multi-tenant serverless platform that lets You create, run, and scale applications without managing any infrastructure. Oracle Functions Cloud Service lets You write code to meet Your business needs without having to know about infrastructure concepts and it also ensures that Your application is highly-available, scalable, secure and monitored. The service allows You to upload code, execute the code in response to events, and be billed only for the invocations and resources consumed during the execution, which are measured right down to the millisecond. You can also provision units of execution ahead of time to experience consistent low latencies, and pay only for any unused capacity that You provision. The Oracle Functions Cloud Service is built on the open source Fn Project which, unlike with most cloud functions platforms, means no vendor lock-in.

Measurement and Usage of the Oracle Functions Cloud Service:

- **Execution Time:** The time a function is spent executing, measured in gigabyte-seconds.
- **Unused Provisioned Concurrency Units:** The time provisioned concurrency units are provisioned, but not used to execute a function. Provisioned concurrency units are metered against the execution time at 25% of the 10,000 Gigabyte Memory-Seconds that remained unused

Oracle Cloud Infrastructure API Gateway is a fully managed, regional gateway that integrates with Your network on Oracle Cloud Infrastructure.

Oracle Cloud Infrastructure API Gateway fronts public or private APIs, processes incoming requests from a client, applies policies for security, availability and validation, forwards requests to back-end services, applies policies to the response from a back-end and forwards the response to the client.

Oracle Cloud Infrastructure API Gateway protects and isolates back-end services and help You meter API calls. Connections from clients to the Oracle Cloud Infrastructure API Gateway always use transport level security (TLS) to ensure the privacy and integrity of data flowing between clients and the API Gateway. For flexibility, You can configure the connections from the Oracle Cloud Infrastructure API Gateway to back-end services with or without TLS. If You do not use TLS between Your Oracle Cloud Infrastructure API Gateway and back-end services You do so at Your own risk.

Oracle Cloud Infrastructure OS Management Service is an infrastructure service that provides tools needed by administrators to monitor and manage operating system activities in Oracle Cloud tenancies. Oracle Cloud Infrastructure OS Management is a cross-platform solution, providing support for both Linux and Windows environments. With Oracle Cloud Infrastructure OS Management, users have a centralized management solution for installing packages and updates, including applying critical security updates without downtime using Ksplice. In addition, the service offers application discovery, monitoring for critical events on the platform (like Kernel aborts) and inspecting status for autonomous Linux instances running in the tenancy. Oracle Cloud Infrastructure OS Management is not available with Free Tier shapes.

The **Oracle Container Engine for Kubernetes (OKE)** is a managed, enterprise grade container orchestration service. OKE provides a managed Kubernetes service for customers to simply and securely, deploy and operate their containerized applications at scale. OKE is offered as a managed service that runs on Oracle's high-performance, low-cost infrastructure. Using OKE helps reduce the time and cost to build and manage cloud native applications. OKE leverages open-source technologies, enabling You to build applications for workload portability and to simplify operations. There is no additional charge to use OKE. Customers pay for the compute, storage, or other infrastructure resources consumed.

Oracle Cloud Infrastructure Container Instances is a serverless container service that provides a simpler, faster, and more secure way to run containers in Oracle Cloud Infrastructure without having to manage underlying infrastructure. It provides fully-managed compute that is optimized for running container workloads with VM-like hypervisor isolation for enhanced security. You can run containers easily and quickly with a single command using CLI, or by using a simple, guided experience on the Oracle Cloud Infrastructure Console. In addition to CLI and the Console, Oracle Cloud Infrastructure Container Instances also supports API, SDK, and Terraform.

The primary use case for Oracle Cloud Infrastructure Container Instances is container workloads that do not require the container orchestration capabilities of Kubernetes. Typical examples of such container workloads include small-scale web applications, containerized legacy applications or ephemeral workloads such as batch, data processing, and CI/CD jobs.

With respect to the Oracle Cloud Infrastructure Container Instances Service, You only pay for the compute resources used by running container instances with a per-second billing. You also receive 15 GB ephemeral storage for free. Standard data transfer egress charges apply.

The Oracle Cloud Infrastructure Service Mesh facilitates the building and operation of cloud-native applications by providing defined standards for observability, security, and traffic management. It's built as a set of lightweight proxies that are deployed alongside application code in a customer's Kubernetes cluster without the application having to be aware of them. The Container Engine for Kubernetes (OKE) is the supported platform, and the proxy is a container that is automatically injected into a pod and set to run alongside other containers. The number of proxies deployed corresponds to the number of mesh pods. To meshify the application, you create numerous resources, such as mesh, virtual services, and virtual deployments. The virtual deployments correspond to a set of pods that are all running the same version of the business service. You can manage traffic between services, define service-to-service communication with access controls, and provide encrypted communication between services with applied mesh. The OCI Logging service integrates access logs generated by proxies.

The **Oracle Cloud Migration Service** provides an end-to-end, comprehensive self-service experience for migrating on-premises virtual-machine based workloads to Oracle Cloud Infrastructure Compute Services. You can access the Oracle Cloud Migration Service through the Oracle Cloud Infrastructure console, Oracle Cloud Infrastructure CLI, or RESTful APIs.

The Oracle Cloud Migration Service enables You to perform the following tasks:

- Discover virtual machine assets in an external source environment.
- Select virtual machines to be migrated to Oracle Cloud Infrastructure by grouping VMs into migration projects.
- Plan the redeployment of the selected assets to Oracle Cloud Infrastructure, with recommended shape mapping based on the historic utilization data, compatibility assessment, and cost analysis.
- Replicate the virtual machine data to Oracle Cloud Infrastructure.
- Automate remediation of common OS reconfiguration steps.
- Relaunch the migrated virtual machines on Oracle Cloud Infrastructure based upon the deployment plan configuration.

SERVICE ACTIVATION, MEASUREMENT AND USAGE

You may begin using the Oracle Cloud Service after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Service in the Oracle Cloud Portal.

Instance Type	Billing Metric	Billing Stops When Instance Status Is
Standard B88513,B88514, B91119, B91120, B90425, B914444, B88315, B88317	OCPU Per Hour	Stopped or terminated
Standard Flex B92306,B92307.B93113, B93114, B93297, B93298, B94176, B94177	OCPU Per Hour and Gigabyte Per Hour	Stopped or terminated
Optimized Flex (Virtual Machine instances): B93311, B93312	OCPU Per Hour and Gigabyte Per Hour	Stopped or terminated
Optimized Flex (Bare Metal instances): B93311, B93312	OCPU Per Hour and Gigabyte Per Hour	Terminated
Dense I/O B88515, B88516, B93121, B93122, B93123	OCPU Hour	Terminated
GPU B88517, B88518, B89734, B92740, B95907, B95909	GPU Hour	Terminated
HPC B90398	OCPU Hour	Terminated

- For the purpose of **Oracle Cloud Infrastructure - Compute**
 - Instance Stopped: You can stop instances temporarily when You do not need it and restart it at a later time.
 - Instance Terminated: You can permanently terminate (delete) instances that You no longer need.
- For the purposes of **Oracle Cloud Infrastructure – Compute (Standard offerings)**, Your usage is measured per the “OCPU Per Hour” metric by calculating the number of OCPU hours used. Fees are based on per OCPU hour consumed for each Oracle Cloud Infrastructure compute instance, from the time a compute instance is launched until it is stopped or terminated.
- For the purposes of **Oracle Cloud Infrastructure – Compute (Standard and Optimized Flex offerings)**, Your usage is measured (i) per the “OCPU Per Hour” metric by calculating the number of OCPU hours used and also (ii) per the “Gigabyte Per Hour” metric by calculating the number of memory gigabyte hours used. Fees are based on adding “OCPU hour” usage and “Gigabyte Per hour” usage for each Oracle Cloud Infrastructure compute instance, from the time a compute instance is launched until it is stopped or terminated.
- For the purposes of **Oracle Cloud Infrastructure – Compute (GPU offerings)**, your usage is measured per the “GPU Per Hour” metric by calculating the number of GPU hours used. Fees are based on per GPU hour consumed for each Oracle Cloud Infrastructure compute instance, from the time a compute instance is launched until it is terminated.

- For the purposes of **Oracle Cloud Infrastructure – Compute (Dense I/O & HPC offerings)**, Your usage is measured per the "OCPU Per Hour" metric by calculating the number of OCPU hours used. Fees are based on per OCPU hour consumed for each Oracle Cloud Infrastructure compute instance, from the time a compute instance is launched until it is terminated.
- Measurement and Usage of **Capacity Reservations**:
 - o Unused reserved capacity: Reserved capacity is considered unused from the time the Capacity Reservation is created until it is used or the Capacity Reservation is deleted.
 - o Used reserved capacity: Reserved capacity is considered used when a compute instance is running (for all instance types) or stopped (for GPU, Dense I/O and HPC instance types) on reserved capacity. The used reserved capacity is metered as the compute instance usage per OCPU hour, GPU hour, and Gigabyte hour, as applicable
 - o For the purposes of Oracle Cloud Infrastructure – Compute, "Capacity Reservation" measures Your unused reserved capacity using (a) the "OCPU Per Hour" metric for Standard, Standard Flex, Optimized Flex, Dense IO and HPC instance types that are measured using that metric, (b) the "GPU Per Hour" metric for GPU instance types that are measured using that metric, and (c) the "Gigabyte Per Hour" metric for Standard and Optimized Flex instance types that are measured using that metric. For metering purposes, 85 percent of the unused reserved capacity is reported Per OCPU Hour, Per GPU Hour and Per Gigabyte Hour, as applicable, for each Oracle Cloud Infrastructure Compute Capacity Reservation, from the time the reservation is created until it is either used by an instance or is deleted.
- Measurement and usage of **burstable instances**:
 - o Burstable instance: A burstable instance provides a baseline level of CPU performance with the ability to use a higher level of CPU performance when required by Your workload.
 - o Baseline OCPU: When you create a burstable Compute instance, You specify the number of OCPU as well as the baseline OCPU. The baseline OCPU is specified as a percentage of the number of OCPUs, and defines the minimum amount of CPU performance available to Your burstable instance.
 - o For the purposes of **Oracle Cloud Infrastructure – Compute (Standard Flex offerings)**, burstable instance usage is measured (i) per the "OCPU Per Hour" metric by calculating the number of OCPU hours used and also (ii) per the "Gigabyte Per Hour" metric by calculating the number of memory gigabyte hours used. The "OCPU Per Hour" usage is calculated using the baseline OCPU for each hour. Fees are based on adding "OCPU Per Hour" usage and "Gigabyte Per Hour"

usage for each Oracle Cloud Infrastructure compute instance, from the time a compute instance is launched until it is stopped or terminated.

- For the purposes of **Oracle Cloud Infrastructure – Compute**, "Preemptible Instances", Your usage is measured per the (a) the "OCPU Per Hour" metric for Standard, Standard Flex, Optimized Flex, Dense IO and HPC instance types that are measured using that metric, (b) the "GPU Per Hour" metric for GPU instance types that are measured using that metric, and (c) the "Gigabyte Per Hour" metric for Standard and Optimized Flex instance types that are measured using that metric. For metering purposes, 50 percent of the preemptible instance usage is reported per OCPU Hour, per GPU Hour and per Gigabyte Hour, as applicable, for each Oracle Cloud Infrastructure Compute Preemptible Instance, from the time the instance is created until it is terminated.
- For the purposes of **Oracle Cloud Infrastructure - Outbound Data Transfer**, Your usage is measured per the "Gigabyte (GB) Outbound Data Transfer Per Month" metric, by calculating for each calendar month the total gigabytes of outbound data transfer from the Oracle Cloud Infrastructure Service.
- For the purposes of **Oracle Cloud Infrastructure –Container Instances**, Your usage for container instances is measured identically to the underlying compute shapes that the container instances use. Initially, the container instances are released on E4.Flex and E3.Flex.
- For the purposes of **Oracle Cloud Migration**, Your Oracle Cloud Infrastructure account must first be activated by Oracle. Additionally, You must maintain an Oracle Cloud Infrastructure tenancy with Oracle Cloud Infrastructure Object Storage, Block Storage, and Compute services to be able to continue using the service.

While the Oracle Cloud Migration Service is free to use, You may incur some expenses during the migration of Your on-premises virtual machines to Oracle Cloud Infrastructure. Oracle Cloud Migration Service creates a few objects in some of Your Oracle Cloud Infrastructure services to ensure a successful end-to-end migration of Your virtual machines. These services include:

- Compute: Oracle Cloud Migration creates compute instances during data replication
- Object Storage: During the replication workflow, the volume snapshots of Your virtual machines are stored in the object storage
- Block Volume: A pool of block volume (boot and data) exists in Your tenancy during the entire lifespan of the migration process. Oracle Cloud Migration uses these volumes for replication

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OPERATING SYSTEM

This Oracle Cloud Infrastructure service requires the installation of an operating system prior to use. If You choose to use the Oracle Linux operating system, You may acquire that through the Oracle Cloud Infrastructure service subject to the separate Oracle license terms for Oracle Linux set forth at www.oracle.com/contracts in the folder titled "Ordering Documents and Systems Integrated Software Information." Alternatively, You may separately license and

install any other supported operating system, provided that You first obtain all rights in such software as required by Oracle to perform this Oracle Cloud Service. For any other supported operating system, Oracle is only responsible for infrastructure and platform issues.

Customer Responsibilities

The replication process requires VMware vSphere VDDK to generate snapshots of Your virtual machine disks. You must download the VDDK library, accept the terms of service, and upload it to the Oracle Cloud Infrastructure object storage bucket.

The Oracle Cloud Migration Service uses the Remote Agent Appliance to automatically collect the metadata of Your on-premises virtual machines and transfer the VM storage volume data to Oracle Cloud Infrastructure. The Remote Agent Appliance is provided as an Open Virtualization Appliance file, which You must download and install on the vCenter Server host in Your environment.

ORACLE NETWORK CLOUD SERVICES

Oracle Cloud Infrastructure - FastConnect	Part #	Note	Metric
Oracle Cloud Infrastructure – FastConnect			
Oracle Cloud Infrastructure - FastConnect 1 Gbps	B88325		Port Hour
Oracle Cloud Infrastructure - FastConnect 10 Gbps	B88326		Port Hour
Oracle Cloud Infrastructure - FastConnect 100Gbps	B93126		Port Hour
Oracle Cloud Infrastructure - Outbound Data Transfer			
Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in North America, Europe, and UK <ul style="list-style-type: none"> First 10 terabytes per Month Over 10 terabytes per Month 	B88327	1	Gigabyte Outbound Data Transfer Per Month
Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in APAC, Japan, and South America <ul style="list-style-type: none"> First 10 terabytes per month Over 10 terabytes per month 	B93455	1	Gigabyte Outbound Data Transfer Per Month
Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in Middle East and Africa <ul style="list-style-type: none"> First 10 terabytes per month Over 10 terabytes per month 	B93456	1	Gigabyte Outbound Data Transfer Per Month

Oracle Cloud Infrastructure Edge Services			
Oracle Cloud Infrastructure Service - DNS	B88525		1,000,000 Queries
Oracle Cloud Infrastructure Service - Email Delivery <ul style="list-style-type: none"> First 3,100 emails sent per month Over 3,100 emails sent per month 	B88523	1	1,000 Emails Sent
Oracle Cloud Infrastructure - Health Checks			
Oracle Cloud Infrastructure - Health Checks - Basic	B90323		Endpoints Per Month
Oracle Cloud Infrastructure - Health Checks - Premium	B90325		Endpoints Per Month
Oracle Cloud Infrastructure - Edge Services			
Oracle Cloud Infrastructure - DNS Traffic Management	B90327		1,000,000 DNS Traffic Management Queries
Oracle Cloud Infrastructure - DNS			
Oracle Cloud Infrastructure Service - DNS	B88525		Number of Queries
Oracle Cloud Infrastructure – Web Application Firewall			
Oracle Cloud Infrastructure - Web Application Firewall - Instance Per Month	B94579		Instance Per Month
Oracle Cloud Infrastructure - Web Application Firewall - Requests <ul style="list-style-type: none"> First 10,000,000 requests per month Over 10,000,000 requests per month 	B94277		1,000,000 Incoming Requests Per Month
Oracle Cloud Infrastructure – Logging			
Oracle Cloud Infrastructure – Logging <ul style="list-style-type: none"> First 10 Gigabytes Log Storage Per Month Over 10 Gigabytes Log Storage Per Month 	B92593		Gigabyte Log Storage Per Month
Oracle Cloud Infrastructure - Monitoring Service			

Oracle Cloud Infrastructure-Monitoring Ingestion <ul style="list-style-type: none"> First 500 Million Datapoints Over 500 Million Datapoints 	B90925	1	Million Datapoints
Oracle Cloud Infrastructure – Monitoring Retrieval <ul style="list-style-type: none"> First 1 Billion Datapoints Over 1 Billion Datapoints 	B90926	1	Million Datapoints
Oracle Cloud Infrastructure – Notifications			
Oracle Cloud Infrastructure - Notifications - HTTPS Delivery	B90940		
Oracle Cloud Infrastructure - Notifications - Email Delivery	B90941		
Oracle Cloud Infrastructure - Notifications – SMS Outbound - Country Zone 1	B93004	2	1 SMS Message Sent
Oracle Cloud Infrastructure - Notifications – SMS Outbound - Country Zone 2	B93005	2	1 SMS Message Sent
Oracle Cloud Infrastructure - Notifications – SMS Outbound - Country Zone 3	B93006	2	1 SMS Message Sent
Oracle Cloud Infrastructure - Notifications – SMS Outbound - Country Zone 4	B93007	2	1 SMS Message Sent
Oracle Cloud Infrastructure - Notifications – SMS Outbound - Country Zone 5	B93008	2	1 SMS Message Sent
Oracle Cloud Infrastructure – Load Balancer			
Oracle Cloud Infrastructure – Load Balancer Instance <ul style="list-style-type: none"> First one (1) Load Balancer instance per hour Greater than one (1) Load Balancer instance per hour 	B93030		Load Balancer Hour
Oracle Cloud Infrastructure – Load Balancer - Bandwidth Usage <ul style="list-style-type: none"> First ten (10) Mbps Per Hour Greater than ten (10) Mbps Per Hour 	B93031		Mbps Per Hour
Oracle Cloud Infrastructure –VPNConnect			
Oracle Cloud Infrastructure –VPNConnect		3	N/A

Oracle Cloud Infrastructure Certificates			
Oracle Cloud Infrastructure Certificates		3	N/A
Oracle Cloud Infrastructure – Load Balancer			
Oracle Cloud Infrastructure Flexible Network Load Balancer		3	N/A
Oracle Cloud Infrastructure Virtual Testing Access Point			
Oracle Cloud Infrastructure - VTAP Mirrored Traffic Transmission Rate	N/A		N/A
Oracle Cloud Infrastructure - VTAP Mirrored Traffic Volume	N/A		N/A

Notes:

- 1: This Cloud Service includes a Free Tier as part of the Always Free Cloud Service.
- 2: This SKU contains Third Party Services (as that term is defined in Your Agreement) and the pricing on this SKU is subject to change upon at least 30 days' prior notice via the Console.
- 3: This service does not have a SKU but is available at no cost to all Oracle customers.

DESCRIPTIONS

The **Oracle Cloud Infrastructure - FastConnect** service is a network connectivity alternative to using the public internet for connecting Your network with Oracle's Cloud Infrastructure Services. The Oracle Cloud Infrastructure - FastConnect service provides an easy way to create a dedicated and private connection with higher bandwidth options, and a more reliable and consistent networking experience when compared to internet-based connections.

The **Oracle Cloud Infrastructure – Outbound Data Transfer** service is metered and billed in 3 pricing zones as follows:

Zone 1: Originating in North America, Europe, and UK (SKU B88327. This SKU was used globally prior to this change and may be used globally for a few days after August 6, 2021 until the transition to zoned model is complete)

Zone 2: Originating in APAC, Japan, and South America (SKU B93455)

Zone 3: Originating in Middle East and Africa (SKU B93456)

The zone is determined by the data center from which the outbound data transfer originates. If You have contracted pricing for the B88327 SKU prior to August 6, 2021, that same pricing will apply to the Zone 2 and 3 SKUs (B93455 and B93456) for the duration of Your order for the applicable SKU. Note that these zones are specific to this Cloud Service and do not necessarily align with zone definitions for any other Cloud Services with zoned pricing.

Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in North America, Europe, and UK is a "Free Tier" service. For the Free Tier of this Cloud Service, You may only use 10 terabytes per month of this Cloud Service. If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.

Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in APAC, Japan, and South America is a "Free Tier" service. For the Free Tier of this Cloud Service, You may only use 10 terabytes per month of this Cloud Service. If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.

Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in Middle East and Africa is a "Free Tier" service. For the Free Tier of this Cloud Service, You may only use 10 terabytes per month of this Cloud Service. If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.

Oracle Cloud Infrastructure Service - DNS (Oracle Cloud DNS) is a cloud-based, high-performance standards-based, public DNS service that enables customers to host domains and to offer low-latency global DNS resolution for those domains. The Domain Name System (DNS) is the system that converts domain names (domain.com) into IP addresses. Domain Name servers make DNS queries for requested domains.

Oracle Cloud Infrastructure Web Application Firewall (WAF) is a PCI-compliant cloud-based, cybersecurity solution. The WAF protects web applications and OCI flexible load balancers from common cyber-attacks like cross-site scripting, SQL injection and other OWASP-defined vulnerabilities. The WAF enables application owners to define rules for handling requests based on threat intelligence and known signatures. One can manage desired bots versus malicious bots by detecting and challenging bad bots via CAPTCHA, device fingerprinting and JavaScript-based bot thwarting mechanisms. The WAF can protect APIs surfaces via HTTP/S through access rules.

Oracle Cloud Infrastructure – Notifications - Email Delivery is an email sending service that provides a fast and reliable managed service for sending high-volume emails that need to reach Your users' inboxes. Oracle Cloud Infrastructure – Notifications - Email Delivery provides You with the tools necessary to quickly and reliably send application-generated email for mission-critical communications such as receipts, fraud detection alerts, multifactor identity verification, and password resets. These transactional and bulk emails are some of the most critical interactions for a company's day to day business and therefore require a reputable and secure offering to power email delivery. Message size is limited to 2MB by default and can be increased to 10MB, inclusive of message headers, body, and attachments.

Oracle Cloud Infrastructure - Monitoring enables You to observe and manage the health of Your Oracle Cloud Infrastructure resource stack by ingesting and analyzing billions of fine-grained datapoints. Using the Oracle Cloud Infrastructure Monitoring service, You are able to store historic data, graph the trends over time, troubleshoot various components of Your resources with pre-determined and powerful custom queries, and receive notifications for anomalous resource behavior.

Out of the box performance and health metrics are provided for Your Oracle Cloud Infrastructure resources. The metrics provided are resource specific, providing critical insight into each service.

Additionally, alarms can be created on these metrics using industry standard statistics, trigger operators, and time intervals. Alarms alert you in real time to important changes across Your stack via email and pager duty using the Oracle Cloud Infrastructure Notifications service.

The interactive metrics explorer in the Console provides (i) a comprehensive view of metrics across your resources and (ii) metrics with the ability to customize and filter the data. The Oracle Cloud Infrastructure Monitoring service offers a best-in-class metric engine, allowing You to perform powerful aggregation and slice-and-dice queries across multiple metric streams and dimensions in real time. The Oracle Cloud Infrastructure Monitoring service public API and SDK/CLI enable easy integration with Your existing enterprise infrastructure.

Oracle Cloud Infrastructure - Monitoring – Ingestion – First 500 Million Datapoints Per Month is a “Free Tier” service. For the Free Tier of this Cloud Service, You may only use 500 Million Datapoints per month of this Cloud Service. If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.

Oracle Cloud Infrastructure - Monitoring – Retrieval – First 1 Billion Datapoints Per Month is a “Free Tier” service. For the Free Tier of this Cloud Service, You may only use 1 Billion Datapoints per month of this Cloud Service. If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.

Oracle Cloud Infrastructure – Notifications service is a fully managed pub-sub service that pushes – at scale and reliably – messages, including monitoring alarms, to a number of subscription endpoints. Oracle Cloud Infrastructure - Notifications service supports email delivery and HTTPS (pagerduty) delivery.

Oracle Cloud Infrastructure - Notifications service supports key enterprise features such as:

- 1) Fanning out to multiple subscription endpoints – delivering messages to endpoints such as HTTPS and email with default integration
- 2) Durability – replicates any incoming message to three Oracle Cloud Infrastructure data centers
- 3) Elasticity - scale up Your workload instantly from few thousands to million messages and pay for what You use
- 4) Monitoring and alarming – provides critical metrics such as error rate, error type, publish and delivery messages

You may view your usage of Oracle Cloud Infrastructure - Notifications in the Console. Oracle will measure Your usage every hour for billing purposes.

For the purposes of the Oracle Cloud Infrastructure – Notifications service, usage is measured by counting the number of requests, the size of each request and the delivery endpoint type.

Email-delivered messages will be processed in the U.S.

Oracle Cloud Infrastructure - Notifications service delivery of messages to topic subscribers via email will have those messages processed and delivered through Oracle resources in the U.S.

Oracle Cloud Infrastructure Service – Load Balancer provides virtual load-balancing (VLBR) as an IaaS feature to complement other Oracle IaaS Cloud Service offerings. Key features include multi-tenant load balancing, SSL termination, certificate management, and DR failover

scenarios. This Oracle Cloud Service is delivered as a RESTful API and is integrated into the Oracle Compute Console and the command line interface tool.

Oracle Cloud Infrastructure - 10 Mbps Load Balancer - Free ("Load Balancer") is a "Free Tier" Service. This Load Balancer shape has a Load Balancer Hour metric and is limited to one shape globally. There may be differences in regional availability of the free version. The Oracle Cloud Infrastructure - 10 Mbps Load Balancer – Free can only be used with Oracle Compute Infrastructure - Compute - Virtual Machine Standard - E2 Micro – Free. If you would like additional Load Balancer shapes, you will need to purchase a paid offering of Oracle's Load Balancer Cloud Service.

Oracle Cloud Infrastructure Load Balancer provides layer 7 (HTTP/HTTPS) and layer 4 (TCP) load balancing for both internet and intranet traffic to Your applications. You can configure a minimum and maximum bandwidth during the Load Balancer instance creation. The chosen minimum bandwidth setting provides pre-provisioned/reserved bandwidth which is always available and provides instant readiness for traffic load. You will be able to use flexible bandwidth beyond the chosen minimum and up to Your chosen maximum bandwidth value. The flexible bandwidth scales up with the incoming traffic and will have a moderate ramp-up delay for it to take effect compared to the minimum bandwidth.

Oracle Cloud Infrastructure – VPNConnect offers a simple and secure way to connect Your corporate network to Oracle Cloud Infrastructure over Your existing internet connection. The data is encrypted using industry-standard encryption algorithms called IPsec and is then tunneled through the public internet for enhanced security and privacy.

Oracle Cloud Infrastructure Certificates is a fully managed Oracle Cloud Infrastructure service which allows You to create, deploy and monitor private and public SSL Certificates needed for Your Oracle Cloud Infrastructure resources.

Oracle Cloud Infrastructure – Flexible Network Load Balancer service provides a pass-through layer for load balancing suited for low-latency TCP/UDP application workloads. It is delivered as a RESTful API and is integrated into the Oracle Cloud Infrastructure Cloud Service Console and the command line interface tool.

Oracle Cloud Infrastructure Virtual Testing Access Point (VTAP) is for use in Your Oracle networks. You can use VTAP to generate a copy of all traffic to/from a source and send it to a target of Your choice.

VTAP will have attributes that You must specify, including the *source* where traffic is mirrored, a *filter* (a set of rules) to govern which traffic will be mirrored, and a *target* to which the mirrored traffic is sent. The filter rules will be based on 5-tuple information (source ip/port, destination ip/port, and protocol) and traffic direction, and will allow You to either include or exclude the matching packets.

YOUR OBLIGATIONS

To connect to the Oracle Cloud Services using the Oracle Cloud Infrastructure – FastConnect service, You must provision Your own network equipment capable of supporting Layer3 routing using BGP and You must manage the configuration on Your network devices. You are responsible for managing the physical security of Your own infrastructure and implementing

any additional tools or equipment (such as firewalls) to address Your organization's data security requirements.

To use the Oracle Cloud Infrastructure - FastConnect service, Your network must meet one of the following conditions:

- Your network is co-located in an existing Oracle Cloud Infrastructure - FastConnect location. For more information about available Oracle Cloud Infrastructure - FastConnect locations, see <https://docs.us-phoenix-1.oraclecloud.com/Content/FastConnect/Locations>.
- Your network attaches to an Oracle Cloud Infrastructure - FastConnect partner. For a list of Oracle Cloud Infrastructure - FastConnect partners who can help You connect, see <https://docs.usphoenix-1.oraclecloud.com/Content/FastConnect/Partners>.
- You use an independent network service provider to connect to Oracle Cloud Infrastructure - FastConnect location.

In addition, Your network must meet the following conditions:

- Connections to the Oracle Cloud Infrastructure - FastConnect service requires single mode fiber, 1000BASE-LX (1310nm) for 1 gigabit Ethernet, or 10GBASE-LR (1310nm) for 10 gigabit Ethernet. You must support 802.1Q (Single-Tag) VLANs and Link Aggregation Control Protocol (LACP) across these connections.
- Your network must support Border Gateway Protocol (BGPv4).

To connect to the Oracle Cloud Infrastructure Virtual Cloud Network (VCN), You must first do the following:

- Provide a private Autonomous System Number (ASN).
- Create a dynamic routing gateway (DRG) and attach it to Your VCN. For more information about creating a DRG, see <https://docs.us-phoenix-1.oraclecloud.com/Content/Network/Tasks/managingDRGs.htm?Highlight=DRG#> in the Oracle Cloud Infrastructure Documentation.
- Create a FastConnect connection in the Console and create at least one virtual circuit attached to Your DRG. For more information about creating a FastConnect connection, see <https://docs.us-phoenix-1.oraclecloud.com/Content/FastConnect/>.
- You shall not use the Cloud Services for purposes of distributing "spam" emails, bulk unsolicited instant messages, or any other form of unsolicited electronic communications distributed on a bulk basis to recipients with which You have no preexisting business or personal relationship. Additionally, You shall not use the Cloud Services to collect responses from spam. You shall not harvest, collect, gather, or assemble information or data of users, including, but not limited to, email addresses, without their consent. Without limiting the foregoing, You shall not use the Cloud Services for, or in connection with, the following: (a) sending pyramid schemes; (b) sending chain letters; (c) sending any mail in contravention of the CAN SPAM Act of 2003, Canada's AntiSpam Legislation (CASL), or any other applicable state or federal laws and regulations; (d) to send email to address lists obtained from third-parties, whether such lists were rented, purchased or otherwise obtained; or (e) altering or

obscuring email headers or assuming the identity of a sender without the explicit permission of that sender.

- Your hourly sending rates must not exceed the greater of either (i) 6,000/hour or (ii) 0.6% of the previous 30 days total volume. Examples:
- If You sent 750,000 emails in the previous 30 days, Your hourly send cannot exceed 6,000 emails per hour.
- If You sent 25 Million emails in the previous 30 days, Your hourly send cannot exceed 150,000 emails per hour.

ORACLE CLOUD INFRASTRUCTURE EDGE SERVICES

Oracle Cloud Infrastructure Service - DNS (Oracle Cloud DNS) is a cloud-based, high-performance standards-based, public DNS service that enables customers to host domains and to offer low-latency global DNS resolution for those domains. The Domain Name System (DNS) is the system that converts domain names (domain.com) into IP addresses. Domain Name servers make DNS queries for requested domains.

OCI DNS Traffic Management provides advanced traffic management capabilities to steer DNS traffic across multiple publicly exposed OCI instances and other private and 3rd party assets. Traffic management supports comprehensive policies to provide intelligent responses to ensure high performance, scalability and availability of your public internet properties.

Steering policies include:

- **Active Failover** distributes traffic across multiple instances/assets and automatically steers traffic to healthy and available assets.
- **Ratio Load Balancing** enables customers to adjust the ratios of how much DNS traffic they would like distributed across each instance/asset.
- **Geolocation Steering** allows steering of DNS queries from a user defined geographical region to a specific instances/assets for improved performance.
- **ASN and IP Prefix Steering** allows customers to steer traffic from specific AS numbers or prefixes to different instances/assets than general public DNS traffic.

Oracle Cloud Infrastructure - Email Delivery provides a secure managed service connecting companies with their customers and data required for optimizing digital customer experiences using the email channel.

The service is optimized for sending or receiving high-volumes of time-sensitive emails without the hassle of continuously monitoring and configuring an email infrastructure.

Designed and monitored by industry leading experts in email deliverability, authentication and security, the service provides quality inbox delivery for outbound mission-critical application-generated emails (e.g., receipts, fraud detection alerts, multifactor identity verification, password resets) and/or high-volume bulk marketing campaigns.

Always Free Tenancies can send up to a maximum 3,100 emails per month up to a fixed send rate of 100 emails over the last rolling 24 hours.

The first 3,100 emails sent aggregated across all regions within a tenancy will be free of charge. Additional emails sent will be billed at the rate card's unit price. The maximum sending rate is defined by the tenancy's service limits.

Oracle Cloud Infrastructure Health Checks provides external availability and performance testing of OCI and non-OCI hosted endpoints from a number of edge locations around the Internet. Health Checks provides HTTP, HTTPS and TCP tests of domains, URLs and IP addresses, returning availability status along with a breakdown of performance metrics. The Health Check service is being delivered in support of the future DNS Traffic Management service, which will utilize Health Checks to provide service failover in the event of unavailability of endpoints. Health Checks represents a subset of a larger grouping of External Monitoring features we are building that expand the types of tests to include TCP and ICMP pings and traceroutes, DNS performance and security certificate testing. Health Checks are accessible through REST APIs, SDKs, and the Console.

Web Application Firewall (WAF) is a PCI-compliant cloud-based, globally distributed cybersecurity solution. The WAF protects web applications from common internet attacks like cross-site scripting, SQL injection and other OWASP-defined vulnerabilities. The WAF enables application owners to define rules for handling requests based on threat intelligence and known signatures. One can manage desired bots versus malicious bots by detecting and challenging bad bots via CAPTCHA, device fingerprinting and JavaScript-based bot thwarting mechanisms. The WAF can protect APIs surfaces via HTTP/S through access rules.

Oracle Cloud Infrastructure – Logging– Storage provides You with a single “pane of glass” for all of Your logs. The core value proposition of logging falls into three key pillars:

- **Ingest and manage** all logs (audit, Oracle Cloud Infrastructure Cloud Service) seamlessly in one unified single “pane of glass”
- **Search and analyze** logs to investigate issues in Your application and services
- **Take action** on Your logs with an intuitive and simple rules engine that makes every log line actionable.

This Cloud Service allows authorized users to provision up to 50 log rules per region, and 1000 log groups per region. Users can request higher limits via the standard limit increase requests.

YOUR OBLIGATIONS

For the Oracle Cloud Infrastructure - Email Delivery Service:

- You shall not use the Cloud Services for purposes of distributing “spam” emails, bulk unsolicited instant messages, or any other form of unsolicited electronic communications distributed on a bulk basis to recipients with which You have no preexisting business or personal relationship. Additionally, You shall not use the Cloud Services to collect responses from spam. You shall not harvest, collect, gather, or assemble information or data of users, including, but not limited to, email addresses,

without their consent. Without limiting the foregoing, You shall not use the Cloud Services for, or in connection with, the following: (a) sending pyramid schemes; (b) sending chain letters; (c) sending any mail in contravention of the CAN SPAM Act of 2003, Canada's AntiSpam Legislation (CASL), or any other applicable state or federal laws and regulations; (d) to send email to address lists obtained from third-parties, whether such lists were rented, purchased or otherwise obtained; or (e) altering or obscuring email headers or assuming the identity of a sender without the explicit permission of that sender.

For the Oracle Cloud Infrastructure – Notifications service:

- You are responsible for compliance with laws, rules, and regulations governing electronic communications in connection with Your use of the Oracle Cloud Infrastructure – Notifications service.

SERVICE ACTIVATION, MEASUREMENT AND USAGE

You may begin using the Oracle Cloud Services after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Service in the Console on a daily basis. Oracle will measure Your usage every month for billing purposes.

- For the purposes of the Oracle Cloud Infrastructure – FastConnect service, Your usage is measured by calculating the number of port hours used. Port hours are billed once the BGP connection is established to the Oracle Cloud Infrastructure - FastConnect service router, or 30 days after You ordered the port, whichever comes first. Each partial port hour consumed will be billed as a full hour. Port charges will continue to be billed until You deactivate the Oracle Cloud Service. If You wish to deactivate, delete Your FastConnect connection from the Console.
- For the purposes of Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in North America, Europe, and UK, Your usage is measured per the "Gigabyte (GB) Outbound Data Transfer Per Month" metric by calculating for each calendar month the total gigabytes of outbound data transfer from that Cloud Service in North America, Europe, and UK data centers.
- For the purposes of Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in APAC, Japan, and South America, Your usage is measured per the "Gigabyte (GB) Outbound Data Transfer Per Month" metric by calculating for each calendar month the total gigabytes of outbound data transfer from that Cloud Service in APAC, Japan, and South America data centers.
- For the purposes of Oracle Cloud Infrastructure - Outbound Data Transfer – Originating in Middle East and Africa, Your usage is measured per the "Gigabyte (GB) Outbound Data Transfer Per Month" metric by calculating for each calendar month the total gigabytes of outbound data transfer from that Cloud Service in Middle East and Africa data centers.
- For the purposes of Oracle Cloud DNS, Your usage is measured per queries received by the public authoritative DNS server. You may view your usage of Oracle Cloud DNS

Service in the Oracle Cloud Portal. Oracle will measure and invoice Your usage on a monthly basis.

- For the purposes of Oracle Cloud Infrastructure Web Application Firewall, usage is measured by calculating the requests processed and the number of active WAF policies, hourly through the calendar month. Customers will not be charged for their first WAF instance and first 10 million incoming requests per month usage.
- For the purposes of Oracle Cloud Infrastructure Service - Email Delivery, Your usage is measured on a monthly basis by determining the unique number of emails accepted by the email delivery service to receive and parse or send to the end recipient.

For the purposes of Oracle Cloud Infrastructure Service – Notifications - Email Delivery, Your usage is measured on a monthly basis by determining the unique number of emails accepted by the Oracle Cloud Infrastructure Service - Notifications - Email Delivery service to send. A unique email is defined as an email to one recipient address.

- For the purposes of Oracle Cloud Infrastructure Health Checks, usage is measured by calculating the endpoints monitored hourly through the calendar month. Endpoints monitored are counted per hour and then added up at the end of the calendar month to determine monthly Oracle Cloud Infrastructure Health Check monitoring usage.
- For the purposes of Oracle Cloud Infrastructure – DNS Traffic Management, Your usage is measured per queries received by the Authoritative Public DNS service for zones configured with the Oracle Cloud Infrastructure DNS Traffic Management service.
- For the purposes of Oracle Cloud Infrastructure Web Application Firewall, usage is measured by calculating the requests processed, good traffic flowing through the WAF and endpoints protected, hourly through the calendar month.
- For the purposes of Oracle Cloud Infrastructure - Monitoring, Your usage is measured by counting the number of Monitoring Metric Datapoints ingested or retrieved.
- For the purposes of Oracle Cloud Infrastructure - Logging, Your usage is measured by calculating the number of logs stored inside the Oracle Cloud Infrastructure – Logging Cloud Service during a month of the Cloud Service. The minimum amount that will be billed is 1 MB.

You may begin using Oracle Cloud Infrastructure Load Balancer Cloud Service after You have successfully created a Oracle Cloud Infrastructure Load Balancer instance. For every Oracle Cloud Infrastructure Load Balancer instance, You will be billed two charges, 1 Load Balancer base charge and 1 Load Balancer bandwidth charge. Load balancer base charge is a flat rate charged for each load balancer provisioned irrespective of traffic. Load Balancer bandwidth charge will be billed at the bandwidth rate multiplied by the minimum bandwidth configured or actual bandwidth usage, whichever is higher. You will not be charged for Your first Oracle Cloud Infrastructure Load Balance instance nor for Your first 10 Mbps bandwidth usage per hour.

For the purposes of Oracle Cloud Infrastructure Virtual Testing Access Point (VTAP), usage is measured as either the transmission rate or volume of VTAP-mirrored traffic per VTAP source. VCN DP will emit these metrics directly from the VTAP-enabled VNICs to T2, from which we will surface them in the Console.

ORACLE STORAGE CLOUD SERVICES

Oracle Cloud Infrastructure - Storage	Part #	Note	Metric
Oracle Cloud Infrastructure – Archive Storage <ul style="list-style-type: none"> First 10 Gigabyte Storage Capacity Per Month Over10 Gigabyte Storage Capacity Per Month 	B91633	2	Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure - Block Volume - Free	B91445	1	Gibabyte Storage Capacity Per Month
Oracle Cloud Infrastructure – File Storage Service – Metered	B89057		Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure - Object Storage - Requests <ul style="list-style-type: none"> First 50,000 Requests Per Month Over 50,000 Requests Per Month 	B91627	2, 3	10,000 Requests Per Month
Oracle Cloud Infrastructure - Object Storage - Storage <ul style="list-style-type: none"> First 10 Gigabytes Storage Capacity Per Month Over 10 Gigabytes Storage Capacity Per Month 	B91628	2	Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure – Streaming			
Oracle Cloud Infrastructure – Streaming - PUT or GET	B90938	3	Gigabytes of Data Transferred
Oracle Cloud Infrastructure - Streaming – Storage	B90939		Gigabyte Per Hour
Oracle Cloud Infrastructure Block Volume Storage			
Oracle Cloud Infrastructure Block Volume Storage	B91961		Gigabyte Storage Capacity Per Month

Oracle Cloud Infrastructure Block Volume Performance	B91962		Gigabyte Performance Units Per Month
Oracle Cloud Infrastructure – Infrequent Access Storage - Storage			
Oracle Cloud Infrastructure – Infrequent Access - Storage	B93000		Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure – Data Retrieval - Storage	B93001		Gigabyte Storage Retrieved Per Month
Oracle ZFS Storage – High Availability			
Oracle ZFS Storage – High Availability	B95410		Instance Per Hour
Oracle Cloud Infrastructure - Custom Image Storage			
Oracle Cloud Infrastructure - Custom Image Storage	N/A		N/A
Oracle Cloud Infrastructure - Container Image Storage			
Oracle Cloud Infrastructure - Container Image Storage	N/A		N/A
Oracle Cloud Infrastructure – Generic Artifact Storage			
Oracle Cloud Infrastructure – Generic Artifact Storage	N/A		N/A

Notes:

- 1: This Cloud Service is an Always Free Cloud Service.
- 2: This Cloud Service includes a Free Tier as part of the Always Free Cloud Service.
- 3: This Cloud Service is eligible for the Oracle GoldenGate Limited Use Term License Promotion available on the Oracle Cloud Marketplace.

DESCRIPTION

The Oracle Cloud Infrastructure - Archive Storage is a class of storage that enables You efficiently and durably to store long living cold data. This service is scalable and offers data durability. It is suitable for use in scenarios when You want to store a large amount of data, which once created, is rarely accessed. There is a minimum storage requirement of 90 days. The Oracle Cloud Infrastructure - Archive Storage Service may be accessed via REST APIs, SDK and via the Console. When data is read back from the Oracle Cloud Infrastructure - Archive Storage service, You should expect a delay of about 1 hour between the time when You make a data restore request to the time when the data can be read back. For the Free Tier of this Cloud Service, You may only use up to 10GB of computer storage space used by a storage filer of this Cloud Service during a month of the Cloud Service. If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.

Oracle Cloud Infrastructure - Block Volume is an Always Free Cloud Service. You may only use up to 200 gigabytes, which can be used with up to 4 Oracle Compute Infrastructure - Compute - Virtual Machine Standard instances. If You require more block volume, You can request more in accordance with the rate card pricing for this Cloud Service.

Oracle Cloud Infrastructure Block Volume Backup – Free. For the Free Tier of this Cloud Service, You may only use up to 5 backups and up to a total of 500 gigabytes backup storage provided at no cost. If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service. The backups feature of the Oracle Cloud Infrastructure Block Volume Service lets you make a point-in-time backup of data on a block volume. These backups can then be restored to new volumes either immediately after a backup or at a later time that you choose. Backups are encrypted and stored in Oracle Cloud Infrastructure, and can be restored as new volumes to any availability domain within the same region they are stored. This capability provides you with a spare copy of a volume and gives you the ability to successfully complete disaster recovery within the same region.

The **Oracle Cloud Infrastructure - File Storage - Metered** service is a persistent shared filesystem on the cloud. The Service supports NFS v.3, snapshots and data encryption and is fully managed and offered across all availability domains in each region in which an Oracle Cloud Infrastructure service is available. The Oracle Cloud Infrastructure - File Storage – Metered - service may be accessed via REST APIs, SDK and via the Console.

The **Oracle Cloud Infrastructure – Storage** services are designed for scalable and durable data storage. It is suitable for the storage of a large amount of data and this data may be stored or retrieved directly from the internet or from within the Oracle Cloud Infrastructure platform, at any time. The Oracle Cloud Infrastructure - Storage services may be accessed via REST APIs, SDK and via the Console. For the Free Tier of this Cloud Service, you may only use up to 10GB of computer storage space used by a storage filer of this Cloud Service during a month of the Cloud Service. If You exceed this amount, you must pay for usage in accordance with the rate card pricing for this Cloud Service

Oracle Cloud Infrastructure - Object Storage – Requests is a “Free Tier” service. For the Free Tier of this Cloud Service, You may only use up to 50,000 requests per month of this Cloud Service. If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.

The **Oracle Cloud Infrastructure Streaming** service provides a fully managed, scalable, and durable storage option for continuous, high-volume streams of data that You can consume and process in real-time.

Streaming can be used for messaging, data ingestion, and real-time analytics use cases.

The Oracle Cloud Infrastructure Streaming service supports key enterprise features such as -

- 1) Elasticity - Scale up Your workload instantly and pay for what You use
- 2) Fault tolerance – Synchronous replication of data to multiple Oracle Cloud Infrastructure data centers in a region
- 3) Data backup - Supports data retention up to 8 days
- 4) Security – Data encryption in motion as well as at rest
- 5) Monitoring and alarming – Provides critical metrics such as error rate, error type, records for ingress/egress

The **Oracle Cloud Infrastructure Block Volume Storage** service lets You dynamically provision and manage block storage volumes. You can create, attach, connect, and move volumes as needed to meet storage and application requirements. After attaching and connecting a volume to an instance, You can use the volume like a regular hard drive. You can also disconnect a volume and attach it to another instance without the loss of data.

The **Oracle Cloud Infrastructure Block Volume Storage** service by default provides block storage volumes with balanced performance that is suitable for most workloads. You have the flexibility to adjust the price and performance of the volume at any time, by adding or removing Oracle Cloud Infrastructure Block Volume Performance – units.

Oracle Cloud Infrastructure Block Volume Performance enables You to adjust the price and performance of Your block storage volume at any time, to suit the needs of Your workload. Adding or removing Block Volume Performance units to a volume changes the performance characteristics of the volume, such as IOPS/GB, Throughput/GB, and the maximum IOPS enabled for the volume.

Block Volume Performance is added or removed in increments of 10 units per gigabyte storage allocated to the volume. By default, 10 Block Volume Performance units per gigabyte is added to block storage volumes, providing the block storage volume with balanced performance that is suitable for most workloads.

The Lower Cost option incurs 0 units of Block Volume Performance without additional cost over the Block Volume Storage, the Balanced option incurs 10 Block Volume Performance units per gigabyte added to the Block Volume Storage, and the Higher Performance option incurs 20 Block Volume Performance units per gigabyte added to the Block Volume Storage. The Ultra-High Performance option provides increments of 10 Block Volume Performance units per gigabyte added to Block Volume Storage, starting from 30 Block Volume Performance units per gigabyte and ranging up to 120 Block Volume Performance units per gigabyte

Oracle Cloud Infrastructure – Infrequent Access Storage services are designed for scalable and durable data storage. This Cloud Service is suitable for the storage of a large amount of data that does not need to be accessed frequently. This data may be stored or retrieved directly from the internet or from within the Oracle Cloud Infrastructure platform at any time; there is a data retrieval fee whenever data is accessed. The Oracle Cloud Infrastructure – Infrequent Access Storage services may be accessed via REST APIs, SDK and via the Oracle Cloud Infrastructure console. For the Free Tier of this Cloud Service, You may only use up to 10GB of computer storage space used by a storage filer of this Cloud Service during a month of the Cloud Service.

If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.

Oracle Cloud Infrastructure – Data Retrieval is the amount of data retrieved from the Oracle Cloud Infrastructure - Infrequent Access Storage service. For the Free Tier of this Cloud Service, You may only use up to 10GB of data retrieved of this Cloud Service during a month of this Cloud Service. If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.

The **Oracle ZFS Storage – High Availability** service is a high availability image running on compute or block storage in the Marketplace to support Oracle customers migrating workloads to Oracle Cloud Infrastructure, configurable as either a bare metal (BM) or virtual machine (VM) instance. Oracle ZFS Storage – High Availability image functionality provides the ability to replicate data to and from on premises deployments.

Oracle Cloud Infrastructure – Custom Image Storage enables You to store compute custom images which the service uses to launch instances. You can specify an image or a boot volume to use when You launch an instance. You can create a custom image by taking a template of the boot volume and metadata of a compute instance, or by creating a new template using image import to bring an image to the Oracle Cloud Infrastructure platform. Instances You launch from the image include the configuration and software installed when You created the image.

Oracle Cloud Infrastructure – Container Image Storage is a service that provides storage and security for docker and open container initiative container images. These images are stored in a container registry, and You can use docker and other container tools to natively push and pull from the container registry through REST APIs, SDKs, and the Oracle Cloud Infrastructure Console.

Oracle Cloud Infrastructure – Generic Artifact Storage service provides storage for deployable artifacts such as maven and npm packages. These artifacts are stored in an Artifact Registry, and You can natively push and pull from the artifact registry using REST APIs, SDKs, and the Oracle Cloud Infrastructure Console.

SERVICE ACTIVATION, MEASUREMENT AND USAGE

For the purposes of Oracle Cloud Infrastructure – Block Volume Backup - Free, Your usage is measured per the “Gigabyte Storage Capacity Per Month” metric, by calculating for each calendar month the total block volume backup storage consumed, until the backups are deleted. Copying backups across regions may also incur outbound data transfer network cost.

- For the purposes of the Oracle Cloud Infrastructure - File Storage – Metered service, Your usage is measured by calculating the storage consumed hourly throughout the applicable month. This includes the storage space used to store data, including snapshots, and its associated metadata. Storage is measured in Gigabyte Per Hour, which is added up at the end of the month to determine monthly storage usage.
- For the purposes of the Oracle Cloud Infrastructure - Storage services (B88322, B88323, B88324, B88522) and Oracle Cloud Infrastructure Service - File Storage (B89057), billing is prorated for per hour usage.
- For the purposes of the Oracle Cloud Infrastructure Streaming service, usage is measured by counting the number of request, each request size and number of days of additional retention selected.

- For the purposes of Oracle Cloud Infrastructure – Block Volume Storage, your usage is measured per the “Gigabyte Storage Capacity Per Month” metric, by calculating for each calendar month the total block volume storage consumed, until the block volumes are deleted.
- For the purposes of Oracle Cloud Infrastructure – Block Volume Performance, Your usage is measured per the “Gigabyte Performance Units Per Month” metric, by calculating for each calendar month the total block volume performance consumed, until the block volumes are deleted.
- For the purposes of the Oracle Cloud Infrastructure – Archive Storage, Oracle Cloud Infrastructure – Infrequent Access Storage, and Oracle Cloud Infrastructure – Object Storage services, Your usage is measured by calculating the storage consumed hourly throughout the applicable month. This includes the storage space used to store data. Storage is measured in Gigabytes Per Hour, which is added up at the end of the month to determine monthly storage usage.
- For the purposes of Oracle Cloud Infrastructure – Custom Image Storage, Oracle Cloud Infrastructure – Container Image Storage and Oracle Cloud Infrastructure – Generic Artifact Storage, usage is measured using Oracle Cloud Infrastructure – Object Storage – Storage (B91628).
- For the purposes of Oracle ZFS Storage – High Availability, usage is measured by calculating the instances monitored hourly through the month. Instances monitored are counted per hour and then added up at the end of the month to determine monthly usage.

CUSTOMER RESPONSIBILITIES

Container Image Storage optionally integrates with several OCI services (e.g. OCI Customer Engine for Kubernetes, OCI Data Science). If You opt in to using one of these integrations it is Your responsibility to ensure Your container images are secure and functional.

ORACLE DATA AND AI CLOUD SERVICES

Oracle Data and AI Cloud Services	Part #	Metric
Oracle Cloud Infrastructure – Data Science	N/A	N/A
Oracle Cloud Infrastructure Data Flow	N/A	N/A
Oracle Cloud Infrastructure - Data Integration - Workspace	B92598	Workspace Usage Per Hour
Oracle Cloud Infrastructure - Data Integration	B92599	Gigabyte of Data Processed Per Hour
Oracle Cloud Infrastructure - Data Integration - Pipeline Operator Execution <ul style="list-style-type: none"> • First 30 Execution Hours • Greater than 30 Execution Hours 	B93306	Execution Hour
Oracle Cloud Infrastructure – Data Labeling	B94282	Annotated Data Record
Oracle Cloud AI Services - Language	B93423	1,000 Transactions

<ul style="list-style-type: none"> First 5,000 Transactions Greater than 5,000 Transactions 		
Oracle Cloud AI Services – Anomaly Detection <ul style="list-style-type: none"> First 1,000 Transactions Greater than 1,000 Transactions 	B93545	1,000 Transactions
Oracle Cloud AI Services - Speech <ul style="list-style-type: none"> First 5 hours Greater than 5 hours 	B94896	Transcription Hour
Oracle Cloud Infrastructure Vision		
Oracle Cloud Infrastructure Vision- Image Analysis <ul style="list-style-type: none"> First 5,000 transactions Greater than 5,000 transactions 	B94973	1,000 Transactions
Oracle Cloud Infrastructure Vision - OCR <ul style="list-style-type: none"> First 5,000 transactions Greater than 5,000 transactions 	B94974	1,000 Transactions
Oracle Cloud Infrastructure Vision - Document Properties <ul style="list-style-type: none"> First 5,000 transactions Greater than 5,000 transactions 	B94975	1,000 Transactions
Oracle Cloud Infrastructure Vision - Document Extraction <ul style="list-style-type: none"> First 5,000 transactions Greater than 5,000 transactions 	B94976	1,000 Transactions
Oracle Cloud Infrastructure Vision - Document Extraction <ul style="list-style-type: none"> First 15 hours Greater than 15 hours 	B94977	Training Hour

DESCRIPTION

Oracle Cloud Infrastructure Data Science is a fully managed platform for data science teams to build, train, deploy, and manage machine learning models using Oracle Cloud Infrastructure.

Oracle Cloud Infrastructure Data Flow is a fully-managed big data service that lets You run Apache Spark™ applications with no infrastructure to deploy or manage.

Oracle Cloud Infrastructure Data Integration is a service that provides extract, transform and load (ETL) capabilities that help users easily input and transform data from various data sources such as databases, data lakes or applications. It allows users to design data integration processes using an intuitive graphical interface. It also optimizes how integration flows are executed on the Oracle Cloud using pushdown optimization techniques to generate code for the most efficient

execution engine and orchestrating the actual execution without requiring You to deploy or manage infrastructure.

- Oracle Cloud Infrastructure Data Integration –Pipeline Operation Execution First 30 Execution Hours is a “Free Tier” service. For the Free Tier of this Cloud Service, You may only use 30 Execution Hours Transactions of this Cloud Service. If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.

Oracle Cloud Infrastructure Data Labeling service is an Oracle Cloud Infrastructure native service that allows customers to create and browse datasets, view data records (text, images) and apply labels for the purposes of building AI/ML models. The service also provides interactive user interfaces designed to aide in the labeling process. Once records are labeled, the dataset can be exported as line-delimited JSON for use in machine learning model development. The Oracle Cloud Infrastructure Data Labeling service will provide a platform for customers to assemble data into data sets, grant access to labelers, provide interactive UIs and instructions to labelers, store data labels and collate this labeled data which can then be used to build custom AI/ML models.

Oracle Cloud AI Services - Language is a fully-managed service. It allows You to integrate natural language processing (NLP) use cases into their own application and products. This service is currently deployed in multiple Oracle Cloud Infrastructure commercial regions. This service can be integrated by using Oracle-deployed OOTB pre-trained machine learning models without a need to set up an in-house team of AI and ML experts. You can use this service for prediction around use case of named entity relation, aspect-based sentiment analysis, language detection, key phrase extraction, and topic classification.

- Oracle Cloud AI Services - Language First 5,000 Transactions is a “Free Tier” service. For the Free Tier of this Cloud Service, You may only use 5,000 Transactions of this Cloud Service. If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.

Oracle Cloud AI Services - Anomaly Detection is a fully-managed anomaly detection service that helps to identify undesirable events and observations in business data in real-time thereby helping users to take action to avoid business disruptions. This service is currently deployed in multiple Oracle Cloud Infrastructure commercial regions and enables machine learning model creation for customers’ business data via APIs, thereby not needing AI/ML experts for building use case specific models. You can use this service for identifying anomalies in time series data collected in real-time or in batch mode from complex systems.

- Oracle Cloud AI Services - Anomaly Detection First 1,000 Transactions is a “Free Tier” service. For the Free Tier of this Cloud Service, You may only use 1,000 Transactions of this Cloud Service. If You exceed this amount, You must pay for usage in accordance with rate card pricing for this Cloud Service.

Oracle Cloud Infrastructure - Speech is a fully-managed service that allows You to integrate automatic speech recognition (ASR) capabilities into Your own application and products. The Service can be integrated by using our deployed out of the box pre-trained machine learning models without a need to set up an in house team of artificial intelligence and machine learning experts. You can use this Service to transcribe audio and video files and convert audio into text, thus unlocking the content within the files.

- Oracle Cloud Infrastructure – Speech First 5 Transcription Hours is a “Free Tier” service. For the Free Tier of this Cloud Service, You may only use 5 Transcription Hours of this Cloud Service. If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.

Oracle Cloud Infrastructure Vision is a fully-managed service that allows You to integrate computer vision use cases into Your own application and products. This Service is currently deployed in multiple Oracle Cloud Infrastructure commercial regions and can be integrated by using Oracle-deployed out of the box pre-trained machine learning models without a need to set up an in house team of artificial intelligence and machine learning experts. You can use this Service for prediction relating to use cases of optical character recognition, image analysis (image classification, object detection), document properties (document classification, language classification), and document extraction (OCR, table extraction, key value extraction). You can also tailor vision models to fit Your industry specific use cases with customer specific data, not needing artificial intelligence or machine learning experts for building use-case specific models.

- Oracle Cloud Infrastructure Vision First 5,000 Transactions is a “Free Tier” service. For the Free Tier of this Cloud Service, You may only use 5,000 Transactions of this Cloud Service and 15 hours of training. If You exceed this amount, You must pay for usage in accordance with the rate card pricing for this Cloud Service.

SERVICE ACTIVATION, MEASUREMENT AND USAGE

Usage of the Oracle Cloud Infrastructure Data Science service depends on Oracle Cloud Infrastructure Compute, Load Balancer, Object Storage, and Block Storage services and Your usage of Oracle Cloud Infrastructure Data Science will draw down against the SKUs listed below:

- Oracle Cloud Infrastructure – Compute - Virtual Machine Standard - X7 B88514
- Oracle Cloud Infrastructure – Compute - Standard - E2 B90425
- Oracle Cloud Infrastructure - Compute - Standard - E3 - OCPU B92306
- Oracle Cloud Infrastructure - Compute - Standard - E3 - Memory B92307
- Oracle Cloud Infrastructure - Compute - Optimized - X9 - OCPU B93311
- Oracle Cloud Infrastructure - Compute - Optimized - X9 - Memory B93312
- Oracle Cloud Infrastructure - Compute - Standard - X9 - OCPU B94176
- Oracle Cloud Infrastructure - Compute - Standard - X9 - Memory B94177
- Oracle Cloud Infrastructure - Compute - Standard – E4 - OCPU B93113
- Oracle Cloud Infrastructure - Compute - Standard – E4 – Memory B93114
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- Oracle Cloud Infrastructure - Compute - GPU Standard - V2 B89734
- Oracle Cloud Infrastructure Virtual Machine GPU Standard-X7 B88518
- Oracle Cloud Infrastructure – Object Storage - Storage B91628
- Oracle Cloud Infrastructure – Block Volume Storage B91961
- Oracle Cloud Infrastructure – Block Volume Performance B91962
- Oracle Cloud Infrastructure - Load Balancer Base - Load Balancer Hour B93030

- Oracle Cloud Infrastructure - Load Balancer Bandwidth - Mbps Per Hour B93031

Usage of the Oracle Cloud Infrastructure Data Flow service depends on Oracle Cloud Infrastructure Compute and Block Storage services and Your usage of Oracle Cloud Infrastructure Data Flow will draw down against the SKUs listed below:

- Oracle Cloud Infrastructure – Compute - Virtual Machine Standard - X7 B88514
- Oracle Cloud Infrastructure – Block Volume Storage - B91961
- For the purposes of Oracle Cloud Infrastructure Data Integration, usage is measured by calculating the number of hours a data integration workspace is active, the number of Gigabyte of Data Processed Per Hour and the number of execution hours used by Pipeline Operators as part of Oracle Cloud Infrastructure Data Integration. A scheduled run of a single task counts as a pipeline with a single Pipeline Operator execution. Each partial Execution Hour consumed is billed as a partial hour with a one-minute minimum. The first 30 hours of Execution Hour per tenant per month is free.
- For the purposes of Oracle Cloud Infrastructure – Data Labeling, usage is measured by annotated data records generated by You.
- For the purposes of Oracle Cloud AI Services Language, usage is measured by calculating the number of Transactions which is defined as up to 1000 characters in 1 transaction, consumed in total at service end points, monitored hourly through the month. Five thousand (5000) Transactions per month will be provided at no cost.
- For the purposes of Oracle Cloud AI Services Anomaly Detection, usage is measured by calculating the number of API transactions consumed in total at service end points, monitored hourly through the month. Each API transaction is defined as up to 1,000 data points where data points are defined as the product of the number of signals and time stamps and signal are defined as any measurement that is monitored for anomaly. For example, if a customer called Anomaly Detection Service with a payload of 500 data-points (50 signals, 10 time stamps), that would be counted as 1 transaction. If the customer calls the service with a payload of 2500 data-points (50 signals, 50 time stamps) that would be counted as 3 transactions. One thousand (1,000) transactions per month will be provided at no cost.

THIRD PARTY WEB SITES, PLATFORMS AND SERVICES

The Oracle Cloud Infrastructure Data Science service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party web sites or platforms or services. You bear all risks associated with Your access to and use of such third party web sites, platforms, and services and You are solely responsible for entering into and being in compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Oracle Cloud Hosting and Delivery Policies and the Data Processing Agreement and Oracle's Privacy Policy) which is transmitted to such third parties.

CUSTOMER RESPONSIBILITIES

You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of Your Cloud Services including Your applications. You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content, which may include the use of encryption technology to protect Your Content from unauthorized access and routine archiving of Your Content. Oracle Cloud Services login credentials and private keys generated as part of the Oracle Cloud Services are for Your internal use of the Services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your private key to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

NOT DISCOUNT ELIGIBLE CLOUD SERVICES

Oracle Cloud Infrastructure - Compute Cloud Services	Part #	Note	Metric
Oracle Cloud Infrastructure – Compute - Windows OS	B88318	1	OCPU Per Hour
Oracle Cloud VMware Solution	B92386	1, 2	OCPU Per Hour
Oracle Cloud VMware Solution - BM.DenseIO2.52 - Hourly Commit	B93288	1, 2, 3	OCPU Per Hour
Oracle Cloud VMware Solution - BM.DenseIO2.52 – 1 Year Commit	B93289	1, 2	OCPU Per Hour
Oracle Cloud VMware Solution - BM.DenseIO2.52 - 3 Year Commit	B93290	1, 2	OCPU Per Hour
Oracle Cloud VMware Solution - HCX Enterprise - Monthly	B93421	1, 2	OCPU Per Hour
Oracle Cloud VMware Solution - BM.DenseIO.E4.64 - Hourly Commit - OCPU Per Hour	B95178	1, 2, 3	OCPU Per Hour
Oracle Cloud VMware Solution - BM.DenseIO.E4.64 - Monthly Commit - OCPU Per Hour	B95179	1, 2	OCPU Per Hour
Oracle Cloud VMware Solution - BM.DenseIO.E4.64 - 1 year Commit - OCPU Per Hour	B95180	1, 2	OCPU Per Hour
Oracle Cloud VMware Solution - BM.DenseIO.E4.64 - 3 year Commit - OCPU Per Hour	B95181	1, 2	OCPU Per Hour
Oracle Cloud VMware Solution - BM.DenseIO.E4.32 - Hourly Commit - OCPU Per Hour	B95411	1, 2, 3	OCPU Per Hour
Oracle Cloud VMware Solution - BM.DenseIO.E4.32 - Monthly Commit - OCPU Per Hour	B95412	1, 2	OCPU Per Hour
Oracle Cloud VMware Solution - BM.DenseIO.E4.32 - 1 year Commit - OCPU Per Hour	B95413	1, 2	OCPU Per Hour

Oracle Cloud VMware Solution - BM.DenseIO.E4.32 - 3 year Commit - OCPU Per Hour	B95414	1, 2	OCPU Per Hour
Oracle Cloud VMware Solution - BM.DenseIO.E4.128 - Hourly Commit - OCPU Per Hour	B95415	1, 2, 3	OCPU Per Hour
Oracle Cloud VMware Solution - BM.DenseIO.E4.128 - Monthly Commit - OCPU Per Hour	B95416	1, 2	OCPU Per Hour
Oracle Cloud VMware Solution - BM.DenseIO.E4.128 - 1 year Commit - OCPU Per Hour	B95417	1, 2	OCPU Per Hour
Oracle Cloud VMware Solution - BM.DenseIO.E4.128 - 3 year Commit - OCPU Per Hour	B95418	1, 2	OCPU Per Hour
Oracle Cloud Infrastructure Network Firewall			
Oracle Cloud Infrastructure - Network Firewall Instance	B95403	1	Instance Per Hour
Oracle Cloud Infrastructure - Network Firewall Data Processing	B95404	1	Gigabyte of Data Processed

Notes:

1. This SKU contains Third Party Services (as that term is defined in Your Agreement) and the pricing on this SKU is subject to change upon at least 30 days' prior notice via the Console.
2. When installing and deploying perpetual or term licenses of Oracle Database Standard Edition, Oracle Database Standard Edition One, or Oracle Database Standard Edition 2 (SE Programs) on Oracle Cloud VMware Solution (OCVS), the following ratio of Processor licenses to Oracle Cloud usage applies: every one (1) Processor license covers use of the program(s) on one physical socket in OCVS. The number of physical sockets on each OCVS server can be found in OCVS technical documentation. The Oracle Standard Edition Programs may be installed on any number of OCVS nodes, but each Standard Edition 2 database is limited to run on a maximum of 8 OCPUs.
3. For an hourly committed SKU, once a VMware SDDC instance is created, a minimum of 8 hours of usage will count toward consumption of the Service. Deleting an hourly instance prior to the minimum hourly commitment will not reduce the usage calculation. Usage beyond 8 hours will be calculated per OCPU hour.

For deploying Named User Plus (NUP) licenses in Oracle Cloud VMware Solution (OCVS), you must always have a sufficient number of NUP licenses to cover Your use of the program in the Cloud. Regarding NUP minimums for Standard Edition 2, which has a 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 each OCVS node.

DESCRIPTION

The **Oracle Cloud Infrastructure - Compute-Windows OS** Service provides the license to run an instance of Windows Server Operating System (OS) on the Oracle Cloud Infrastructure – Compute service. You may select the Windows Server OS for Your compute instance using the Oracle Cloud Infrastructure – Compute console and the associated API.

Authorized users of the **Oracle Cloud VMware Solution** Service can access the Oracle Cloud Infrastructure – Compute console/API/SDK to provision, manage and monitor their VMware software defined data center (SDDC) environments on Oracle Cloud Infrastructure. Key capabilities include:

- Provisioning and orchestration support;
- Life cycle management support for adding and deleting instances from VMware SDDC environments.

Once a VMware SDDC environment is provisioned, users can utilize the infrastructure for a broad range of VMware-based workloads, including migration from on premises infrastructure with included technologies such as VMware's HCX. Additional use cases can include on demand bursting of workloads, data center expansion, business continuity solutions, dev or test environments and mission critical production workloads.

Initially users must request an increase in Your Oracle Cloud VMware Solution service limits via the standard limit increase requests in order to provision an Oracle Cloud VMware Solution service SDDC.

Oracle Cloud Infrastructure Network Firewall is a cloud-native, managed firewall service that is built using industry leading Palo Alto Networks next-generation firewall technology. It's a stateful network firewall service that is highly scalable with built-in regional high availability. With Oracle Cloud Infrastructure Network Firewall's flexible policy enforcement, You can apply granular security controls on Your inbound, outbound, and lateral traffic to Your workloads on Oracle Cloud Infrastructure. You can configure the network firewall to monitor (log), filter (allow/deny) and generate both events and alarms based upon match criteria such as IP address, URL and application layer metadata.

SERVICE ACTIVATION, MEASUREMENT AND USAGE

You may begin using the Oracle Cloud Service after Oracle has activated Your Cloud Services Account. You may view Your usage of the Oracle Cloud Service in the Oracle Cloud Portal

- For the purposes of **Oracle Cloud Infrastructure – Compute– Windows OS**, Your usage is measured per the "OCPU Per Hour" metric by calculating the number of OCPU hours used. Fees are based on per OCPU hour consumed for each Oracle Cloud Infrastructure compute instance, from the time a compute instance is launched until it is terminated.
- For standard bare metal and virtual machine instances, billing starts when the instance is launched and continues until it is stopped or terminated.
- For dense I/O, GPU, and HPC bare metal and virtual machine instances, billing starts when the instance is launched and continues until the instance is terminated.

For the purposes of the **Oracle Cloud VMware Solution Service**:

- An SDDC is comprised of either a single ESXi host for a single node SDDC, or a cluster with a minimum configuration of 3 ESXi hosts. Each host must be a Bare Metal shape (as defined within the Oracle Cloud Infrastructure Compute Cloud Service console). In VMware terms, there is a 1:1 mapping with a Bare Metal Host and an ESXi host.
- For monthly, 1 year and 3 year committed SKUs, once a VMware SDDC instance is created, it will count towards consumption for the duration of the commitment and every commitment thereafter. Deleting an instance prior to completion of a committed period will not reduce the usage calculation.
- For an hourly committed SKU, once a VMware SDDC instance is created, a minimum of 8 hours of usage will count toward consumption of the service. Deleting an hourly instance prior to the minimum hourly commitment will not reduce the usage calculation. Usage beyond 8 hours will be calculated Per OCPU Hour.
- The unit cost is OCPU Per Hour consumed per host, with just one host for a single node SDDC deployment, or a minimum of 3 hosts for a SDDC cluster.
- An environment pertains to Your tenancy (more specifically, the availability domain into which the SDDC is provisioned (across 3 fault domains for resilience)). Upon specific request and where available, an SDDC can be provisioned across multiple availability domains within a region. For single node SDDC deployments, the host is provisioned into a single fault domain.

Usage Interval (SKU)

You may order ESXi hosts based on the specified usage interval. The below outlines the available options when provisioning a new SDDC or adding hosts to an SDDC.

Hourly Commit	This SKU defines a duration where a host may be ordered and canceled on an hourly usage interval. A minimum commitment of 8 hours is required.
Monthly Commit	This SKU defines a duration where a host may be ordered and canceled on a monthly usage interval.
1 Year Commit	This SKU defines a duration where a host may be ordered and canceled on a 1 year usage interval.
3 Year Commit	This SKU defines a duration where a host may be ordered and canceled on a 3 year usage interval.

When ordering the initial SDDC instance, the usage interval selected will be applied across the initial hosts in the SDDC. Subsequent hosts may be added on an alternate usage interval.

A VMware SDDC environment requires a single ESXi host for a single node SDDC, or a minimum of 3 ESXi hosts. Deleting ESXi hosts to reduce the number of hosts will not reduce the usage calculation below the minimum 3 ESXi hosts per SDDC environment.

Once a VMware host is created, it will count towards consumption for the duration of the commitment and for the duration of each subsequent commitment. Deleting a host prior to completion of a committed pricing interval will not reduce the usage calculation.

Adding / Deleting ESXi Hosts

ESXi hosts added and deleted must occur in increments of 32, 52, 64 or 128 OCPUs as hosts are added or deleted from the existing SDDC environment based upon the shape selected in the Oracle Cloud Infrastructure Compute Cloud Service console.

Additional hosts cannot be added to a single node SDDC environment.

Adding / Deleting Optional HCX Enterprise

HCX is an optional add-on to an SDDC. The advanced edition can be added at no charge to the SDDC. You can opt to pay the premium for the additional features and functionality of HCX Enterprise, which is licensed on an OCPU Per Hour basis following the minimum requirements of an OCVS SDDC deployment.

The HCX Enterprise SKU is offered on a monthly usage period. This SKU is separate from the pricing SKU chosen for the individual hosts within an SDDC.

For the purposes of the **Oracle Cloud Infrastructure - Network Firewall Instance Cloud Service**, You will be billed per minute, and partial hours will be rounded to the closest minute. For example, if You have an active instance for 90 minutes, You will be charged for 90 minutes and not two full hours.

For the purposes of the **Oracle Cloud Infrastructure - Network Firewall Data Processing Cloud Service**, You will receive the first 10 TB of data processed for free aggregated across all firewall instances in Your tenancy. You may deploy as many firewall instances as You need; Oracle will round down Your data usage to the closest GB.

THIRD PARTY WEB SITES, PLATFORMS AND SERVICES

Oracle Cloud VMware Solution deploys VMware software – vSphere, vSAN, NSX and HCX Advanced or Enterprise (optional) - on Oracle Cloud Infrastructure-provided baremetal instances.

CUSTOMER RESPONSIBILITIES

You agree to provide reasonable assistance to Oracle in order to configure, operate, maintain, and secure the operating systems and other associated software of Your VMware SDDC environments including Your applications. You agree to provide reasonable assistance to Oracle in order to maintain appropriate security, protection, and backup of Your Content, which may include the use of encryption technology to protect Your Content from unauthorized access and routine archiving of Your Content. Oracle Cloud Services log-in credentials and private keys generated as part of the Oracle Cloud Services are for Your internal use of the Services only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your private key to Your subcontractors who are Users of the Oracle Cloud Services and who are performing work on Your behalf.

ORACLE CLOUD INFRASTRUCTURE – ORACLE ROVING EDGE INFRASTRUCTURE

Oracle Cloud Infrastructure – Oracle Roving Edge Infrastructure	Part #	Note	Metric

Roving Edge Device – Compute Optimized – Ruggedized	B92615	1	Resource Possession Per Day
Roving Edge Device – Compute Optimized – Standard	B93039	1	Resource Possession Per Day
Roving Edge Cluster Kit - Standard	B92616	1	Resource Possession Per Day
Roving Edge Device – Compute Optimized - Unreturnable/Loss Fee	B93040	1	Each
Roving Edge Cluster Kit – Unreturnable/Loss Fee	B93041	1	Each
Roving Edge Ultra	B95228	1	Resource Possession Per Day
Roving Edge Ultra – Unreturnable or Loss Fee	B95229	1	Each

Note:

1: Limited Availability: This Cloud Service may not be available in all data center regions, and may be provided on a limited basis for any new orders.

Metrics

Resource Possession Per Day: is defined as the number of days in which You have possession of a Resource from the Oracle Cloud Infrastructure – Oracle Roving Edge Infrastructure Service. Resource is defined as a Roving Edge Ultra, ruggedized Roving Edge Device, standard Roving Edge Device, and/or Roving Edge Cluster Kit. Possession means You or someone that has been designated as Your representative (e.g., a common carrier, where You are retaining a representative to deliver the Resource to You) has physically taken control of the Resource. Possession begins at midnight UTC on the day after delivery, where the delivery day is the earlier of: (a) the day You or Your representative picks up the Resource from a designated Oracle U.S. facility or (b) the day You receive the Resource (where You have requested that Oracle ship the Resource to You at Your cost), and ends on the day it is returned to and officially received at the designated Oracle facility.

Description

Oracle Roving Edge Infrastructure is a cloud-integrated service that puts fundamental Oracle Cloud Infrastructure services where data is generated and consumed, regardless of WAN connectivity. Roving Edge Ultra is a ruggedized, lightweight, ultra-portable device. The Roving Edge Device (RED) is a larger, high-powered and portable device. RED can be ordered as a single node or as a cluster, in which case storage and compute capacity, availability and durability increases. When You receive Your node or cluster, You simply power on RED, make sure it is connected to Your local network, and after basic configuration You can run the workloads You pre-provisioned before Oracle provided RED to You. Oracle Roving Edge Infrastructure includes support for virtual machines, block volumes, and object storage. For clusters, a “Cluster Kit” is included, which provides the networking support to operate Your cluster, including a switch and cabling.

You can also use your existing licenses to bring Oracle Database or Oracle Analytics to Ultra devices and to RED nodes. Data on the Oracle Roving Edge Infrastructure can be synchronized with Your cloud tenancy when a bidirectional network connection (provided by You) is available. With Oracle Roving Edge Infrastructure, You will be able to acquire a distributed, mobile, and secure cloud infrastructure that will enable a wide range of cloud-native, low latency applications in locations that traditionally required large-scale on-premises deployments.

Minimum Services Period, Service Activation, Measurement and Usage

To configure and use Resources, You must have:

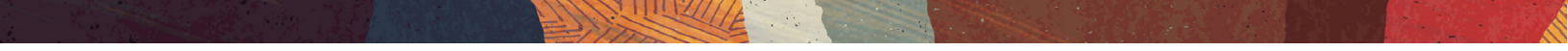
- 1) an Annual Commitment or Funded Allocation agreement with a minimum of 120 days remaining on Your Cloud Services period at the time of Your order; and
- 2) Oracle PaaS and IaaS Universal Credits with a minimum of 30 days of possession.

For the duration of Your possession, You must maintain an Oracle Cloud Infrastructure tenancy with Oracle Cloud Infrastructure Object Storage Cloud Service and Oracle Cloud Infrastructure Compute Service. You must have sufficient Oracle PaaS and IaaS Universal Credits to cover the cost of performing any data synchronization with Oracle Cloud Infrastructure Object Storage. The minimum consumption period is 30 days. If Your use is only part of that 30 day period, You will be billed for the full 30 days.

You shall only request software be loaded onto Your Roving Edge Ultra(s) and Roving Edge Device(s) for which You have proper licensing agreements. You must configure Resources using the Oracle Cloud Infrastructure console. If You have requested to pick up Your Resource(s) at a designated Oracle facility, You have 48 hours from notification of availability to take possession of the Resource(s). If not claimed in 48 hours, the Resource(s) shall be wiped and returned to Oracle inventory. You are responsible for returning Your Resource(s) to Oracle at Your expense.

Oracle Roving Edge Infrastructure may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party web sites or platforms or services. You bear all risks associated with Your access to and use of such third party Web sites, platforms, and services and You are solely responsible for entering into and being in compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Oracle Cloud Hosting and Delivery Policies and the Data Processing Agreement and Oracle's Privacy Policy) which is transmitted to such third parties.

Certain aspects of service management are Your responsibility. These include, but are not limited to the following: You must not use the Cloud Services to store or process any health, payment card or similarly sensitive information that imposes specific data security obligations for the processing of such data unless expressly allowed and specified in Your order. Once in Your possession, You are responsible for managing and maintaining Resources and their availability. Oracle is responsible for initial provisioning of Resources. You are responsible for management of the Resources after receiving possession, including, but not limited to, the following: maintaining and updating the software product versions provided by the Cloud Service; configuring the software as required for Your applications or for Your usage of the Cloud Service; configuring the software and Your Content to appropriate security levels per your business needs; ongoing monitoring and management of Your configuration; backing up Your Content and restoring Your Content as required; and configuring and maintaining any prerequisite software required by the Cloud Service.



Login credentials or private keys that may be generated for Your access to the Resources to perform these responsibilities are for Your internal use of the Resources only, and You may not sell, share, transfer or sublicense them to any other entity or person, except that You may disclose Your credentials or private keys to Your subcontractors who are Users of the Resources and who are performing work on Your behalf. You agree to provide reasonable assistance to Oracle in order to enable Oracle to provide You with support services for the Oracle software included in the applicable Cloud Services to which You have subscribed.

You are responsible for ensuring that Your network and systems comply with specifications that Oracle provides and that Oracle systems are accessible. Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection.

You will have unlimited usage of a Resource once in Your possession. Your usage of a Resource will be measured per the Resource Possession Per Day metric. As long as You have an active Oracle PaaS and IaaS Universal Credits or Funded Allocation entitlement, You have a right to use the Oracle Roving Edge Infrastructure software on the assigned Resources.

OPTIONAL SUBSCRIPTION CLOUD SERVICES TO USE WITH UNIVERSAL CREDITS

ORACLE CLOUD INFRASTRUCTURE DATA TRANSFER APPLIANCE -EACH

Part # B90176

METRICS

Each: is defined as a single Oracle Cloud Infrastructure Data Transfer Appliance loaned to You to migrate Your Content to the Oracle Cloud Infrastructure Object Storage Cloud Service or to the Oracle Cloud Infrastructure Archive Storage Cloud Service.

DESCRIPTION

The **Oracle Cloud Infrastructure Data Transfer Appliance** (the "Hardware") is an offline data transfer appliance that Oracle loans to You to enable You to expedite data migrations from Your on-premises data centers to the Oracle Cloud Infrastructure Object Storage Cloud Service or to the Oracle Cloud Infrastructure Archive Storage Cloud Service. Using the Hardware, You can copy Your Content to the Hardware and ship it to an Oracle Cloud Infrastructure transfer site. Oracle will then upload Your Content contained on the Hardware to the Oracle Cloud Infrastructure Object Storage Cloud Service or to the Oracle Cloud Infrastructure Archive Storage Cloud Service.

SERVICE ACTIVATION, MEASUREMENT AND USAGE

To use the Hardware, You must first purchase a sufficient amount of Oracle PaaS and IaaS Universal Credits to cover the cost of using the Oracle Cloud Infrastructure Object Storage Cloud Service or the Oracle Cloud Infrastructure Archive Storage Cloud Service. Once You have placed Your order for the Oracle PaaS and IaaS Universal Credits, You must also request the Hardware using the Console. After the request is accepted, the Hardware will be shipped to the address You specify when You create the request. You have no right to use the Hardware other than to receive the data services from Oracle specified above. You must import Your Content to the Hardware within 30 days from the date the Hardware is delivered at Your delivery location and return to Oracle the Hardware (in good working condition) that contains Your Content within 45 days from the date the Hardware is delivered at Your delivery location.

ORACLE CLOUD POLICIES AND PILLAR DOCUMENTATION

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar documentation, which may be viewed at www.oracle.com/contracts.

ORACLE HIPAA FOR PAAS AND IAAS – EACH

Part # B89016

Note: Limited Availability-This Cloud Service may not be available in all data center regions.

This offering is designed as an option for customers who must comply with the Health Insurance Portability and Accountability Act (HIPAA) and who anticipate persisting Protected Health Information (PHI) in the Oracle Public Cloud. The Oracle HIPAA for PaaS and IaaS Cloud Service assists customers in meeting the requirements set out by HIPAA regarding the storage of PHI.

Your Obligations:

- You must purchase Oracle PaaS and IaaS Universal Credits,
- You are responsible for implementing, enabling and configuring all user entity controls applicable to Your organization's HIPAA related requirements and Your use of the PaaS and IaaS instances,
- You are responsible for placing ePHI only in those PaaS and IaaS instances clearly identified in the Oracle Customer Portal at: <https://cloud.oracle.com/data-regions> as "HIPAA Assessed".

Oracle Cloud Policies and Pillar Documentation

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar documentation, which may be viewed at www.oracle.com/contracts.

FREE ORACLE CLOUD PROMOTION

Description	Part #	Metric
<p>*Free Oracle Cloud Promotion – Universal Credits</p> <p>Offers \$300USD or local currency equivalent credits for a duration of 30 days. This promotion is generally available on the Oracle Store.</p>	B88385	Currency Unit
<p>*Free Oracle Cloud Promotion – Universal Credits-Developer</p> <p>Offers \$500USD or local currency equivalent credits for a duration of 30 days. This promotion is available by invitation only to Hands on Lab registrants for an Oracle Code event, or for selected Cloud Promotion recipients, unless otherwise authorized by Oracle.</p>	B88384	Currency Unit
<p>*Free Oracle Cloud Promotion - Universal Credits – Student</p> <p>Offers \$5000USD or local currency equivalent credits for a duration of 365 days. This promotion is only available to students enrolled in approved Oracle University training classes at universities pre-qualified by the Oracle University Training Team, unless otherwise authorized by Oracle.</p>	B88464	Currency Unit

<p>*Free Oracle Cloud Promotion - Universal Credits – Educator</p> <p>Offers \$25,000USD or local currency equivalent credits for a duration of 365 days. This promotion is only available to educators teaching an approved Oracle University training class at universities pre-qualified by the Oracle University Training Team, unless otherwise authorized by Oracle.</p>	B88465	Currency Unit
<p>*Oracle Academy-Faculty Member</p> <p>Offers \$300USD or local currency equivalent credits for a duration of 365 days. This promotion is available by invitation only.</p>	B89010	Currency Unit
<p>*Oracle Academy-Student</p> <p>Offers \$300USD or local currency equivalent credits for a duration of 365 days. This promotion is available by invitation only.</p>	B89010	Currency Unit
<p>Free Oracle Cloud Promotion - Universal Credits – Arm</p> <p>Offers local currency equivalent credits for a variable amount and variable duration. This promotion is available by invitation only for serious Arm developers accelerating their Arm development project, unless otherwise authorized by Oracle.</p>	B93338	Currency Unit
<p>Oracle Cloud Research Program</p> <p>Offers local currency equivalent credits for a variable amount and variable duration. This promotion is available by invitation only.</p>	B89009	Currency Unit
<p>Oracle Research Cloud Starter Award</p> <p>Offers \$1000USD or local currency equivalent credits for a duration of 365 days. This promotion is available by invitation only.</p>	B94418	Currency Unit

DESCRIPTION

The Free Oracle Cloud Promotion enables You to create a Cloud Services Account, and receive a balance as specified in the promotion acceptance process in Your Cloud Services Account. This balance may be used towards activating and using any of the eligible Oracle Cloud

Services, which are available under the Pay As You Go model in the Oracle Cloud Service categories. The rates reflected in Your rate card may reflect promotional pricing and differ from standard Oracle pricing.

****Note: Oracle Exadata Database Service (formerly known as Oracle Database Exadata Cloud Service): Oracle Database Exadata Cloud Service, Oracle Big Data Cloud Service and Oracle Compute Cloud Service -Dedicated Compute, are excluded from the Free Cloud Promotion***

Upon depletion of the Free Oracle Cloud Promotion balance or upon the end of the promotion period as specified in the promotion acceptance process, Your estimated balance and the date of expiration of the promotion period will be visible in Your Cloud Services Account, and at that time Your Oracle Cloud Services Account will be paused and You will have the option to continue using the Oracle Cloud Services under the Pay As You Go model or to discontinue use of the Oracle Cloud Services. If You decide not to upgrade to the Pay As You Go model, Your data will be decommissioned after 30 days. If You decide to upgrade to the Pay As You Go model, You will be charged for the actual usage of all services that You consume within Your Cloud Services Account based on Oracle's then current price list for such service (the "Pay as You Go Rate Card"). Charges for all Pay as You Go usage are billed in arrears and are subject to the payment terms in Your Agreement.

You may make the selection to continue using the Oracle Cloud Services under the Pay As You Go model in advance. You may do so during the Free Oracle Cloud Promotion acceptance process or before Your Free Oracle Cloud Promotion period ends and while Your Free Oracle Cloud Promotion balance is not depleted. If You decide to upgrade to the Pay As You Go model in advance, You may continue using the Oracle Cloud Services without any disruption when Your Free Oracle Cloud Promotion balance is depleted or the promotion period has ended, whichever is earlier.

The Free Oracle Cloud Promotion expires once the promotion duration is over or all available credits are used up, the earlier of either. If you do not upgrade to the Pay As You Go Model, any provisioned instance or usage of an Oracle Cloud Service not designated as Always Free created during the trial period will be deleted.

The Free Oracle Cloud Promotion account restricts the amount of concurrent resources that may be used during the course of the Free Cloud Promotion. The concurrent utilization is limited to 6 concurrent compute OCPUs, 2 OCPU per SKU for Analytics, 5TB of Block storage and 5TB of Object storage for the Free Oracle Cloud Promotion – Standard/ Oracle Code/ Student/ Educator SKUs. For the Free Oracle Cloud Promotion – Startup, the concurrent utilization is limited to 20 concurrent compute OCPUs, 2 OCPU per SKU for Analytics, 5TB of Block storage and 5TB of Object storage. This restriction is removed once the account is converted to a paid account.

ORACLE CLOUD POLICIES AND PILLAR DOCUMENTATION

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies and the Oracle PaaS and IaaS Public Cloud Services pillar documentation, which may both be viewed at www.oracle.com/contracts.

FREE ORACLE CLOUD PROMOTION - UNIVERSAL CREDITS - STARTUP ACCELERATOR

Part # B90994

Description

Startup Accelerator enables You to create a Cloud Services Account and receive a US\$500 balance in Your Cloud Services Account. This balance may be used towards activating and using any of the eligible Oracle Cloud Services which are available under the Pay As You Go model in the Oracle Cloud Service categories. The rates reflected in Your rate card may reflect promotional pricing and differ from standard Oracle pricing.

Upon depletion of the Startup Accelerator balance, Your Oracle Cloud Services Account will be paused and You will have the option to continue using the Oracle Cloud Services under the Pay As You Go billing model or to discontinue use of the Oracle Cloud Services. If You decide not to upgrade to the Pay As You Go model, Your data will be decommissioned after 30 days of the pausing of Your Cloud Services Account. If You decide to upgrade to the Pay As You Go model, You will be charged using the then current Startup Accelerator rate card. Charges for all Pay as You Go usage are billed in arrears and are subject to the payment terms in Your Agreement.

You may make the selection to continue using the Oracle Cloud Services under the Pay As You Go model in advance. You may do so during the Free Oracle Cloud Promotion acceptance process or before Your Free Oracle Cloud Promotion period ends and while Your Free Oracle Cloud Promotion balance is not depleted. If You decide to upgrade to the Pay As You Go model in advance, You may continue using the Oracle Cloud Services without any disruption when Your Free Oracle Cloud Promotion balance is depleted or the promotion period has ended, whichever is earlier.

By creating a Cloud Services Account under the terms of this promotion, You have represented that Your company is a Startup company. However, Oracle reserves the right to transition You to the standard Pay As You Go billing rates, if You no longer meet Oracle's criteria for the Startup Accelerator program.

Oracle Cloud Policies and Pillar Documentation

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar documentation, which may both be viewed at www.oracle.com/contracts.

PARTS RETIRED AS OF 6/1/18

Customers may continue to use the parts below if they placed an order with Oracle prior to 6/1/18

Oracle PaaS and IaaS Universal Credit for North America

APPLICABLE PART # B88640

Oracle will provide You with a Cloud Services Account which allows You to set up and use eligible Oracle Cloud Services for the applicable Cloud Services categories in accordance with the type of Credit Period You have selected.

ELIGIBLE ORACLE PAAS AND IAAS CLOUD SERVICES

The current eligible Oracle PaaS and IaaS Cloud Services categories include:

- Application Development Cloud Services
- Big Data Cloud Services
- Content Management Cloud Services
- Data Integration Cloud Services
- Data Management Cloud Services
- Enterprise Integration Cloud Services
- Management Cloud Services
- Security and Identity Cloud Services
- Compute Cloud Services
- Network Cloud Services
- Ravello Cloud Services
- Storage Cloud Services

ORACLE CLOUD POLICIES AND PILLAR DOCUMENTATION

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar documentation, which may be viewed at www.oracle.com/contracts.

DATA CENTER SELECTION

For each Cloud Service/instance that You deploy, You will have the opportunity to select the data center location. Oracle will continue to bill you from the Oracle entity on your Order. We reserve the right to update these practices to support our internal operating model.

FOUNDATION SERVICES

Included with Your order for these Oracle PaaS and IaaS Universal Credits for North America are Oracle Foundation Services. An Oracle Service environment is provisioned as a foundation service. The usage of this service is subject to the following quantities: 1 Developer Cloud Service instance per Cloud Services Account, and 20 gigabytes Storage of cumulative storage. Additional Storage used beyond this limit will be billed as "Oracle Developer Cloud Service – Additional Storage – Gigabyte Data Capacity".

Cloud Services Accounts provide basic identity services functionality, which include user management, group management, basic reporting, and authentication for Oracle applications. Usage of additional identity management capabilities may result in Your incurring Identity Cloud Service usage fees (for more information see: <https://docs.oracle.com/en/cloud/paas/identity-cloud/uais/oracle-identity-cloudservice-pricing-tiers-and-features.html>).

Cloud Services Accounts with basic Identity Services (IDCS) include Container Registry Classic, which is a Docker Container registry service. The usage of this Cloud Service is subject to the following quantities: 8 registries and 500 gigabytes of storage.

ACTIVATION, USAGE AND BILLING

During the Services Period of Your order, You may consume any Oracle PaaS and IaaS Cloud Service designated as eligible Oracle PaaS and IaaS Cloud Services. The Service Description for each Oracle PaaS and IaaS Cloud Service describes how You consume the Service and how Oracle measures and charges for Your actual usage. A monthly statement detailing Your actual usage and the related charges will be available in Your Cloud Services Account. Your Cloud Services Account will be charged based on one of the following payment/billing models: 1: Monthly Universal Credit, and 2: Pay as You Go.

CREDIT PERIOD TYPES

1. MONTHLY UNIVERSAL CREDIT

Oracle allows You the flexibility to commit an amount to Oracle to be applied towards the future monthly usage of eligible Oracle IaaS and PaaS Cloud Services and You agree that You will consume each month during the Services Period a combined total equal to at least the Credit Quantity amount specified in Your order (the "**Monthly Universal Credit**") of the Oracle IaaS and PaaS Cloud Services specified in the rate card attached to Your order or as seen in the Cloud Portal, provided such Cloud Services are available in production release when ordered, at the fees specified in the rate card. Consumption will be measured upon activation of each eligible Oracle IaaS and PaaS Cloud Service in the Cloud Portal.

The Services Period for the Monthly Universal Credit is a twelve (12) month period commencing on the day that you are issued access that enables you to activate your Service, unless otherwise specified in Your order. The Monthly Universal Credit amount must be used within each month and will expire at the end of that month; any unused amounts are non-refundable and are forfeited at that time. The Monthly Universal Credit balance shall be decremented on a monthly basis reflecting Your actual usage for the prior month at the rates for each activated Oracle IaaS and PaaS Cloud Service as defined in Your order. If, by the end of any month during the Services Period, You have not consumed Services in an amount equal to the Monthly Universal Credit, Oracle will decrement Your account You for the credit shortfall for that month and all fees will be due and payable in accordance with the Agreement.

OVERAGE

If, at the end of any month during the Services Period, You have exceeded the Monthly Universal Credit amount, Oracle will invoice You for the excess usage of the Oracle IaaS and PaaS Cloud Service at the Overage Unit Net Price specified in the rate card of Your order or as seen in the Cloud Portal.

If Oracle adds additional service offerings to the list of eligible Oracle IaaS and PaaS Cloud Services within Your Cloud Services Account during the Services Period, You may activate and use those service offerings and the discount will be applied based on the Cloud Service category discount specified in the rate card attached to Your order or as seen in the Cloud Portal. The development, release, and timing of any future features, functionality or service offerings remains at the sole discretion of Oracle Corporation.

2. PAY AS YOU GO

If You do not wish to pre-pay an amount to Oracle for use of eligible Oracle IaaS and PaaS Cloud Services, You can choose to and will be charged for the actual usage of all services that You activate within Your Cloud Services Account. Oracle, at its own discretion, may make changes to pricing of any eligible PAYG IaaS and PaaS Cloud Services without prior notice to You. Any new or adjusted prices are published on https://cloud.oracle.com/en_US/ucpricing

If during the Services Period of Your order Oracle makes available new Oracle IaaS and PaaS Cloud Services within Your Cloud Services Account, Oracle will notify You of any fees that would apply to their activation and use. You will not be charged for any Oracle IaaS or PaaS Cloud Service that You do not activate within Your Cloud Services Account. Charges for all Pay as You Go usage will be billed monthly in arrears and are subject to the payment terms in Your Agreement. The development, release, and timing of any future features, functionality or service offerings remain at the sole discretion of Oracle Corporation. Pay as You Go may not be available for all Cloud Services.

ORDERS PLACED VIA A PARTNER

Except as provided in the following paragraph, if You placed Your order for Monthly Universal Credits through an Oracle Partner, and at the end of any month during the Services Period, You have exceeded the Monthly Universal Credit, Oracle will invoice You for the excess usage of the Oracle IaaS and PaaS Cloud Service at the Overage Unit Net Price specified in the rate card of Your order or as seen in the Cloud Portal; Oracle will send invoices for the additional usage to You at the Billing Contact provided to Oracle by the Oracle Partner; You are responsible for all additional usage fees and such fees shall be payable to Oracle as stated in the applicable Oracle invoice.

If You placed Your order for Monthly Universal Credits through an Oracle Partner and the corresponding order between Oracle and the Oracle Partner provides that the Oracle Partner will be invoiced by Oracle for Your excess usage as described in the above paragraph, then You acknowledge that the Oracle Partner will receive information about, and will invoice You for, Your excess usage. You shall ensure that Your order with the Oracle Partner indicates whether the Oracle Partner has agreed to be invoiced by Oracle for Your excess usage in this manner.

REPLENISHMENT OF ACCOUNT AT END OF SERVICES PERIOD

At the end of Your Services Period, Oracle will convert Your Cloud Services Account to Pay as You Go unless You replenish Your Monthly Universal Credit amount. Upon replenishment of Your Cloud Services Account, Oracle will no longer charge You at the Pay as You Go rate and You will receive the Cloud Services category discounts specified in the rate card attached to Your order or as seen in the Cloud Portal.

BRING YOUR OWN LICENSE (“BYOL”)

You may activate the BYOL version of a Cloud Service if available (not all Cloud Services have BYOL versions) and You will be charged the BYOL rate for the activated Cloud Service provided that You have sufficient supported on premise licenses as required and specified in the Service Description for the Cloud Service.

You remain responsible for compliance with any license restrictions applicable to the on premise licenses (including metrics), as defined in Your Program order for those licenses. The following license types may be applied towards Your use in a BYOL Cloud Service environment: Full Use, Limited Use, Application Specific Full Use and Proprietary Hosting (subject to an ISV Amendment). Embedded Software Licenses are not eligible to be applied towards Your use in a BYOL Cloud Service environment. For clarity, the license type retains its type when applied towards Your use in a BYOL Cloud Service environment (e.g., Full Use stays as Full Use and Limited Use stays as Limited Use). Licenses applied towards Your requirements for the BYOL version of a Cloud Service are deemed deployed and in use (i.e., You may not also use these licenses on premise) and may be verified in an audit.

For any BYOL Cloud Service where multiple Program licenses are identified as eligible to apply towards

BYOL Cloud Service requirements and are listed with an "or" in the description for the applicable BYOL Cloud Service, You may aggregate Your supported license quantities of those listed Program licenses to meet Your license requirement for that BYOL Cloud Service.

You acknowledge that a BYOL Cloud Service may not be available for all versions of a Program license that You might have previously deployed on premise. For example, You may have previously deployed applications on version 10 of the applicable Oracle Program but Your chosen BYOL Cloud Service may be running version 12 of the applicable Oracle Program.

A BYOL Cloud Service instance must at all times have a sufficient number of supported licenses to meet Your requirement for use of the applicable BYOL Cloud Service. If You do not have sufficient supported licenses at any point in time, then You must either stop the instance and redeploy the standard Cloud Service (non-BYOL) or You must acquire enough supported licenses to meet your requirement for use of the applicable BYOL Cloud Service.

ORACLE ANALYTICS UNIVERSAL CREDITS FOR NORTH AMERICA

PART # B88643

Oracle will provide You with a Cloud Services Account which allows You to set up and use eligible Oracle Cloud Services for the applicable Cloud Services categories in accordance with the type of Credit Period You have selected.

ELIGIBLE ORACLE PAAS AND IAAS CLOUD SERVICES

The current eligible Oracle PaaS and IaaS Cloud Services categories include:

- Analytics Cloud Service
- Big Data Cloud Service
- Data Management Cloud Services
- Compute Cloud Services
- Network Cloud Services

- Security and Identity Cloud Services
- Storage Cloud Services

ORACLE CLOUD POLICIES AND PILLAR DOCUMENTATION

Your order for these Oracle PaaS and IaaS Cloud Services are subject to the *Oracle Cloud Hosting and Delivery Policies* and the Oracle PaaS and IaaS Public Cloud Services pillar documentation, which may be viewed at www.oracle.com/contracts.

DATA CENTER SELECTION

For each Cloud Service/instance that You deploy, You will have the opportunity to select the data center location. Oracle will continue to bill you from the Oracle entity on your Order. We reserve the right to update these practices to support our internal operating model.

FOUNDATION SERVICES

Included with Your order for these Oracle Analytics Universal Credits for North America are Oracle Foundation Services. An Oracle Developer Cloud Service environment is provisioned as a foundation service. The usage of this service is subject to the following quantities: 1 Developer Cloud Service instance per Cloud Services Account, and 20 gigabytes Storage of cumulative storage. Additional Storage used beyond this limit will be billed as "Oracle Developer Cloud Service – Additional Storage – Gigabyte Data Capacity".

Cloud Services Accounts provide basic identity services functionality, which include user management, group management, basic reporting, and authentication for Oracle applications. Usage of additional identity management capabilities may result in Your incurring Identity Cloud Service usage fees (for more information see: <https://docs.oracle.com/en/cloud/paas/identity-cloud/uais/oracle-identity-cloudservice-pricing-tiers-and-features.html>).

Cloud Services Accounts with basic Identity Services (IDCS) include Container Registry Classic, which is a Docker Container registry service. The usage of this Cloud Service is subject to the following quantities: 8 registries and 500 gigabytes of storage.

ACTIVATION, USAGE AND BILLING

During the Services Period of Your order, You may consume any Oracle PaaS and IaaS Cloud Service designated as eligible Oracle PaaS and IaaS Cloud Services. The Service Description for each Oracle PaaS and IaaS Cloud Service describes how You consume the Service and how Oracle measures and charges for Your actual usage. A monthly statement detailing Your actual usage and the related charges will be available in Your Cloud Services Account. Your Cloud Services Account will be charged based on one of the following payment/billing models: 1: Monthly Universal Credit and 2: Pay as You Go.

CREDIT PERIOD TYPES

1. MONTHLY UNIVERSAL CREDIT

Oracle allows You the flexibility to commit an amount to Oracle to be applied towards the future monthly usage of eligible Oracle IaaS and PaaS Cloud Services and You agree that You will consume each month during the Services Period a combined total equal to at least the Credit Quantity amount specified in Your order (the "**Monthly Universal Credit**") of the Oracle IaaS and PaaS Cloud Services specified in the rate card attached to Your order or as seen in the Cloud Portal, provided such Cloud Services are available in production release when ordered, at the

fees specified in the rate card. Consumption will be measured upon activation of each eligible Oracle IaaS and PaaS Cloud Service in the Cloud Portal.

The Services Period for the Monthly Universal Credit is a twelve (12) month period commencing on the day that you are issued access that enables you to activate your Service, unless otherwise specified in Your order. The Monthly Universal Credit amount must be used within each month and will expire at the end of that month; any unused amounts are non-refundable and are forfeited at that time. The Monthly Universal Credit balance shall be decremented on a monthly basis reflecting Your actual usage for the prior month at the rates for each activated Oracle IaaS and PaaS Cloud Service as defined in Your order. If, by the end of any month during the Services Period, You have not consumed Services in an amount equal to the Monthly Universal Credit, Oracle will decrement Your account for the credit shortfall for that month and all fees will be due and payable in accordance with the Agreement.

OVERAGE

If, at the end of any month during the Services Period, You have exceeded the Monthly Universal Credit amount, Oracle will invoice You for the excess usage of the Oracle IaaS and PaaS Cloud Service at the Overage Unit Net Price specified in the rate card of Your order or as seen in the Cloud Portal.

ADDITIONAL SERVICES

If Oracle adds additional service offerings to the list of eligible Oracle IaaS and PaaS Cloud Services within Your Cloud Services Account during the Services Period, You may activate and use those service offerings and the discount will be applied based on the Cloud Service category discount specified in the rate card attached to Your order or as seen in the Cloud Portal. The development, release, and timing of any future features, functionality or service offerings remains at the sole discretion of Oracle Corporation.

2. PAY AS YOU GO

If You do not wish to pre-pay an amount to Oracle for use of eligible Oracle IaaS and PaaS Cloud Services, You can choose to and will be charged for the actual usage of all services that You activate within Your Cloud Services Account. Oracle, at its own discretion, may make changes to pricing of any eligible PAYG IaaS and PaaS Cloud Services without prior notice to You. Any new or adjusted prices are published on https://cloud.oracle.com/en_US/ucpricing. If during the Services Period of Your order Oracle makes available new Oracle IaaS and PaaS Cloud Services within Your Cloud Services Account, Oracle will notify You of any fees that would apply to their activation and use. You will not be charged for any Oracle IaaS or PaaS Cloud Service that You do not activate within Your Cloud Services Account. Charges for all Pay as You Go usage will be billed monthly in arrears and are subject to the payment terms in Your Agreement. The development, release, and timing of any future features, functionality or service offerings remain at the sole discretion of Oracle Corporation. Pay as You Go may not be available for all Cloud Services.

Orders Placed via a Partner

If You placed Your order for Monthly Universal Credits through an Oracle Partner and if, at the end of any month during the Services Period, You have exceeded the Monthly Universal Credit, Oracle will invoice You for the excess usage of the Oracle IaaS and PaaS Cloud Service at the Overage Unit Net Price specified in the rate card of Your order or as seen in the Cloud Portal. Oracle will send invoices for the additional usage to You at the Billing Contact provided to Oracle

by the Oracle Partner; You are responsible for all additional usage fees and such fees shall be payable to Oracle as stated in the applicable Oracle invoice.

REPLENISHMENT OF ACCOUNT AT END OF SERVICES PERIOD

At the end of Your Services Period, Oracle will convert Your Cloud Services Account to Pay as You Go unless You replenish Your Monthly Universal Credit amount. Upon replenishment of Your Cloud Services Account, Oracle will no longer charge You at the Pay as You Go rate and You will receive the Cloud Services category discounts specified in the rate card attached to Your order or as seen in the Cloud Portal.

BRING YOUR OWN LICENSE (“BYOL”)

You may activate the BYOL version of a Cloud Service if available (not all Cloud Services have BYOL versions) and You will be charged the BYOL rate for the activated Cloud Service provided that You have sufficient supported on premise licenses as required and specified in the Service Description for the Cloud Service.

You remain responsible for compliance with any license restrictions applicable to the on premise licenses (including metrics), as defined in Your Program order for those licenses. The following license types may be applied towards Your use in a BYOL Cloud Service environment: Full Use, Limited Use, Application Specific Full Use and Proprietary Hosting (subject to an ISV Amendment). Embedded Software Licenses are not eligible to be applied towards Your use in a BYOL Cloud Service environment. For clarity, the license type retains its type when applied towards Your use in a BYOL Cloud Service environment (e.g., Full Use stays as Full Use and Limited Use stays as Limited Use). Licenses applied towards Your requirements for the BYOL version of a Cloud Service are deemed deployed and in use (i.e., You may not also use these licenses on premise) and may be verified in an audit.

For any BYOL Cloud Service where multiple Program licenses are identified as eligible to apply towards BYOL Cloud Service requirements and are listed with an “or” in the description for the applicable BYOL Cloud Service, You may aggregate Your supported license quantities of those listed Program licenses to meet Your license requirement for that BYOL Cloud Service.

You acknowledge that a BYOL Cloud Service may not be available for all versions of a Program license that You might have previously deployed on premise. For example, You may have previously deployed applications on version 10 of the applicable Oracle Program but Your chosen BYOL Cloud Service may be running version 12 of the applicable Oracle Program.

A BYOL Cloud Service instance must at all times have a sufficient number of supported licenses to meet Your requirement for use of the applicable BYOL Cloud Service. If You do not have sufficient supported licenses at any point in time, then You must either stop the instance and redeploy the standard Cloud Service (non-BYOL) or You must acquire enough supported licenses to meet your requirement for use of the applicable BYOL Cloud Service.

OVERAGE

If You deplete Your Annual Universal Credit amount prior to the expiration of the applicable Services Period, You must delete all instances. If You do not delete and/or You continue to use any activated Oracle IaaS and PaaS Cloud Services, You will be charged additional fees for Your use of the applicable Cloud Services. You will be charged for overage at the overage Unit Net Price that is in the rate card attached to Your order or as seen in the Cloud Portal; if no overage Unit Net Price is specified in the rate card attached to Your order or as seen in the Cloud Portal, then the overage price will be based upon applying the Cloud Services category discount in the

rate card attached to Your order or as seen in the Cloud Portal to the Pay as You Go price of the specific Cloud Services that are being used, which can be found at https://cloud.oracle.com/en_US/ucpricing.

ORDERS PLACED VIA A PARTNER

Except as provided in the following paragraph, if You deplete Your Annual Universal Credit amount prior to the expiration of the applicable Services Period, You must delete all instances. If You do not delete and/or You continue to use any activated Oracle IaaS and PaaS Cloud Services, You will be charged additional fees for Your use of the applicable Cloud Services. You will be charged for overage at the overage Unit Net Price that is in the rate card attached to Your order or as seen in the Cloud Portal; if no overage Unit Net Price is specified in the rate card attached to Your order or as seen in the Cloud Portal, then the overage price will be based upon applying the Cloud Services category discount in the rate card attached to Your order or as seen in the Cloud Portal to the Pay as You Go price of the specific Cloud Services that are being used, which can be found at https://cloud.oracle.com/en_US/ucpricing.

Oracle will send invoices for the additional usage to You at the Billing Contact provided to Oracle by the Oracle Partner; You are responsible for all additional usage fees and such fees shall be payable to Oracle as stated in the applicable Oracle invoice.

If You placed Your order for Annual Universal Credits through an Oracle Partner and the corresponding order between Oracle and the Oracle Partner provides that the Oracle Partner will be invoiced by Oracle for Your excess usage as described in the above, then You acknowledge that the Oracle Partner will receive information about, and will invoice You for, Your excess usage. You shall ensure that Your order with the Oracle Partner indicates whether the Oracle Partner has agreed to be invoiced by Oracle for Your excess usage in this manner.

RETIRED SKUS

As of September 8th 2022, new customers may not place orders for the SKU's below:

Oracle Messaging Cloud Service	B88461	1	1,000,000 API Calls Per Month
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As of August 5th 2022, new customers may not place orders for the SKU's below:

Oracle Cloud Infrastructure Logging Analytics - Active Storage	B92939		Logging Analytics Storage Unit Per Hour
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As of April 14, 2022, new customers may not place orders for the SKU's below:

Oracle Content Management – Advanced Video Management	B92217		250 Video Assets Per Month
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As of December 9, 2021, new customers may not place orders for the SKU's below:

Oracle Cloud Infrastructure – Database - X7 - Dense I/O			
Oracle Cloud Infrastructure - Database Standard Edition - X7 - Dense IO	B89621	8, 9	Hosted Environment Per Hour
Oracle Cloud Infrastructure - Database Enterprise Edition - X7 - Dense IO	B89622	3, 8, 9	Hosted Environment Per Hour
Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - X7 - Dense IO	B89623	5,8, 9	Hosted Environment Per Hour

Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - X7 - Dense IO	B89624	6, 8, 9	Hosted Environment Per Hour
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Oracle Cloud Infrastructure-Database Additional Capacity			
Oracle Cloud Infrastructure - Database Standard Edition-Additional Capacity	B88331		OCPU Per Hour
Oracle Cloud Infrastructure - Database Enterprise Edition-Additional Capacity	B88328	3	OCPU Per Hour
Oracle Cloud Infrastructure - Database Enterprise Edition High Performance Additional Capacity	B88329	5	OCPU Per Hour
Oracle Cloud Infrastructure-Database Enterprise Edition Extreme Performance Additional Capacity	B88330	6	OCPU Per Hour

Oracle Cloud Infrastructure - Database All Editions - Dense IO - X7 - BYOL - Hosted Environment Per Hour	B89625	3, 4	Hosted Environment Per Hour
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Oracle Cloud Infrastructure - Database All Editions - Additional Capacity - BYOL	B88846	3, 4, 8, 9	OCPU Per Hour
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As of October 14 2021 new customers may not place orders for the SKU's below:

Web Application Firewall			
Oracle Cloud Infrastructure - Web Application Firewall - Requests	B90329		1,000,000 Incoming Requests Per Month
Oracle Cloud Infrastructure - Web Application Firewall- Good Traffic	B90330		Gigabyte of Good Traffic Per Month
Oracle Cloud Infrastructure - Web Application Firewall - Bot Management	B90332		1,000,000 Incoming Requests Per Month

Oracle CASB Cloud Service			
Oracle CASB for SaaS - Enterprise User	B88161	1	Monitored Service User Per Hour

Oracle CASB for SaaS – Non-Enterprise User	B88162	1	Monitored Service User Per Hour
Oracle CASB for IaaS	B88163	1	Monitored Account Per Hour
Oracle CASB for IaaS – Additional Capacity	B88164	1	Gigabyte Data Capacity Per Hour
Oracle CASB for Custom Apps	B88165	1	Monitored App Per Hour
Oracle CASB for Data Protection, Data Loss Prevention	B89480	1	Monitored Service User Per Hour
Oracle CASB for Data Protection, Data Loss Prevention Retroactive Scan	B89481	1	Gigabyte Data Capacity Per Hour
Oracle CASB for Discovery	B89476	1	User Per Month

As of September 10, 2021 new customers may not place orders for the SKU's below:

Oracle API Platform Cloud Service	Part #	Note	Metric
Oracle API Platform Cloud Service	B89652		Gateway Per Hour
Oracle Cloud Service			
Oracle Apiary Cloud Service – Standard	B88650		User Per Month
Oracle Apiary Cloud Service - Professional	B88651		User Per Month

As of June 10, 2021 new customers may not place orders for the SKU's below:

Oracle Database Exadata Express Cloud Service			
Oracle Database Exadata Express Cloud Service - X20	B88408	8, 9	Hosted Environment Per Hour
Oracle Database Exadata Express Cloud Service - X250	B88409	1,8, 9	Hosted Environment Per Hour
Oracle Database Exadata Express Cloud Service - X500	B88410	1,8, 9	Hosted Environment Per Hour

Oracle Database Exadata Express Cloud Service - X1000	B88411	1,8, 9	Hosted Environment Per Hour
Oracle Database Exadata Express Cloud Service - X1000IM	B88412	1,8, 9	Hosted Environment Per Hour

As of May 7, 2021 new customers may not place orders for the SKU's below:

Oracle Analytics Cloud – Essbase	B89632		OCPU Per Hour
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As of March 11, 2021, new customers may not place orders for the SKU's below:

Oracle SOA Suite Cloud Service - BYOL	B88407		OCPU Per Hour
Oracle SOA Suite Cloud Service – B2B Adapter for EDI	B88160		OCPU Per Hour
Oracle SOA Suite Cloud Service	B88460		OCPU Per Hour

As of January 14, 2021, new customers may not place orders for the SKU's below:

Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in North America, Europe, and UK	B92989	
First 10 terabytes per month		Gigabyte Outbound Data Transfer Per Month
Over 10 terabytes per month		Gigabyte Outbound Data Transfer Per Month
Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in APAC, Japan, and South America	B92990	
First 10 terabytes per month		Gigabyte Outbound Data Transfer Per Month
Over 10 terabytes per month		Gigabyte Outbound Data Transfer Per Month
Oracle Cloud Infrastructure - Outbound Data Transfer - Originating in Middle East and Africa	B92991	
First 10 terabytes per month		Gigabyte Outbound Data Transfer Per Month

Over 10 terabytes per month		Gigabyte Outbound Data Transfer Per Month
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As of December 10, 2020, new customers may not place orders for the SKU's below:

Oracle Cloud Infrastructure - Load Balancer		
Oracle Cloud Infrastructure – 100 Mbps Load Balancer Capacity	B88319	Load Balancer Hour
Oracle Cloud Infrastructure – 400 Mbps Load Balancer Capacity	B88320	Load Balancer Hour
Oracle Cloud Infrastructure – 8000 Mbps Load Balancer Capacity	B88321	Load Balancer Hour
Oracle Cloud Infrastructure - Load Balancer Base	B92601	Load Balancer Hour
Oracle Cloud Infrastructure - Load Balancer Bandwidth	B92602	Load Balancer Hour
Oracle Cloud Infrastructure - 10 Mbps - Load Balancer Free	B91446	Load Balancer Hour
Oracle Blockchain Cloud Service		
Oracle Blockchain Platform Cloud Service	B88887	500 Transactions Per Hour

As of September 10, 2020, new customers may not place orders for the SKU's below:

Oracle Cloud Infrastructure - Storage	Part #	Metric
Oracle Cloud Infrastructure - Block Volume	B88322	Gigabyte Storage Capacity Per Month

As of August 7, 2020, new customers may not place orders for the SKU's below:

Oracle Big Data Cloud Service –Compute	Part #	Metric
Oracle Big Data Cloud Enterprise - Compute Capacity	B88307	OCPU Per Hour
Oracle Big Data Cloud Service – Compute Edition – Storage Capacity	B88308	Gigabyte Storage Capacity Per Month

Oracle Big Data Cloud Service - Compute Edition - High Performance Storage Capacity -	B88306	Gigabyte Storage Capacity Per Month
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As of July 16, 2020, new customers may not place orders for the SKU's below:

Oracle Data Integration Platform Cloud Service	Part #	Metric
Oracle Data Integration Platform Cloud Service - Standard – BYOL	B89660	Gigabyte of Data Processed Per Hour
Oracle Data Integration Platform Cloud Service - Enterprise – BYOL	B89661	Gigabyte of Data Processed Per Hour
Oracle Data Integration Platform Cloud Service - Governance - BYOL	B89662	Gigabyte of Data Processed Per Hour
Oracle Data Integration Platform Cloud Service - Standard	B89654	Gigabyte of Data Processed Per Hour
Oracle Data Integration Platform Cloud Service - Enterprise	B89655	Gigabyte of Data Processed Per Hour
Oracle Data Integration Platform Cloud Service - Governance	B89656	Gigabyte of Data Processed Per Hour

As of April 16, 2020, new customers may not place orders for the SKU's below:

Oracle Container Pipelines Cloud Service	Part #	Metric
Oracle Container Pipelines Cloud Service	B88896	User Per Month

As of October 17, 2019, new customers may not place orders for the SKU's below:

Oracle Self Service Integration Cloud Service	Part #	Metric
Oracle Self-Service Integration Cloud Service	B88459	Recipe Jobs Per Hour

As of September 12, 2019, new customers may not place orders for the SKU's below:

Oracle Content and Experience Cloud Service	Part #	Metric
Oracle Content and Experience Cloud – Standard	B89969	Active User Per Hour
Oracle Content and Experience Cloud – Enterprise	B89970	Active User Per Hour
Oracle s Content and Experience Cloud – Visitor	B89971	Active User Per Hour

Oracle Security Monitoring and Compliance Cloud	Part #	Metric
Oracle Security Monitoring and Compliance Cloud Configuration and Compliance Edition	B89164	100 Entities Per Hour
Oracle Security Monitoring and Compliance CloudSecurity Monitoring and Analytics Edition	B89165	300 Gigabytes Per Hour

Oracle Cloud Infrastructure – Storage	Part #	Metric
Oracle Cloud Infrastructure-Object Storage-Requests	B88323	10,000 Requests Per Month
Oracle Cloud Infrastructure-Object Storage-Storage	B88324	Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure- Archive Storage	B88522	Gigabyte Storage Capacity Per Month

As of June 13, 2019, new customers may not place orders for the SKU's below:

Ravello on OCI - Compute	Part #	Metric
Oracle Cloud Infrastructure - Ravello - Compute - Standard	B90217	OCPU Per Hour
Oracle Cloud Infrastructure - Ravello - Compute – Enterprise	B90218	OCPU Per Hour
Oracle Cloud Infrastructure - Ravello - Compute – Metal	B90219	Increments of 36 OCPUs Per Hour
Ravello on OCI - Storage		
Oracle Cloud Infrastructure - Ravello - Volume Storage	B90220	Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure - Ravello - Library Storage	B90221	Gigabyte Storage Capacity Per Month
Ravello on OCI - Outbound Data Transfer		
Oracle Cloud Infrastructure - Ravello - Outbound Data Transfer	B90222	Gigabyte Outbound Data Transfer Per Month
Ravello on OCI - Virtual Machine IP		

Oracle Cloud Infrastructure - Ravello - Virtual Machine IP	B90223	Virtual Machine IP Per Hour
Ravello on 3rd party Cloud - Compute		
Ravello Service on 3rd party cloud - Compute - Standard	B90224	vCPU Per Hour
Ravello Service on 3rd party cloud - Compute - Enterprise	B90225	vCPU Per Hour
Ravello on 3rd party Cloud - Storage		
Ravello Service on 3rd party cloud - Volume Storage	B90226	Gigabyte Storage Capacity Per Month
Ravello on 3rd party Cloud - Virtual Machine IP		
Ravello Service on 3rd party cloud - Virtual Machine IP	B90229	Virtual Machine IP Per Hour
Oracle Cloud Infrastructure - Web Application Firewall - Non-OCI Endpoint	B90331	Endpoints Per Month

As of April 4, 2019, new customers may not place orders for the SKU's below:

Oracle Cloud Infrastructure - Compute Classic –Compute Capacity		
Oracle Cloud Infrastructure – Compute Classic – Compute Capacity	B88269	OCPU Per Hour
Oracle Cloud Infrastructure – Compute Classic – Virtual GPU Standard	B88268	GPU Per Hour
Additional terms and conditions for Your use of these Cloud Services can be found in Appendix B.		
Oracle Cloud Infrastructure – Compute Classic – High I/O Compute Capacity	B88270	OCPU Per Hour
Oracle Cloud Infrastructure – Compute Classic – Unassociated Static IP	B88272	Static IP Per Hour
Oracle Compute Cloud Service - Dedicated Compute Capacity Model 250	B88899	Hosted Environment Per Hour
Oracle Cloud Infrastructure - Load Balancer Classic	B88370	Load Balancer Hour
Oracle Cloud Infrastructure - Load Balancer Classic Data Processed	B88371	Gigabyte of Data Processed Per Hour

Oracle Network Cloud Service		
Oracle Cloud Infrastructure - FastConnect Classic - Port Speed 1Gbps	B87818	Port Hour
Oracle Cloud Infrastructure - FastConnect Classic - Port Speed 10Gbps	B87820	Port Hour

Oracle Cloud Infrastructure - Block Storage Classic		
Oracle Cloud Infrastructure Block Storage Classic	B88274	Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure Block Storage Classic - High I/O	B88275	Gigabyte Storage Capacity Per Month

Oracle Cloud Infrastructure - Archive Storage Classic		
Oracle Cloud Infrastructure - Archive Storage Classic	B88277	Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure - Archive Storage Classic Outbound Data Transfer	B88281	
First 10 TB per month		Gigabyte Outbound Data Transfer Per Month
Over 10 TB per month		Gigabyte Outbound Data Transfer Per Month

Oracle Cloud Infrastructure - Object Storage Classic - Outbound Data Transfer	B88282	
First Gigabyte per month		Gigabyte Outbound Data Transfer Per Month
Next 9,999 terabytes per month		Gigabyte Outbound Data Transfer Per Month
Next 40 terabytes per month		Gigabyte Outbound Data Transfer Per Month
Next 100 terabytes per month		Gigabyte Outbound Data Transfer Per Month

Next 350 terabytes per month		Gigabyte Outbound Data Transfer Per Month
Over 500 terabytes per month		Gigabyte Outbound Data Transfer Per Month
Oracle Cloud Infrastructure – Object Storage Classic Requests		
Oracle Cloud Infrastructure - Object Storage Classic - GET and all other Requests	B88283	10,000 Requests Per Month
Oracle Cloud Infrastructure - Object Storage Classic - PUT, COPY, POST or LIST Requests	B88284	1,000 Requests Per Month
Oracle Cloud Infrastructure – Object Storage Classic	B88285	
First terabyte per month		Gigabyte Storage Capacity Per Month
Next 49 terabytes per month		Gigabyte Storage Capacity Per Month
Next 450 terabytes per month		Gigabyte Storage Capacity Per Month
Next 500 terabytes per month		Gigabyte Storage Capacity Per Month
Next 4,000 terabytes per month		Gigabyte Storage Capacity Per Month
Over 5,000 terabytes per month		Gigabyte Storage Capacity Per Month

Oracle Analytics Cloud Services	Part #	Metric
Oracle Analytics Cloud – Standard – Classic	B88304	OCPU Per Hour
Oracle Analytics Cloud– Enterprise – Classic	B88303	OCPU Per Hour
Oracle Analytics Cloud – Essbase – Classic	B88434	OCPU Per Hour
Oracle Data Visualization Cloud Service	B88181	Hosted Named User Per Month

Oracle Analytics Cloud – Classic - BYOL	Part #	Metric
Oracle Analytics Cloud - Standard – Classic - BYOL	B89633	OCPU Per Hour
Oracle Analytics Cloud – Data Lake – Classic - BYOL	B89634	OCPU Per Hour
Oracle Analytics Cloud - Enterprise – Classic - BYOL	B89635	OCPU Per Hour
Oracle Application Container Cloud Service		
Oracle Application Container Cloud Service	B88305	GigabyteMemory Per Hour
Oracle Developer Cloud Service		
Oracle Developer Cloud Service - Additional Storage - Classic	B89159	Gigabyte Storage Capacity Per Month

Oracle Visual Builder Cloud Service	Part #	Metric
Oracle Visual Builder Cloud Service - Classic	B88435	OCPU

Oracle Event Hub Cloud Service - Dedicated		
Oracle Event Hub Cloud Service Dedicated – Compute Capacity	B88309	OCPU Per Hour

Oracle Content and Experience Cloud – Standard – Classic	B87494	Active User Per Hour
Oracle Content and Experience Cloud – Enterprise – Classic	B87496	Active User Per Hour
Oracle Content and Experience Cloud – Visitor – Classic	B87498	Active User Per Hour

Oracle Data Integration Platform Cloud Service – Standard – Classic	B87714	OCPU Per Hour
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Oracle Data Integration Platform Cloud Service – Enterprise – Classic	B87715	OCPU Per Hour
Oracle Data Integration Platform Cloud Service – Governance – Classic	B87716	OCPU Per Hour

Oracle Database Exadata Cloud Service-X6	Part #	Metric
*Oracle Database Exadata Cloud Service-Quarter RackX6	B88600	Hosted Environment Per Hour
*Oracle Database Exadata Cloud Service-Half Rack-X6	B88601	Hosted Environment Per Hour
*Oracle Database Exadata Cloud Service-Full Rack-X6	B88602	Hosted Environment Per Hour
Oracle Database Exadata Cloud Service-Additional OCPU's	B88599	OCPU Per Hour
*Oracle Database Exadata Cloud Service - Quarter Rack - X6 – BYOL	B88858	Hosted Environment Per Hour
*Oracle Database Exadata Cloud Service - Half Rack - X6 - BYOL	B88857	Hosted Environment Per Hour
*Oracle Database Exadata Cloud Service - Full Rack-X6 – BYOL	B88403	Hosted Environment Per Hour
Oracle Database Exadata Cloud Service - Additional OCPU's - BYOL	B88401	OCPU Per Hour
Oracle API Platform Cloud Service - Classic	B87529	Gateway Per Hour

Oracle Integration Cloud Service – Standard – Classic	B88158	OCPU Per Hour
Oracle Integration Cloud Service - Enterprise - Classic	B88159	OCPU Per Hour
Oracle Internet of Things Cloud-Enterprise	Part #	Metric
Oracle Internet of Things Cloud - Enterprise	B88312	OCPU Per Hour

Oracle Integration Cloud Service – Classic - BYOL	Part #	Metric
Oracle Integration Cloud Service – Standard – Classic - BYOL	B89641	OCPU Per Hour
Oracle Integration Cloud Service – Enterprise – Classic - BYOL	B89642	OCPU Per Hour

As of March 14, 2019, new customers may not place orders for the SKU's below:

Oracle Identity Cloud	Part#	Metric
Oracle Identity Cloud - Basic	B88166	Active User Per Hour
Oracle Identity Cloud - Standard	B88167	Active User Per Hour
Oracle Identity Cloud - Standard-Consumer User	B88168	Active User Per Hour

As of December 13, 2018, new customers may not place orders for the SKU's below:

Oracle Database Exadata Cloud Service-X5	Part#	Metric
*Oracle Database Exadata Cloud Service-Quarter Rack-X5	B88596	Hosted Environment Per Hour
*Oracle Database Exadata Cloud Service-Half Rack-X5	B88597	Hosted Environment Per Hour
*Oracle Database Exadata Cloud Service-Full Rack-X5	B88598	Hosted Environment Per Hour
Oracle Database Exadata Cloud ServiceAdditional OCPU's	B88599	OCPU Per Hour
*Oracle Database Exadata Cloud Service - Quarter Rack-X5 - BYOL	B88890	Hosted Environment Per Hour
*Oracle Database Exadata Cloud Service - Half Rack - X5 - BYOL	B88891	Hosted Environment Per Hour
*Oracle Database Exadata Cloud Service - Full Rack-X5 - BYOL	B88892	Hosted Environment Per Hour

As of November 9, 2018, new customers may not place orders for the SKU's below:

Cloud Services	Part #	Metric
Oracle Mobile Cloud Service – Enterprise	B89647	Request Per Hour
Oracle Event Hub Cloud Service - Partition Capacity	B87954	Partition Hour
Oracle Cloud Infrastructure - Compute - Bare Metal High I/O - X5	B88314	OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Bare Metal Dense I/O - X5	B88313	OCPU Per Hour
Oracle Cloud Infrastructure - Compute - Virtual Machine Dense I/O - X5	B88316	OCPU Per Hour

Oracle Cloud Infrastructure - Ravello Service - Compute Capacity - R1 - Cost Optimized - Advanced	B88344	Ravello Compute Hour
Oracle Cloud Infrastructure - Ravello Service - Compute Capacity - R2 - Cost Optimized - Advanced	B88345	Ravello Compute Hour
Oracle Cloud Infrastructure - Ravello Service - Compute Capacity - M - Cost Optimized - Advanced	B88343	Ravello Compute Hour
Oracle Cloud Infrastructure - Ravello Service - Compute Capacity - R1 - Cost Optimized - Enterprise	B88347	Ravello Compute Hour
Oracle Cloud Infrastructure - Ravello Service - Compute Capacity - R2 - Cost Optimized - Enterprise	B88348	Ravello Compute Hour
Oracle Cloud Infrastructure - Ravello Service - Compute Capacity - M - Cost Optimized - Enterprise	B88346	Ravello Compute Hour
Oracle Cloud Infrastructure - Ravello Service - Compute Capacity - R1 - Performance Optimized - Advanced	B88350	Ravello Compute Hour
Oracle Cloud Infrastructure - Ravello Service - Compute Capacity - R2 - Performance Optimized - Advanced	B88351	Ravello Compute Hour
Oracle Cloud Infrastructure - Ravello Service - Compute Capacity - M - Performance Optimized - Advanced	B88349	Ravello Compute Hour
Oracle Cloud Infrastructure - Ravello Service - Compute Capacity - R1 - Performance Optimized - Enterprise	B88353	Ravello Compute Hour
Oracle Cloud Infrastructure - Ravello Service - Compute Capacity - R2 - Performance Optimized - Enterprise	B88354	Ravello Compute Hour
Oracle Cloud Infrastructure - Ravello Service - Compute Capacity - M - Performance Optimized - Enterprise	B88352	Ravello Compute Hour
Oracle Cloud Infrastructure - Ravello Service - Outbound Data Transfer	B88355	Gigabyte Outbound Data Transfer Per Month
Oracle Cloud Infrastructure - Ravello Service - Volume Storage	B88357	Gigabyte Storage Capacity Per

		Month
Oracle Cloud Infrastructure - Ravello Service - Library Storage	B88356	Gigabyte Storage Capacity Per Month
Oracle Cloud Infrastructure - Ravello Service - Virtual Machine IP	B88358	Virtual Machine IP Per Hour
Oracle Cloud Infrastructure-Database Standard Edition-Dense I/O	B88335	OCPU Per Hour
Oracle Cloud Infrastructure-Database Enterprise Edition-Dense I/O	B88332	OCPU Per Hour
Oracle Cloud Infrastructure-Database Enterprise High Performance Edition-Dense I/O	B88334	OCPU Per Hour
Oracle Cloud Infrastructure-Database Enterprise Extreme Performance Edition-Dense I/O	B88333	OCPU Per Hour
Oracle Cloud Infrastructure - Database Standard Edition - High I/O	B88339	Hosted Environment Per Hour
Oracle Cloud Infrastructure - Database Enterprise Edition - High I/O	B88336	Hosted Environment Per Hour
Oracle Cloud Infrastructure - Database Enterprise Edition High Performance - High I/O	B88338	Hosted Environment Per Hour
Oracle Cloud Infrastructure - Database Enterprise Edition Extreme Performance - High I/O	B88337	Hosted Environment Per Hour
Oracle Cloud Infrastructure – Database All Editions – High I/O – BYOL	B88888	Hosted Environment Per Hour
Oracle Cloud Infrastructure – Database Enterprise Edition Extreme Performance-2 node RAC-BYOL	B88849	Hosted Environment Per Hour
Oracle Cloud Infrastructure – Database All Editions – Dense I/O – BYOL	B88845	Hosted Environment Per Hour
Oracle Cloud Infrastructure Database Enterprise Edition – 2 node RAC	B88340	Hosted Environment Per Hour
Oracle MySQL Cloud Service	B88311	OCPU Per Hour
*Oracle Database Exadata Cloud Service-Quarter RackX5	B88596	Hosted Environment Per Hour
*Oracle Database Exadata Cloud Service-Half Rack-X5	B88597	Hosted Environment Per Hour
*Oracle Database Exadata Cloud Service-Full Rack-X5	B88598	Hosted Environment Per Hour

*Oracle Database Exadata Cloud Service - Quarter Rack-X5 - BYOL	B88890	Hosted Environment Per Hour
*Oracle Database Exadata Cloud Service - Half Rack - X5 - BYOL	B88891	Hosted Environment Per Hour
*Oracle Database Exadata Cloud Service - Full Rack-X5 - BYOL	B88892	Hosted Environment Per Hour
Oracle Management Cloud Classic - Standard Edition	B88363	100 Entities Per Hour
Oracle Management Cloud Classic - Enterprise Edition	B88364	100 Entities Per Hour
Oracle Management Cloud Classic - Log Analytics Edition	B88365	300 Gigabytes Per Hour
Oracle Security Monitoring and Compliance CloudClassic-Configuration and Compliance Edition	B88366	100 Entities Per Hour
Oracle Security Monitoring and Compliance Cloud - Classic-Security Monitoring and Analytics Edition	B88367	300 Gigabytes Per Hour

Appendix A

Part #	Limited Availability Cloud Service	Part #	Successor Cloud Service
B88304	Oracle Analytics Cloud – Standard – Classic	B89630	Oracle Analytics Cloud – Standard
B88434	Oracle Analytics Cloud – Essbase – – Classic	B89632	Oracle Analytics Cloud-Essbase
B88303	Oracle Analytics Cloud –Enterprise – Classic	B88303	Oracle Analytics Cloud – Enterprise
B89633	Oracle Analytics Cloud – Standard – Classic – BYOL	B89636	Oracle Analytics Cloud – Professional-BYOL
B89634	Oracle Analytics Cloud – Essbase – Classic – – BYOL	B89638	Oracle Analytics Cloud-Essbase-BYOL
B89635	Oracle Analytics Cloud –Enterprise-Classic – BYOL	B89637	Oracle Analytics Cloud – EnterpriseBYOL
B89159	Oracle Developer Cloud Service-Additional Storage	B90203	Oracle Developer Cloud Service – Additional Storage
B88362	Oracle Mobile Cloud Service – Enterprise- Classic	B90304	Oracle Mobile Hub Cloud Service or Oracle Digital Assistant Cloud Service
B88435	Oracle Visual Builder Cloud Service – Classic	B89646	Oracle Visual Builder Cloud Service
B87494	Oracle Content and Experience Cloud Service – Standard – Classic	B89969	Oracle Content and Experience Cloud Service – Standard
B87496	Oracle Content and Experience Cloud Service – Enterprise – Classic	B89970	Oracle Content and Experience Cloud Service – Enterprise

Part #	Limited Availability Cloud Service	Part #	Successor Cloud Service
B87498	Oracle Content and Experience Cloud Service – Visitor – Classic	B89971	Oracle Content and Experience Cloud Service – Visitor
B88310	Oracle GoldenGate Cloud Service – Enterprise	B89655	Oracle Data Integration Platform Cloud Service – Enterprise
B88293	Oracle Database Cloud Service – Standard Edition	B90569	Oracle Cloud Infrastructure – Database Cloud Service – Standard Edition

B88290	Oracle Database Cloud Service - Enterprise Edition	B90570	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition
B88292	Oracle Database Cloud Service - Enterprise Edition High Performance	B90571	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition High Performance
B88291	Oracle Database Cloud Service - Enterprise Edition Extreme Performance	B90572	Oracle Cloud Infrastructure - Database Cloud Service - Enterprise Edition Extreme Performance
B88404	Oracle Database Cloud Service - All Editions - BYOL	B90573	Oracle Cloud Infrastructure - Database Cloud Service - All Editions - BYOL
B88600	Oracle Database Exadata Cloud Service - Quarter Rack - X6	B88593	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6
B88601	Oracle Database Exadata Cloud Service - Half Rack - X6	B88594	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6
B88602	Oracle Database Exadata Cloud Service - Full Rack - X6	B88595	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6
B88599	Oracle Database Exadata Cloud Service - Additional OCPU's	B88592	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's
B88858	Oracle Database Exadata Cloud Service - Quarter Rack - X6 - BYOL	B88856	Oracle Cloud Infrastructure - Database Exadata Quarter Rack - X6 - BYOL
B88857	Oracle Database Exadata Cloud Service - Half Rack - X6 - BYOL	B88855	Oracle Cloud Infrastructure - Database Exadata Half Rack - X6 - BYOL
B88403	Oracle Database Exadata Cloud Service - Full Rack - X6 - BYOL	B88854	Oracle Cloud Infrastructure - Database Exadata Full Rack - X6 - BYOL
B88401	Oracle Database Exadata Cloud Service - Additional OCPU's - BYOL	B88847	Oracle Cloud Infrastructure - Database Exadata Additional OCPU's - BYOL
Part #	Limited Availability Cloud Service	Part #	Successor Cloud Service
B87529	Oracle API Platform Cloud Service - Classic	B89652	Oracle API Platform Cloud Service
B88158	Oracle Integration Cloud Service - Standard - Classic	B89639	Oracle Integration Cloud Service - Standard

B88159	Oracle Integration Cloud Service - Enterprise - Classic	B89640	Oracle Integration Cloud Service - Enterprise
B89641	Oracle Integration Cloud Service - Standard - Classic-BYOL	B89643	Oracle Integration Cloud Service - Standard -BYOL
B89642	Oracle Integration Cloud Service - Enterprise - Classic-BYOL	B89644	Oracle Integration Cloud Service - Enterprise -BYOL

Appendix B

As a condition to installing or accessing the specified Nvidia software and associated Oracle Cloud Services, You agree to comply with the terms in the following Nvidia Cloud End User License Agreement which includes the "Glossary of Terms" (the "Nvidia Agreement"), For the purposes of the associated Cloud Services and notwithstanding any provision to the contrary in the Nvidia Agreement, Nvidia software will be deemed Services that are warranted by Oracle under the terms of Your agreement with Oracle applicable to the Cloud Services.

NVIDIA CLOUD END USER LICENSE AGREEMENT

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This Cloud End User License Agreement ("EULA"), made and entered into as of the time and date of click through action ("Effective Date"), is a legal agreement between you and NVIDIA Corporation ("NVIDIA") and governs the use of the NVIDIA computer software and the documentation made available for use with such NVIDIA software. By downloading, installing, copying, or otherwise using the NVIDIA software and/or documentation, you agree to be bound by the terms of this EULA. If you do not agree to the terms of this EULA, do not download, install, copy or use the NVIDIA software or documentation. IF YOU ARE ENTERING INTO THIS EULA ON BEHALF OF A COMPANY OR OTHER LEGAL ENTITY, YOU REPRESENT THAT YOU HAVE THE LEGAL AUTHORITY TO BIND THE ENTITY TO THIS EULA, IN WHICH CASE "YOU" WILL MEAN THE ENTITY YOU REPRESENT. IF YOU DON'T HAVE SUCH AUTHORITY, OR IF YOU DON'T ACCEPT ALL THE TERMS AND CONDITIONS OF THIS EULA, THEN NVIDIA DOES NOT AGREE TO LICENSE THE LICENSED SOFTWARE TO YOU, AND YOU MAY NOT DOWNLOAD, INSTALL, COPY OR USE IT.

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1.3 No Support. NVIDIA is under no obligation to provide support for the Licensed Software or to provide any error corrections or updates to the Licensed Software under this EULA.

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2.1 License Restrictions. Except as expressly authorized in this EULA, you agree that you will not (nor allow third parties to): (i) copy and use Software outside of the authorized software as a service solution; (ii) reverse engineer, decompile, disassemble (except to the extent applicable laws specifically require that such activities be permitted) or attempt to derive the source code, underlying ideas, algorithm or structure of Software provided to you in object code form; (iii) sell, transfer, assign, distribute, rent, loan, lease, sublicense or otherwise make available the Licensed Software or its functionality to third parties (a) as an application services provider or service bureau, (b) by operating hosted/virtual system environments, (c) by hosting, time sharing or providing any other type of services, or (d) otherwise by means of the Internet; (iv) modify, translate or otherwise create any derivative works of any Licensed Software; (v) remove, alter, cover or obscure any proprietary notice that appears on or with the Licensed Software or any copies thereof; (vi) use the Licensed Software, or allow its use, transfer, transmission or export in violation of any applicable export control laws, rules or regulations; (vii) distribute, permit access to, or sublicense the Licensed Software as a stand-alone product; (viii) bypass, disable, circumvent or remove any form of copy protection, encryption, security or digital rights management or authentication mechanism used by NVIDIA in connection with the Licensed Software, or use the Licensed Software together with any authorization code, serial number, or other copy protection device not supplied by NVIDIA directly or through an authorized reseller; (ix) use the Licensed Software for the purpose of developing competing products or technologies or assisting a third party in such activities; (x) use the Licensed Software with any system or application where the use or failure of such system or application can reasonably be expected to threaten or result in personal injury, death, or catastrophic loss including, without limitation, use in connection with any nuclear, avionics, navigation, military, medical, life support or other life critical application ("Critical Applications"), unless the parties have entered into a Critical Applications agreement; (xi) distribute any modification or derivative work you make to the Licensed Software under or by reference to the same name as used by NVIDIA; or (xii) use the Licensed Software in any manner that would cause the Licensed Software to become subject to an Open Source License. Nothing in this EULA shall be construed to give you a right to use, or otherwise obtain access to, any source code from which the Software or any portion thereof is compiled or interpreted. You acknowledge that NVIDIA does not design, test, manufacture or certify the Licensed Software for use in the context of a Critical Application and NVIDIA shall not be liable to you or any third party, in whole or in part, for any claims or damages arising from such use. You agree to defend, indemnify and hold harmless NVIDIA and its Affiliates, and their respective employees, contractors, agents, officers and directors, from and against any and all claims, damages, obligations, losses, liabilities, costs or debt, fines, restitutions and expenses (including but not limited to attorney's fees and costs incident to establishing the right of indemnification) arising out of or related to you and your Enterprise, and their respective employees, contractors, agents, distributors, resellers, end users, officers and directors use of Licensed Software outside of the scope of the AGREEMENT or any other breach of the terms of this EULA.

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of cause or nature shall be without prejudice to any other rights or remedies of the parties and shall be without liability for any loss or damage occasioned thereby. Upon any expiration or termination of this EULA (i) you must promptly discontinue use of the Licensed Software, and (ii) you must promptly destroy or return to NVIDIA all copies of the Licensed Software and all portions thereof in your possession or control, and each party will promptly destroy or return to the other all of the other party's Confidential Information within its possession or control. Upon written request, you will certify in writing that you have complied with your obligations under this section. Sections 2 through 10 will survive the expiration or termination of this EULA for any reason.

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You hereby agree and acknowledge that the Software may access, collect non-personally identifiable information about, update, and configure your Enterprise computer systems in order to (a) properly optimize such systems for use with the Software, (b) deliver software and services, or content through the Software, (c) optimize, maintain, repair and/or administer NVIDIA products and services, and/or (d) deliver marketing communications. Information collected by the Software includes, but is not limited to, Customer System's (i) hardware configuration and ID, (ii) operating system and driver configuration, (iii) installed applications, (iv) applications settings, performance, and usage metrics, and (iv) usage metrics of the Software. To the extent that you use the Software, you hereby consent to all of the foregoing, and represent and warrant that you have the right to grant such consent. In addition, you agree that you are solely responsible for maintaining appropriate data backups and system restore points for your Enterprise systems, and that NVIDIA will have no responsibility for any damage or loss to such systems (including loss of data or access) arising from or relating to (a) any changes to the configuration, application settings, environment variables, registry, drivers, BIOS, or other attributes of the systems (or any part of such systems) initiated through the Software; or (b) installation of any Software or third party software patches initiated through the Software.

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MISCELLANEOUS.

10.1 Compliance with Terms. During the term of this EULA and for a period of three (3) years thereafter, you will maintain all

usual and proper books and records of account relating to the Licensed Software provided under this EULA and to cooperate with your cloud service provider or its Affiliates to verify your compliance with the terms of this EULA. You further agree that your cloud service provider or its Affiliates and NVIDIA may exchange information regarding your use of the Licensed Software and your compliance with the terms of this EULA.

10.2 U.S. Government Legend. The Licensed Software has been developed entirely at private expense and is "commercial items"

consisting of "commercial computer software" and "commercial computer software documentation" provided with RESTRICTED RIGHTS. Use, duplication or disclosure by the U.S. Government or a U.S. Government subcontractor is subject to the restrictions set forth in this EULA pursuant to DEARS 227.7202-3(a) or as set forth in subparagraphs (c)(1) and (2) of the Commercial Computer Software - Restricted Rights clause at FAR 52.227-19, as applicable. Contractor/manufacturer is NVIDIA, 2701 San Tomas Expressway, Santa Clara, CA 95050.

10.3 Export Control. You acknowledge that the Licensed Software described under this EULA is subject to export control under

the U.S. Export Administration Regulations (EAR) and economic sanctions regulations administered by the U.S. Department of Treasury's Office of Foreign Assets Control (OFAC). Therefore, you may not export, reexport or transfer in-country the Licensed Software without first obtaining any license or other approval that may be required by BIS and/or OFAC. You are responsible for any violation of the U.S. or other applicable export control or economic sanctions laws, regulations and requirements related to the Licensed Software. By accepting this EULA, you confirm that you are not a resident or citizen of any country currently embargoed by the U.S. and that you are not otherwise prohibited from receiving the Licensed Software.

10.4 General. This EULA constitutes the entire agreement of the parties with respect to the subject matter hereto and supersede

all prior negotiations, conversations, or discussions between the parties relating to the subject matter hereto, oral or written, and all past dealings or industry custom. Any additional and/or conflicting terms and conditions on purchase order(s) or any other documents issued by you are null, void, and invalid. This EULA and the rights and obligations hereunder may not be assigned by you, in whole or in part, including by merger, consolidation, dissolution, operation of law, or any other manner, without written consent of NVIDIA, and any purported assignment in violation of this provision shall be void and of no effect. NVIDIA may assign, delegate or transfer this EULA and its rights and obligations hereunder, and if to a non-Affiliate you will be notified. Each party acknowledges and agrees that the other is an independent contractor in the performance of this EULA, and each party is solely responsible for all of its employees, agents, contractors, and labor costs and expenses arising in connection therewith. The parties are not partners, joint ventures or otherwise affiliated, and neither has any authority to make any statements, representations or commitments of any kind to bind the other party without prior written consent. Neither party will be responsible for any failure or delay in its performance under this EULA (except for any payment obligations) to the extent due to causes beyond its reasonable control for so long as such event of force majeure continues in effect. This EULA will be governed by and construed under the laws of the State of Delaware and the United States without regard to the conflicts of law provisions thereof and without regard to the United Nations Convention on Contracts for the International Sale of Goods. The parties

consent to the personal jurisdiction of the federal and state courts located in Santa Clara County, California. You acknowledge and agree that a breach of any of your promises or agreements contained in this EULA may result in irreparable and continuing injury to NVIDIA for which monetary damages may not be an adequate remedy and therefore NVIDIA is entitled to seek injunctive relief as well as such other and further relief as may be appropriate. If any court of competent jurisdiction determines that any provision of this EULA is illegal, invalid or unenforceable, the remaining provisions will remain in full force and effect. Unless otherwise specified, remedies are cumulative. Any amendment or waiver under this EULA must be in writing and signed by representatives of both parties. Any notice delivered by NVIDIA to you under this EULA will be delivered via mail, email or fax. Please direct your legal notices or other correspondence to NVIDIA Corporation, 2701 San Tomas Expressway, Santa Clara, California 95050, United States of America, Attention: Legal Department.

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Certain capitalized terms, if not otherwise defined elsewhere in this EULA, shall have the meanings set forth below:

a. "Affiliate" means any legal entity that Owns, is Owned by, or is commonly Owned with a party. "Own" means having more than 50% ownership or the right to direct the management of the entity.

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"Contractor" means an individual who works primarily for your Enterprise on a contractor basis from your secure network.

"Documentation" means the NVIDIA documentation made available for use with the Software, including (without limitation) user manuals, datasheets, operations instructions, installation guides, release notes and other materials provided to you under this EULA.

"Enterprise" means you or any company or legal entity for which you accepted the terms of this EULA, and their subsidiaries of which your company or legal entity owns more than fifty percent (50%) of the issued and outstanding equity.

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ORDERING

Oracle America, Inc.
500 Oracle Parkway
Redwood Shores, CA
94065

Name	City of San Jose	Contact	German Sedano
Address	200 E Santa Clara St. San Jose CA 95113	Phone Number	1-408-5353500
		Email Address	German.Sedano@sanjoseca.gov

Renew Subscription Term: 1-Dec-2022 to 30-Nov-2023

Service Period: 12 months					
Cloud Services	Data Center Region	Quantity	Term	Unit Net Price	Net Fee
B88490 - Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service - Hosted Named Seat Month	NORTH AMERICA	300	12 mo	89.12	26,734.68
B72237 - Oracle RightNow Universal Core ServiceTier 1 Sessions Service Period Pool - 100 Sessions - Pooled Capacity	NORTH AMERICA	9000	12 mo	2.28	20,532.23
B72234 - Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool - 100 Sessions - Pooled Capacity	NORTH AMERICA	585	12 mo	11.76	6,881.34
B78444 - Oracle Policy Automation Collaboration Cloud Service - Hosted Named Seat Month	NORTH AMERICA	50	12 mo	35.65	1,782.27
B73899 - Oracle RightNow Interface Cloud Service - Interface	NORTH AMERICA	2	12 mo	157.90	3,789.64
B68251 - Oracle RightNow Emails Sent Service Period Pool - 100 Emails Sent - Pooled Capacity	NORTH AMERICA	2400	12 mo	0.43	1,026.61
B82256 - Oracle RightNow Non-Contact Center User Cloud Service - Hosted Non-Contact Center Named Seat Month	NORTH AMERICA	500	12 mo	8.91	4,455.78
Subtotal					65,202.56

Expansion at Renewal Term: 30-Nov-2023

Service Period: 12 months					
Cloud Services	Data Center Region	Quantity	Term	Unit Net Price	Net Fee
B88490 - Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service - Hosted Named Seat Month	NORTH AMERICA	400	12 mo	89.12	35,646.24
Subtotal					35,646.24

Fee Description	Net Fee
Cloud Services Fees	100,848.80
Net Fees	100,848.80
Total Fees	100,848.80

A. Terms of Your Order

1. Applicable Agreement:

a. This order incorporates by reference the terms of the Oracle Cloud Services Agreement US-CSA-CPQ-83604 and all amendments and addenda thereto (the "Agreement"). The defined terms in the Agreement shall have the same meaning in this order unless otherwise specified herein.

B. General

1. Payment Terms:

All fees in this ordering document are in US Dollars

2. Fees

The Cloud Services Payment Frequency applies to all Cloud Services fees and taxes. All fees payable to Oracle are due within 30 days from the invoice date. In the event that You dispute the fees or expenses stated in the invoice (the "dispute"), You shall promptly give Oracle detailed, written notice of the dispute, and both Parties shall exercise reasonable efforts to promptly resolve the dispute. The parties shall refrain from exercising any termination right and shall continue to perform their respective obligations under the ordering document and agreement while the parties endeavor to resolve the dispute under this paragraph. Once placed, Your order is non-cancelable and the sums paid nonrefundable, except as otherwise provided herein or in the Agreement. You will pay any sales, value-added or other similar taxes imposed by applicable law that Oracle must pay based on the Services You ordered, except for taxes based on Oracle's income. Unless specifically stated otherwise, fees for Services listed in an order are exclusive of taxes and expenses.

Cloud Services Payment Frequency: Quarterly in Arrears

3. Offer Valid through:

This order is valid through 07-Nov-2022 and shall become binding upon execution by You and acceptance by Oracle.

4. Price Hold for Cloud Services

During the Services Period, You may order additional quantities of the Cloud Services acquired under this order at the Unit Net Price specified above. This price hold does not apply to Eloqua Marketing Platform Cloud Service, to any renewals or extensions of the Cloud Services ordered hereunder, to Cloud Services ordered pursuant to a separate Oracle discount or promotion, or to any Cloud Services other than those listed in the initial purchase under this order.

5. Terms of Use

All products and services listed on this Ordering Document are provided by Oracle under, and subject to, the terms of this Ordering Document, including the Agreement and all Oracle documents referenced in this Ordering Document. You indicate Your agreement to the terms of this Ordering Document, including the Agreement, by signing this Ordering Document, and You represent that You have the authority to bind the company to whom this Ordering Document is addressed above to the terms of this Ordering Document and the Agreement. As applicable, Oracle processes a customer's order after receipt of a purchase order or a valid credit card. Any terms and conditions on Your purchase order are void and have no legal effect. For Cloud Services, You may not reduce the quantity of services purchased hereunder (e.g., user or record counts, storage, etc.), in whole or in part, during the Services Period set forth above. The Services Period for the Cloud Services commences on the date stated in the Ordering Document, or, if none is provided in the Ordering Document, the day that Oracle sends to Your administrator the e-mail that instructs You on how to create Your Cloud login and configure the Cloud Services (the "Cloud Services Start Date"). You must maintain a current subscription to applicable Oracle Cloud Services for the duration of any Consulting/Professional services ordered under this Ordering Document.

6. Renewal of Cloud Services

For Cloud Services that are not identified as Auto Renewal eligible in the Service Specifications, the Unit Net Price for the renewal will not increase by more than 5% of the Unit Net Price for such Cloud Service set forth in this order. The Cloud Services may not be renewed as described in this paragraph if: (i) Oracle is no longer making such Cloud Services generally available to commercial customers, or (ii) You are seeking to cancel or reduce the ordered quantity of the Cloud Services set forth in this order.

C. Services Specifications

1. Services Period

The Services Period for the Services commences on the date stated in this order. If no date is specified, then the "Cloud Services Start Date" for each Service will be the date that you are issued access that enables you to activate your Services, and the "Consulting/Professional Services Start Date" is the date that Oracle begins performing such services.

2. Service Specifications

The Service Specifications that govern the Services ordered consist of the documents listed below, which are incorporated into this Ordering Document. The Service Specifications are subject to change at Oracle's discretion; however, Oracle changes to the Service Specifications will not result in a material reduction in the level of performance, security or availability of the applicable Services provided to You for the duration of the Services Period. The terms of the Service Specifications, including any subject matter addressed in the Service Specifications, will replace any inconsistent term, similar subject matter or scope of service delivery in the Agreement; however, unless expressly stated otherwise in this Ordering Document, the terms of the Data Processing Agreement shall take precedence over any inconsistent terms in this Ordering Document, Agreement or Service Specifications. For the purposes of this Ordering Document, references to the term "Customer" in any document within the Service Specifications shall mean "You" as defined in this Ordering Document.

Service Descriptions and Metrics

A copy of the Service Descriptions and Metrics for the Services ordered hereunder, current as of the Cloud Services Start Date of this order, are attached hereto. The Service Descriptions are subject to change but such changes will not materially reduce the level of performance, functionality, security, or availability of the Cloud Services under this order for the duration of the Services Period.

Cloud Hosting and Delivery Services Policies

Cloud Hosting and Delivery Services Policies describe and govern Cloud Services. You may access the version of these policies that apply to the Cloud Services that You have ordered at www.oracle.com/contracts.

Program Documentation

Program Documentation refers to the program user manuals for the Oracle Programs for Cloud Services, as well as any help windows and read me files for such Oracle Programs that are accessible from within the service. The Program Documentation describes technical and functional aspects of the Oracle Programs. You may access the documentation online at www.oracle.com/contracts.

D. Additional Order Terms

1. No Auto-Renewal

Notwithstanding any statement to the contrary in the Service Specifications, the parties expressly agree that the Services acquired under this order will not Auto-Renew.

2. RightNow Hosting URL

Unless You and Oracle agree otherwise, the URL for Your Oracle RightNow Cloud Services will be based on Oracle's standard naming convention (e.g., <http://customername.custhelp.com>).



E. Other

1. Order of Precedence

This order, including any subject matter addressed in the Service Specifications, shall supersede any inconsistent term, similar subject matter or scope of service delivery in the Agreement referenced above in Section A.1; however, unless expressly stated otherwise in this order, the terms of the Data Processing Agreement shall take precedence over any inconsistent terms in this order, the Agreement or other Service Specifications. This order will control over the terms contained in any purchase order.

2. Appropriation of Funds

Your obligation and this order shall cease immediately without penalty or future payment being required if, in any fiscal year, your governmental funding source fails to appropriate funds for this purchase. Notwithstanding the foregoing, (a) your signature on this ordering document and your issuance of a purchase order to Oracle is your representation to Oracle that funds for this purchase have been fully appropriated and are presently available, and (b) you agree to pay for all services performed by Oracle prior to Oracle's receipt of your written notice of non-appropriations.

City of San Jose		Oracle America, Inc.	
Name	<u>Garrett Dowgiallo</u>	Name	<u>Michael Estrada</u>
Title		Title	
Signature	<small>Email: garrett.dowgiallo@sanjoseca.gov Date: 10/27/2022 GMT</small>	Signature	<small>Email: michael.e.estrada@oracle.com Date: 10/27/2022 GMT</small>

APPROVED AS TO FORM:



Email: diana.yuan@sanjoseca.gov
Date: 10/27/2022 GMT

Diana Yuan, Deputy City Attorney

BILL TO / SHIP TO INFORMATION

Bill To		Ship To	
Customer Name	City of San Jose	Customer Name	City of San Jose
Customer Address	200 E Santa Clara St. San Jose CA 95113	Customer Address	200 E Santa Clara St. San Jose CA 95113
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Oracle Customer Service and Support Cloud Services Descriptions and Metrics

June 9, 2022

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Glossary of Terms

ORACLE RIGHTNOW AND ORACLE FIELD SERVICE CLOUD SERVICES

Activity Pooled Capacity: is defined as the maximum of one Activity per Service Period. If at any time use of the Oracle Field Service Cloud exceeds the purchased quantity of Pooled Activities, then you are out of compliance and you must pay Oracle for back-compliance charges for the overage and purchase additional Pooled Activities to accommodate your increased usage.

An Activity (e.g., work order, office visit, lunch break, warehouse visit, etc.) is scheduled on a contingent workers route within Oracle Field Service Cloud. An Activity may have a defined status (e.g., pending, started, completed, not done, suspended, cancelled, etc.) and may have a defined time of start and end. If an Activity requires several activities (e.g., there is pre-work before the actual work begins, work is performed in several places, work is performed over multiple days/segments, work is suspended and returned to at a future time, etc.), each such activity is unique and considered to be a separate Activity in Oracle Field Service Cloud with a unique “aid” (appointment id).

For the purpose of Oracle Field Service, an Activity is determined by each unique “aid” assigned to a contingent workers route where the users User Classification is “contingent”. At the end of each month, Oracle will look at the previous month’s activity count and decrement that amount from the total pooled activities count.

Appointment: is defined as an activity (e.g., work order, office visit, time used to assist another resource, lunch breaks, etc.) scheduled within Oracle Field Service Cloud that your resource (e.g., mobile employee) performs at a specific location. An Appointment may have a defined status (e.g., pending, started, completed, not done, etc.) and may have a defined time of start and end. If performing a work order requires several activities (e.g., if work is performed in several places that require travel or cannot be performed without the resource leaving the location where the resource performed the activity), each such activity is considered to be a separate Appointment for purposes of the Oracle Field Cloud Service.

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

Connection: is defined as how the services are delivered by Oracle via an encrypted LAN to LAN link between your network and the Oracle RightNow data center.

20K Documents Indexed: is defined as twenty thousand documents that are indexed by the Oracle RightNow Service, where one document is defined as any type of document that can be reached through a URI/URL. An example would be <http://mydocdomain.com/docfolder>.

100 Email Sent - Monthly Capacity: is defined as a maximum of one hundred emails that may be sent per each calendar month of the services term, where one email is defined as each outbound broadcast or transactional email sent through the Oracle RightNow Outbound Cloud Service or Oracle RightNow Feedback Cloud Service.

100 Email Sent - Pooled Capacity: is defined as a maximum of one hundred emails that may be sent during the services term, where one email is defined as each outbound broadcast or transactional email sent through the Oracle RightNow Outbound Cloud Service or Oracle RightNow Feedback Cloud Service.

Hosted Connected Seat Month: is defined as a user accessing the Oracle RightNow Service at any given time during each month of each Service Period. For each month of each Service Period, the amount of Hosted Connected Seat Months used is the peak number of users who concurrently accessed the Oracle RightNow Service at any time during such month. If at any time use of the Oracle RightNow Service exceeds the purchased quantity of Hosted Connected Seat Months, then you are required to purchase and pay for additional Hosted Connected Seat Months in accordance with the terms of your order, such that the amount of Hosted Connected Seat Months used or to be used is equal to or less than the total purchased quantity. Unused or partially used Hosted Connected Seat Months will expire at the end of the Service Period, and do not carry-over or rollover to any new Service Period or Subscription Term (e.g., a renewal of services), and in no event will you receive a refund of fees paid, or be entitled to cancel fees due, for unused or partially used Hosted

Connected Seat Months.

Hosted Connected User: is defined as an individual authorized by you to access the Oracle RightNow Service simultaneously with other users at any given time. The quantity of Hosted Connected Users on the ordering document is the maximum number of Hosted Connected Users that may access the Oracle RightNow Services at any given time. If at any time your use of the Oracle RightNow Services exceeds the quantity of Hosted Connected Users purchased, then you are out of compliance and you must pay Oracle for back-compliance charges for the overage and purchase additional Hosted Connected Users to accommodate your increased usage. The peak number of Hosted Connected Users who access the Oracle RightNow Service simultaneously at any given time during each month of the Services Period determines your compliance with this metric.

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

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

Hosted Named User: is defined as an individual authorized by you to access the Oracle Field Service or Oracle RightNow Services regardless of whether the individual is actively accessing either of these Services at any given time. Authorized individuals are users directly configured in the Oracle Field Service or Oracle RightNow Service with a User status that is “active” and for Oracle Field Service where the User Classification is “regular”.

The quantity of Hosted Named Users on the ordering document is the maximum number of Hosted Named Users. If at any time during the Service Period you use more than your purchased capacity of Hosted Named Users, then you are out of compliance and you must pay Oracle for back-compliance charges for the overage and purchase additional Hosted Named User seats to accommodate your increased usage. The peak number of Hosted Named Users at any given time during each month of the Service Period determines your compliance with this metric.

Hosted Non-Contact Center Named User: is defined as an employee in your organization that reports outside of the Contact Center team and accesses Oracle Service Cloud functionality irregularly to ‘provide’ support to customers, partners, or employees. Non-Contact Center Users for example include: employees serving as subject matter experts to the Contact Center team, employees in retail locations who help provide support to customers, managers in non-contact center departments who view reports and transactional information, field service technicians who access Oracle Service Cloud beyond what is included in Oracle Field Service, and other users outside of the Contact Center who access Oracle Service Cloud irregularly. The Contact Center team includes any individual reporting into a group responsible for providing service to customers, partners, or employees through the channels Oracle Service Cloud supports including but not limited to: chat, email, phone, co-browse, social and customer communications around case management. The Contact Center team also includes any individual reporting into a group that supports administration, operations or monitoring of the Oracle Service Cloud site. Compared to the below Session metrics which are for users who ‘receive’ service, the Non-Contact Center user metrics are for users who ‘provide’ service.

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, 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 Named Seat Month:: 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 during one service month. The Hosted

Named Seat Months are pooled for the Service Period stated on the Order Document. 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 service month, Oracle will look at the previous month's provisioned unique user count, find the maximum number used during the service month 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 service month, but need to buy more seats to fill your pool if you run out of capacity before the Service Period end date.

For the purpose of Oracle RightNow Cloud Service, an individual authorized by you is determined by configuring a unique staff account in Oracle RightNow (i.e. not disabled).

For the purpose of Oracle Field Service, an individual authorized by you is determined by configuring a unique staff account in Oracle Field Service with a User status of "active" and for Oracle Field Service where the User Classification is "regular". 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.

Hosted Non-Contact Center Named Seat Month: is defined as an employee in your organization that reports outside of the Contact Center team and accesses Oracle Service Cloud functionality irregularly to 'provide' support to customers, partners, or employees. Non-Contact Center Users for example include: employees serving as subject matter experts to the Contact Center team, employees in retail locations who help provide support to customers, managers in non-contact center departments who view reports and transactional information, field service technicians who access Oracle Service Cloud beyond what is included in Oracle Field Service, and other users outside of the Contact Center who access Oracle Service Cloud irregularly. The Contact Center team includes any individual reporting into a group responsible for providing service to customers, partners, or employees through the channels Oracle Service Cloud supports including but not limited to: chat, email, phone, co-browse, social and customer communications around case management. The Contact Center team also includes any individual reporting into a group that supports administration, operations or monitoring of the Oracle Service Cloud site. Compared to the below Session metrics which are for users who 'receive' service, the Non-Contact Center user metrics are for users who 'provide' service.

The quantity of Hosted Non-Contact Center Named Seat Months on the ordering document is the maximum number of Hosted Non-Contact Center Named Seat Months. If at any time during the Service Period you use more than your purchased capacity of Hosted Non-Contact Center Named Seat Months, 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 Seat Months to accommodate your increased usage 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

Instance: is defined as a single Oracle RightNow service database.

Mailbox: is defined as functionality that allows the Oracle RightNow Cloud Service to send and receive emails, and that either, depending on whether a service mailbox or marketing mailbox is provisioned, converts the inbound emails into incidents to be handled by your support agents or sends outbound and feedback emails.

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.

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

100 Sessions Monthly Capacity: is defined as the maximum of one hundred sessions per each month of the Service Period. "Session" is defined as a single 15 minute time period of web visit activity or knowledge interaction activity. "Web visit activity" means activity within a consumer visit to an Oracle RightNow CX Cloud Service destination site or web experience powered by Oracle or, alternatively, with content delivered by Oracle to a third party site through syndicated widgets. "Knowledge interaction activity" means user initiated activity through the Oracle RightNow Connect Knowledge Foundation API Cloud Service. Each session is utilized by a uniquely identified client, with one or more sessions consumed

depending on the length of the web visit activity or knowledge interaction activity and the actions therein. If at any time use of the Oracle RightNow Services exceeds the purchased quantity of 100 Sessions Monthly Capacity, you are out of compliance and must pay Oracle for back-compliance charges for the overage and purchase additional 100 Sessions Monthly Capacity to accommodate your increased usage.

100 Sessions Pooled Capacity: is defined as the maximum of one hundred sessions per Service Period. "Session" is defined as a single 15 minute time period of web visit activity or knowledge interaction activity. "Web visit activity" means activity within a consumer visit to an Oracle RightNow CX Cloud Service destination site or web experience powered by Oracle or, alternatively, with content delivered by Oracle to a third party site through syndicated widgets. "Knowledge interaction activity" means user initiated activity through the Oracle RightNow Connect Knowledge Foundation API Cloud Service. Each session is utilized by a uniquely identified client, with one or more sessions consumed depending on the length of the web visit activity or knowledge interaction activity and the actions therein. If at any time use of the Oracle RightNow Services exceeds the purchased quantity of 100 Sessions Pooled Capacity, you are out of compliance and must pay Oracle for back-compliance charges for the overage and purchase additional 100 Sessions Pooled Capacity to accommodate your increased usage.

100 Appointments Pooled Capacity: is defined as the maximum of 100 appointments per Service Period. If at any time use of the Oracle Field Service Cloud Services exceeds the purchased quantity of 100 Appointments Pooled Capacity, you are out of compliance and must pay Oracle for back-compliance charges for the overage and purchase additional 100 Appointments Pooled Capacity to accommodate your increased usage.

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 the following:

- 1) Operations as defined in the Web Services Description Language (WSDL), and sent via a Simple Object Access Protocol (SOAP) request on the wire
- 2) http requests on resources made available using Representational State Transfer (REST) style

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.-and each http request made using REST style on Connect Common Object Model (CCOM) resources corresponds to one API operation.

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.

1,000,000 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.

ORACLE TOA (LEGACY)

User: is defined as anyone who has been issued a unique log-in for Your production instance of the ETAdirect or ETAWorkforce Cloud Service. You agree that each and every person who will be accessing, using and/or scheduled via its production instance of the ETAdirect or ETAWorkforce Cloud Service will be issued a unique log-in, and that no two persons will utilize the same log-in.

Event/Appointment: is defined as an activity (e.g., work order, office visit, time used to assist another resource, lunch breaks, etc.) scheduled within ETAdirect that represents a period of time that Your resource (e.g., mobile employee) performs an activity at a specific location, and a defined status (e.g., pending, started, completed, not done, etc.), and may have a defined time of start and end. In some cases, performing a work order may require several activities (e.g., if work is performed in several places that require travel or cannot be performed without the resource leaving the location where the resource performed the activity). The number of Events/Appointments licensed by You are measured over a trailing 12 month period.

Instance: is defined as a single database instance of the ETAdirect Cloud Service.

ORACLE RIGHTNOW SUBSCRIPTION

Oracle RightNow Instance Cloud Service

Applicable SKUs: INS-1203, B68550

If the customer is licensed for Oracle RightNow Cloud Service either via Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service, Oracle RightNow Standard Dynamic Agent Desktop Cloud Service, Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service or Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service an Instance is included that provides access to the knowledge foundation (Database), management & administrative capabilities, business rules, process management and reporting. For clarification purposes, one (1) Oracle RightNow Instance is included for the hosting term with the initial purchase of Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service, Oracle RightNow Standard Dynamic Agent Desktop Cloud Service, Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service or Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service and includes:

- ◆ Database Storage limit of 1024 MB
- ◆ File Storage limit of 1024 MB
- ◆ Bandwidth limit of 5125 MB per month
- ◆ One (1) Oracle RightNow Additional Mailbox ([B68311](#))
- ◆ One (1) Oracle RightNow Interface Cloud Service ([B73899](#))
- ◆ Two (2) Oracle Additional Test Environments for Oracle RightNow Cloud Service ([B70790](#))

If the customer is licensed for Oracle Policy Automation Cloud Service either via Oracle RightNow Universal Tier 3 Sessions, Oracle Policy Automation Agent Cloud Service, or Oracle Policy Automation Mobile Cloud Service, an instance is included that provides access to a downloadable policy modeling desktop integrated with Microsoft Word and Excel, and a web interface with management and administrative capabilities. For clarification purposes, one (1) Oracle Policy Automation instance is included for the hosting term with the initial purchase of either Oracle RightNow Universal Tier 3 Sessions Oracle Policy Automation Agent Cloud Service, or Oracle Policy Automation Mobile Cloud Service and includes:

- ◆ Database Storage limit of 1024 MB
- ◆ Bandwidth limit of 2048 MB per month
- ◆ Up to fifty (50) Policy Modeling/Hub user accounts
Only if not included above, two (2) Oracle Additional Test Environments for Oracle RightNow Cloud Service ([B70790](#))
- ◆ Automatic updates to later Oracle Policy Automation Cloud Service versions as Oracle makes them available

Each test environment is subject to the following usage limits:

- ◆ The Oracle RightNow Cloud Service test instance is limited to a maximum number of two hundred and fifty (250) Authorized Users with no more than twenty (20) concurrent users accessing the system at any one time
- ◆ The Oracle Policy Automation Cloud Service test instance is limited to a maximum number of twenty (20) concurrent session, agent and mobile users accessing the system at any one time. Policy Modeling and administrative users are not subject to this limitation

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Interface Cloud Service

Applicable SKUs: B73899

Users of Oracle RightNow Interface Cloud Service are authorized to access the following module(s):
V060922

- One (1) Oracle RightNow Interface Cloud Service
- ♦ Two (2) Oracle RightNow Additional Mailboxes ([B68311](#))

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service

Applicable SKUs: B88492, B88493, B88494, B88495

Users of Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service
- ♦ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

Oracle RightNow Web Customer Service

- ♦ Oracle RightNow Chat Cloud Service ([B68258](#), [B68259](#), [B68281](#), [B68262](#))
- ♦ Oracle RightNow App Builder Experience Designer Cloud Service
 - Customer Portal Studio

Oracle RightNow Cross Channel Contact Center

- ♦ Case Management
 - Core Agent Desktop
 - Incident (Case) and SLA Management (Limited)
 - Business Rules, Escalations and Routing (Limited) Interaction Management
- ♦ ○ Oracle RightNow Basic Screen Pop Cloud Service
- ♦ Oracle RightNow Asset Management and Product Tracking Cloud Service
- ♦ Oracle RightNow App Builder Experience Designer Cloud Service
 - Configuration Capabilities
- ♦ Oracle RightNow Feedback Cloud Service (Chat Surveys Only) Oracle RightNow Analytics Cloud Service
- ♦ One (1) Oracle RightNow Instance Cloud Service ([B68550](#))
- ♦ Oracle RightNow Connect Cloud Service
 - Oracle RightNow Connect Web Service API Operations
 - Oracle RightNow App Builder Custom Objects Cloud Service
- ♦ Oracle RightNow Mission Critical Cloud Service
 - Oracle RightNow Cloud Platform Cloud Service

Oracle RightNow Knowledge Management

- ♦ Oracle RightNow Foundation Agent Knowledgebase Cloud Service

Usage Limits: Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service is subject to usage limits based

- ♦ on:
 - A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
 - One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) with the first purchase of an Authorized User
- ♦ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
Peak Database Storage	24 MB per User ¹	72 MB per User ¹	2 MB per User ¹	6 MB per User ¹
Peak File Storage	120 MB per User ¹	360 MB per User ¹	10 MB per User ¹	30 MB per User ¹

Monthly Bandwidth	120 MB per User ¹	360 MB per User ¹	10 MB per User ¹	30 MB per User ¹
Oracle RightNow Emails Sent Cloud Service	1,500 per Month ²	1,500 per Month ²	1,500 *# of Months in the Committed Service Period Emails Sent for Service Period ³	1,500 *# of Months in the Committed Service Period Emails Sent for Service Period ³
Oracle RightNow Connect Cloud Service	10,000 API Operations per User per Month ⁴	30,000 API Operations per User per Month ⁴	10,000 API Operations per User per Service Period ⁴	30,000 API Operations per User per Service Period ⁴
	Absolute limit of 7,500,000 Operations per day (regardless of the number of Authorized Users purchased).			
Oracle RightNow App Builder Custom Objects Cloud Service	Maximum of 5 Custom Objects per Instance. Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200 per instance.			
Incident Archiving (Default)	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days ^{6,7} .			

¹Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

²Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

³Allocated per Organization, does not scale with the number of users purchased. Allocation is multiplied by the number of committed months of the Service Period. Transactions are pooled to be used over the committed Service Period.

⁴Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

⁵Allocated per Seat Month purchased, to be added together into a pool of available transactions to be used over the committed Service Period.

⁶Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

⁷Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Standalone Cobrowse Dynamic Agent Desktop Cloud Service

Applicable SKUs: B78652, B78653, B78654, B78655

Users of Oracle RightNow Cobrowse Dynamic Agent Desktop Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Cobrowse Dynamic Agent Desktop Cloud Service
- ♦ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

Usage Limits: Oracle Standalone Cobrowse Dynamic Agent Desktop Cloud Service is subject to usage limits based

- ♦ on: A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
- ♦ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
Peak Database Storage	24 MB per User ¹	72 MB per User ¹	2 MB per User ¹	6 MB per User ¹

Peak File Storage	120 MB per User ¹	360 MB per User ¹	10 MB per User ¹	30 MB per User ¹
Monthly Bandwidth	120 MB per User ¹	360 MB per User ¹	10 MB per User ¹	30 MB per User ¹

¹Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Standard Dynamic Agent Desktop Cloud Service

Applicable Part: [B88480](#), [B88481](#), [B88482](#), [B88483](#)

Users of Oracle RightNow Standard Dynamic Agent Desktop Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Standard Dynamic Agent Desktop Cloud Service
- ◆ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

Oracle RightNow Web Customer Service

- ◆ Oracle RightNow Email Management Cloud Service
- ◆

Oracle RightNow App Builder Experience Designer Cloud Service

- Customer Portal Studio

Oracle RightNow Cross Channel Contact Center

- ◆ Case Management
 - Core Agent Desktop
 - Incident (Case) and SLA Management
 - Business Rules, Escalations and Routing
- ◆ Interaction Management
 - Oracle RightNow Basic Screen Pop Cloud Service
- ◆ Oracle RightNow Asset Management and Product Tracking Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
 - Configuration Capabilities
 - Oracle RightNow Contextual Workspaces Cloud Service ([B68469](#), [B68468](#), [B68470](#), [B68467](#))
 - Oracle RightNow Opportunity Tracking Cloud Service
- ◆ Oracle RightNow Analytics Cloud Service
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#))
- ◆ Oracle RightNow Connect Cloud Service
 - Oracle RightNow Connect Web Service API Operations
 - Oracle RightNow App Builder Custom Objects Cloud Service
- ◆ Oracle RightNow Mission Critical Cloud Service
 - Oracle RightNow Cloud Platform Cloud Service

Oracle RightNow Knowledge Management

- ◆ Oracle RightNow Foundation Agent Knowledgebase Cloud Service

Usage Limits: Oracle RightNow Standard Dynamic Agent Desktop Cloud Service is subject to usage limits based on:

◆

- A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
- ♦○ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) with the first purchase of an Authorized User
- ♦ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
Peak Database Storage	24 MB per User ¹	72 MB per User ¹	2 MB per User ¹	6 MB per User ¹
Peak File Storage	120 MB per User ¹	360 MB per User ¹	10 MB per User ¹	30 MB per User ¹
Monthly Bandwidth	120 MB per User ¹	360 MB per User ¹	10 MB per User ¹	30 MB per User ¹
Oracle RightNow Emails Sent Cloud Service	1,000 Emails Sent per Month ²	1,000 Emails Sent per Month ²	1,000 * # of Months in the Committed Service Period Emails Sent for Service Period ³	1,000 * # of Months in the Committed Service Period Emails Sent for Service Period ³
Oracle RightNow Connect Cloud Service	15,000 API Operations per User per Month ⁴	45,000 API Operations per User per Month ⁴	15,000 API Operations per User per Service Period ⁵	45,000 API Operations per User per Service Period ⁵
	Absolute Limit of 7,500,000 per day (regardless of the number of Authorized Users purchased).			
Oracle RightNow App Builder Custom Objects Cloud Service	Maximum of 5 Custom Objects per Instance. Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200 per instance.			
Incident Archiving (Default)	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days ^{6,7} .			

¹Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

²Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

³Allocated per Organization, does not scale with the number of users purchased. Allocation is multiplied by the number of committed months of the Service Period. Transactions are pooled to be used over the committed Service Period.

⁴Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

⁵Allocated per Seat Month purchased, to be added together into a pool of available transactions to be used over the committed Service Period.

⁶Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

⁷Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service

Applicable SKUs: [B88484](#), [B88485](#), [B88486](#), [B88487](#)

Users of Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service
- ♦ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

Oracle RightNow Web Customer Service

- ◆ Oracle RightNow Email Management Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
 - Customer Portal Studio

Oracle RightNow Cross Channel Contact Center

- ◆ Case Management
 - Core Agent Desktop
 - Incident (Case) and SLA Management
 - Business Rules, Escalations and Routing
- ◆ Interaction Management
 - Oracle RightNow Basic Screen Pop Cloud Service
- ◆ Oracle RightNow Incident Collaboration Cloud Service (for customers NOT in the attested PCI Cloud, Department of Defense Cloud or Government Cloud in the United Kingdom or North America)
- ◆ Oracle RightNow Asset Management and Product Tracking Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
 - Configuration Capabilities
 - Oracle RightNow Contextual Workspaces Cloud Service ([B68469](#), [B68468](#), [B68470](#), [B68467](#))
 - Oracle RightNow Guided Assistance Cloud Service
 - Oracle RightNow Opportunity Tracking Cloud Service
- ◆ Oracle RightNow Outreach Cloud Service Oracle RightNow Feedback Cloud Service Oracle RightNow Analytics Cloud Service
- ◆
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#))
- ◆ Oracle RightNow Connect Cloud Service
 - Oracle RightNow Connect Web Service API Operations
 - Oracle RightNow Desktop App Builder Add-Ins Cloud Service
 - Oracle RightNow App Builder Custom Objects Cloud Service
- ◆ Oracle RightNow Mission Critical Cloud Service
 - Oracle RightNow Cloud Platform Cloud Service
- ◆ Oracle RightNow Incident Thread Masking Cloud Service

Oracle RightNow Knowledge Management

- ◆ Oracle RightNow Foundation Agent Knowledgebase Cloud Service

Usage Limits: Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service is subject to usage limits based on:

- ◆○ A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
- ◆○ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) with the first purchase of an Authorized User
- ◆ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
Peak Database Storage	72 MB per User ¹	216 MB per User ¹	6 MB per User ¹	18 MB per User ¹
Peak File Storage	360 MB per User ¹	1080 MB per User ¹	30 MB per User ¹	90 MB per User ¹
Monthly Bandwidth	360 MB per User ¹	1080 MB per User ¹	30 MB per User ¹	90 MB per User ¹
Oracle RightNow Emails Sent Cloud Service	6,000 Emails Sent per Month	6,000 Emails Sent per Month	6,000 * # of Months in the Committed Service Period Emails Sent for Service Period ³	6,000 * # of Months in the Committed Service Period Emails Sent for Service Period ³

Oracle RightNow Connect Cloud Service	50,000 API Operations per User per Month ⁴	150,000 API Operations per User per Month ⁴	50,000 API Operations per User per Service Period ⁵	50,000 API Operations per User per Service Period ⁵
	Absolute Limit of 7,500,000 per day (regardless of the number of Authorized Users purchased).			
Oracle RightNow App Builder Custom Objects Cloud Service	Maximum of 50 Custom Objects per Instance. Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200 per instance.			
Oracle RightNow Additional Mailbox	One (1) Oracle RightNow Additional Mailboxes (B68311) with the first purchase of an Authorized User. This mailbox will be provided for use with Oracle RightNow Outreach Cloud Service and/or Oracle RightNow Feedback Cloud Service.			
Incident Archiving (Default)	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days ^{6,7} .			

¹Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

²Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

³Allocated per Organization, does not scale with the number of users purchased. Allocation is multiplied by the number of committed months of the Service Period. Transactions are pooled to be used over the committed Service Period.

⁴Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

⁵Allocated per Seat Month purchased, to be added together into a pool of available transactions to be used over the committed Service Period.

⁶Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

⁷Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service

Applicable SKUs: B88488, B88489, B88490, B88491

Users of Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service
- ♦ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

Oracle RightNow Web Customer Service

- ♦ Oracle RightNow Chat Cloud Service ([B68258](#), [B68259](#), [B68281](#), [B68262](#))
- ♦ Oracle RightNow Co-browse Cloud Service ([B68246](#), [B78656](#), [B68278](#), [B78657](#))
- ♦ Oracle RightNow Email Management Cloud Service
- ♦ Oracle RightNow App Builder Experience Designer Cloud Service

- Customer Portal Studio

Oracle RightNow Cross Channel Contact Center

- ◆ Case Management
 - Core Agent Desktop
 - Incident (Case) and SLA Management
 - Business Rules, Escalations and Routing
- ◆ Interaction Management
 - Oracle RightNow Basic Screen Pop Cloud Service
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- ◆ Oracle RightNow Incident Collaboration Cloud Service (for customers NOT in the attested PCI Cloud, Department of Defense Cloud or Government Cloud in the United Kingdom or North America)
- ◆ Oracle RightNow Asset Management and Product Tracking Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
 - Configuration Capabilities
 - Oracle RightNow Contextual Workspaces Cloud Service ([B68469](#), [B68468](#), [B68470](#), [B68467](#))
 - Oracle RightNow Guided Assistance Cloud Service ([B68300](#), [B68301](#), [B68283](#), [B68284](#))
 - Oracle RightNow Agent Scripting Cloud Service (B68302, B68303, B68285, B68286)
 - Oracle RightNow Desktop Workflow Cloud Service ([B68304](#), [B68305](#), [B68287](#), [B68288](#))
 - Oracle RightNow Opportunity Tracking Cloud Service
- ◆ Oracle RightNow Outreach Cloud Service Oracle RightNow Feedback Cloud Service Oracle RightNow Analytics
- ◆ Cloud Service
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#))
- ◆ Oracle RightNow Connect Cloud Service
 - Oracle RightNow Connect Web Service API Operations
 - Oracle RightNow Desktop App Builder Add-Ins Cloud Service
 - Oracle RightNow App Builder Custom Objects Cloud Service
- ◆ Oracle RightNow Mission Critical Cloud Service
 - Oracle RightNow Cloud Platform Cloud Service
 - One (1) Oracle Additional Test Environment for Oracle RightNow Cloud Service ([B70790](#))
 - Oracle RightNow Single Sign-On Cloud Service ([B68558](#))
 - Oracle Virtual Private Network for Oracle RightNow Cloud Service ([B70797](#))
 - Oracle RightNow Dedicated Outbound IP Address Cloud Service ([B68551](#))
 - Oracle RightNow Custom Domain SSL Application Hosting ([B68310](#))
- Oracle RightNow Incident Thread Masking Cloud Service

Oracle RightNow Knowledge Management

- ◆ Oracle RightNow Foundation Agent Knowledgebase Cloud Service

Usage Limits: Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service is subject to usage limits based on:

- ◆ A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) with the first purchase of an Authorized User
- ◆ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
Peak Database Storage	216 MB per User ¹	648 MB per User ¹	18 MB per User ¹	54 MB per User ¹
Peak File Storage	1080 MB per User ¹	3240 MB per User ¹	90 MB per User ¹	270 MB per User ¹

Monthly Bandwidth	1080 MB per User ¹	3240 MB per User ¹	90 MB per User ¹	270 MB per User ¹
Oracle RightNow Emails Sent Cloud Service	6,000 Emails Sent per Month	6,000 Emails Sent per Month	6,000 * # of Months in the Committed Service Period Emails Sent for Service Period ³	6,000 * # of Months in the Committed Service Period Emails Sent for Service Period ³
Oracle RightNow Connect Cloud Service	250,000 API Operations per User per Month ⁴	750,000 API Operations per User per Month ⁴	250,000 API Operations per User per Service Period ⁵	750,000 API Operations per User per Service Period ⁵
	Absolute Limit of 7,500,000 per day (regardless of the number of Authorized Users purchased).			
Oracle RightNow App Builder Custom Objects Cloud Service	Maximum of 200 Custom Objects per Instance.			
Oracle RightNow Additional Mailbox	Six (6) Oracle RightNow Additional Mailboxes (B68311) with the first purchase of an Authorized User. One (1) mailbox will be for use with Oracle RightNow Outreach Cloud Service and/or Oracle RightNow Feedback Cloud Service and five (5) additional mailboxes will be for general use.			
Incident Archiving (Default)	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days ^{6,7} .			

¹Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

²Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

³Allocated per Organization, does not scale with the number of users purchased. Allocation is multiplied by the number of committed months of the Service Period. Transactions are pooled to be used over the committed Service Period.

⁴Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

⁵Allocated per Seat Month purchased, to be added together into a pool of available transactions to be used over the committed Service Period.

⁶Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

⁷Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Policy Automation Agent Cloud Service

Applicable SKUs: B86965, B86966, B86967, B86968

Users of Oracle Policy Automation Agent Cloud Service are authorized to access the following

- ♦ module(s): Oracle Policy Automation Agent Cloud Service
- ♦ Oracle Policy Automation Mobile Cloud Service
 - The Oracle Policy Automation Mobile Cloud Service module will cease to be available from the end of June 2023. Based on customer feedback, a more flexible solution is planned.

Oracle Policy Automation Determinations API Cloud Service

Usage Limits: Oracle Policy Automation Agent Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
- ♦ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) (Oracle Policy Automation Agent Cloud Service or

Oracle RightNow Universal Tier 3 Sessions

- ♦ only) The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
Monthly Bandwidth	120 MB per User ¹	360 MB per User ¹	120 MB per User ¹	360 MB per User ¹

¹Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Policy Automation Collaboration Cloud Service

Applicable SKUs: B78442, B78443, B78444, B78445

Users of Oracle Policy Automation Collaboration Cloud Service are authorized to access the following

- ♦ module(s): Oracle Policy Automation Collaboration Cloud Service

Usage Limits: Oracle Policy Automation Collaboration Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)
- ♦ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
Monthly Bandwidth	120 MB per User ¹	360 MB per User ¹	120 MB per User ¹	360 MB per User ¹

¹Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Field Service Professional Cloud Service – Hosted Named User

Applicable Parts: B90333

Users of the Oracle Field Service Professional Cloud Service are authorized to access the following:

- Oracle Field Service Professional Cloud Service
- The following features are associated with this Oracle Cloud Service:
 - Core Application (formerly Core Manage, Mobility and Smart Location) - suite configuration, interactive viewing, activity status management, reporting, inventory management, crew/teamwork support, integrated mapping, offline support and multi-language and time zone support, resource and activity location, historic GPS location, resource proximity and idle time alerts.
 - Access to Android and iOS installed applications.
 - Routing - unlimited queued routing with configurable route plans and run intervals.
 - Collaboration - individual and group Collaboration, activity and inventory sharing and reassignment, message broadcasting, nearby resources

- API access for the associated services

Usage Limits: Oracle Field Service Professional Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users) as defined in your order
- Oracle will provision one (1) production instance and two (2) test instances of this Oracle Cloud Service to You.
- Activity, inventory, daily extract file data will not be stored, managed or maintained beyond the ninety (90) day retention period from an activity completion date
- Data Retention: Collaboration and resource location data will not be stored, managed or maintained beyond the ninety (90) day retention period from the time the message was created.

The following usage limits are allocated per production and non-production instance:

- API request and size limits
 - Maximum individual API request size = 5MB¹
 - Maximum number of API requests per day² = 5,000,000
 - Maximum number of API requests per one (1) minute = 10,000
 - Maximum API traffic per day² = 20GB
 - Maximum Traffic per hour period = 5GB
- Daily Extract, File Storage³ = 100GB

¹ Unless another size is referenced in a specific operation description.

² A 'day' is a 24 hour period beginning at '00:00 UTC'.

³ Oldest days data is removed when the limited is reached.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Field Service Professional Cloud Service – Hosted Named Seat Month

Applicable Parts: B90334

Users of the Oracle Field Service Professional Cloud Service are authorized to access the following module(s):

- Oracle Field Service Professional Cloud Service
- The following features are associated with this Oracle Cloud Service:
 - Core Application (formerly Core Manage, Mobility and Smart Location) - suite configuration, interactive viewing, activity status management, reporting, inventory management, crew/teamwork support, integrated mapping, offline support and multi-language and time zone support, resource and activity location, historic GPS location, resource proximity and idle time alerts.
 - Access to Android and iOS installed applications.
 - Routing - unlimited queued routing with configurable route plans and run intervals.
 - Collaboration - individual and group Collaboration, activity and inventory sharing and reassignment, message broadcasting, nearby resources

- API access for the associated services

Usage Limits: Oracle Field Service Professional Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Seat Months) as defined in your order
- Oracle will provision one (1) production instance and two (2) test instances of this Oracle Cloud Service to You.
- Activity, inventory, daily extract file data will not be stored, managed or maintained beyond the ninety (90) day retention period from an activity completion date

- Data Retention: Collaboration and resource location data will not be stored, managed or maintained beyond the ninety (90) day retention period from the time the message was created.

The following usage limits are allocated per production and non-production instance:

- API request and size limits
 - Maximum individual API request size = 5MB¹
 - Maximum number of API requests per day² = 5,000,000
 - Maximum number of API requests per one (1) minute = 10,000
 - Maximum API traffic per day² = 20GB
 - Maximum Traffic per hour period = 5GB
- Daily Extract, File Storage³ = 100GB

¹ Unless another size is referenced in a specific operation description.

² A 'day' is a 24 hour period beginning at '00:00 UTC'.

³ Oldest days data is removed when the limited is reached.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Field Service Enterprise Cloud Service – Hosted Named User

Applicable Parts: B90335

Users of the Oracle Field Service Enterprise Cloud Service are authorized to access the following module(s):

- Oracle Field Service Enterprise Cloud Service
- The following features are associated with this Oracle Cloud Service:
 - Core Application (formerly Core Manage, Mobility and Smart Location) - suite configuration, interactive viewing, activity status management, reporting, inventory management, crew/teamwork support, integrated mapping, offline support and multi language and time zone support, resource and activity location, historic GPS location, resource proximity and idle time alerts.
 - Access to Android and iOS installed applications.
 - Routing - unlimited queued routing with configurable route plans and run intervals.
 - Collaboration - individual and group Collaboration, activity and inventory sharing and reassignment, message broadcasting, nearby resources
 - Capacity and Quota Management - visibility into workforce capacity, ability to manage quota, capacity categories and time-slots management
 - Forecasting - data import/export, graphical and tabular viewing and planning mode
 - Street level routing in routing, real-time traffic and traffic layers
 - Video Chat
 - Expanded System and API limits

- API access for the associated services

Usage Limits: Oracle Field Service Enterprise Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users) as defined in your order
- Oracle will provision one (1) production instance and two (2) test instances of this Oracle Cloud Service to You.
- Activity, inventory, daily extract file data will not be stored, managed or maintained beyond the ninety (90) day retention period from an activity completion date
- Data Retention: Collaboration and resource location data will not be stored, managed or maintained beyond the ninety (90) day retention period from the time the message was created.

The following usage limits are allocated per production and non-production instance:

- API request and size limits
 - Maximum individual API request size = 5MB¹
 - Maximum number of API requests per day² = 5,000,000
 - Maximum number of API requests per one (1) minute = 10,000
 - Maximum API traffic per day² = 20GB
 - Maximum Traffic per hour period = 5GB
- Daily Extract, File Storage³ = 500GB

¹ Unless another size is referenced in a specific operation description.

² A 'day' is a 24 hour period beginning at '00:00 UTC'.

³ Oldest days data is removed when the limited is reached.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Field Service Enterprise Cloud Service – Hosted Named Seat Month

Applicable Parts: B90336

Users of the Oracle Field Service Enterprise Cloud Service are authorized to access the following:

- Oracle Field Service Enterprise Cloud Service
- The following features are associated with this Oracle Cloud Service:
 - Core Application (formerly Core Manage, Mobility and Smart Location) - suite configuration, interactive viewing, activity status management, reporting, inventory management, crew/teamwork support, integrated mapping, offline support and multi language and time zone support, resource and activity location, historic GPS location, resource proximity and idle time alerts.
 - Access to Android and iOS installed applications.
 - Routing - unlimited queued routing with configurable route plans and run intervals.
 - Collaboration - individual and group Collaboration, activity and inventory sharing and reassignment, message broadcasting, nearby resources
 - Capacity and Quota Management - visibility into workforce capacity, ability to manage quota, capacity categories and time-slots management
 - Forecasting - data import/export, graphical and tabular viewing and planning mode
 - Street level routing in routing, real-time traffic and traffic layers
 - Video Chat
 - Expanded System and API limits

- API access for the associated services

Usage Limits: Oracle Field Service Enterprise Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Seat Month) as defined in your order
- Oracle will provision one (1) production instance and two (2) test instances of this Oracle Cloud Service to You.
- Activity, inventory, daily extract file data will not be stored, managed or maintained beyond the ninety (90) day retention period from an activity completion date
- Data Retention: Collaboration and resource location data will not be stored, managed or maintained beyond the ninety (90) day retention period from the time the message was created.

The following usage limits are allocated per production and non-production instance:

- API request and size limits
 - Maximum individual API request size = 5MB¹
 - Maximum number of API requests per day² = 5,000,000
 - Maximum number of API requests per one (1) minute = 10,000
 - Maximum API traffic per day² = 20GB
 - Maximum Traffic per hour period = 5GB
- Daily Extract, File Storage³ = 500GB

¹ Unless another size is referenced in a specific operation description.

² A 'day' is a 24 hour period beginning at '00:00 UTC'.

³ Oldest days data is removed when the limited is reached.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Field Service Standard Map Cloud Service with Google Maps

Applicable Parts: B87739, B88504

Users of the Oracle Field Service Standard Map Cloud Service with Google Maps are authorized to access the following module(s):

- Oracle Field Service Google Maps Standard Cloud Service
- The following features are associated with this Oracle Cloud Service:
 - Address Geocoding using Google
 - Map Presentation using Google Map tiles
 - Satellite View – where available

Usage Limits: Oracle Field Service Standard Map Cloud Service with Google Maps is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users) or Hosted Named Seat Months as defined in your order
- Maps not being used in any Prohibited Country defined by Google

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Field Service Standard Map Cloud Service with Baidu Maps

Applicable Parts: B88850, B88851

Users of the Oracle Field Service Standard Map Cloud Service with Baidu Maps are authorized to access the following module(s):

- Oracle Field Service Baidu Maps Standard Cloud Service
- The following features are associated with this Oracle Cloud Service:
 - Address Geocoding using Baidu
 - Map Presentation using Baidu Map tiles
 - Satellite View – where available

Usage Limits: Oracle Field Service Standard Map Cloud Service with Baidu Maps is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users) or Hosted Named Seat Months as defined in your order
- Refer to Baidu's website for a list of available countries.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Field Service Contingent Worker Cloud Service - Activity - Pooled Capacity

Applicable Parts: B90337

Users of the Oracle Field Service Contingent Worker Cloud Service are authorized to access the following services(s) and features:

- Oracle Field Service Contingent Worker Cloud Service
 - Enables a Contingent Worker to manage their assigned activities by: Viewing activity details, working offline, managing the status activity, inventory management and capturing files (e.g. images, documents and signatures) using the browser based or installed application.

Usage Limits: Oracle Field Service Contingent Worker Cloud is subject to usage limits:

- A maximum number of Activities as defined in your order
- Contingent Workers will not be used in or have access to:
 - System services/modules: Capacity/Quota Management, Forecasting calculations or Routing/Optimization
 - System features: Teamwork capabilities, Real-time Traffic or Performance Pattern Profile (self learning) capabilities

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Chat Cloud Service

Applicable SKUs: CHAT-NU-1203, CHAT-CU-1203, CHAT-SM-1203, CHAT-CSM-1203, B68258, B68259, B68281, B68282

Users of Oracle RightNow Chat Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Chat Cloud Service

Usage Limits: Oracle RightNow Chat Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)
- A maximum limit of 5,000 chat API operations per minute
- Up to five (5) Twitter handles may be connected

Twitter Content Policy for Government and Public Sector Use

1. Except where authorized by Twitter, Twitter content and information derived from Twitter content (collectively "Twitter Content") may not be made available to:

(a) any governmental entity or governmental-related entity (any entity that is owned, managed, controlled or partially controlled by a government) or entities providing services to such entities for surveillance purposes, including but not limited to:

(i) investigating or tracking Twitter's users or their content; or

(ii) tracking, alerting, or other monitoring of sensitive events (including but not limited to protests, rallies, or community organization meetings);

(b) any entity (including but not limited to a public sector entity whose primary function or mission includes conducting surveillance or gathering intelligence) for the purposes of conducting or providing surveillance, analysis or research that isolates a group of individuals or any single individual for any unlawful or discriminatory purpose or in a manner that would be inconsistent with Twitter's users' reasonable expectations of privacy; or

(c) any entity to target, segment, or profile individuals based on health (including pregnancy), negative financial status or conditions, political affiliation or beliefs, racial or ethnic origin, religious or philosophical affiliation or beliefs, sex life or sexual orientation, trade union membership, data relating to any alleged or actual commission of a crime, or any other sensitive categories of personal information prohibited by law.

2. By accessing the Twitter Content through the Oracle RightNow Chat Cloud Service You:

(a) represent that You are not a government or public sector entity nor is Your primary business in support of a government or public sector entity. If You decide to change Your business and You intend to have Your primary business be in support of a government or public sector entity, then You must contact Oracle prior to change of Your business in order for Oracle to seek approval from Twitter for Your ongoing use of the Twitter Content. If You do not contact Oracle prior to change of Your business so that Oracle is not able to seek approval prior to change of Your business, notwithstanding any provision of the Agreement to the contrary, Oracle will have the right immediately to terminate Your use of the Oracle RightNow Chat Cloud Service; or, if you are a government or public sector entity,

(b) agree that Your use of the Twitter Content is limited to use cases which have been approved by Twitter for the Oracle RightNow Chat Cloud Service. Any use of the Twitter Content that is outside the scope of such approved use cases is prohibited.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Video Chat Cloud Service

Applicable SKUs:

Hosted Named User B89053

Hosted Connected User B89054

Hosted Name Seat Month B89055

Hosted Connected Seat Month B89056

Users of Oracle RightNow Video Chat Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Video Chat Cloud Service

Usage Limits: Oracle RightNow Video Chat Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Virtual Assistant Cloud Service

Applicable SKU: B89079

Oracle Virtual Assistant Cloud Service allows consumers to access virtual assistant capabilities delivered through the Oracle Service Cloud Chat UI. Oracle Virtual Assistant Cloud Service enables organizations to automatically redirect consumer interactions to a virtual assistant instead of a live human agent. The virtual assistant leverages Natural Language Processing (NLP) to understand consumers' intents and provide answers to common issues and questions. The virtual assistant can be configured to hand off to a live human agent as necessary while maintaining the history and context of the conversation.

Usage Limits: Oracle Virtual Assistant Cloud Service is subject to usage limits based upon:

- One (1) unique Virtual Assistant Instance
- Tier 1 Billable Sessions are tracked during the interval of time beginning when a consumer (i.e. end user) accesses the Oracle Service Cloud Chat UI and ends when the consumer logs out or navigates off Oracle Service Cloud Chat. Each fifteen minute period during this interval is counted as a billable session.

Oracle may use your data to improve the operation of the natural language processing employed in the Oracle Virtual Assistant Cloud Service to ensure that the natural language engine is performing as expected and is able to render optimal results.

Oracle Cobrowse Cloud Service

Applicable SKUs: B68246, B68278, B78656, B78657

Users of Oracle Cobrowse Cloud Service are authorized to access the following module(s):

- ♦ Oracle Cobrowse Cloud Service (*You are responsible for implementing, enabling and configuring all controls applicable to Your organization's regulatory requirements, as this service has not be assessed by a third party entity.*)

Usage Limits: Oracle Cobrowse Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Cobrowse Cloud Service

Applicable SKUs: COB-NU-1203, COB-SM-1203

Users of Oracle RightNow Cobrowse Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Cobrowse Cloud Service

Usage Limits: Oracle RightNow Cobrowse Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Live Experience for RightNow Cloud Service - Enterprise

Applicable SKUs: B92096, B92098, B92100, B92102

Users of the Oracle Live Experience for RightNow Cloud Service - Enterprise are authorized to access the following modules and features:

- Web SDK
- Android Customer Experience SDK
- iOS Customer Experience SDK
- Web Associate Experience
- Mobile Associate Experience
- All digital channels: HD Voice, HD Video, Screen Sharing, Escalate-to-Digital
- Visual Annotation
- Meetings
- SMS Conversations
- PSTN Integration
- Engagement Scenarios
- Self-Service Interfaces: Application Provisioning, Security Configuration, User Management
- Intelligent Routing and Queue Management
- Engagement History
- Engagement and Team Performance Reports

Usage Limits: The Oracle Live Experience for RightNow Cloud Service - Enterprise is subject to usage limits based on:

- A maximum number of the applicable metric as defined in Your order.
- The following storage limits apply for this Oracle Cloud Service:

Per Licensed Metric	Database Storage	File Storage	Outbound Data Transfer
Hosted Named User or Hosted Named Seat Month	20 MB per month	40 MB per month	40 MB per month
Hosted Connected User or Hosted Connected Seat Month	50 MB per month	100 MB per month	100 MB per month

Per Licensed Metric	Web SDK	Android Customer Experience SDK	iOS Customer Experience SDK	Administration REST APIs
Hosted Named User or Hosted Named Seat Month	400,000 API calls per Day	400,000 API calls per Day	400,000 API calls per Day	10,000 API calls per Day

Hosted Connected User or Hosted Connected Seat Month	1,000,000 API calls per Day	1,000,000 API calls per Day	1,000,000 API calls per Day	25,000 API calls per Day
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Per Licensed Metric	Recording Playbacks	Recording File Downloads
Hosted Named User or Hosted Named Seat Month	1000 per month	1000 per month
Hosted Connected User or Hosted Connected Seat Month	2500 per month	2500 per month

Service Level Targets: For purposes System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Target System Availability
Oracle Live Experience for RightNow Cloud Service, Enterprise	99.9%

The Target System Availability does not apply in the event of a declared disaster.

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industry Cloud Service pillar documentation*, which may be viewed at www.oracle.com/contracts.

Oracle Live Experience for RightNow Cloud Service - Premium

Applicable SKUs: B92097, B92099, B92101, B92103

Users of the Oracle Live Experience for RightNow Cloud Service - Premium are authorized to access all the modules and features included in Oracle Live Experience for RightNow Cloud Service - Enterprise with addition of the following modules and features:

- Recording of Voice, Video, Screen Sharing
- Recording Search and Playback
- In-Channel Identity Verification
- Transcription Integration

Usage Limits: The Oracle Live Experience for RightNow Cloud Service - Premium is subject to usage limits based on:

- A maximum number of the applicable metric as defined in Your order.
- The following storage limits apply for this Oracle Cloud Service:

Per Licensed Metric	Database Storage	File Storage	Outbound Data Transfer
Hosted Named User or Hosted Named Seat Month	20 MB per month	0.52 TB per month	.0.8 TB per month
Hosted Connected User or Hosted Connected Seat Month	50 MB per month	1.3 TB per month	2 TB per month

Per Licensed Metric	Web SDK	Android Customer Experience SDK	iOS Customer Experience SDK	Administration REST APIs
Hosted Named User or Hosted Named Seat Month	400,000 API calls per Day	400,000 API calls per Day	400,000 API calls per Day	10,000 API calls per Day
Hosted Connected User or Hosted Connected Seat Month	1,000,000 API calls per Day	1,000,000 API calls per Day	1,000,000 API calls per Day	25,000 API calls per Day

Per Licensed Metric	Recording Playbacks	Recording File Downloads
Hosted Named User or Hosted Named Seat Month	1000 per month	1000 per month
Hosted Connected User or Hosted Connected Seat Month	2500 per month	2500 per month

Service Level Targets: For purposes System Availability Level as described in the Oracle Cloud Policies referenced below, this Oracle Cloud Service has the following Service Level Targets:

Cloud Service	Target System Availability
Oracle Live Experience for RightNow Cloud Service, Premium	99.9%

The Target System Availability does not apply in the event of a declared disaster.

Oracle Cloud Policies and Pillar Documentation:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies and Oracle Industry Cloud Service pillar documentation*, which may be viewed at www.oracle.com/contracts.

Oracle RightNow Non-Contact Center Cloud Service

Applicable SKUs: B82255, B82256

Users of Oracle RightNow Non-Contact Center Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Non-Contact Center Cloud Service

Usage Limits: Oracle RightNow Non-Contact Center Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Non-Contact Center Named User, Hosted Non-Contact Center Named Seat Months)

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Service Monitoring for Connected Assets Cloud Service

Applicable SKUs: B88214, B88215, B88216, B88217

Users of the Oracle Service Monitoring for Connected Assets Cloud Service are authorized to access the following modules and features:

- Real-time location and health monitoring of assets
- Spatial analytics to detect asset misplacement and theft
- Incident creation and management for faults detected in assets
- Automatic creation of incidents in Oracle Service Cloud
- Oracle Internet of Things Cloud Service – Enterprise for the purpose of running Oracle Service Monitoring for Connected Assets Cloud Service
- Automated customer-controlled provisioning, backup, patching, scaling with cloud tooling

NOTE: Each user of Oracle Service Monitoring for Connected Assets Cloud Service entitles creation and monitoring of up to 65 assets per month.

NOTE: Disaster Recovery is not supported for this service.

Usage Limits

- 1 TB of message storage included with a single instance of Oracle Service Monitoring for Connected Assets Cloud Service. Purchasing additional block storage in the underlying Compute Service may allow expanding message storage capacity.

Service Limitation

- Back-Up, Patching and Disaster Recovery are customer responsibilities for Oracle Service Monitoring for Connected Assets Cloud Service, including the underlying platform services

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Third Party Web Sites, Platforms and Services

This Oracle Service Monitoring for Connected Assets Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into and compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy, which may be viewed at www.oracle.com/contracts) that is transmitted to such third parties.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle RightNow Contextual Workspaces Cloud Service

Applicable SKUs: CTW-NU-1203, CTW-CU-1203, CTW-SM-1203, CTW-CSM-1203, B68469, B68468, B68470, B68467, B68292, B68291

Users of Oracle RightNow Contextual Workspaces Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Contextual Workspaces Cloud Service

Usage Limits: Oracle RightNow Contextual Workspaces Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Guided Assistance Cloud Service

Applicable SKUs: GA-NU-1203, GA-CU-1203, GA-SM-1203, GA-CSM-1203, B68300, B68301, B68283, B68284

Users of Oracle RightNow Guided Assistance Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Guided Assistance Cloud Service

Usage Limits: Oracle RightNow Guided Assistance Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Agent Scripting Cloud Service

Applicable SKUs: ASC-NU-1203, ASC-CU-1203, ASC-SM-1203, ASC-CSM-1203, B68302, B68303, B68285, B68286

Users of Oracle RightNow Agent Scripting Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Agent Scripting Cloud Service

Usage Limits: Oracle RightNow Agent Scripting Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Desktop Workflow Cloud Service

Applicable SKUs: DWF-NU-1203, DWF-CU-1203, DWF-SM-1203, DWF-CSM-1203, B68304, B68305, B68287, B68288

Users of Oracle RightNow Desktop Workflow Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Desktop Workflow Cloud Service

Usage Limits: Oracle RightNow Workflow Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service

Applicable SKUs: AKB-NU-1203, AKB-CU-1203, AKB-SM-1203, AKB-CSM-1203, B68542, B68541, B68543, B68540

Users of Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service

Usage Limits: Oracle RightNow Standalone Foundation Agent Knowledgebase Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service

Applicable SKUs: B82249, B82250, B82251, B82252

Users of Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service

Usage Limits: Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Experience Routing Cloud Service

Applicable SKUs: B77355, B77356, B77357, B77358

Users of Oracle RightNow Experience Routing Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Experience Routing Cloud Service

Usage Limits: Oracle RightNow Experience Routing Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Universal Core Service Tier 1 Sessions Service Period Pool

Applicable SKUs: B72237

Oracle RightNow Universal Core Service Tier 1 Sessions Service Period Pool allows consumers and internal employees receiving support but not classified as a Contact Center User (Hosted Named User, Hosted Named Seat Month, Hosted Connected User, Hosted Connected Seat Month) or a Non-Contact Center User (Hosted Non-Contact Center Named User, Hosted Non-Contact Center Named Seat Month) to access applications classified as “Universal Tier 1” – which include: Oracle RightNow Web Self-Service Cloud Service, Oracle RightNow Chat Cloud Service, Oracle RightNow Video Chat Cloud Service, Oracle Virtual Assistant Cloud Service, Oracle RightNow Feedback Cloud Service, Oracle RightNow Outreach Cloud Service, Oracle RightNow Mobile Cloud Service, and Oracle RightNow Connect Knowledge Foundation API Cloud Service

Users of the Oracle RightNow Universal Core Service Tier 1 Sessions Service Period Pool are authorized to access the following module(s):

- ♦ Oracle RightNow Universal Core Service Tier 1 Sessions Service Period Pool

Usage Limits: Oracle RightNow Universal Core Service Tier 1 Sessions Service Period Pool is subject to usage limits based upon:

- ♦ A maximum number of Oracle RightNow Universal Core Service Tier 1 Sessions per service period (starting on first day of the term) per Instance
- ♦ Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud Service for every 1 Billable Session purchased
- ♦ Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation API Cloud Service per Billable Session

Compliance Implications:

- ♦ Consumption of Oracle RightNow Universal Core Service Tier 1 Sessions is based upon the consumer’s utilization of the applications classified as “Universal Tier 1” as outlined above

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool

Applicable SKUs: B82254

Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool allows end-users and internal employees receiving support but not classified as a Contact Center User (Hosted Named User, Hosted Named Seat Month, Hosted Connected User, Hosted Connected Seat Month) or a Non-Contact Center User (Hosted Non-Contact Center Named User, Hosted Non-Contact Center Named Seat Month) to access applications classified as “Universal Tier 2”, which includes: Oracle RightNow Advanced Knowledge Cloud Service, which is an Internet-based eService software solution powered by a self-learning, advanced knowledgebase powered by Oracle Knowledge platform. Agents access the knowledgebase via the Web Portal pages of the application

End users may authenticate into Oracle RightNow CX Cloud Service or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledgebase and receive relevant answers to their questions

Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool requires at least one Oracle RightNow Dynamic Agent Desktop Cloud Service license (Standard, Enterprise, Enterprise Contact Center, or Standalone Chat) along with an equal number of licenses of Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service to enable administration and authoring of knowledge. If only Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool is purchased, functionality bundled into Oracle RightNow Universal Core Service Tier 1 Sessions and/or Oracle RightNow Universal Policy Automation Tier 3 Sessions is not included, and must be purchased separately

Users of Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool are authorized to access the following module(s):

- ♦ Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool
- ♦ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

Usage Limits: Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Service Period Pool is subject to usage limits based upon:

- ♦ A maximum number of Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions per service period (starting on first day of the term) per Instance

Compliance Implications:

- ♦ Consumption of Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions is based upon the consumer’s utilization of the applications classified as “Universal Tier 2” as outlined above
- ♦ If during a particular session, the consumer only utilizes applications classified as “Universal Tier 2”, then the session will count as a “Universal Advanced Knowledge Tier 2 Session” for compliance purposes. If other tiers are purchased, and applications classified in higher tiers are utilized during a particular session, the session will default to the highest tier value

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool

Applicable SKUs: B72234

Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool allows Users to access applications classified as “Universal Tier 3”, which includes Oracle Policy Automation Web Cloud Service and Oracle Policy Automation Determinations API Cloud Service

Users of Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool are authorized to access the following module(s):

- ◆ Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool
- ◆ Oracle Policy Automation Web Cloud Service
- ◆ Oracle Policy Automation Determinations API Cloud Service

Usage Limits: Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool is subject to usage limits based upon:

- ◆ A maximum number of Oracle RightNow Universal Policy Automation Tier 3 Sessions per service period (starting on first day of the term) per Instance
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)), for Oracle Policy Automation only with the first purchase of Oracle RightNow Universal Policy Automation Tier 3 Sessions Service Period Pool, Oracle Policy Automation Agents Cloud Service ([B73902](#), [B73903](#)) or Oracle Policy Automation Mobile Cloud Service ([B81062](#), [B81063](#))
- ◆ An additional 12,500 MB of bandwidth per 50,000 purchased sessions
- ◆ Tier 3 Sessions are consumed by Oracle Policy Automation Determinations API Cloud Service Operations as follows:
 - o One (1) for each interview session processed using the Interview Web Service
 - o One (1) for any other Operation that processes data through a deployed policy model

Compliance Implications:

- ◆ Consumption of Oracle RightNow Universal Policy Automation Tier 3 Sessions is based upon the consumer’s utilization of the applications classified as “Universal Tier 3” as outlined above

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Policy Automation Enterprise Assessment API Cloud Service – 1,000,000 Assessments

Applicable SKUs: B88133

Users of Oracle Policy Automation Enterprise Assessment API Cloud Service are authorized to access the following module(s):

- OPA Enterprise Assessment
- API Cloud Service

Usage Limits: Oracle Policy Automation Enterprise Assessment API Cloud Service is subject to usage limits based upon:

- A maximum number of 1,000,000 Assessments as set forth in Your order.
- One Instance Cloud Service (B68550) OPA only.

- 100,000 MB Bandwidth

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Universal Core Service Tier 1 Sessions Monthly

Applicable SKUs: B72236

Oracle RightNow Universal Core Service Tier 1 Sessions Monthly allows consumers and internal employees receiving support but not classified as a Contact Center User (Hosted Named User, Hosted Named Seat Month, Hosted Connected User, Hosted Connected Seat Month) or a Non-Contact Center User (Hosted Non-Contact Center Named User, Hosted Non-Contact Center Named Seat Month) to access applications classified as “Universal Tier 1” – which include: Oracle RightNow Web Self-Service Cloud Service, Oracle RightNow Chat Cloud Service, Oracle RightNow Video Chat Cloud Service, Oracle Virtual Assistant Cloud Service, Oracle RightNow Feedback Cloud Service, Oracle RightNow Outreach Cloud Service, Oracle RightNow Mobile Cloud Service, and Oracle RightNow Connect Knowledge Foundation API Cloud Service

Users of the Oracle RightNow Universal Core Service Tier 1 Sessions Monthly are authorized to access the following module(s):

- ♦ Oracle RightNow Universal Core Service Tier 1 Sessions Monthly

Usage Limits: Oracle RightNow Universal Core Service Tier 1 Monthly is subject to usage limits based upon:

- ♦ A maximum number of Oracle RightNow Universal Core Service Tier 1 Sessions per month (starting on first day of the term) per Instance
- ♦ Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud Service for every 1 Billable Session purchased
- ♦ Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation API Cloud Service per Billable Session

Compliance Implications:

- ♦ Consumption of Oracle RightNow Universal Core Service Tier 1 Sessions is based upon the consumer’s utilization of the applications classified as “Universal Tier 1” as outlined above

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly

Applicable SKUs: B82253

Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly allows end-users and internal employees receiving support but not classified as a Contact Center User (Hosted Named User, Hosted Named Seat Month, Hosted Connected User, Hosted Connected Seat Month) or a Non-Contact Center User (Hosted Non-Contact Center Named User, Hosted Non-Contact Center Named Seat Month) to access applications classified as “Universal Tier 2”, which includes: Oracle RightNow Advanced Knowledge Cloud Service, which is an Internet-based eService software solution powered by a self-learning, advanced knowledgebase powered by Oracle Knowledge platform. Agents access the knowledgebase via the Web Portal pages of the application

End users may authenticate into Oracle RightNow CX Cloud Service or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledgebase and receive relevant answers to their questions

Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly require at least one Oracle RightNow Dynamic Agent Desktop Cloud Service License (Standard, Enterprise, Enterprise Contact Center, or Standalone Chat) along with an equal number of licenses for Oracle RightNow Standalone Advanced Agent Knowledgebase Cloud Service to enable administration and authoring of knowledge. If only Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly is purchased, functionality bundled into Oracle RightNow Universal Core Service Tier 1 Sessions and/or Oracle RightNow Universal Policy Automation Tier 3 Sessions is not included, and must be purchased separately

Users of Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly are authorized to access the following module(s):

- ♦ Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly
- ♦ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

Usage Limits: Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions Monthly is subject to usage limits based upon:

- ♦ A maximum number of Oracle RightNow Universal Tier 2 Sessions per month (starting on first day of the term) per Instance

Compliance Implications:

- ♦ Consumption of Oracle RightNow Universal Advanced Knowledge Tier 2 Sessions is based upon the consumer's utilization of the applications classified as "Universal Advanced Knowledge Tier 2" as outlined above
- ♦ If during a particular session, the consumer only utilizes applications classified as "Universal Tier 2", then the session will count as a "Universal Advanced Knowledge Tier 2 Session" for compliance purposes. If other tiers are purchased, and applications classified in higher tiers are utilized during a particular session, the session will default to the highest tier value

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly

Applicable SKUs: B72233

Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly allows Users to access applications classified as "Universal Tier 3", which includes Oracle Policy Automation Web Cloud Service and Oracle Policy Automation Determinations API Cloud Service

Users of Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly are authorized to access the following module(s):

- ♦ Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly
- ♦ Oracle Policy Automation Web Cloud Service
- ♦ Oracle Policy Automation Determinations API Cloud Service

Usage Limits: Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly is subject to usage limits based upon:

- ♦ A maximum number of Oracle RightNow Universal Policy Automation Tier 3 Sessions per month (starting on first day of the term) per Instance
- ♦ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)), for Oracle Policy Automation only with the first purchase of Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly, Oracle Policy Automation

Agents Cloud Service ([B73900,B73901](#)) or Oracle Policy Automation Mobile Cloud Service ([B81060, B81061](#))

An additional 12,500 MB of bandwidth per 50,000 purchased sessions

- ♦ Tier 3 Sessions are consumed by Oracle Policy Automation Determinations API Cloud Service Operations as follows:
 - o One (1) for each interview session processed using the Interview Web Service
 - o One (1) for any other Operation that processes data through a deployed policy model

Compliance Implications:

- ♦ Consumption of Oracle RightNow Universal Policy Automation Tier 3 Sessions is based upon the consumer's utilization of the applications classified as "Universal Tier 3" as outlined above

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Advanced Website Search Cloud Service

Applicable SKUs: B85219

Users of Oracle RightNow Advanced Website Search Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Advanced Website Search Cloud Service

Usage Limits: Oracle RightNow Advanced Website Search Cloud Service is subject to usage limits based upon:

- ♦ 20,000 Documents Indexed

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Emails Sent Monthly

Applicable SKUs: EMST-M-1203, B68548

Users of Oracle RightNow Emails Sent Monthly are authorized to access the following module(s):

- ♦ Oracle RightNow Emails Sent Monthly

Usage Limits: Oracle RightNow Emails Sent Monthly is subject to usage limits based upon:

- ♦ A maximum number of emails sent per month (starting on first day of the term) per Instance

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Emails Sent Service Period Pool

Applicable SKUs: EMST-P-1203, B68251

Users of Oracle RightNow Emails Sent Service Period Pool are authorized to access the following module(s):

- ♦ Oracle RightNow Emails Sent Service Period Pool

Usage Limits: Oracle RightNow Emails Sent Service Period Pool is subject to usage limits based upon:

- ♦ A maximum number of emails sent per service period (starting on first day of the term) per Instance

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Connect Web Services API Operations Monthly

Applicable SKUs: B76483

Users of Oracle RightNow Connect Web Services API Operations Monthly are authorized to access the following module(s):

- ♦ Oracle RightNow Connect Web Services API Operations Monthly
 - Applicable only for REST APIs: Oracle will provide limited backwards compatibility for Connect REST APIs until the Oracle Service Cloud November 2015 release upon which time Oracle will provide full backwards compatibility for REST APIs. REST API functionality will be turned off by default. You can configure full REST API functionality by setting the Connect REST variable to (1) via Your product's Configuration Settings editor

Usage Limits: Oracle RightNow Connect Web Services API Operations Monthly is subject to usage limits based upon:

- ♦ A maximum number of operations per month (starting on the first day of the term) per Instance

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Connect Web Services API Operations Service Period Pool

Applicable SKUs: B76484

Users of Oracle RightNow Connect Web Services API Operations Service Period Pool are authorized to access the following module(s):

- ♦ Oracle RightNow Connect Web Services API Operations Service Period Pool
 - Applicable only for REST APIs: Oracle will provide limited backwards compatibility for Connect REST APIs until the Oracle Service Cloud November 2015 release upon which time Oracle will provide full backwards compatibility for REST APIs. REST API functionality will be turned off by default. You can configure full REST API functionality by setting the Connect REST variable to (1) via Your product's Configuration Settings editor

Usage Limits: Oracle RightNow Connect Web Services API Operations Service Period Pool is subject to usage limits based upon:

- ♦ A maximum number of operations per Service Period (starting on the first day of the term) per Instance

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Single Sign-On Cloud Service

Applicable SKUs: SSO-1203, B68558

Users of Oracle RightNow Single Sign-On Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Single Sign-On Cloud Service

Oracle RightNow Single Sign-On Cloud Service provides the following authentication integration methods:

- ♦ For Oracle RightNow Customer Portal Cloud Service
 - Pass through authentication (PTA)
 - Encrypted pass through authentication (ePTA)
 - OpenID (<http://openid.net/>) (Licensed via Tier 1 Sessions)
 - OAuth (<http://oauth.net/>) (Licensed via Tier 1 Sessions)
 - SAML 2.0 (HTTP Post Binding/Identity Provider Initiated)
- ♦ For Oracle RightNow Dynamic Agent Desktop Cloud Service
 - SAML 2.0 (HTTP Post Binding/Identity Provider Initiated)

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Additional Test Environment for Oracle RightNow Cloud Service

Applicable Part #: B70790

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment

If the associated Oracle RightNow Instance Cloud Service includes Oracle RightNow Cloud Service, users of Oracle Additional Test Environment for Oracle RightNow Cloud Service are authorized to access the following module(s):

- ♦ One (1) Oracle Additional Test Environment for Oracle RightNow Cloud Service

If the associated Oracle RightNow Instance Cloud Service includes Oracle Policy Automation Cloud Service, users of Oracle Additional Test Environment for Oracle RightNow Cloud Service are authorized to access the following module(s):

- ♦ One (1) Oracle Additional Test Environment for Oracle Policy Automation Cloud Service

Usage Limits: Oracle Additional Test Environment for Oracle RightNow Cloud Service is subject to usage limits based upon:

- ♦ For Oracle RightNow Cloud Service, a maximum of 250 Authorized Users with no more than 20 concurrent users accessing the system at any one time
- For Oracle Policy Automation Cloud Service, a maximum number of twenty (20) concurrent session, agent and mobile users accessing the system at any one time. Policy Modeling and administrative users are not subject to this limitation
- ♦ Each Additional Test Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period
- ♦ Future expansions of Your Oracle Cloud Services may be subject to additional fees

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Additional Test Environment for Oracle Field Service Cloud Service

Applicable Parts: B79903

An Additional Non-Production Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for the two test environments allocated with the initial purchase of the Oracle Service

Users of Oracle Additional Test Environment for Oracle Field Service Cloud Service are authorized to access the following module(s):

- ◆ Oracle Additional Test Environment for Oracle Field Service Cloud Service

Usage Limits: Oracle Additional Test Environment for Oracle RightNow Cloud Service is subject to usage limits based upon:

- ◆ A maximum of 250 Authorized Users with no more than 20 concurrent users accessing the system at any one time
- ◆ Each Additional Test Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period
- ◆ Future expansions of Your Oracle Cloud Services may be subject to additional fees

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Dedicated Database with Encryption Cloud Service

Applicable SKUs: B72235

Oracle RightNow Dedicated Database with Encryption Cloud Service can provide the customer with a fully dedicated database server solution. The dedicated physical database servers are replicated for high availability and the data is encrypted at rest by the file system. The customer will be completely isolated on their own set of database servers to ensure high performance and increased data isolation. There may be lead time to implement this feature due to hardware availability

Users of Oracle RightNow Dedicated Database with Encryption Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Dedicated Database with Encryption Cloud Service

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Cloud Platform for United States Government Cloud Service

Applicable SKUs: GH-1203, B69333

Available in United States

Oracle RightNow Cloud Platform for United States Government Cloud Service provides customers with a software-as-a-service offering targeted to the control requirements of the Federal Risk and Authorization Management Program (FedRAMP) Moderate baseline. This cloud service is hosted within U.S. data centers which provide an isolated hosting environment that aligns to U.S. Federal information security framework as defined by FISMA including NIST SP 800-37, NIST SP 800-53, and FIPS 199. Physical access requires 5 layers of security including biometric hand readers and visual verification by security guards. ATO support from a U.S. Cloud Operations public sector compliance analyst is included with this offering to assist customers who seek to complete the initial FedRAMP Agency ATO process. Thereafter, Oracle will work with customers to maintain the cloud service in compliance with the FedRAMP requirements and good practices for managing and structuring FedRAMP authorization documentation packages. Oracle may, at its discretion, reuse suitable documentation to leverage prior assessments and FedRAMP authorization results and reserves the right to manage the cloud service as appropriate to meet FedRAMP requirements.

This Oracle Cloud Service does not include any customizations. Any customizations will require a separate order for additional services.

Users of Oracle RightNow Cloud Platform for United States Government Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Cloud Platform for United States Government Cloud Service
- ◆ Oracle Global Support
- ◆ Oracle RightNow Custom Domain SSL Application Hosting ([B68310](#))

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Cloud Platform for United Kingdom Government Cloud Service

Applicable SKUs: GH-1203, B74851

Available in United Kingdom Only

For this Oracle RightNow Cloud Platform for United Kingdom Government Cloud Service, Your Content is hosted within a UK based data center for both primary and DR data centers. Oracle's access to Your transactional data stored in the cloud service will be restricted to UK Nationals who are residing in UK unless You provide prior written consent.

UK Nationals with access to Your transactional data will also have a minimum of SC Clearance provided that Oracle has the continued ability to sponsor applications for SC clearance; and/or a central government department has agreed to sponsor individuals for SC clearance where required by Oracle.

The Oracle RightNow Cloud Platform for United Kingdom Government Cloud Service includes support from a U.K. Cloud Operations public sector compliance analyst to assist You with Your initial assessment against the Supplier Assurance Framework and Cloud Security Principles.

Oracle will endeavour to maintain this Cloud Service to meet the requirements of ISO 27001 and Cyber Essentials and align with the Cloud Security Principles. This offering includes Oracle RightNow Custom Domain SSL Application Hosting (B68310).

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Cloud Platform for United States Department of Defense Cloud Service

Applicable SKUs: B73929

Available in United States

Oracle RightNow Cloud Platform for United States Department of Defense Cloud Service provides customers with a software-as-a-service offering targeted to the control requirements of the Department of Defense Enterprise Cloud Service Broker (ECSB) Cloud Security Model Impact Level 4 SaaS baseline. The cloud service is hosted within U.S. data centers which provide an isolated hosting environment that aligns to the Risk Management Framework as defined by NIST SP 800-37, NIST SP 800-53, and FIPS 199. Physical access requires 5 layers of security including biometric hand readers and visual verification by security guards. ATO support from an U.S. Cloud Operations public sector compliance analyst is included with this offering to assist customers who seek to complete the initial FedRAMP and ECSB Agency ATO process. Thereafter, Oracle will work with customers to maintain the cloud service in compliance with the FedRAMP and ECSB requirements and good practices for managing and structuring FedRAMP and ECSB authorization documentation packages. Oracle may, at its discretion, reuse suitable documentation to leverage prior assessments and FedRAMP and ECSB authorization results. Oracle reserves the right to manage the cloud service as appropriate to meet FedRAMP and ECSB requirements.

This Oracle Cloud Service does not include any customizations. Any customizations will require a separate order for additional services.

Users of Oracle RightNow Cloud Platform for United States Department of Defense Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Cloud Platform for United States Department of Defense Cloud Service
- ◆ Oracle Global Support
- ◆ Oracle RightNow Custom Domain SSL Application Hosting ([B68310](#))

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow PCI Cloud Platform Cloud Service

Applicable SKUs: PCI-1203, B69332

Oracle RightNow PCI Cloud Platform Cloud Service is designed as an option for customers with enhanced security requirements. The PCI DSS (Payment Card Industry Data Security Standards), a set of comprehensive requirements for enhancing payment account data security, was developed to help facilitate the broad adoption of consistent data security measures on a global basis. Oracle RightNow PCI Cloud Platform Cloud Service is assessed annually against the PCI DSS as a Level 1 Service Provider.

The purchase of Oracle Cloud Priority Support (OCPS) or Oracle Technical Account Management for PCI Services (OTAM) is required with this Service. The purchase of OCPS/OTAM may be waived if Customer elects to have an external party perform the initial and annual PCI audits as required by Oracle. The initial audit must be completed and results of such audit provided to Oracle no later than five (5) business days prior to Customer's use of the Subscription Services in the Oracle RightNow PCI Cloud Platform Cloud Service. Continued annual audits must be completed and results of such audit must be provided to Oracle no later than fifteen (15) days after Customer's subsequent Service Period begins.

Users of Oracle RightNow PCI Cloud Platform Cloud Service are authorized to access the following module(s): Oracle

- ◆ RightNow PCI Cloud Platform Cloud Service

Oracle RightNow PCI Cloud Platform Cloud Service includes the following element(s): Attested

- ◆ PCI DSS Software and Hosting Services
- ◆ Initial migration to the Oracle RightNow PCI Cloud Platform Cloud Service
- ◆ Initial audit (*not applicable if Customer waives purchase of OCPS or OTAM as described above*)
- ◆ Continued annual audits (*not applicable if Customer waives purchase of OCPS or OTAM as described above*)

Oracle RightNow PCI Cloud Platform Cloud Service term(s):

- ◆ During the Hosting Term, Customer's use of the Hosting Services shall comply with the PCI Standards outlined in

the following location: https://www.pcisecuritystandards.org/security_standards/pci_dss.shtml

- ◆ Customer shall be on version August '09, or later
- ODBC Data Export access is not available for customers with PCI Certified Hosting
- Customer acknowledges this Service's Email traffic is not managed with PCI controls
- ◆ Customer shall have TLS(Transport Layer Security) enabled for all sites hosted by Oracle RightNow
- ◆ All existing customizations shall follow PCI Standards and shall be reviewed and approved by Oracle prior to Customer's use of the Oracle RightNow PCI Cloud Platform Cloud Service. If customizations are not approved to be PCI compliant, the customer must re-write them or sign a statement of work with Oracle to have them re-written. This cost is not included within the scope of this package or covered by Customization Support.
- ◆ All future customizations shall follow PCI Standards and shall be reviewed and approved by Oracle prior to implementation
- ◆ All Oracle determined site security settings shall be accepted by Customer

Oracle reserves the right to immediately suspend Customer's Oracle RightNow PCI Cloud Platform Cloud Service in the event of Customer's violations or alleged violations of the PCI Standards or the terms outlined in this description. Upgrade services are not included within the scope of this package

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow HIPAA Cloud Platform Cloud Service

Applicable SKUs: B85994

This offering is designed as an option for customers who must comply with the Health Insurance Portability and Accountability Act (HIPAA) and who anticipate persisting Protected Health Information (PHI) in the Oracle Service Cloud. The Oracle RightNow HIPAA Cloud Platform Cloud Service assists customers in meeting the requirements set out by HIPAA regarding the storage of PHI. Any customer instance can be classified as HIPAA. The customer instance can be in any commercial, PCI, or government environment. Oracle will be considered a Business Associate as defined by the HIPAA Privacy Rule 45 CFR 164.504(e), and an Oracle BAA is required.

Oracle RightNow HIPAA Cloud Platform Cloud Service term(s):

- Customer shall be on version November 2012 or later.
- Customer shall have SSL (Secure Socket Layer) enabled for all sites hosted by Oracle. RightNow. Oracle shall ensure the customer's databases reside on encrypted storage.
- Oracle shall enable Read Logging for the customer's instance.
- Customer shall change their workspaces using the Workspace Designer to "Show Read Transactions" in the audit log.
- Customer shall ensure PHI is contained within the INCIDENT THREAD.
- All Oracle RightNow determined site security settings shall be accepted by Customer.
- Oracle shall execute with the customer an Oracle BAA.
- When providing ePHI to, or storing ePHI in the Oracle Service Cloud, customer shall make reasonable efforts to limit ePHI to the minimum necessary to accomplish the intended purposes of the use.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Custom Domain SSL Application Hosting

Applicable SKUs: SSL-CD-1203, B68310

Oracle RightNow Custom Domain SSL Application Hosting offers the ability for Oracle to host a Customer's VeriSign V06092

certificate on a custom domain in custom, wildcard or Subject Alternative Name configurations

Users of Oracle RightNow Custom Domain SSL Application Hosting are authorized to access the following module(s):

- ♦ Oracle RightNow Custom Domain SSL Application Hosting

Usage Limits: Oracle RightNow Custom Domain SSL Application Hosting is subject to usage limits based upon:

- ♦ Hosting of one (1) Certificate
- ♦ Purchase of Secure Socket Layer Certificate from a third-party vendor for an additional fee

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Virtual Private Network Setup Fee Cloud Service

Applicable SKUs: B70817

Oracle Virtual Private Network Setup Fee Cloud Service is a per vpn-tunnel fee related to Oracle Virtual Private Network Cloud Service to setup and configure the software based VPN solution between Your facilities and Oracle facilities

Users of Oracle Virtual Private Network Setup Fee Cloud Service are authorized to access the following module(s):

- ♦ Oracle Virtual Private Network Setup Fee Cloud Service

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Virtual Private Network for RightNow Cloud Service

Applicable SKUs: B70797

Oracle Virtual Private Network for RightNow Cloud Service offers a LAN-to-LAN IPSEC based software VPN Connection allowing for the encryption of all data between Oracle's data center firewalls, where Oracle Cloud Services are hosted, and a customer's firewall

Users of Oracle Virtual Private Network for RightNow Cloud Service are authorized to access the following module(s):

- ♦ Virtual Private Network for RightNow Cloud Service

Usage Limits: Oracle Virtual Private Network for RightNow Cloud Service is subject to usage limits based upon:

- ♦ A maximum number of VPN Connections as defined in Your order

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Virtual Private Network for Field Service Cloud Service

Applicable SKUs: B81064

Oracle Virtual Private Network for Field Service Cloud Service offers a LAN-to-LAN IPSEC based software VPN Connection allowing for the encryption of all data between Oracle's data center firewalls, where Oracle Cloud Services are hosted,

and a customer's firewall

Usage Limits: The Oracle Virtual Private Network for Fusion Cloud Services is subject to usage limits based upon:

- ♦ A maximum number of VPN Connections as defined in Your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Additional Mailbox

Applicable SKUs: MB-1203, B68311

An Oracle RightNow Additional Mailbox will allow a Customer to use Oracle RightNow servers to host email addresses. Oracle RightNow provides the infrastructure and management of mailboxes, reducing Customer's maintenance and infrastructure costs

Users of Oracle RightNow Additional Mailbox are authorized to access the following module(s):

- ♦ Oracle RightNow Additional Mailbox

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Dedicated Outbound IP Address

Applicable SKUs: B68551

Oracle RightNow Dedicated Outbound IP Address provides a unique IP (internet protocol) address used for Outreach mailboxes. Large volume customers may implement this option, making them responsible for their own email reputation management per best practices.

Users of Oracle RightNow Dedicated Outbound IP Address are authorized to access the following module(s):

- ♦ Oracle RightNow Dedicated Outbound IP Address

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Additional 5 GB Monthly Bandwidth

Applicable SKUs: BW-5GB-1203, B68257

Additional 5 GB Monthly Bandwidth provides 5 GB of additional monthly bandwidth. Each block of additional monthly bandwidth storage purchased under the ordering document applies for the duration of the Service Period of the Oracle RightNow Service under the ordering document. Entitles Customer to consume five (5) GB of additional bandwidth (amount of data transferred from the client and the Oracle RightNow servers) per month through any of the following mediums: Oracle RightNow Customer Portal Cloud Service, Administrative Pages, Oracle RightNow Connect Cloud Service

Users of Additional 5 GB Monthly Bandwidth are authorized to access the following module(s):

- ♦ Additional 5 GB Monthly Bandwidth

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Additional 1 GB Peak Database Storage

Applicable SKUs: DBDS-1GB-1203, B68313

Additional 1 GB Peak Database Storage provides 1 GB of additional peak database storage. Each block of additional database storage purchased under the ordering document applies for the duration of the Service Period of the Oracle RightNow Service under the ordering document. Entitles Customer to consume 1 GB of additional database storage through any of the following: All dynamic data (e.g. Incidents, Answers, Contacts, Rules, Reports, Customizable Menus)

Users of Additional 1 GB Peak Database Storage are authorized to access the following module(s):

- ◆ Additional 1 GB Peak Database Storage

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Additional 1 GB Peak File Storage

Applicable SKUs: FDS-1GB-1203, B68312

Additional 1 GB Peak File Storage provides 1 GB of additional file storage. Each block of additional file storage purchased under the ordering document applies for the duration of the Service Period of the Oracle RightNow Service under the ordering document. Entitles Customer to consume 1 GB of additional file storage through any of the following (note – the Oracle RightNow Product (e.g. Binaries, Programs, PHP Files, Assets, Code) are not counted against File Storage allocation): File Attachments, Customized Files, Archived Data

Users of Additional 1 GB Peak File Storage are authorized to access the following module(s):

- ◆ Additional 1 GB Peak File Storage

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Additional 50GB File Storage Cloud Service

Applicable SKUs: B92134

Oracle Additional 50 GB File Storage provides 50 GB of additional file storage. Each block of additional file storage purchased under the ordering document applies for the duration of the Service Period of the Oracle RightNow Service under the ordering document. Entitles Customer to consume 50 GB of additional file storage through any of the following (note – the Oracle RightNow Product (e.g. Binaries, Programs, PHP Files, Assets, Code) are not counted against File Storage allocation): File Attachments, Customized Files, Archived Data.

Oracle Additional 50 GB File Storage is also an option specifically for Oracle Live Experience for Right Now Cloud Service Premium users when file storage space is consumed at the operating system level for media capture and analytics including recording files, transcriptions, and other captured assets, across any possible media types including, but not limited to voice, video, screen sharing recordings. If users of Oracle Live Experience for RightNow Cloud Service - Premium leverage any of the modules involving such media capture and analytics these users would need to order sufficient quantity of 50 Gigabyte per month allocations ahead of their storage consumption

Users of Oracle Additional 50 GB File Storage Cloud Service are authorized to access the following modules:

- Additional 50 GB File Storage

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Dedicated Outbound IP Address

Applicable SKUs: B68551

Oracle RightNow Dedicated Outbound IP Address provides a unique IP (internet protocol) address used for Outreach mailboxes. Large volume customers may implement this option, making them responsible for their own email reputation management per best practices

Users of Oracle RightNow Dedicated Outbound IP Address are authorized to access the following module(s):

- ♦ Oracle RightNow Dedicated Outbound IP Address

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Learning Credits

Applicable SKU: D12150, D12734

Oracle 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.

Oracle Cloud Priority Support for SaaS

Applicable Part # B86668, B86669

If your order contains Oracle Cloud Priority Support for SaaS, Oracle will provide the services described at [oracle.com/contracts](https://www.oracle.com/assets/technical-cloud-prof-services-desc-4010028.pdf). Specific link is <https://www.oracle.com/assets/technical-cloud-prof-services-desc-4010028.pdf>

Oracle Technical Account Management for PCI Services

Applicable Parts: B76702, B76703

Oracle Technical Account Management for PCI Services provides the following:

- ◆ Migration and assessment services for RightNow customers seeking to have their site hosted through Oracle RightNow PCI Cloud Platform Cloud Service ([B69332](#)) or Oracle RightNow Cloud Platform for United States Government Cloud Service ([B69333](#)).
- ◆ Technical Account Manager who coordinates with Oracle Consulting Services and/or Partners, and Oracle's Cloud Operations team
- ◆ Migration Planning Process
- ◆ Pre migration, Security plan & Test migration
- ◆ Support and Annual Audits
- ◆ This service is delivered remotely

The following terms apply:

- ◆ Customer must purchase and maintain Subscription to one of the following:
 - 1) Oracle RightNow PCI Cloud Platform Cloud Service ([B69332](#))
 - 2) Oracle RightNow Cloud Platform for United States Government Cloud Service ([B69333](#))
 - 3) Oracle Cloud Priority Service ([B70519](#), [B77074](#))
 - 4) Oracle Cloud Priority Support for SaaS ([B86668](#), [B86669](#))
- ◆ Oracle Technical Account Management for PCI Services will not replace any existing services
- ◆ This service and its elements are delivered remotely

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

APPENDIX 1 (UPGRADE SUPPORT)

Oracle RightNow Upgrade Support

This offering includes 'like for like upgrade support' for the full subscription. Code written by Oracle on the production site will be applied to the upgrade site in order to achieve functional parity, although the code itself may be modified in order to be compliant with specific version requirements and available managed frameworks. A managed framework is a software interface that supports a customer-specific configuration or customization, such as user interface development and system integration.

Deliverable	Assumptions	Exclusions
Communication of major release changes	<ul style="list-style-type: none"> The Technical Migration Manager (TMM) will direct the Customer to the Upgrade Guide, Release Notes, Workstation / System Requirements 	<ul style="list-style-type: none"> Consultation, coaching or training around new features and functionality Configuration of new features or functionality
General support of upgrade process questions via incident	<ul style="list-style-type: none"> The Customer can submit incidents to Customer Care and they will be routed to the TMM accordingly. Examples of incidents would be: timeline, UAT, cutover, next steps, etc. 	<ul style="list-style-type: none"> Product related questions such as "how to configure a new feature".
Kick off meeting to outline important upgrade topics	<ul style="list-style-type: none"> The TMM will present a kick off PowerPoint presentation to discuss the upgrade process and next steps. 	
Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering	<ul style="list-style-type: none"> Support package service level targets apply, as outlined in the Oracle Cloud Support Policy within the Oracle Cloud-SaaS Enterprise Hosting and Delivery Policies and/or Service Description for Oracle Cloud Priority Support or legacy Oracle RightNow Customer Care Packages. Post-cutover incidents are to be submitted within 30 days after upgrade. 	<ul style="list-style-type: none"> Management of non-upgrade related issues. Management of incidents submitted more than 30 days after upgrade.
"Like for like" functionality migration and/or testing. This may include migrating customizations written by Oracle Professional Services from unmanaged to managed frameworks	<ul style="list-style-type: none"> Oracle may choose not to migrate a customer to a managed framework. If Oracle chooses to migrate customizations as part of the upgrade, Oracle will migrate customizations written only by Oracle Professional Services to 	<ul style="list-style-type: none"> Duplication of look and feel when moving from one framework to another. Set up or configuration of new features or functionality. Core functionality testing. Formal requirements or test plan documents.
	<p>obtain a 'like for like' functionality in the new version.</p> <ul style="list-style-type: none"> "Like for like" does not mean "exact" look and feel, but will have similar functionality. Look and feel migration may not have the same look and feel if moving from one end-user framework to another. Oracle will build test cases for all customizations written by RightNow Professional Services and execute quality testing around those test cases. 	<ul style="list-style-type: none"> Updates to managed framework customizations. Customizations on unsupported platforms.

30-Day post-cutover support	<ul style="list-style-type: none"> • Oracle will address custom code incidents reported by the client within 30 days of upgrade; Oracle will only address custom code incidents for code written by Oracle. • All support will be provided remotely. • Post upgrade incidents must be reported through Oracle's support channel. • Incidents regarding custom code reported more than 30 days after upgrade are within scope of this service. 	<ul style="list-style-type: none"> • Support for code written by Oracle clients or third parties. • Incidents regarding custom code reported more than 30 days after upgrade. • Response and resolution times above the service level targets defined by the Service Description and incident severity.
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Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud- SaaS Enterprise Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

PROFESSIONAL SERVICES—SEE THE ORACLE RIGHTNOW SERVICES DESCRIPTIONS FOR PROFESSIONAL SERVICES ON WWW.ORACLE.COM/CONTRACTS

APPENDIX 2 (RETIRED)

RightNow Instance

Applicable SKUs: [INS-1103](#)

An Instance of RightNow includes the knowledge foundation (Database), management & administrative capabilities, business rules, process management and reporting. For clarification purposes, one (1) RightNow Instance is included for the hosting term with initial product purchase.

Also

includes:

- ◆ Database Storage limit of 1024 MB
- ◆ File Storage limit of 1024 MB
- ◆ Bandwidth limit of 5125 MB per Month
- ◆ One (1) Email box
- ◆ One (1) Internal Interface
- ◆ One (1) Test Site

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal

Access to the RightNow Community portal
(<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API)
- ♦ frameworks. Telephone support
- ♦ support Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support

Cloud Services Service Level Objectives
Hosting Availability Monitoring

Target: 99.5% (measured at the end of each calendar quarter)
No Service Level Credits
Internal site monitoring at 15 minute increments

RightNow Instance

Applicable SKUs: INS

An Instance of RightNow includes the knowledge foundation (Database), management & administrative capabilities, business rules, process management and reporting. For clarification purposes, one (1) RightNow Instance is included for the hosting term with initial product purchase.

Also includes:

- ♦ Storage limit of 6GB
- ♦ Bandwidth limit of 5GB per Month
- ♦ One (1) Email box
- ♦ One (1) Internal Interface
- ♦ One (1) Test Site

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.)
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support

Cloud Services Service Level Objectives
Hosting Availability Monitoring

Target: 99.5% (measured at the end of each calendar quarter)
No Service Level Credits
Internal site monitoring at 15 minute increments

RightNow Chat Desktop

Applicable SKUs: SACHAT-NU-1106, SACHAT-CU-1106, SACHAT-SM-1106, SACHAT-CSM-1106

The RightNow Chat Desktop User includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform.

Web Experience functionality includes

- RightNow Chat, allowing a customer to chat live (online) with support representatives

Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters related to Chat only)
- Business rules, escalations and routing related to Chat only
- Contact Center Designer including service and common configuration capabilities

Engage functionality includes:

- **Feedback** - chat surveys, customer and SmartSense emotion detection
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports.

Platform functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud
- **RightNow Connect** - Connect Web Services API, providing integration capabilities between RightNow and other applications via an application programming interface.
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

Usage Limits: RightNow Chat Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

Chat Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	24	120	120
Concurrent User	72	360	360
Seat Month	2	10	10
Concurrent Seat Month	6	30	30

- Feedback:
 - 500 Emails Sent per Month included with the initial purchase of Chat Desktop Named User or Concurrent User
 - 6000 Emails Sent per Year included with the initial purchase of Chat Desktop Seat Month or Concurrent Seat Month
- Custom Objects: Maximum of 5 Custom Objects per Instance
 - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Chat Desktop User purchase and API operation limits depend upon the

type of seat purchased:

- Named User: 91,250 API Operations per Named User per Year
- Concurrent User: 273,750 API Operations per Concurrent User per Year
- Seat Month: 7,605 API Operations per Seat Month per Year
- Concurrent Seat Month: 22,815 API Operations per Concurrent Seat Month per Year

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

RightNow Chat Desktop

Applicable SKUs: SACHAT-NU-1103, SACHAT-CU-1103, SACHAT-SM-1103, SACHAT-CSM-1103

The RightNow Chat Desktop User includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform.

Web Experience functionality includes

- RightNow Chat, allowing a customer to chat live (online) with support representatives

Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters related to Chat only)
- Business rules, escalations and routing related to Chat only
- Contact Center Designer including service and common configuration capabilities

Engage functionality includes:

- **Feedback** - chat surveys, customer and SmartSense emotion detection
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports.

Platform functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud

- **RightNow Connect** - Connect Data Integration and Connect Web Services which provide integration capabilities between RightNow and other applications via an application programming interface.
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

Usage Limits: RightNow Chat Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

Chat Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	24	120	120
Concurrent User	72	360	360
Seat Month	2	10	10
Concurrent Seat Month	6	30	30

- Feedback:
 - 500 Emails Sent per Month included with the initial purchase of Chat Desktop Named User or Concurrent User
 - 6000 Emails Sent per Year included with the initial purchase of Chat Desktop Seat Month or Concurrent Seat Month
- Custom Objects: Maximum of 5 Custom Objects per Instance
 - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Chat Desktop User purchase and API operation limits depend upon the type of seat purchased:
 - Named User: 91,250 API Operations per Named User per Year
 - Concurrent User: 273,750 API Operations per Concurrent User per Year
 - Seat Month: 7,605 API Operations per Seat Month per Year
 - Concurrent Seat Month: 22,815 API Operations per Concurrent Seat Month per Year

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal (<http://communities.rightnow.com>)
- ♦ Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support

Cloud Services Service Level Objectives Hosting Availability Monitoring

Target: 99.5% (measured at the end of each calendar quarter)
No Service Level Credits
Internal site monitoring at 15 minute increments

RightNow Chat Desktop

Applicable SKUs: SACHAT-NU, SACHAT-CU, SACHAT-SM, SACHAT-CSM

The RightNow Chat Desktop User includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform.

Web Experience functionality includes

- RightNow Chat, allowing a customer to chat live (online) with support representatives

Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters related to Chat only)
- Business rules, escalations and routing related to Chat only
- Contact Center Designer including service and common configuration capabilities

Engage functionality includes:

- **Feedback** - chat surveys, customer and SmartSense emotion detection
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports.

Platform functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud
- **RightNow Connect** - Connect Data Integration and Connect Web Services which provide integration capabilities between RightNow and other applications via an application programming interface.
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

Usage Limits: RightNow Chat Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS)) will be allocated to the customer for with the first purchase of a desktop license
- Feedback: 500 Emails Sent per month included with the initial Chat Desktop User purchase
- Custom Objects: Maximum of 5 Custom Objects per Instance
 - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Standard Desktop User purchase and API operation limits depend upon the type of seat purchased:
 - Named User: 91,250 API Operations per Named User per Year
 - Concurrent User: 273,750 API Operations per Concurrent User per Year
 - Seat Month: 7,605 API Operations per Seat Month per Year
 - Concurrent Seat Month: 22,815 API Operations per Concurrent Seat Month per Year

This offering also includes the following support package for Customer who elects not to purchase a

support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.

- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at

<http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

RightNow Standard Desktop

Applicable SKUs: ST-NU-1106, ST-CU-1106, ST-SM-1106, ST-CSM-1106

The RightNow Standard Desktop User includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform.

Web Experience functionality includes

- Email Response Management – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Web Designer - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities and contextual workspaces

Engage functionality includes:

- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration, sales knowledgebase (professional services may be required).
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports.

Platform functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud

- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** - Connect Web Services API, providing integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

Usage Limits: RightNow Standard Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

Standard Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	24	120	120
Concurrent User	72	360	360
Seat Month	2	10	10
Concurrent Seat Month	6	30	30

- Custom Objects: Maximum of 5 Custom Objects per Instance
 - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Standard Desktop User purchase, API operation limits depend upon the type of seat purchased:
 - Named User: 109,500 API Operations per Named User per Year
 - Concurrent User: 328,500 API Operations per Concurrent User per Year
 - Seat Month: 9,125 API Operations per Seat Month per Year
 - Concurrent Seat Month: 27,375 API Operations per Concurrent Seat Month per Year
 - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal (<http://communities.rightnow.com>)
- ♦ Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter)
Hosting Availability Monitoring	No Service Level Credits
	Internal site monitoring at 15 minute increments

RightNow Standard Desktop

Applicable SKUs: ST-NU-1103, ST-CU-1103, ST-SM-1103, ST-CSM-1103

The RightNow Standard Desktop User includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform.

Web Experience functionality includes

- Email Response Management – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Web Designer - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities and contextual workspaces

Engage functionality includes:

- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration, sales knowledgebase (professional services may be required).
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports.

Platform functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** - Connect Data Integration and Connect Web Services which provide integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

Usage Limits: RightNow Standard Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

Standard Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	24	120	120
Concurrent User	72	360	360
Seat Month	2	10	10
Concurrent Seat Month	6	30	30

- Custom Objects: Maximum of 5 Custom Objects per Instance
 - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom

Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)

- Connect: Included with initial Standard Desktop User purchase, API operation limits depend upon the type of seat purchased:
 - Named User: 109,500 API Operations per Named User per Year
 - Concurrent User: 328,500 API Operations per Concurrent User per Year
 - Seat Month: 9,125 API Operations per Seat Month per Year
 - Concurrent Seat Month: 27,375 API Operations per Concurrent Seat Month per Year
 - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

RightNow Standard Desktop

Applicable SKUs: ST-NU, ST-CU, ST-SM, ST-CSM

The RightNow Standard Desktop User includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform.

Web Experience functionality includes

- Email Response Management – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Web Designer - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities and contextual workspaces

Engage functionality includes:

- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support,

product catalog and quote generation, outlook integration, sales knowledgebase (professional services may be required).

- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports.

Platform functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** - Connect Data Integration and Connect Web Services which provide integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

Usage Limits: RightNow Standard Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS) will be allocated to the customer for with the first purchase of a desktop license
- Custom Objects: Maximum of 5 Custom Objects per Instance
 - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Standard Desktop User purchase, API operation limits depend upon the type of seat purchased:
 - Named User: 109,500 API Operations per Named User per Year
 - Concurrent User: 328,500 API Operations per Concurrent User per Year
 - Seat Month: 9,125 API Operations per Seat Month per Year
 - Concurrent Seat Month: 27,375 API Operations per Concurrent Seat Month per Year
 - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow.

Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support

RightNow Enterprise Desktop

Applicable SKUs: ENT-NU, ENT-CU, ENT-SM, ENT-CSM

The RightNow Enterprise Desktop User includes access to select features from the following modules: Web Experience, Social Experience, Contact Center Experience, Engage, and Platform.

Web Experience functionality includes

- Email Response Management – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Web Designer - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities, contextual workspaces and guided assistance

Social Experience includes:

- Cloud Monitor (dynamic agent desktop including cloud monitor capabilities)

Engage functionality includes:

- **Marketing** – Dynamic agent desktop (including marketing configuration capabilities, proactive service notifications, customer segmentation, subscription management (opt-in/opt-out, global suppression, frequency/recency limits), content creation (document designer, HTML editor, personalized and dynamic content, templates, reusable content, web forms), email marketing (email tracking, proof & market testing), multi-channel, multi-stage campaign design & execution with event triggering, and best – practice campaigns (online ad conversion, email promotion, event registration, information request, and subscription management)
- **RightNow Feedback** functionality includes transactional surveys, broadcast surveys, chat surveys (only available if customer has purchased RightNow Chat), customer segmentation, subscription management, survey creation, multi-channel survey execution, SmartSense emotion detection and topic monitoring
- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration sales knowledgebase (professional services may be required).
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports

Platform functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to

accommodate additional business processes.

- **RightNow Connect** - Connect Data Integration and Connect Web Services which provide integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

Usage Limits: RightNow Enterprise Desktop Software is subject to usage limits based upon:
a maximum number of Authorized Users

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS) will be allocated to the customer for with the first purchase of a desktop license
- Marketing and Feedback: One (1) email box for outbound marketing and feedback included with initial Enterprise Desktop User purchase)
 - 60,000 Emails Sent per Year if purchase the Cloud Services Agreement (CSA)
 - 5,000 Marketing Transactions per month if purchase is not under the CSA
- A maximum of 100 Cloud Monitor additions of type RSS
- Custom Objects: Maximum of 50 Custom Objects per Instance
 - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Enterprise Desktop User purchase, API operation limits depend upon the type of seat purchased:
 - Named User: 547,500 API Operations per Named User per Year
 - Concurrent User: 1,642,500 API Operations per Concurrent User per Year
 - Seat Month: 45,625 API Operations per Seat Month per Year
 - Concurrent Seat Month: 136,875 API Operations per Concurrent Seat Month per Year
 - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal (<http://communities.rightnow.com>)
- ♦ Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

RightNow Enterprise Desktop

Applicable SKUs: ENT-NU-1103, ENT-CU-1103, ENT-SM-1103, ENT-CSM-1103

The RightNow Enterprise Desktop User includes access to select features from the following modules: Web Experience, Social Experience, Contact Center Experience, Engage, and Platform.

Web Experience functionality includes

- Email Response Management – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Web Designer - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities, contextual workspaces and guided assistance

Social Experience includes:

- Cloud Monitor (dynamic agent desktop including cloud monitor capabilities)

Engage functionality includes:

- **Marketing** – Dynamic agent desktop (including marketing configuration capabilities, proactive service notifications, customer segmentation, subscription management (opt-in/opt-out, global suppression, frequency/recency limits), content creation (document designer, HTML editor, personalized and dynamic content, templates, reusable content, web forms), email marketing (email tracking, proof & market testing), multi-channel, multi-stage campaign design & execution with event triggering, and best – practice campaigns (online ad conversion, email promotion, event registration, information request, and subscription management)
- **RightNow Feedback** functionality includes transactional surveys, broadcast surveys, chat surveys (only available if customer has purchased RightNow Chat), customer segmentation, subscription management, survey creation, multi-channel survey execution, SmartSense emotion detection and topic monitoring
- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration sales knowledgebase (professional services may be required).
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports

Platform functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** - Connect Data Integration and Connect Web Services which provide integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

Usage Limits: RightNow Enterprise Desktop Software is subject to usage limits based upon:

a maximum number of Authorized Users

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

Enterprise Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	72	360	360
Concurrent User	216	1080	1080
Seat Month	6	30	30
Concurrent Seat Month	18	90	90

- Marketing and Feedback: One (1) email box for outbound marketing and feedback included with initial Enterprise Desktop User purchase)
 - 60,000 Emails Sent per Year included with the initial purchase of Seat Months or Concurrent Seat Months
 - 5,000 Emails Sent per Month included with the initial purchase of Named Users or Concurrent Users
- A maximum of 100 Cloud Monitor additions of type RSS
- Custom Objects: Maximum of 50 Custom Objects per Instance
 - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Enterprise Desktop User purchase, API operation limits depend upon the type of seat purchased:
 - Named User: 547,500 API Operations per Named User per Year
 - Concurrent User: 1,642,500 API Operations per Concurrent User per Year
 - Seat Month: 45,625 API Operations per Seat Month per Year
 - Concurrent Seat Month: 136,875 API Operations per Concurrent Seat Month per Year
 - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow.

Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support

Cloud Services Service Level Objectives
Hosting Availability Monitoring

Target: 99.5% (measured at the end of each calendar quarter)
No Service Level Credits
Internal site monitoring at 15 minute increments

RightNow Enterprise Desktop

Applicable SKUs: ENT-NU-1106, ENT-CU-1106, ENT-SM-1106, ENT-CSM-1106

The RightNow Enterprise Desktop User includes access to select features from the following modules: Web Experience, Social Experience, Contact Center Experience, Engage, and Platform.

Web Experience functionality includes

- Email Response Management – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Web Designer - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities, contextual workspaces and guided assistance

Social Experience includes:

- Cloud Monitor (dynamic agent desktop including cloud monitor capabilities)

Engage functionality includes:

- **Marketing** – Dynamic agent desktop (including marketing configuration capabilities, proactive service notifications, customer segmentation, subscription management (opt-in/opt-out, global suppression, frequency/recency limits), content creation (document designer, HTML editor, personalized and dynamic content, templates, reusable content, web forms), email marketing (email tracking, proof & market testing), multi-channel, multi-stage campaign design & execution with event triggering, and best – practice campaigns (online ad conversion, email promotion, event registration, information request, and subscription management)
- **RightNow Feedback** functionality includes transactional surveys, broadcast surveys, chat surveys (only available if customer has purchased RightNow Chat), customer segmentation, subscription management, survey creation, multi-channel survey execution, SmartSense emotion detection and topic monitoring
- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration sales knowledgebase (professional services may be required).
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports

Platform functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** - Connect Web Services API, providing integration capabilities between RightNow and other applications via an application programming interface. The

RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.

- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

Usage Limits: RightNow Enterprise Desktop Software is subject to usage limits based upon:
a maximum number of Authorized Users

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

Enterprise Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	72	360	360
Concurrent User	216	1080	1080
Seat Month	6	30	30
Concurrent Seat Month	18	90	90

- Marketing and Feedback: One (1) email box for outbound marketing and feedback included with initial Enterprise Desktop User purchase)
 - 60,000 Emails Sent per Year included with the initial purchase of Seat Months or Concurrent Seat Months
 - 5,000 Emails Sent per Month included with the initial purchase of Named Users or Concurrent Users
- Cloud Monitor: A maximum of 100 Cloud Monitor additions of type RSS
- Custom Objects: Maximum of 50 Custom Objects per Instance
 - Menu-Only Custom Objects are not included in this allocation. Menu-Only Custom Objects can be created to meet the needs of the deployment as long as the total number of Custom Objects and Menu-Only Custom Objects is less than 200.)
- Connect: Included with initial Enterprise Desktop User purchase, API operation limits depend upon the type of seat purchased:
 - Named User: 547,500 API Operations per Named User per Year
 - Concurrent User: 1,642,500 API Operations per Concurrent User per Year
 - Seat Month: 45,625 API Operations per Seat Month per Year
 - Concurrent Seat Month: 136,875 API Operations per Concurrent Seat Month per Year
 - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support

Cloud Services Service Level Objectives Hosting Availability Monitoring

Target: 99.5% (measured at the end of each calendar quarter)
No Service Level Credits
Internal site monitoring at 15 minute increments

RightNow Enterprise Contact Center Desktop

Applicable SKUs: ECC-NU, ECC-CU, ECC-SM, ECC-CSM

The RightNow Enterprise Contact Center Desktop User includes access to select features from the following modules: Web Experience, Social Experience, Contact Center Experience, Engage, and Platform.

Web Experience functionality includes

- **Chat** allowing a customer to chat live (online) with support
- Product Registration
- Email Response Management – Auto-acknowledgement, standard response template, web forms, outlook integration
- Web Designer - Customer Portal studio including development framework, widgets, and Dreamweaver extension

Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities, contextual workspaces, guided assistance, agent scripting and desktop workflow

Social Experience includes:

- **Cloud Monitor** (dynamic agent desktop including cloud monitor capabilities)

Engage functionality includes:

- **Marketing** – Dynamic agent desktop (including marketing configuration capabilities, proactive service notifications, customer segmentation, subscription management (opt-in/opt-out, global suppression, frequency/recency limits), content creation (document designer, HTML editor, personalized and dynamic content, templates, reusable content, web forms), email marketing (email tracking, proof & market testing), multi-channel, multi-stage campaign design & execution with event triggering, and best –practice campaigns (online ad conversion, email promotion, event registration, information request, and subscription management)
- **RightNow Feedback** functionality includes transactional surveys, broadcast surveys, chat surveys, customer segmentation, subscription management, survey creation, multi-channel survey execution, SmartSense emotion detection and topic monitoring
- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration, sales knowledgebase (professional services may be required)..
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports

Platform functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**

- **Mission Critical SaaS** - CX Cloud, one (1) application test site, custom domain SSL (for all interfaces), single sign on (for all interfaces), network VPN to hosting facility (for all connections), five (5) additional mailboxes, ODBC export (for one instance), and a dedicated outbound IP address (for all interfaces).
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** – Connect Data Integration and Connect Web Services which provide integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

Usage Limits: RightNow Enterprise Contact Center Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (including 1 Test Site) will be allocated to the customer for with the first purchase of a desktop license
- Marketing and Feedback: One (1) email box for outbound marketing and feedback included with initial Enterprise Desktop User purchase)
 - 60,000 Emails Sent per year if purchase is under the Cloud Services Agreement (CSA)
 - 5,000 Marketing Transactions per month if purchase is not under the CSA
- Custom Objects: Maximum of 200 Custom Objects (including Menu-Only Custom Objects) per Instance
- Connect: Included with initial Enterprise Contact Center Desktop User purchase, API operation limits depend upon the type of seat purchased:
 - Named User: 2,727,500 API Operations per Named User per Year
 - Concurrent User: 4,927,500 API Operations per Concurrent User per Year
 - Seat Month: 228,125 API Operations per Seat Month per Year
 - Concurrent Seat Month: 410,625 API Operations per Concurrent Seat Month per Year
 - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)
- A maximum of 100 Cloud Monitor additions of type RSS

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal (<http://communities.rightnow.com>)
- ♦ Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API
- ♦ frameworks. Telephone
- ♦ support Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support

Cloud Services Service Level Objectives
Hosting Availability Monitoring

Target: 99.5% (measured at the end of each calendar quarter)
No Service Level Credits
Internal site monitoring at 15 minute increments

Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service

Applicable SKUs: [ECC-NU-1203](#), [ECC-CU-1203](#), [ECC-SM-1203](#), [ECC-CSM-1203](#), [B68244](#), [B68245](#), [B68276](#), [B68277](#)

The Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service includes access to select features from the following modules: Web Experience, Social Experience, Contact Center Experience, Engage, and Platform.

Web Experience functionality includes

- **Oracle RightNow Chat Cloud Service** allowing a customer to chat live (online) with support
- **Oracle RightNow Product Registration Cloud Service**
- **Oracle RightNow Email Management Cloud Service** – Auto-acknowledgement, standard response template, web forms, outlook integration
- **Oracle RightNow App Builder Experience Designer Cloud Service** - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- **Oracle RightNow Asset Management and Product Tracking Cloud Service**
- **Oracle RightNow App Builder Experience Designer Cloud Service** including service and common configuration capabilities, **Oracle RightNow Contextual Workspaces Cloud Service**, **Oracle RightNow Guided Assistance Cloud Service**, **Oracle RightNow Agent Scripting Cloud Service** **Oracle RightNow Desktop Workflow Cloud Service** and **Oracle RightNow Opportunity Tracking Cloud Service**
- **Oracle RightNow Mobile Agent App Cloud Service**, which is a native iPad application that supports incident management and the ability to view information about contacts, organizations and staff.

Social Experience includes:

- **Oracle RightNow Social Monitor Cloud Service**

Engage functionality includes:

- **Oracle RightNow Outreach Cloud Service** – Dynamic agent desktop (including outreach configuration capabilities, proactive service notifications, customer segmentation, subscription management (opt-in/opt-out, global suppression, frequency/recency limits), content creation (document designer, HTML editor, personalized and dynamic content, templates, reusable content, web forms), email marketing (email tracking, proof & market testing), multi-channel, multi-stage campaign design & execution with event triggering, and best –practice campaigns (online ad conversion, email promotion, event registration, information request, and subscription management))
- **Oracle RightNow Feedback Cloud Service** functionality includes transactional surveys, broadcast surveys, chat surveys (only available if customer has purchased Oracle RightNow Chat), customer segmentation, subscription management, survey creation, multi-channel survey execution, SmartSense emotion detection and topic monitoring
- **Oracle RightNow Analytics Cloud Service** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports.

Platform functionality includes:

- **One (1) Oracle RightNow Instance Cloud Service** with the first purchase of a seat
- **Oracle RightNow Mission Critical Cloud Service** - Oracle RightNow Cloud Platform Cloud Service, one (1) Oracle RightNow Application Test Site Cloud Service, Oracle RightNow Custom Domain SSL Application Hosting (for all interfaces), Oracle RightNow

Single Sign-On Cloud Service (for all interfaces), Oracle RightNow Network VPN to Hosting Facility (all connections), five (5) Oracle RightNow Additional Mailbox and a dedicated outbound IP address (for all interfaces).

- **Oracle RightNow App Builder Custom Objects Cloud Service** – Provides the ability to extend the Oracle RightNow CX Cloud Service data model to accommodate additional business processes.
- **Oracle RightNow Incident Thread Masking Cloud Service** – Provides the ability for customers to enable automated masking of sensitive data.
- **Oracle RightNow Connect Cloud Service** - Oracle RightNow Connect Web Services Cloud Service, providing integration capabilities between Oracle RightNow CX Cloud Service and other applications via an application programming interface. The Oracle RightNow Desktop App Builder Add-Ins Cloud Service is also included providing the ability to extend the reach of the Oracle RightNow Dynamic Agent Desktop.
- **Oracle RightNow Knowledge Cloud Service** – Self-learning knowledge foundation, answer management, agent knowledgebase, and Oracle RightNow SmartAssistant Cloud Service.

Usage Limits: The Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months) that can utilize the CX console and Oracle RightNow Mobile Agent App Cloud Service simultaneously.
- 1 Oracle RightNow Instance Cloud Service (SKU: INS-1203) will be allocated to the customer for with the first purchase of a desktop license
- When using Oracle RightNow Custom Domain SSL Application Hosting, Oracle reserves the right to require a Subject Alternative Name or Wildcard Certificate when applied to 2 or more interfaces.
- Storage and Bandwidth – See table below for usage limits allotted per user type:

Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service	Per User in MB		
	Database Storage	File Storage	Bandwidth
Hosted Named User	216	1080	1080
Hosted Connected User	648	3240	3240
Hosted Seat Month	18	90	90
Hosted Connected Seat Month	54	270	270

- Oracle RightNow Outreach Cloud Service and Oracle RightNow Feedback Cloud Service:
 - One (1) Oracle RightNow Mailbox for outbound outreach and feedback included with initial purchase)
 - 5,000 Oracle RightNow Emails Sent Monthly included with the initial purchase of Hosted Named User or Hosted Connected User
 - 60,000 Oracle RightNow Emails Sent Service Period Pool included with the initial purchase of Hosted Seat Month or Hosted Connected Seat Month
- Oracle RightNow Social Monitor Cloud Service: A maximum of 100 social monitor additions of type RSS
- Oracle RightNow App Builder Custom Objects Cloud Service: Maximum of 200 custom objects per instance
 - Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200)
- Oracle RightNow Connect Cloud Service: Included with initial purchase and API operation limits depend upon the type of seat purchased:
 - Hosted Named User: 2,727,500 API Operations per Named User per Year
 - Hosted Connected User: 4,927,500 API Operations per Connected User per Year
 - Hosted Seat Month: 228,125 API Operations per Seat Month per Year
 - Hosted Connected Seat Month: 410,625 API Operations per Connected Seat Month per Year
 - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

Upgrade Support:

This Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service offering includes 'like for like upgrade support' for the full subscription. Code written by Oracle on the production site will be applied to the upgrade site in order to achieve functional parity, although the code itself may be modified in order to be compliant with specific version requirements and available managed frameworks. A managed framework is a software interface that supports a customer-specific configuration or customization, such as user interface development and system integration.

Deliverable	Assumptions	Exclusions
Communication of major release changes	<ul style="list-style-type: none"> The Technical Migration Manager (TMM) will direct the Customer to the Upgrade Guide, Release Notes, Workstation / System Requirements 	<ul style="list-style-type: none"> Consultation, coaching or training around new features and functionality Configuration of new features or functionality
General support of upgrade process questions via incident	<ul style="list-style-type: none"> The Customer can submit incidents to Customer Care and they will be routed to the TMM accordingly. Examples of incidents would be: timeline, UAT, cutover, next steps, etc. 	<ul style="list-style-type: none"> Product related questions such as "how to configure a new feature".
Kick off meeting to outline important upgrade topics	<ul style="list-style-type: none"> The TMM will present a kick off PowerPoint presentation to discuss the upgrade process and next steps. 	
Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering	<ul style="list-style-type: none"> Support package service level targets apply, as outlined in the Oracle Cloud Support Policy within the Oracle Cloud Hosting and Delivery Policies and/or Service Description for Oracle Cloud Priority Support or legacy Oracle RightNow Customer Care Packages. Post-cutover incidents are to be submitted within 30 days after upgrade. 	<ul style="list-style-type: none"> Management of non-upgrade related issues. Management of incidents submitted more than 30 days after upgrade.
"Like for like" functionality	<ul style="list-style-type: none"> Oracle may choose not to migrate a 	<ul style="list-style-type: none"> Duplication of look and feel when moving
migration and/or testing. This may include migrating customizations written by Oracle Professional Services from unmanaged to managed frameworks	<ul style="list-style-type: none"> customer to a managed framework. If Oracle chooses to migrate customizations as part of the upgrade, Oracle will migrate customizations written only by Oracle Professional Services to obtain a 'like for like' functionality in the new version. "Like for like" does not mean "exact" look and feel, but will have similar functionality. Look and feel migration may not have the same look and feel if moving from one end-user framework to another. Oracle will build test cases for all customizations written by Oracle Professional Services and execute quality testing around those test cases. 	<ul style="list-style-type: none"> from one framework to another. Set up or configuration of new features or functionality. Core functionality testing. Formal requirements or test plan documents. Updates to managed framework customizations. Customizations on unsupported platforms.
30-Day post-cutover support	<ul style="list-style-type: none"> Oracle will address custom code incidents reported by the client within 30 days of upgrade; Oracle will only address custom code incidents for code written by Oracle. All support will be provided remotely. Post upgrade incidents must be reported through Oracle's support channel. Incidents regarding custom code reported more than 30 days after upgrade are not within scope of this service. 	<ul style="list-style-type: none"> Support for code written by Oracle customers or third parties. Incidents regarding custom code reported more than 30 days after upgrade.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

RightNow Enterprise Contact Center Desktop

[Applicable SKUs: ECC-NU-1103, ECC-CU-1103, ECC-SM-1103, ECC-CSM-1103](#)

The RightNow Enterprise Contact Center Desktop User includes access to select features from the following modules: Web Experience, Social Experience, Contact Center Experience, Engage, and Platform.

Web Experience functionality includes

- **Chat** allowing a customer to chat live (online) with support
- Product Registration
- Email Response Management – Auto-acknowledgement, standard response template, web forms, outlook integration
- Web Designer - Customer Portal studio including development framework, widgets, and Dreamweaver extension

Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities, contextual workspaces, guided assistance, agent scripting and desktop workflow

Social Experience includes:

- **Cloud Monitor** (dynamic agent desktop including cloud monitor capabilities)

Engage functionality includes:

- **Marketing** – Dynamic agent desktop (including marketing configuration capabilities, proactive service notifications, customer segmentation, subscription management (opt-in/opt-out, global suppression, frequency/recency limits), content creation (document designer, HTML editor, personalized and dynamic content, templates, reusable content, web forms), email marketing (email tracking, proof & market testing), multi-channel, multi-stage campaign design & execution with event triggering, and best –practice campaigns (online ad conversion, email promotion, event registration, information request, and subscription management)
- **RightNow Feedback** functionality includes transactional surveys, broadcast surveys, chat surveys, customer segmentation, subscription management, survey creation, multi-channel survey execution, SmartSense emotion detection and topic monitoring
- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration, sales knowledgebase (professional services may be required)..
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports

Platform functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud, one (1) application test site, custom domain SSL (for all interfaces), single sign on (for all interfaces), network VPN to hosting facility (for all connections), five (5) additional mailboxes, ODBC export (for one instance), and a dedicated outbound IP address (for all interfaces).

- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** – Connect Data Integration and Connect Web Services which provide integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

Usage Limits: RightNow Enterprise Contact Center Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

ECC Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	216	1080	1080
Concurrent User	648	3240	3240
Seat Month	18	90	90
Concurrent Seat Month	54	270	270

- Marketing and Feedback: One (1) email box for outbound marketing and feedback included with initial Enterprise Desktop User purchase)
 - 60,000 Emails Sent per Year included with the initial purchase of Seat Months or Concurrent Seat Months
 - 5,000 Emails Sent per Month included with the initial purchase of Named Users or Concurrent Users
- Custom Objects: Maximum of 200 Custom Objects (including Menu-Only Custom Objects) per Instance
- Connect: Included with initial Enterprise Contact Center Desktop User purchase, API operation limits depend upon the type of seat purchased:
 - Named User: 2,727,500 API Operations per Named User per Year
 - Concurrent User: 4,927,500 API Operations per Concurrent User per Year
 - Seat Month: 228,125 API Operations per Seat Month per Year
 - Concurrent Seat Month: 410,625 API Operations per Concurrent Seat Month per Year
 - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)
- A maximum of 100 Cloud Monitor additions of type RSS

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API
- ♦ frameworks. Telephone
- ♦ support Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support

Cloud Services Service Level Objectives Hosting Availability Monitoring

Target: 99.5% (measured at the end of each calendar quarter)
No Service Level Credits
Internal site monitoring at 15 minute increments

RightNow Enterprise Contact Center Desktop

Applicable SKUs: ECC-NU-1106, ECC-CU-1106, ECC-SM-1106, ECC-CSM-1106

The RightNow Enterprise Contact Center Desktop User includes access to select features from the following modules: Web Experience, Social Experience, Contact Center Experience, Engage, and Platform.

Web Experience functionality

includes

- **Chat** allowing a customer to chat live (online) with support
- Product Registration
- Email Response Management – Auto-acknowledgement, standard response template, web forms, outlook integration
- Web Designer - Customer Portal studio including development framework, widgets, and Dreamweaver extension

Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities, contextual workspaces, guided assistance, agent scripting and desktop workflow

Social Experience includes:

- **Cloud Monitor** (dynamic agent desktop including cloud monitor capabilities)

Engage functionality includes:

- **Marketing** – Dynamic agent desktop (including marketing configuration capabilities, proactive service notifications, customer segmentation, subscription management (opt-in/opt-out, global suppression, frequency/recency limits), content creation (document designer, HTML editor, personalized and dynamic content, templates, reusable content, web forms), email marketing (email tracking, proof & market testing), multi-channel, multi-stage campaign design & execution with event triggering, and best –practice campaigns (online ad conversion, email promotion, event registration, information request, and subscription management)
- **RightNow Feedback** functionality includes transactional surveys, broadcast surveys, chat surveys, customer segmentation, subscription management, survey creation, multi-channel survey execution, SmartSense emotion detection and topic monitoring
- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration, sales knowledgebase (professional services may be required)..
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports

Platform functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**

- **Mission Critical SaaS** - CX Cloud, one (1) application test site, custom domain SSL (for all interfaces), single sign on (for all interfaces), network VPN to hosting facility (for all connections), five (5) additional mailboxes, ODBC export (for one instance), and a dedicated outbound IP address (for all interfaces).
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** –Connect Web Services API, providing integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

Usage Limits: RightNow Enterprise Contact Center Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

ECC Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	216	1080	1080
Concurrent User	648	3240	3240
Seat Month	18	90	90
Concurrent Seat Month	54	270	270

- Marketing and Feedback: One (1) email box for outbound marketing and feedback included with initial Enterprise Desktop User purchase)
 - 60,000 Emails Sent per Year included with the initial purchase of Seat Months or Concurrent Seat Months
 - 5,000 Emails Sent per Month included with the initial purchase of Named Users or Concurrent Users
- Custom Objects: Maximum of 200 Custom Objects (including Menu-Only Custom Objects) per Instance
- Cloud Monitor: A maximum of 100 Cloud Monitor additions of type RSS
- Connect: Included with initial Enterprise Contact Center Desktop User purchase, API operation limits depend upon the type of seat purchased:
 - Named User: 2,727,500 API Operations per Named User per Year
 - Concurrent User: 4,927,500 API Operations per Concurrent User per Year
 - Seat Month: 228,125 API Operations per Seat Month per Year
 - Concurrent Seat Month: 410,625 API Operations per Concurrent Seat Month per Year
 - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer.
New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support

- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

RightNow Enterprise Contact Center Desktop

Applicable SKUs: ECC-NU-1201, ECC-CU-1201, ECC-SM-1201, ECC-CSM-1201

The RightNow Enterprise Contact Center Desktop User includes access to select features from the following modules: Web Experience, Social Experience, Contact Center Experience, Engage, and Platform.

Web Experience functionality includes

- **Chat** allowing a customer to chat live (online) with support
- Product Registration
- Email Response Management – Auto-acknowledgement, standard response template, web forms, outlook integration
- Web Designer - Customer Portal studio including development framework, widgets, and Dreamweaver extension

Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters)
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Contact Center Designer including service and common configuration capabilities, contextual workspaces, guided assistance, agent scripting and desktop workflow

Social Experience includes:

- **Cloud Monitor** (dynamic agent desktop including cloud monitor capabilities)

Engage functionality includes:

- **Marketing** – Dynamic agent desktop (including marketing configuration capabilities, proactive service notifications, customer segmentation, subscription management (opt- in/opt-out, global suppression, frequency/recency limits), content creation (document designer, HTML editor, personalized and dynamic content, templates, reusable content, web forms), email marketing (email tracking, proof & market testing), multi-channel, multi- stage campaign design & execution with event triggering, and best –practice campaigns (online ad conversion, email promotion, event registration, information request, and subscription management)
- **RightNow Feedback** functionality includes transactional surveys, broadcast surveys, chat surveys, customer segmentation, subscription management, survey creation, multi-channel survey execution, SmartSense emotion detection and topic monitoring
- **Sales** - contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration, sales knowledgebase (professional services may be required)..
- **Analytics** - inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting and scheduled reports

Platform functionality includes:

- **One (1) RightNow Instance with the first purchase of a seat**
- **Mission Critical SaaS** - CX Cloud, one (1) application test site, custom domain SSL (for all interfaces), single sign on (for all interfaces), network VPN to hosting facility (for all connections), five (5) additional mailboxes, and a dedicated outbound IP address (for all interfaces).
- **Custom Objects** – Provides the ability to extend the RightNow CX data model to accommodate additional business processes.
- **RightNow Connect** –Connect Web Services API, providing integration capabilities between RightNow and other applications via an application programming interface. The RightNow Connect Add-In Framework is also included providing the ability to extend the reach of the RightNow agent desktop.
- **RightNow Knowledge** – Self-learning knowledge foundation, answer management, agent knowledgebase, and SmartAssistant.

Usage Limits: RightNow Enterprise Contact Center Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- 1 Instance (SKU: INS-1103) will be allocated to the customer for with the first purchase of a desktop license
- Storage and Bandwidth – See table below for usage limits allocated per User type:

ECC Desktop	Per User in MB		
	Database Storage	File Storage	Bandwidth
Named User	216	1080	1080
Concurrent User	648	3240	3240
Seat Month	18	90	90
Concurrent Seat Month	54	270	270

- Marketing and Feedback: One (1) email box for outbound marketing and feedback included with initial Enterprise Desktop User purchase)
 - 60,000 Emails Sent per Year included with the initial purchase of Seat Months or Concurrent Seat Months
 - 5,000 Emails Sent per Month included with the initial purchase of Named Users or Concurrent Users
- Custom Objects: Maximum of 200 Custom Objects (including Menu-Only Custom Objects) per Instance
- Cloud Monitor: A maximum of 100 Cloud Monitor additions of type RSS
- Connect: Included with initial Enterprise Contact Center Desktop User purchase, API operation limits depend upon the type of seat purchased:
 - Named User: 2,727,500 API Operations per Named User per Year
 - Concurrent User: 4,927,500 API Operations per Concurrent User per Year
 - Seat Month: 228,125 API Operations per Seat Month per Year
 - Concurrent Seat Month: 410,625 API Operations per Concurrent Seat Month per Year
 - Absolute limit of 7,500,000 per day (regardless of number of seats purchased)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support

- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter)
Hosting Availability Monitoring	No Service Level Credits
	Internal site monitoring at 15 minute increments

SFA Desktop

The RightNow SFA Desktop User includes access to all features from the RightNow Sales module.

RightNow Sales functionality includes contact and account management, lead and opportunity management, forecasting management, territory management, quota management, sales methodology support, product catalog and quote generation, outlook integration, sales knowledgebase (professional services may be required).

Usage Limits: RightNow SFA Desktop Software is subject to usage limits based upon:

- a maximum number of Authorized Users

Oracle RightNow Internal Interface Cloud Service

Applicable SKUs: [ISB-1203](#), [B68309](#)

Interfaces enable Customer to provide an additional language or additional data segmentation for its employees or agents. Internal interfaces may not be accessed by Customer's customers or by the public.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Internal Interfaces

Applicable SKUs: [ISB](#)

Interfaces enable Customer to provide an additional language or additional data segmentation for its employees or agents. Internal interfaces may not be accessed by Customer's customers or by the public.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API
- ♦ frameworks. Telephone
- ♦ support Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter)
Hosting Availability Monitoring	No Service Level Credits
	Internal site monitoring at 15 minute increments

Agent Scripting & Desktop Workflow Package

Applicable SKUs: ASCDWF-NU, ASCDWF -CU, ASCDWF -SM, ASCDWF -CSM

Agent Scripting provides the ability to enable agents with flexible call scripts, allowing them to consistently walk through customer interactions regardless of agent skill or experience. The Scripting Designer delivers a powerful, drag and drop environment for designers to build scripts. It provides complete control over script layout and formatting as well as the ability to drop any field (both standard and custom) into a script. Branching logic and contextual rules enable dynamic scripts, delivering the right content to the agent based on the context of the customer interaction. With Agent Scripting, customer interactions can be handled efficiently and effectively, reducing transfers and improving the overall customer experience. Desktop Workflow provides a powerful desktop workflow designer for defining sequences of workspaces, agent scripts, decisions, actions, and other nested workflows to guide staff members through complex business processes. Workflows can be selected in profiles in place of workspaces, extending the work environment provided to staff members and enabling them to perform a series of tasks using a flexible, decision-based interface. Four (4) predefined workflow templates are also included.

Usage Limits: Agent Scripting and Desktop Workflow Software is subject to usage limits based upon:

- ♦ a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API
- ♦ frameworks. Telephone
- ♦ support Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter)
Hosting Availability Monitoring	No Service Level Credits
	Internal site monitoring at 15 minute increments

RightNow Chat

Applicable SKUs: CHAT-NU, CHAT-CU, CHAT-SM, CHAT-CSM

RightNow Chat allows a customer to chat live (online) with support representatives and to utilize the Third Party Queue Integration API, allowing customers to route chat sessions through a third party universal queuing platform.

Usage Limits: RightNow Chat Software is subject to usage limits based upon:

- ♦ a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- ♦ a maximum limit of 5,000 Chat API Operations per minute

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

RightNow Co-Browse

Applicable SKUs: COB-NU, COM-SM

RightNow Co-Browse enables a consumer to share his or her browser, or other application, while engaging in a live chat or phone conversation with a contact center agent. Co-Browse facilitates the transition from self- service to assisted-service seamlessly by establishing a virtual connection between agents and consumers. Usage Limits: RightNow Co-Browse Software is subject to usage limits based upon:

- ♦ a maximum number of Authorized Users or Seat Months

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits

RightNow Co-Browse Remote Support

Applicable SKUs: COB-RS-NU, COM-RS-SM

RightNow Co-Browse Remote Support enables additional features to RightNow Co-Browse to allow the agent to remotely reboot and reconnect to a consumer's computer and for the consumer and agent to transfer files during a co-browse session.

Usage Limits: RightNow Co-Browse Remote Support Software is subject to usage limits based upon:

- ♦ a maximum number of Authorized Users or Seat Months

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer.

New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.

- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at

<http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support

Cloud Services Service Level Objectives

Hosting Availability Monitoring

Target: 99.5% (measured at the end of each calendar quarter)

No Service Level Credits

Internal site monitoring at 15 minute increments

Contextual Workspaces

Applicable SKUs: CTW-NU, CTW-CU, CTW-SM, CTW-CSM, B68293, B68290, B68291, B68292

Contextual Workspaces allow rules to be created to take specific actions with certain field values, thereby creating contextual workspaces. Actions include setting field values, setting required status of a field, setting the field to read-only or hidden and showing only select groups of menu items. Rules to create contextual workspaces can define when the rule is evaluated and fired, what conditions will apply before the action is performed, and what the action will be.

Usage Limits: Contextual Workspaces Software is subject to usage limits based upon:

- ♦ a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services.

Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.

- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

Guided Assistance

Applicable SKUs: GA-NU, GA-CU, GA-SM, GA-CSM

Guided Assistance provides a highly effective way for agents and consumers to troubleshoot questions and issues by leveraging decision trees that walk an agent through a series of questions – including branching logic

– to reach an appropriate answer. Answer searches will return both answers as well as decision trees and customer responses to questions are stored on the incident record for review.

Usage Limits Guided Assistance Software is subject to usage limits based upon:

- ♦ a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

Agent Scripting

Applicable SKUs: ASC-NU, ASC-CU, ASC-SM, ASC-CSM

Agent Scripting provides the ability to enable agents with flexible call scripts, allowing them to consistently walk through customer interactions regardless of agent skill or experience. The Scripting Designer delivers a powerful, drag and drop environment for designers to build scripts. It provides complete control over script layout and formatting as well as the ability to drop any field (both standard and custom) into a script. Branching logic and contextual rules enable dynamic scripts, delivering the right content to the agent based on the context of the customer interaction. With Agent Scripting, customer interactions can be handled efficiently and effectively, reducing transfers and improving the overall customer experience.

Usage Limits: Agent Scripting Software is subject to usage limits based upon:

- ♦ a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

Desktop Workflow

Applicable SKUs: DWF-NU, DWF-CU, DWF-SM, DWF-CSM

Desktop Workflow provides a powerful desktop workflow designer for defining sequences of workspaces, agent scripts, decisions, actions, and other nested workflows to guide staff members through complex business processes. Workflows can be selected in profiles in place of workspaces, extending the work environment provided to staff members and enabling them to perform a series of tasks using a flexible, decision-based interface. Four (4) predefined workflow templates are also included.

Usage Limits: Desktop Workflow is subject to usage limits based upon:

- ♦ a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

Agent Scripting & Desktop Workflow Package

Applicable SKUs: ASCDWF-NU, ASCDWF -CU, ASCDWF -SM, ASCDWF -CSM

Agent Scripting provides the ability to enable agents with flexible call scripts, allowing them to consistently walk through customer interactions regardless of agent skill or experience. The Scripting Designer delivers a powerful, drag and drop environment for designers to build scripts. It provides complete control over script layout and formatting as well as the ability to drop any field (both standard and custom) into a script. Branching logic and contextual rules enable dynamic scripts, delivering the right content to the agent based on the context of the customer interaction. With Agent Scripting, customer interactions can be handled efficiently and effectively, reducing transfers and improving the overall customer experience. Desktop Workflow provides a powerful desktop workflow designer for defining sequences of workspaces, agent scripts, decisions, actions, and other nested workflows to guide staff members through complex business processes. Workflows can be selected in profiles in place of workspaces, extending the work environment provided to staff members and enabling them to perform a series of tasks using a flexible, decision-based interface. Four (4) predefined workflow templates are also included.

Usage Limits: Agent Scripting and Desktop Workflow Software is subject to usage limits based upon:

- ♦ a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API
- ♦ frameworks. Telephone
- ♦ support Incident support
- ♦ See definitions and further details at

<http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

Product Registration

Applicable SKUs: PRDREG-NU, PRDREG-CU, PRDREG-SM, PRDREG-CSM

Product Registration provides the ability for customers to register their products within Customer Portal, as well as provide intuitive tools to help them locate content. The end-user interface includes the nudge widget, which will help remind customers to register their products. The reminder message inside the widget will

change based upon whether the customer is logged in, and whether they have existing registrations. Once the customer has registered products, they will gain the ability to easily search for answers and open incidents against those registered products. Product Registration also gives agents the ability to see the customer's product registration history as a component of the RightNow desktop and allows them to add and delete registrations on behalf of the customer. Product Registration implementation services are required for purchase

Usage Limits: Product Registration is subject to usage limits based upon

- ♦ a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

Oracle RightNow Product Registration Cloud Service

Applicable SKUs: [PRDREG-NU-1203](#), [PRDREG-CU-1203](#), [PRDREG-SM-1203](#), [PRDREG-CSM-1203](#), [B68306](#), [B68307](#), [B68289](#), [B68552](#)

Oracle RightNow Product Registration Cloud Service provides the ability for customers to register their products within the Oracle RightNow Customer Portal Cloud Service as well as provide intuitive tools to help them locate content. The end-user interface includes the nudge widget, which will help remind customers to register their products. The reminder message inside the widget will change based upon whether the customer is logged in, and whether they have existing registrations. Once the customer has registered products, they will gain the ability to easily search for answers and open incidents against those registered products. Product Registration also gives agents the ability to see the customer's product registration history as a component of the Oracle RightNow desktop and allows them to add and delete registrations on behalf of the customer. Oracle RightNow Product Registration Cloud Service implementation services are required for purchase

Usage Limits: Oracle RightNow Product Registration Cloud Service is subject to usage limits based upon

- ♦ a maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which

may be viewed at www.oracle.com/contracts.

Agent Knowledge Base

Applicable SKUs: [AKB-NU](#), [AKB-CU](#), [AKB-SM](#), [AKB-CSM](#)

The RightNow Agent Knowledge Base software package is an Internet-based eService software solution powered by a self-learning knowledge base. Agents access the knowledge base via the Web Portal pages of the application. Includes one Web Portal Interface for reporting and knowledge segmentation.

Usage Limits: Agent Knowledge Base Software is subject to usage limits based upon:

- ♦ a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

Cloud Monitor

Applicable SKUs: [CM-NU](#), [CM-CU](#), [CM-SM](#), [CM-CSM](#)

RightNow Cloud Monitor provides the ability for agents to search and retrieve data from certain external data sources (YouTube, Twitter, RightNow Community, Facebook Pages to which you have administrative privileges, and RSS 2.0 compliant endpoints), review results, and in certain cases respond via the consumer submitted medium within the RightNow Agent Desktop. In addition to a potential response, results can also be used to create an Incident within RightNow Service. Customer is responsible to review and comply with the terms of service for external data sources it uses. Cloud Monitor features that interoperate with external services (e.g. Twitter, YouTube, etc) depend on the continued availability of those external services. If external services cease to make their service, external API, or program available on reasonable terms, RightNow may modify or cease to provide Cloud Monitor features without entitling Customer to any refund, credit, or other compensation. While not required for searching other existing sources, this product does not include the purchase, installation or implementation of a RightNow Community Instance which is necessary for Cloud Monitor to search that source.

Usage Limits: RightNow Cloud Monitor is subject to usage limits based upon:

- ♦ a maximum number of Authorized Users (Named, Concurrent, Seat Months or Concurrent Seat Months)
- ♦ a maximum of 100 Cloud Monitor additions of type RSS

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle

RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

Web Portal – Monthly Capacity Block of Page Views

Applicable SKUs: [WP-10K](#), [WP-20K](#), [WP-100K](#), [WP-500K](#), [WP-1M](#), [WP-2M](#), [WP-5M](#), [WP-10M](#)

Web Portal allows users to access self-service capabilities to search the knowledge base and receive relevant answers to their questions. Users may also submit questions and manage accounts via the Web Portal

Usage Limits: Web Portal Software is subject to usage limits based upon:

a maximum number of RightNow Web Portal pages which may be served to end users per calendar month per Instance

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

Oracle RightNow Tier 1 Sessions Monthly

Applicable SKUs: [WPSES-T1M-1203](#), [B68566](#)

Oracle RightNow Tier 1 Sessions Monthly allows consumers to access Oracle RightNow Web Self-Service Cloud Service, Oracle RightNow Chat Cloud Service, Oracle RightNow Feedback Cloud Service, Oracle RightNow Outreach Cloud Service, Oracle RightNow Mobile Cloud Service and Oracle RightNow Customer Experience Cloud Service for Facebook capabilities delivered through a web page. Consumers also may access the Oracle RightNow Connect Knowledge Foundation API Cloud Service. End users may authenticate into Oracle RightNow CX Cloud Service or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network. Consumers can also interact with the Knowledge interaction activity means user initiated activity through the Oracle RightNow Connect Knowledge Foundation API Cloud Service

Usage Limits: Oracle RightNow Tier 1 Sessions Monthly are subject to usage limits based upon:

- ◆ A maximum number of billable sessions per month (starting on first day of the term) per Instance
- ◆ Customer receives one (1) Oracle RightNow Web Portal External Interface Cloud Service with the first purchase of billable sessions.
- ◆ 1 Oracle RightNow Community Instance Cloud Service will be allocated to the customer for with the first purchase of Billable Sessions
- ◆ Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud Service for every 1 Billable Session purchased
- ◆ Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation API Cloud Service per Billable Session.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle RightNow Tier 2 Sessions Monthly

Applicable SKUs: [WPSES-T2M-1203](#), [B68249](#)

Oracle RightNow Tier 2 Sessions Monthly allow consumers to access Oracle RightNow Web Self-Service Cloud Service, Oracle RightNow Chat Cloud Service, Oracle RightNow Feedback Cloud Service, Oracle RightNow Outreach Cloud Service, Oracle RightNow Mobile Cloud Service, Oracle RightNow Customer Experience Cloud Service for Facebook capabilities and Oracle RightNow Intent Guide Cloud Service delivered through a web page. Consumers also may access the Oracle RightNow Connect Knowledge Foundation API Cloud Service. End users may authenticate into Oracle RightNow CX Cloud Service or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network. Oracle RightNow Intent Guide Cloud Service enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes form fill completion, contextual offers and virtual assistant.

Usage Limits: Oracle RightNow Tier 2 Sessions Monthly are subject to usage limits based upon:

- ◆ A maximum number of billable sessions per month (starting on first day of the term) per Instance (including Intent Guide Instance)
- ◆ Billable sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- ◆ One (1) Oracle RightNow Web Portal External Interface Cloud Service with the first purchase of billable sessions.
- ◆ One (1) Oracle RightNow Community Instance Cloud Service will be allocated to the customer for with the first purchase of Billable Sessions
- ◆ One (1) Oracle RightNow Intent Guide Instance Cloud Service
- ◆ One database per language on their Intent Guide Instance
- ◆ Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud Service for every 1 Billable Session purchased
- ◆ Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation API Cloud Service per Billable Session.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle RightNow Universal Tier 2 Sessions Monthly

Applicable SKUs: B72231

Oracle RightNow Universal Tier 2 Sessions Monthly allows consumers to access applications classified as “Universal Tier 2”, which includes: Oracle RightNow Virtual Assistant Cloud Service delivered through a web page. Oracle RightNow Virtual Assistant Cloud Service enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes advanced natural language question and answer matching, form fill completion and contextual offers, and deliver online experiences that have the characteristics of chat (dialog, dialog threads, need expansion and elaboration) but with the cost profile of self-service.

Oracle RightNow Universal Tier 2 Sessions Service Monthly is available as a standalone purchase or as an add-on purchase. However, if only Oracle RightNow Universal Tier 2 Monthly is purchased, functionality bundled into Oracle RightNow Universal Tier 1 Sessions and/or Oracle RightNow Universal Tier 3 Sessions are not included, and must be purchased separately.

Usage Limits: Oracle RightNow Universal Tier 2 Sessions Monthly is subject to usage limits based upon:

- ♦ A maximum number of Oracle RightNow Universal Tier 2 Sessions per month (starting on first day of the term) per Instance.
- ♦ One (1) Oracle RightNow Intent Guide Cloud Service Instance will be allocated to the customer with the first purchase of Oracle RightNow Universal Tier 2 Sessions Service Period Pool, but will not be provisioned until professional services are purchased to implement.
- ♦ One (1) Oracle RightNow Virtual Assistance Cloud Service Instance will be allocated to the customer with the first purchase of Oracle RightNow Universal Tier 2 Sessions Service Period Pool, but will not be provisioned until professional services are purchased to implement.
- ♦ One database per language on their Intent Guide Instance.

Compliance Implications:

- ♦ Consumption of Oracle RightNow Universal Tier 2 Sessions is based upon the consumer's utilization of the applications classified as “Universal Tier 2” as outlined above.

If during a particular session, the consumer utilizes applications classified as “Universal Tier 2”, then the session will count as a “Universal Tier 2 Session” for compliance purposes. If other tiers are purchased, and applications classified in higher tiers are utilized during a particular session, the session will default to the highest tier value.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Web Portal – Monthly Capacity Block of Billable Sessions

Applicable SKUs: WPSES-5K, WPSES20K

Web Portal – Billable Sessions allows end users to access self-service capabilities to search the knowledge base and receive relevant answers to their questions. End users may also submit questions and manage accounts via the Web Portal.

Usage Limits: Web Portal - Sessions is subject to usage limits based upon:

- ♦ A maximum number of RightNow Web Portal Billable Sessions per calendar month per Instance
- ♦ Billable Sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session.
- ♦ Customer is entitled to 1GB of storage and 1GB of monthly bandwidth with each block of 5,000 Monthly Web Portal Billable Sessions purchased
- ♦ Customer receives one (1) Web Portal Interface with the first purchase of billable sessions.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal (<http://communities.rightnow.com>)
- ♦ Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

Oracle RightNow Tier 1 Sessions Service Period Pool

Applicable SKUs: [WPSES-T1P-1203, B68567](#)

Oracle RightNow Tier 1 Sessions Service Period Pool allows consumers to access Oracle RightNow Web Self-Service Cloud Service, Oracle RightNow Chat Cloud Service, Oracle RightNow Feedback Cloud Service, Oracle RightNow Outreach Cloud Service, Oracle RightNow Mobile Cloud Service and Oracle RightNow Customer Experience Cloud Service for Facebook capabilities delivered through a web page. Consumers also may

access the Oracle RightNow Connect Knowledge Foundation API Cloud Service. End users may authenticate into Oracle RightNow CX Cloud Service or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network.

Usage Limits: Oracle RightNow Tier 1 Sessions Service Period Pool is subject to usage limits based upon:

- ♦ A maximum number of billable sessions per service period (starting on first day of the term) per
- ♦ Instance Billable sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- ♦ Customer receives one (1) Oracle RightNow Web Portal External Interface Cloud Service with the first purchase of billable sessions.
- ♦ 1 Oracle RightNow Community Instance Cloud Service will be allocated to the customer for with the first purchase of Billable Sessions
- ♦ Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud Service for every 1 Billable Session purchased
- ♦ Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation API Cloud Service per Billable Session.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle RightNow Tier 2 Sessions Service Period Pool

Applicable SKUs: [WPSES-T2P-1203, B68250](#)

Oracle RightNow Tier 2 Sessions Service Period Pool allow consumers to access Oracle RightNow Web Self-Service Cloud Service, Oracle RightNow Chat Cloud Service, Oracle RightNow Feedback Cloud Service, Oracle RightNow Outreach Cloud Service, Oracle RightNow Mobile Cloud Service, Oracle RightNow Customer Experience Cloud Service for Facebook capabilities and Oracle RightNow Intent Guide Cloud Service delivered

through a web page. Consumers also may access the Oracle RightNow Connect Knowledge Foundation API Cloud Service. End users may authenticate into Oracle RightNow CX Cloud Service or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network. Oracle RightNow Intent Guide Cloud Service enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes form fill completion, contextual offers and virtual assistant.

Usage Limits: Oracle RightNow Tier 2 Sessions Service Period Pool is subject to usage limits based upon:

- ◆ A maximum number of billable sessions per service period (starting on first day of the term) per Instance (including Intent Guide Instance)
- ◆ Billable sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- ◆ One (1) Oracle RightNow Web Portal External Interface Cloud Service with the first purchase of billable sessions.
- ◆ One (1) Oracle RightNow Community Instance Cloud Service will be allocated to the customer for with the first purchase of Billable Sessions
- ◆ One (1) Oracle RightNow Intent Guide Instance Cloud Service
- ◆ One database per language on their Intent Guide Instance
- ◆ Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud Service for every 1 Billable Session purchased
- ◆ Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation API Cloud Service per Billable Session.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle RightNow Universal Tier 2 Sessions Service Period Pool

Applicable SKUs: B72232

Oracle RightNow Universal Tier 2 Sessions Service Period Pool allows Users to access applications classified as "Universal Tier 2", which includes: Oracle RightNow Virtual Assistant Cloud Service delivered through a web page. Oracle RightNow Virtual Assistant Cloud Service enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes advanced natural language question and answer matching, form fill completion and contextual offers, and deliver online experiences that have the characteristics of chat (dialog, dialog threads, need expansion and elaboration) but with the cost profile of self-service.

Oracle RightNow Universal Tier 2 Sessions Service Period Pool is available as a standalone purchase or as an add-on purchase. However, if only Oracle RightNow Universal Tier 2 Sessions Service Period Pool is purchased, functionality bundled into Oracle RightNow Universal Tier 1 Sessions and/or Oracle RightNow Universal Tier 3 Sessions are not included, and must be purchased separately.

Usage Limits: Oracle RightNow Universal Tier 2 Sessions Service Period Pool is subject to usage limits based upon:

- ◆ A maximum number of Oracle RightNow Universal Tier 2 Sessions per service period (starting on first day of the term) per Instance.
- ◆ One (1) Oracle RightNow Intent Guide Cloud Service Instance will be allocated to the customer with the first purchase of Oracle RightNow Universal Tier 2 Sessions Service Period Pool, but will not be provisioned until professional services are purchased to implement.
- ◆ One (1) Oracle RightNow Virtual Assistance Cloud Service Instance will be allocated to the customer with the first purchase of Oracle RightNow Universal Tier 2 Sessions Service Period Pool, but will not be provisioned until professional services are purchased to implement.
- ◆ One database per language on their Intent Guide Instance.

Compliance Implications:

- ◆ Consumption of Oracle RightNow Universal Tier 2 Sessions is based upon the consumer's utilization of the applications classified as "Universal Tier 2" as outlined above.

If during a particular session, the consumer utilizes applications classified as "Universal Tier 2", then the session will count as a "Universal Tier 2 Session" for compliance purposes. If other tiers are purchased, and applications classified in higher tiers are utilized during a particular session, the session will default to the highest tier value.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Billable Sessions – Tier 1 – Annual Pool

Applicable SKUs: WPSES-ANPL, WPSES-TIER1-ANPL

Tier 1 Billable Sessions allow consumers to access Web Self-Service, Chat, Feedback, Marketing, Mobile and CX for Facebook capabilities delivered through a web page. End users may authenticate into RightNow or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network.

Usage Limits: Billable Sessions – Tier 1 are subject to usage limits based upon:

- ◆ A maximum number of Billable Sessions per year (starting on first day of the term) per Instance
- ◆ Billable Sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- ◆ Customer receives one (1) Web Portal Interface with the first purchase of billable sessions.
- ◆ 1 Community Instance will be allocated to the customer for with the first purchase of billable sessions
- ◆ Customer is entitled to 1GB of storage and 1GB of monthly bandwidth with each block of 50,000 annual billable sessions purchased
- ◆ Customer is entitled to 250 Annual PHP API Operations for every 1 annual billable session purchased

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

Billable Sessions - Tier 2 – Annual Pool

Applicable SKUs: WPSES-TIER2-ANPL

Tier 2 Billable Sessions allow consumers to access Web Self-Service, Chat, Feedback, Marketing, Mobile, CX for Facebook and Intent Guide capabilities delivered through a web page. End users may

authenticate into RightNow or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network. Intent Guide enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes form fill completion, contextual offers and virtual assistant. Usage Limits: Billable Sessions – Tier 2 are subject to usage limits based upon:

- ◆ A maximum number of Billable Sessions per year (starting on first day of the term) per Instance
- ◆ Billable Sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- ◆ Customer receives one (1) Web Portal Interface with the first purchase of billable sessions.
- ◆ 1 Community Instance will be allocated to the customer for with the first purchase of billable sessions
- ◆ Customer is entitled to 1GB of storage and 1GB of monthly bandwidth with each block of 50,000 annual billable sessions purchased
- ◆ Customer is entitled to 250 Annual PHP API Operations for every 1 annual billable session purchased

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API
- ◆ frameworks. Telephone
- ◆ support Incident support
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

Billable Sessions – Tier 1 – Annual Pool

Applicable SKUs: [WPSES-ANPL-1103](#), [WPSES-TIER1-ANPL-1103](#)

Tier 1 Billable Sessions allow consumers to access Web Self-Service, Chat, Feedback, Marketing, Mobile and CX for Facebook capabilities delivered through a web page. End users may authenticate into RightNow or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network.

Usage Limits: Billable Sessions – Tier 1 are subject to usage limits based upon:

- ◆ A maximum number of Billable Sessions per year (starting on first day of the term) per Instance
- ◆ Billable Sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- ◆ Customer receives one (1) Web Portal Interface with the first purchase of billable sessions.

- ♦ 1 Community Instance will be allocated to the customer for with the first purchase of billable sessions
- ♦ Customer is entitled to 250 Annual PHP API Operations for every 1 annual billable session purchased

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

Billable Sessions - Tier 2 – Annual Pool

Applicable SKUs: [WPSES-TIER2-ANPL-1103](#)

Tier 2 Billable Sessions allow consumers to access Web Self-Service, Chat, Feedback, Marketing, Mobile, CX for Facebook and Intent Guide capabilities delivered through a web page. End users may authenticate into RightNow or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network. Intent Guide enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes form fill completion, contextual offers and virtual assistant. Usage Limits: Billable Sessions – Tier 2 are subject to usage limits based upon:

- ♦ A maximum number of Billable Sessions per year (starting on first day of the term) per Instance (including Intent Guide Instance)
- ♦ Billable Sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- ♦ Customer receives one (1) Web Portal Interface with the first purchase of billable sessions. One (1) Intent Guide Instance
- ♦ One database per language on their Intent Guide Instance
- ♦ 1 Community Instance will be allocated to the customer for with the first purchase of billable sessions

Customer is entitled to 250 Annual PHP API Operations for every 1 annual billable session purchased

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release

changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API
- ♦ frameworks. Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

Stand-Alone Intent Guide Billable Sessions - Tier 2 – Annual Pool

Applicable SKUs: [IGSES-TIER2-ANPL](#)

Stand-Alone Intent Guide Tier 2 Billable Sessions allow consumers to access Intent Guide capabilities delivered through a web page. Intent Guide enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes form fill completion, contextual offers and virtual assistant.

Usage Limits: Stand-Alone Intent Guide Billable Sessions – Tier 2 are subject to usage limits based upon:

- ♦ A maximum number of Billable Sessions per year (starting on first day of the term) per Intent Guide Instance
- ♦ One (1) Intent Guide Instance
- ♦ One database per language on their Intent Guide Instance
- ♦ Billable Sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

Stand-Alone Intent Guide User Questions

Applicable SKUs: QGO-QA

Stand-Alone Intent Guide User Questions allow consumers to access Intent Guide capabilities delivered through a web page. Intent Guide enables organizations to engage with consumers online and uses natural language search and language-, industry-, and customer- specific Dictionaries to understand their intent and guide them to high value interactions. Intent Guide also includes form fill completion, contextual offers and virtual assistant. Usage Limits: User Questions are subject to usage limits based upon:

- ♦ A maximum number of User Questions per year (starting on first day of the term) per Intent Guide Instance
- ♦ One(1) Intent Guide Instance
- ♦ One database per language on their Intent Guide Instance
- ♦ “User Question” means the end-user input in the user interface, a key-word action, and the clicks of an end user on a FAQ, (contextual) Banner, Related Question or Browse FAQ which are processed by the Intent Guide.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

Billable Sessions – Tier 1 Monthly

Applicable SKUs: WPSES-TIER1-5K, WPSES-TIER1-20K

Tier 1 Billable Sessions allow consumers to access Web Self-Service, Chat, Feedback, Marketing, Mobile and CX for Facebook capabilities delivered through a web page. End users may authenticate into RightNow or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and

complete web forms, take their web customer service to the mobile web or to Facebook's global social network.

Usage Limits: Billable Sessions – Tier 1 Monthly are subject to usage limits based upon:

- ♦ A maximum number of Billable Sessions per month (starting on first day of the term) per Instance
- ♦ Billable Sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- ♦ Customer receives one (1) Web Portal Interface with the first purchase of billable sessions.
- ♦ 1 Community Instance will be allocated to the customer for with the first purchase of billable sessions
- ♦ Customer is entitled to 250 Annual PHP API Operations for every 1 billable session purchased

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API

frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.

- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

Billable Sessions - Tier 2 Monthly

Applicable SKUs: [WPSES-TIER2-5K](#), [WPSES-TIER2-20K](#)

Tier 2 Billable Sessions allow consumers to access Web Self-Service, Chat, Feedback, Marketing, Mobile, CX for Facebook and Intent Guide capabilities delivered through a web page. End users may authenticate into RightNow or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network. Intent Guide enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes form fill completion, contextual offers and virtual assistant. **Usage Limits:** Billable Sessions – Tier 2 Monthly are subject to usage limits based upon:

- ♦ A maximum number of Billable Sessions per month (starting on first day of the term) per Instance (including Intent Guide Instance)
- ♦ Billable Sessions are tracked during the interval of time beginning when an end user accesses the Web Portal and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a billable session
- ♦ Customer receives one (1) Web Portal Interface with the first purchase of billable

sessions. One (1) Intent Guide Instance

- ♦ One database per language on their Intent Guide Instance
- ♦ 1 Community Instance will be allocated to the customer for with the first purchase of billable sessions
- ♦ Customer is entitled to 250 Annual PHP API Operations for every 1 billable session purchased

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API
- ♦ frameworks. Telephone
- ♦ support Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

Web Portal Interfaces (add on to Web Portal)

Applicable SKUs: WPI

Web Portal Interfaces allow Customer to provide unique groups of Web Portal users a tailored experience based on their needs or attributes such as language, brand experience, or status. Further, utilizing the Web Portal Interface, information for all user segments may be managed within a common knowledge base which reduces the effort to manage and improves the quality of the information delivered. These are external facing interfaces that may be accessed by Customer's customers and the public.

Also includes:

- ♦ Two (2) additional GB of storage per Web Portal Interface
- ♦ Two (2) Email boxes

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not

customizations written using the API frameworks.

- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

Oracle RightNow Web Portal External Interface Cloud Service

Applicable SKUs: WPI-1203, B68253

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 certain users to view all or a discrete subset of your data. Oracle RightNow Web Portal External Interface Cloud Service allows the Customer to provide unique groups of web portal users a tailored experience based on their needs or attributes such as language, brand experience, or status. Further, utilizing the Oracle RightNow Web Portal External Interface Cloud Service, information for all user segments may be managed within a common knowledge base which reduces the effort to manage and improves the quality of the information delivered. These are external facing interfaces that may be accessed by Customer's customers and the public.

Also

includes:

- ♦ Two (2) Oracle RightNow Mailboxes

Web Portal Interfaces (add on to Web Portal)

Applicable SKUs: WPI-1103

Web Portal Interfaces allow Customer to provide unique groups of Web Portal users a tailored experience based on their needs or attributes such as language, brand experience, or status. Further, utilizing the Web

Portal Interface, information for all user segments may be managed within a common knowledge base which reduces the effort to manage and improves the quality of the information delivered. These are external facing interfaces that may be accessed by Customer's customers and the public.

Also includes:

- ♦ Two (2) Email boxes

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API

frameworks. Telephone
support Incident
support

- ♦ See definitions and further details at
<http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

Web Site Search (add on to Web Portal)

Applicable SKUs: [WP-WS](#)

Web Site Search allows customers accessing the search capability through the Web Portal to receive content from specified portions of a company's Internet site or intranet. These results are presented along with knowledge base Answers ordered by the degree of match with the search string. Results are presented with a short synopsis of the content to increase user understanding of the underlying document or knowledge base Answer. In addition, reporting available on those search terms and, as a hosted service, take on the administration that other, non-integrated search capabilities typically require.

Usage Limits: Web Self-Service Software is subject to usage limits based upon:

- ♦ a maximum number of searchable documents

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at
<http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

RightNow Marketing – Monthly Capacity Block of Transactions

Applicable SKUs: [RNM-20K](#), [RNM-100K](#), [RNM-500K](#), [RNM-1MIL](#), [RNM-2MIL](#), [RNM-5MIL](#)

RightNow Marketing provides marketing automation capabilities for organizations that want to grow their businesses using blended email and/or web marketing strategies. RightNow Marketing includes the Graphical Campaign Editor which simplifies and enhances campaign design and execution. Workflow and event triggers allow automation of specific activities or marketing processes. Marketing email and web forms capabilities allow push and pull driven marketing interactions with customers or prospects. In-line analytics and creation and management of test cells assist to optimize the effectiveness of marketing programs. Customers

entitled to more than 65,000 emails sent or web forms presented per month receive a unique IP address.

Usage Limits: RightNow Marketing Software is subject to usage limits based upon:

- ♦ a maximum number of transactions (emails sent or web forms presented) per month

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

RightNow Emails Sent – Annual Pool of Transactions

Applicable SKUs: [EMST--ANPL-BAND](#), [EMST-ANPL-BAND1](#), [EMST-ANPL--BAND2](#), [EMST-ANPL-BAND3](#), [EMST-ANPL-BAND4](#), [EMST-ANPL-BAND5](#), [EMST-ANPL-BAND6](#), [EMST-ANPL-BAND7](#), [EMST-ANPL-BAND8](#), [EMST-ANPL-BAND9](#), [EMST-ANPL-BAND10](#)

RightNow CX provides the capability to send emails through RightNow Marketing and RightNow Feedback. Both applications include the ability to send broadcast and transactional mailings. Broadcast mailings reach mass audiences quickly and cost-effectively. Transactional mailings are event-triggered communications that delivers relevant, personalized, time-critical messages based on rules and events. Customers in Bands 2-10 receive a unique IP address.

Usage Limits: Emails Sent are subject to usage limits based upon:

- ♦ a maximum number of emails sent per year (starting on first day of the term) per Instance

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

RightNow Emails Sent – Monthly Capacity Block of Transactions

Applicable SKUs: [EMST-20K](#), [EMST-100K](#), [EMST-500K](#), [EMST-1M](#), [EMST-2M](#), [EMST-5M](#)

RightNow CX provides the capability to send emails through RightNow Marketing and RightNow Feedback. Both applications include the ability to send broadcast and transactional mailings. Broadcast mailings reach mass audiences quickly and cost-effectively. Transactional mailings are event-triggered communications that delivers relevant, personalized, time-critical messages based on rules and events. Customers entitled to more than 65,000 emails sent per month receive a unique IP address.

Usage Limits: Emails Sent are subject to usage limits based upon:

- ♦ a maximum number of emails sent per month (starting on first day of the term) per Instance

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at

<http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

RightNow Feedback - Monthly Capacity Block of Transactions

Applicable SKUs: [MSFC-500](#)

The Feedback module allows Customer to develop a deeper dialog with its customers to better understand their needs, perceptions of Customer's company and its customer service. Customer may conduct transactional surveys on system activity (e.g. a closed incident), send out broadcast surveys via email or provide web link surveys via Customer's website. Results are automatically tabulated and reported in real-time.

Usage Limits: Feedback Software is subject to usage limits based upon:

- ♦ a maximum number of on-demand surveys received per month

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle

RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter)
Hosting Availability Monitoring	No Service Level Credits
	Internal site monitoring at 15 minute increments

Oracle RightNow Network VPN to Hosting

Facility

Applicable SKUs: VPN-1203, B68255

The Oracle RightNow Network VPN to Hosting Facility solution provides for a secure (encrypted) connection between the Customer's network and the Oracle RightNow hosting facility, LAN to LAN, not offered for PC client use. The VPN solution uses a Cisco 3000 VPN concentrator with redundant subsystem and multiple chassis with fail-over to provide for maximum uptime. The VPN uses IPSEC protocol with 3DES (168 bit) encryption with at least a 1024 bit key.

Oracle Cloud

Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Connect XML

API

Applicable SKUs:

API

The Connect XML Application Programming Interface Access (API) provides Customers with documentation on integration and access to the Connect XML API. The Connect XML API enables integration with 3rd party applications and provides access to RightNow data. Integrations or customizations are not included.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the

customer. New customizations will not be written by Oracle RightNow Professional Services.

Documented API

frameworks will be supported to validate that they are working as expected, but not customizations written using the API

- ♦ frameworks. Telephone
- ♦ support Incident support

- ♦ See definitions and further details at

<http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support

Cloud Services Service Level Objectives

Target: 99.5% (measured at the end of each calendar quarter)

No Service Level Credits

Hosting Availability Monitoring

Internal site monitoring at 15 minute increments

Connect XML API

Applicable SKUs: XML-API-1106

The Connect XML Application Programming Interface Access (API) provides Customers with documentation on integration and access to the Connect XML API. The Connect XML API enables integration with 3rd party applications and provides access to RightNow data. Integrations or customizations are not included.

Usage Limits: Connect XML API Software is subject to usage limits based upon:

- ♦ a maximum number of API Operations per Year, XML API Operations are tracked and count against total API Operation allocation given in the RightNow Desktop purchase.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.

- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at

<http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support

Cloud Services Service Level Objectives

Target: 99.5% (measured at the end of each calendar quarter)

No Service Level Credits

Hosting Availability Monitoring

Internal site monitoring at 15 minute increments

Oracle RightNow Connect XML API Cloud Service

Applicable SKUs: XML-API-1203, B68568

The Oracle RightNow Connect XML API Cloud Service provides Customers with documentation on integration and access to the Oracle RightNow Connect XML API Cloud Service. The Oracle RightNow Connect XML API Cloud Service enables integration with 3rd party applications and provides access to Oracle RightNow data.

Integrations or customizations are not

included.

Usage Limits: Oracle RightNow Connect XML API Cloud Service is subject to usage limits based upon:

- ♦ A maximum number of API operations per service period. Operations are tracked and count against the total API operation allocation given in the Oracle RightNow Dynamic Agent Desktop Cloud Service purchase.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Single Sign-On

Applicable SKUs: PTA, SSO

Single Sign-On provides customers the tools and ability to perform proxy authentication into either the Customer Portal or the Agent Desktop from other third party systems. The implementation of Single Sign On may require modification to existing Agent Desktop settings or Customer Portal pages and settings. Applicable documentation is available. Single Sign-On provides the following authentication integration methods:

- ♦ For Customer Portal
 - Pass Through Authentication (PTA) – the basic and RightNow specific integration method
 - Encrypted Pass Through Authentication (ePTA) – the encrypted method and tooling of the RightNow specific integration method
 - OpenID – single sign-on capabilities supporting the Open ID protocol (<http://openid.net/>) (Licensed via Tier 1 Billable Sessions)
 - OAuth – single sign-on capabilities supporting the OAuth protocol (<http://oauth.net/>) (Licensed via Tier 1 Billable Sessions)
 - SAML 2.0 – single-sign on capabilities supported by the SAML 2.0 protocol (HTTP Post Binding/Identity Provider
- ♦ Initiated) For Agent Desktop
 - SAML 2.0 – single-sign on capabilities to the Agent Desktop supported by the SAML 2.0 protocol (HTTP Post Binding/Identity Provider Initiated)

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API

frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.

- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Cloud Services Service Level Objectives
Hosting Availability Monitoring

Target: 99.5% (measured at the end of each calendar quarter)
 No Service Level Credits
 Internal site monitoring at 15 minute increments

Premier Customization Access

Applicable SKUs: PCA

RightNow's Premier Customization Access provides access to RightNow's Extended File Manager, enabling customization of the look and feel of the software in the event that specific web design requirements cannot be met through standard configuration changes. A separate charge will apply for any customization work performed by RightNow.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at

<http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support

Cloud Services Service Level Objectives
Hosting Availability Monitoring

Target: 99.5% (measured at the end of each calendar quarter)
 No Service Level Credits
 Internal site monitoring at 15 minute increments

Oracle RightNow Application Test Site Cloud Service

Applicable SKUs: TS-1203, B68308

The Oracle RightNow Application Test Site Cloud Service provides a copy of the Customer's live RightNow site to enable customization and testing prior to rolling out changes in a production environment. The Oracle RightNow Application Test Site Cloud Service may also be used as a training tool for new or existing staff members.

Oracle Cloud

Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Application Test Site

Applicable SKUs: TS

The Application Test Site service provides a copy of the Customer's live RightNow site to enable customization and testing prior to rolling out changes in a production environment. The test site may also be used as a training tool for new or existing staff members.

This offering also includes the following support package for Customer who elects not to purchase a

support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

Oracle RightNow Support Community Cloud Service

Applicable SKUs: [SCOM-1203](#), [B68252](#)

The Oracle RightNow Support Community Cloud Service includes discussion areas (area to allow discussion for any number of topics generated by both members and moderators), answers (area to allow users to find useful information about the community and other topics); bug reports (allow users to highlight product issues), feature requests (ability to invite customers to contribute their desired features to product development); announcement resource (ability to broadcast tailored announcements to targeted segments of the community); and resource center (ability to keep a repository for resources of all types, including reports, webinars, team documents, and links). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by Oracle RightNow to host the community.

Usage Limits: Oracle RightNow Support Community Cloud Service is subject to usage limits based upon:

- Oracle RightNow Social Designer Cloud Service ([COMPL-1203](#))
- A maximum number of billable sessions per service period (for use in the community only) (starting on contract start date) per Instance
 - Billable sessions are tracked during the interval of time beginning when an end user accesses the community and ends when the end user logs out or navigates off the community. Each fifteen minute period during this interval is counted as a session.
 - 1,500,000 Billable Sessions (for use in the Oracle RightNow Support Community Cloud Service) per year included with initial Oracle RightNow Support Community Cloud Service purchase
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle RightNow Innovation Community Cloud Service

Applicable SKUs: [ICOM-1203](#), [B68549](#)

The Oracle RightNow Innovation Community Cloud Service includes discussion area (area to allow discussion for any number of topics generated by both members and moderators), idea center (area to allow users to generate, prioritize, and vote for new features or product ideas); concept tester (application specifically designed for the testing and viability of new products, product features, package design, ad spots and marketing

messages); and announcement resource (ability to broadcast tailored announcements to targeted segments of the community). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by Oracle RightNow to host the community.

Usage Limits: Oracle RightNow Innovation Community Cloud Service is subject to usage limits based upon:

- Oracle RightNow Social Designer Cloud Service ([COMPL-1203](#))
- A maximum number of billable sessions per service period (for use in the community only) (starting on contract start date) per Instance
 - Billable sessions are tracked during the interval of time beginning when an end user accesses the community and ends when the end user logs out or navigates off the community. Each fifteen minute period during this interval is counted as a session.
 - 1,500,000 Billable Sessions (for use in the Oracle RightNow Innovation Community Cloud Service) per year included with initial Oracle RightNow Innovation Community Cloud Service purchase
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle RightNow Support and Innovation Community Cloud Service

Applicable SKUs: [SICOM-1203](#), [B68557](#)

The Oracle RightNow Support and Innovation Community Cloud Service include applications for both Support and Innovation Communities:

- Applications related to Support: discussion areas (area to allow discussion for any number of topics generated by both members and moderators), answers (area to allow users to find useful information about the community and other topics); bug reports (allow users to highlight product issues), feature requests (ability to invite customers to contribute their desired features to product development); announcement resource (ability to broadcast tailored announcements to targeted segments of the community); and resource center (ability to keep a repository for resources of all types, including reports, webinars, team documents, and links).
- Applications related to Innovation: discussion area (area to allow discussion for any number of topics generated by both members and moderators), idea center (area to allow users to generate, prioritize, and vote for new features or product ideas); concept tester (application specifically designed for the testing and viability of new products, product features, package design, ad spots and marketing messages); and announcement resource (ability to broadcast tailored announcements to targeted segments of the community).
- Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by Oracle RightNow to host the community.

Usage Limits: Oracle RightNow Support and Innovation Community Cloud Service are subject to usage limits based upon:

- Oracle RightNow Social Designer Cloud Service ([COMPL-1203](#))
- A maximum number of billable sessions per service period (for use in the community only) (starting on contract start date) per Instance
 - Billable sessions are tracked during the interval of time beginning when an end user accesses the community and ends when the end user logs out or navigates off the community. Each fifteen minute period during this interval is counted as a session.
 - 2,220,000 Billable Sessions (for use in the Oracle RightNow Support and Innovation Community Cloud Service) per year included with initial Oracle RightNow Support and Innovation Community Cloud Service purchase
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle RightNow Support Starter Community Cloud Service

Applicable SKUs: [ST-SCOM-1203](#), [B68563](#)

The Oracle RightNow Support Starter Community Cloud Service includes discussion areas (area to allow discussion for any number of topics generated by both members and moderators), answers (area to allow users to find useful information about the community and other topics); bug reports (allow users to highlight product issues), feature requests (ability to invite customers to contribute their desired features to product development); announcement resource (ability to broadcast tailored announcements to targeted segments of the community); and resource center (ability to keep a repository for resources of all types, including reports, webinars, team documents, and links). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by Oracle RightNow to host the community.

Usage Limits: Oracle RightNow Support Starter Community Cloud Service is subject to usage limits based upon:

- Oracle RightNow Social Designer Cloud Service ([COMPL-1203](#))
- A maximum number of billable sessions per service period (for use in the community only) (starting on contract start date) per Instance
 - Billable sessions are tracked during the interval of time beginning when an end user accesses the community and ends when the end user logs out or navigates off the community. Each fifteen minute period during this interval is counted as a session.
 - 650,000 Billable Sessions (for use in the Oracle RightNow Support Starter Community Cloud Service) per year included with initial Oracle RightNow Support Starter Community Cloud Service purchase
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle RightNow Innovation Starter Community Cloud Service

Applicable SKUs: [ST-ICOM-1203](#), [B68561](#)

The Oracle RightNow Innovation Starter Community Cloud Service includes discussion area (area to allow discussion for any number of topics generated by both members and moderators), idea center (area to allow users to generate, prioritize, and vote for new features or product ideas); concept tester (application specifically designed for the testing and viability of new products, product features, package design, ad spots and marketing messages); and announcement resource (ability to broadcast tailored announcements to targeted segments of the community). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by Oracle RightNow to host the community.

Usage Limits: Oracle RightNow Innovation Starter Community Cloud Service is subject to usage limits based upon:

- Oracle RightNow Social Designer Cloud Service ([COMPL-1203](#))
- A maximum number of billable sessions per service period (for use in the community only) (starting on contract start date) per Instance
 - Billable sessions are tracked during the interval of time beginning when an end user accesses the community and ends when the end user logs out or navigates off the community. Each fifteen minute period during this interval is counted as a session.
 - 650,000 Billable Sessions (for use in the Oracle RightNow Innovation Starter Community Cloud Service) per year included with initial Oracle RightNow Innovation Starter Community Cloud Service purchase
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle RightNow Support and Innovation Starter Community Cloud Service

Applicable SKUs: [ST-SICOM-1203](#), [B68564](#)

The Oracle RightNow Support and Innovation Starter Community Cloud Service include applications for both Support and Innovation Communities:

- Applications related to Support: discussion areas (area to allow discussion for any number of topics generated by both members and moderators), answers (area to allow users to find useful information about the community and other topics); bug reports (allow users to highlight product issues), feature requests (ability to invite customers to contribute their desired features to product development); announcement resource (ability to broadcast tailored announcements to targeted segments of the community); and resource center (ability to keep a repository for resources of all types, including reports, webinars, team documents, and links).
- Applications related to Innovation: discussion area (area to allow discussion for any number of topics generated by both members and moderators), idea center (area to allow users to generate, prioritize, and vote for new features or product ideas); concept tester (application specifically designed for the testing and viability of new products, product features, package design, ad spots and marketing messages); and announcement resource (ability to broadcast tailored announcements to targeted segments of the community).
- Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by Oracle RightNow to host the community.

Usage Limits: Oracle RightNow Support and Innovation Starter Community Cloud Service are subject to usage limits based upon:

- Oracle RightNow Social Designer Cloud Service ([COMPL-1203](#))
- A maximum number of billable sessions per service period (for use in the community only) (starting on contract start date) per Instance
 - Billable sessions are tracked during the interval of time beginning when an end user accesses the community and ends when the end user logs out or navigates off the community. Each fifteen minute period during this interval is counted as a session.
 - 930,000 Billable Sessions (for use in the Oracle RightNow Support and Innovation Starter Community Cloud Service) per year included with initial Oracle RightNow Support and Innovation Starter Community Cloud Service purchase
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle RightNow Social Designer Cloud Service

Applicable SKUs: [COMPL-1203](#), [B68546](#)

One (1) Oracle RightNow Community Instance which will reside on platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by RightNow to host the Community.

Usage Limits: RightNow Social Designer is subject to usage limits based upon:

- Access to the social media platform
- If the Oracle RightNow Social Designer Cloud Service is sold standalone, a maximum number of RightNow Billable Sessions per year for use in the RightNow Community only (starting on contract start date) per Instance is included
 - Billable Sessions are tracked during the interval of time beginning when an end user accesses the Community and ends when the end user logs out or navigates off the Community. Each fifteen

- minute period during this interval is counted as a session.
- 1,500,000 Billable Sessions (for use in the community only) per year included with initial Support Community purchase
- If the Community is a stand-alone deployment, one (1) RightNow Instance is included
- One (1) Oracle RightNow Community Instance Cloud Service
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

RightNow Support Community

Applicable SKUs: SCOM

A Support Community instance which includes: discussion areas (area to allow discussion for any number of topics generated by both members and moderators), answers (area to allow users to find useful information about the community and other topics); bug reports (allow users to highlight product issues), feature requests (ability to invite customers to contribute their desired features to product development); announcement resource (ability to broadcast tailored announcements to targeted segments of the community); and resource center (ability to keep a repository for resources of all types, including reports, webinars, team documents, and links). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by RightNow to host the Support Community.

Usage Limits: RightNow Support Community is subject to usage limits based upon:

- Access to the Social Designer
- A maximum number of RightNow Billable Sessions per year (for use in the RightNow Community only) (starting on contract start date) per Instance
 - Billable Sessions are tracked during the interval of time beginning when an end user accesses the Community and ends when the end user logs out or navigates off the Community. Each fifteen minute period during this interval is counted as a session.
 - 1,500,000 Billable Sessions (for use in the RightNow Community only) per year included with initial Support Community purchase
- If the Community is a stand-alone deployment, one (1) RightNow Instance is included
- One (1) Support Community
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ◆ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ◆ Telephone support
- ◆ Incident support
- ◆ See definitions and further details at
- ◆ <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>
- ◆

**Self-Service
Support**

Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter)
Hosting Availability Monitoring	No Service Level Credits
	Internal site monitoring at 15 minute increments

RightNow Innovation Community

Applicable SKUs: ICOM

An Innovation Community Innovation instance which includes: discussion area (area to allow discussion for any number of topics generated by both members and moderators), idea center (area to allow users to generate, prioritize, and vote for new features or product ideas); concept tester (application specifically designed for the testing and viability of new products, product features, package design, ad spots and marketing messages);

and announcement resource (ability to broadcast tailored announcements to targeted segments of the community). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by

RightNow to host the Support Community.

Usage Limits: RightNow Support Community is subject to usage limits based upon:

- Access to the Social Designer
- A maximum number of RightNow Billable Sessions per year (for use in the RightNow Community only) (starting on contract start date) per Instance
 - Billable Sessions are tracked during the interval of time beginning when an end user accesses the Community and ends when the end user logs out or navigates off the Web Portal. Each fifteen minute period during this interval is counted as a session.
 - 1,500,000 Billable Sessions (for use in the RightNow Community only) per year included with initial Support Community purchase
- If the Community is a stand-alone deployment, one (1) RightNow Instance is included
- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support

Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter)
Hosting Availability Monitoring	No Service Level Credits
	Internal site monitoring at 15 minute increments

RightNow Support & Innovation Community

Applicable SKUs: SICOM

A Support & Innovation Community instance which includes applications for both Support and Innovation Communities: Applications related to Support: discussion areas (area to allow discussion for any number of topics generated by both members and moderators), answers (area to allow users to find useful information about the community and other topics); bug reports (allow users to highlight product issues), feature requests (ability to invite customers to contribute their desired features to product development); announcement resource (ability to broadcast tailored announcements to targeted segments of the community); and resource center (ability to keep a repository for resources of all types, including reports, webinars, team documents, and links). Applications related to Innovation: discussion area (area to allow discussion for any number of topics generated by both members and moderators), idea center (area to allow users to generate, prioritize,

and vote for new features or product ideas); concept tester (application specifically designed for the testing and viability of new products, product features, package design, ad spots and marketing messages); and announcement resource (ability to broadcast tailored announcements to targeted segments of the community). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by RightNow to host the Support & Innovation Community.

Usage Limits: RightNow Support & Innovation Community is subject to usage limits based upon:

- Access to the Social Designer
- A maximum number of RightNow Billable Sessions per year for use in the RightNow Community only (starting on contract start date) per Instance
 - Billable Sessions are tracked during the interval of time beginning when an end user accesses the Community and ends when the end user logs out or navigates off the Community. Each fifteen minute period during this interval is counted as a session.
 - 2,220,000 Billable Sessions (for use in the RightNow Community only) per year included with initial Support & Innovation Community purchase
- If the Community is a stand-alone deployment, one (1) RightNow Instance is included
- One (1) Support Community
- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives Hosting Availability Monitoring	Target: 99.5% (measured at the end of each calendar quarter)
	No Service Level Credits
	Internal site monitoring at 15 minute increments

RightNow Starter Support Community

Applicable SKUs: [ST-SCOM](#)

A Starter Support Community instance which includes: discussion areas (area to allow discussion for any number of topics generated by both members and moderators), answers (area to allow users to find useful information about the community and other topics); bug reports (allow users to highlight product issues), feature requests (ability to invite customers to contribute their desired features to product development); announcement resource (ability to broadcast tailored announcements to targeted segments of the community); and resource center (ability to keep a repository for resources of all types, including reports, webinars, team documents, and links). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by RightNow to host the Support Community.

Usage Limits: RightNow Support Community is subject to usage limits based upon:

- Access to the Social Designer
- A maximum number of RightNow Billable Sessions for use in the RightNow Community only per year (starting on contract start date) per Instance
 - Billable Sessions are tracked during the interval of time beginning when an end user accesses the Community and ends when the end user logs out or navigates off the Community. Each fifteen minute period during this interval is counted as a session
 - 650,000 Billable Sessions (for use in the RightNow Community only) per year included with initial Support Community purchase

- If the Community is a stand-alone deployment, one (1) RightNow Instance is included
- One (1) Support Community
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

RightNow Starter Innovation Community

Applicable SKUs: ST-ICOM

An Starter Innovation Community Innovation instance which includes: discussion area (area to allow discussion for any number of topics generated by both members and moderators), idea center (area to allow users to generate, prioritize, and vote for new features or product ideas); concept tester (application specifically designed for the testing and viability of new products, product features, package design, ad spots and marketing messages); and announcement resource (ability to broadcast tailored announcements to targeted segments of the community). Community will reside on a platform which is defined as all server and infrastructure

hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by RightNow to host the Support Community.

Usage Limits: RightNow Support Community is subject to usage limits based upon:

- Access to the Social Designer
- A maximum number of RightNow Billable Sessions per year for use in the RightNow Community only (starting on contract start date) per Instance
 - Billable Sessions are tracked during the interval of time beginning when an end user accesses the Community and ends when the end user logs out or navigates off the Community. Each fifteen minute period during this interval is counted as a session
 - 650,000 Billable Sessions (for use in the RightNow Community only) per year included with initial Support Community purchase
- If the Community is a stand-alone deployment, one (1) RightNow Instance is included
- One (1) Innovation Community
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.
-

This offering also includes the following support package for Customer who elects not to purchase a

support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

RightNow Starter Support & Innovation Community

Applicable SKUs: ST-SICOM

A Starter Support & Innovation Community instance which includes applications for both Support and Innovation Communities: Applications related to Support: discussion areas (area to allow discussion for any number of topics generated by both members and moderators), answers (area to allow users to find useful information about the community and other topics); bug reports (allow users to highlight product issues), feature requests (ability to invite customers to contribute their desired features to product development); announcement resource (ability to broadcast tailored announcements to targeted segments of the community); and resource center (ability to keep a repository for resources of all types, including reports, webinars, team documents, and links). Applications related to Innovation: discussion area (area to allow discussion for any number of topics generated by both members and moderators), idea center (area to allow users to generate, prioritize, and vote for new features or product ideas); concept tester (application specifically designed for the testing and viability of new products, product features, package design, ad spots and marketing messages); and announcement resource (ability to broadcast tailored announcements to targeted segments of the community). Community will reside on a platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by RightNow to host the Support & Innovation Community.

Usage Limits: RightNow Support & Innovation Community is subject to usage limits based upon:

- Access to the Social Designer
- A maximum number of RightNow Billable Sessions per year for use in the RightNow Community only (starting on contract start date) per Instance
 - Billable Sessions are tracked during the interval of time beginning when an end user accesses the Community and ends when the end user logs out or navigates off the Community. Each fifteen minute period during this interval is counted as a session
 - 930,000 Billable Sessions (for use in the RightNow Community only) per year included with initial Support & Innovation Community purchase
- If the Community is a stand-alone deployment, one (1) RightNow Instance is included
- One (1) Support Community
- One (1) Innovation Community
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle

RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API)
- ♦ frameworks. Telephone support
- ♦ Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

RightNow Social Designer

Applicable SKUs: COMPL

One (1) Community instance which will reside on platform which is defined as all server and infrastructure hardware, software, frameworks, architectures, libraries, files, resources, configurations, procedures, and settings used by RightNow to host the Community.

Usage Limits: RightNow Social Designer is subject to usage limits based upon:

- Access to the social media platform
- A maximum number of RightNow Billable Sessions per year for use in the RightNow Community only (starting on contract start date) per Instance
 - Billable Sessions are tracked during the interval of time beginning when an end user accesses the Community and ends when the end user logs out or navigates off the Community. Each fifteen minute period during this interval is counted as a session.
 - 1,500,000 Billable Sessions (for use in the RightNow Community only) per year included with initial Support Community purchase
- If the Community is a stand-alone deployment, one (1) RightNow Instance is included
- One (1) Community Instance
- One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

This offering also includes the following support package for Customer who elects not to purchase a support package from Oracle RightNow and only utilize certain on-line support features provided by Oracle RightNow. Elements include:

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (Oracle RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by Oracle RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.)
- ♦ Telephone support
- ♦ Incident support
- ♦ See definitions and further details at

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

Basic Customer Care Package

Applicable SKUs: [BASIC-CCP](#)

The RightNow Basic Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer.

Elements include:

- ♦ Access to the RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Provision of the following support for version upgrades:
 - Communication of major release changes
 - General support of upgrade process questions via incident
- ♦ Limited email support – agent allocation based on pool
 - Unlimited Severity 1 Incidents
 - Up to 12 Severity 2,3 and 4 Incidents per year
- ♦ Customer Care Service Level Objectives and Hosting Availability based on table below
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Basic				
Customer Care Service Level Objectives	Severity Level 1	Target Response	5x24 BD*	24 Hours
		Target Resolve	5x24 BD*	48 Hours
	Severity Level 2	Target Response	5x24 BD*	48 Hours
		Target Resolve	5x24 BD*	96 Hours
	Severity Level 3	Target Response	5x24 BD	96 Hours
		Target Resolve	5x24 BD	Reasonable Commercial Effort
	Severity Level 4	Target Response	5x24 BD	144 Hours
		Target Resolve	5x24 BD	Reasonable Commercial Effort
Customization Support	RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by RightNow Professional Services. Documented API frameworks will be supported to validate that they are working as expected, but not customizations written using the API frameworks.			
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits			
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments			

The following limitations apply for Support for Enterprise Analytics:

- ♦ Business Day means: Monday through Friday between the hours of 8am to 8pm US Central Standard Time (CST) each day;
- ♦ Maintenance to be performed based on CST up to a maximum of 16 hours per month and 156 hours per year.

- ♦ Target Resolve time for Severity Level 1 Incidents reported outside Business Day is 12 noon CST the next Business Day.

Self-Service Support

Applicable SKUs: [SS-SUP-1109](#)

This support package is for Customer who elects not to purchase a support package from RightNow and only utilize certain on-line support features provided by RightNow.

Elements include:

- ♦ Access to the RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Communication of major release changes

This package does not include:

- ♦ Customization support (RightNow will not provide technical or upgrade services to support or maintain customer-specific customization(s) previously written by Professional Services, or the customer. New customizations will not be written by RightNow Professional Services. Documented API frameworks will

be supported to validate that they are working as expected, but not customizations written using the API frameworks.

- ♦ Telephone
- ♦ support Incident support
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Self-Service Support	
Cloud Services Service Level Objectives	Target: 99.5% (measured at the end of each calendar quarter) No Service Level Credits
Hosting Availability Monitoring	Internal site monitoring at 15 minute increments

Preferred Customer Care Package

Applicable SKUs: [PREF-CCP](#)

The RightNow Preferred Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer. Elements include:

- ♦ Access to the RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Access to the RightNow Cloud Services Portal (<https://csp.rightnow.com/vcio/>)
- ♦ Provision of the following support for version upgrades:
 - Communication of major release changes
 - General support of upgrade process questions via incident
 - Kick off meeting to outline important upgrade topics
 - Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
 - “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
 - 30-Day post-cutover support
- ♦ Linguistic Support for RightNow Intent Guide (only applicable if Customer has purchased Billable Sessions - Tier 2)
- ♦ Up to two (2) Tune-Ups per Year (Limit of one (1) interface per tune-up) - tune-ups are only available to customers currently on a version of the product that has been generally available for less than 24

months Unlimited email support – agent allocation based on pool

- ♦ Phone support
 - Severity 1&2: 24x7x365
 - Severity 3&4: 5x24 Business Days
- ♦ Customer Care Service Level Objectives and Hosting Availability based on table below
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Severity Level 1	Target Response	7x24X365*	1 Hour	
	Target Resolve	7x24X365*	4 Hours	
Severity Level 2	Target Response	7x24X365*	4 Hours	
	Target Resolve	7x24X365*	72 Hours	
Severity Level 3	Target Response	5x24		Business Days
			Target Resolve	5x24 Business Days
		Severity Level 4	Target Response	5x24 Business Days

24 Hours

Reasonable Commercial Effort
72 Hours

	Target Resolve	5x24 Business Days	Reasonable Commercial Effort
Customization Support	Support of Customizations (Integrations, Extensions) written by RightNow Professional Services <ul style="list-style-type: none"> • Upgrade of Customizations (Integrations, Extensions) written by PS • Requirements Document • Test Plan Document • Migration of Customizations • QA Testing of Customizations against Test Plan 		
Cloud Services Service Level Objectives	Target: 99.9% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.5% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold		
Hosting Availability Monitoring	Internal site monitoring at 5 minute increments		

*The following limitations apply for Support for Enterprise Analytics:

- ♦ Business Day means: Monday through Friday between the hours of 8am to 8pm US Central Standard Time (CST) each day;
- ♦ Maintenance to be performed based on CST up to a maximum of 16 hours per month and 156 hours per year.
- ♦ Target Resolve time for Severity Level 1 Incidents reported outside Business Day is 12 noon CST the next Business Day.

Preferred Customer Care Package

Applicable SKUs: PREF-CCP-1109

The RightNow Preferred Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer. Elements include:

- ♦ Access to the RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Access to the RightNow Cloud Services Portal (<https://csp.rightnow.com/vcio/>) Provision of the following support for version upgrades:
 - Communication of major release changes
 - General support of upgrade process questions via incident
 - Kick off meeting to outline important upgrade topics
 - Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
 - "Like for like" functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
 - 30-Day post-cutover support
- ♦ Linguistic Support for RightNow Intent Guide (only applicable if Customer has purchased Billable Sessions - Tier 2)
- ♦ Unlimited email support – agent allocation based on pool
- ♦ Phone support
 - Severity 1&2: 24x7x365
 - Severity 3&4: 5x24 Business Days

- ♦ Customer Care Service Level Objectives and Hosting Availability based on table below
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services- descriptions-1637437.html>

Severity Level 1	Target Response	7x24X365*	1 Hour		
		7x24X365*	4 Hours		
Severity Level 2	Target Resolve	7x24X365*	4 Hours		
	Target Response	7x24X365*	72 Hours		
Customization Support				Business Days	
			Target Resolve	5x24 Business Days	Reasonable Commercial Effort
	Severity Level 4		Target Response	5x24 Business Days	72 Hours
			Target Resolve	5x24 Business Days	Reasonable Commercial Effort
		Support of Customizations (Integrations, Extensions) written by RightNow Professional Services <ul style="list-style-type: none"> • Upgrade of Customizations (Integrations, Extensions) written by PS • Requirements Document • Test Plan Document • Migration of Customizations • QA Testing of Customizations against Test Plan 			
Cloud Services Service Level Objectives		Target: 99.9% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.5% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold			
Hosting Availability Monitoring		Internal site monitoring at 5 minute increments			

Select Customer Care Package

Applicable SKUs: SEL-CCP

The RightNow Select Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer. Elements include:

- ♦ Access to the RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Access to the RightNow Cloud Services
- ♦ Portal (<https://csp.rightnow.com/vcio/>) Provision of the following support for version upgrades:
 - Communication of major release changes
 - General support of upgrade process questions via incident
 - Kick off meeting to outline important upgrade topics
 - Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
 - “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
 - 30-Day post-cutover support
- ♦ Linguistic Support for RightNow Intent Guide (only applicable if Customer has purchased Billable Sessions - Tier 2)
- ♦ Up to two (2) Tune-Ups per Year (Limit of one (1) interface per tune-up) - tune-ups are only available to customers currently on a version of the product that has been generally available for less than 24 months
- ♦ Unlimited email support – agent allocation based on pool
- ♦ Phone support

- Severity 1&2: 24x7x365
- Severity 3&4: 5x24 Business Days
- ♦ Customer Care Service Level Objectives and Hosting Availability based on table below
- ♦ See definitions and further details at
<http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Select				
Customer Care Service Level Objectives	Severity Level 1	Target Response	7x24X365*	1 Hour
		Target Resolve	7x24X365*	4 Hours
	Severity Level 2	Target Response	7x24X365*	4 Hours
		Target Resolve	7x24X365*	72 Hours
	Severity Level 3	Target Response	5x24 Business Days	24 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
	Severity Level 4	Target Response	5x24 Business Days	72 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
Customization Support	Support of Customizations (Integrations, Extensions) written by RightNow Professional Services <ul style="list-style-type: none"> Upgrade of Customizations (Integrations, Extensions) written by PS Requirements Document Test Plan Document Migration of Customizations QA Testing of Customizations against Test Plan 			
Cloud Services Service Level Objectives	Target: 99.95% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.9% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold			
Hosting Availability Monitoring	Internal site monitoring at 5 minute increments			

*The following limitations apply for Support for Enterprise Analytics:

- Business Day means: Monday through Friday between the hours of 8am to 8pm US Central Standard Time (CST) each day;
- Maintenance to be performed based on CST up to a maximum of 16 hours per month and 156 hours per year.
- Target Resolve time for Severity Level 1 Incidents reported outside Business Day is 12 noon CST the next Business Day.

Select Customer Care Package

Applicable SKUs: SEL-CCP-1109

The RightNow Select Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer. Elements include:

- Access to the RightNow knowledge base via the support portal
- Access to the RightNow Community portal
- (<http://communities.rightnow.com>) Access to the RightNow Cloud Services Portal (<https://csp.rightnow.com/vcio/>) Provision of the following support for version upgrades:
 - Communication of major release changes
 - General support of upgrade process questions via incident

- Kick off meeting to outline important upgrade topics
- Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
- “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
- 30-Day post-cutover support
- ♦ Linguistic Support for RightNow Intent Guide (only applicable if Customer has purchased Billable Sessions - Tier 2)
- ♦ Unlimited email support – agent allocation based on pool
- ♦ Phone support
 - Severity 1&2: 24x7x365
 - Severity 3&4: 5x24 Business Days
- ♦ Customer Care Service Level Objectives and Hosting Availability based on table below
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Select				
Customer Care Service Level Objectives	Severity Level 1	Target Response	7x24X365*	1 Hour
		Target Resolve	7x24X365*	4 Hours
	Severity Level 2	Target Response	7x24X365*	4 Hours
		Target Resolve	7x24X365*	72 Hours
	Severity Level 3	Target Response	5x24 Business Days	24 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
	Severity Level 4	Target Response	5x24 Business Days	72 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
Customization Support	Support of Customizations (Integrations, Extensions) written by RightNow Professional Services <ul style="list-style-type: none"> • Upgrade of Customizations (Integrations, Extensions) written by PS • Requirements Document • Test Plan Document • Migration of Customizations • QA Testing of Customizations against Test Plan 			
Cloud Services Service Level Objectives	Target: 99.95% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.9% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold			
Hosting Availability Monitoring	Internal site monitoring at 5 minute increments			

Premier Customer Care Package

Applicable SKUs: PREM-CCP, PREM-FF-CCP

The RightNow Premier Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer. The Premier Customer Care Package is not

available for Enterprise Analytics. Elements include:

- ♦ Access to the RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Access to the RightNow Cloud Services Portal (<https://csp.rightnow.com/vcio/>)
- ♦ Provision of the following support for version upgrades:
 - Communication of major release changes
 - General support of upgrade process questions via incident
 - Kick off meeting to outline important upgrade topics
 - Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
 - “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
 - 30-Day post-cutover support
- ♦ Linguistic Support for RightNow Intent Guide (only applicable if Customer has purchased Billable Sessions - Tier 2)
- ♦ Up to three (3) Tune-Ups per Year (Limit of one (1) interface per tune-up) - tune-ups are only available to customers currently on a version of the product that has been generally available for less than 24 months
- ♦ Unlimited email support – agent allocation based on pool
- ♦ Assigned Customer Care Specialist
- ♦ Phone support
 - Severity 1&2: 24x7x365
 - Severity 3&4: 5x24 Business Days
- ♦ Customer Care Service Level Objectives and Hosting Availability based on table below
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Premier				
Customer Care Service Level Objectives	Severity Level 1	Target Response	7x24X365	15 Minutes
		Target Resolve	7x24X365	1 Hour
	Severity Level 2	Target Response	7x24X365	1 Hour
		Target Resolve	7x24X365	24 Hours
	Severity Level 3	Target Response	5x24 Business Days	24 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
	Severity Level 4	Target Response	5x24 Business Days	72 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
Customization Support	Support of Customizations (Integrations, Extensions) written by RightNow Professional Services <ul style="list-style-type: none"> • Upgrade of Customizations (Integrations, Extensions) written by PS • Requirements Document • Test Plan Document • Migration of Customizations • QA Testing of Customizations against Test Plan 			
Cloud Services Service Level Objectives	Target: 99.95% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.9% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold			
Hosting Availability Monitoring	Internal site monitoring at 1 minute increments			

Premier Customer Care Package

Applicable SKUs: PREM-CCP-1103

The RightNow Premier Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer. The Premier Customer Care Package is not available for Enterprise Analytics. Elements include:

- ♦ Access to the RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Access to the RightNow Cloud Services
- ♦ Portal (<https://csp.rightnow.com/vcio/>) Provision of the following support for version upgrades:
 - Communication of major release changes
 - General support of upgrade process questions via incident
 - Kick off meeting to outline important upgrade topics
 - Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
 - “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
 - 30-Day post-cutover support
- ♦ Linguistic Support for RightNow Intent Guide (only applicable if Customer has purchased Billable Sessions - Tier 2)
- ♦ Up to three (3) Tune-Ups per Year (Limit of one (1) interface per tune-up) - tune-ups are only available to customers currently on a version of the product that has been generally available for less than 24 months
- ♦ Unlimited email support – agent allocation based on pool
- ♦ Phone support
 - Severity 1&2: 24x7x365
 - Severity 3&4: 5x24 Business Days
- ♦ Customer Care Service Level Objectives and Hosting Availability based on table below
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Premier				
Customer Care Service Level Objectives	Severity Level 1	Target Response	7x24X365	15 Minutes
		Target Resolve	7x24X365	1 Hour
	Severity Level 2	Target Response	7x24X365	1 Hour
		Target Resolve	7x24X365	24 Hours
	Severity Level 3	Target Response	5x24 Business Days	24 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
	Severity Level 4	Target Response	5x24 Business Days	72 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
Customization Support	Support of Customizations (Integrations, Extensions) written by RightNow Professional Services			
	<ul style="list-style-type: none"> • Upgrade of Customizations (Integrations, Extensions) written by PS • Requirements Document • Test Plan Document • Migration of Customizations • QA Testing of Customizations against Test Plan 			

Cloud Services Service Level Objectives

Target: 99.95% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.9% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold

Hosting Availability Monitoring

Internal site monitoring at 1 minute increments

Premier Customer Care Package

Applicable SKUs: PREM-CCP-1109

The RightNow Premier Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer. Elements include:

- ♦ Access to the RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal (<http://communities.rightnow.com>)
- ♦ Access to the RightNow Cloud Services Portal (<https://csp.rightnow.com/vcio/>)
- ♦ Provision of the following support for version upgrades:
 - Communication of major release changes
 - General support of upgrade process questions via incident
 - Kick off meeting to outline important upgrade topics
 - Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
 - “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
 - 30-Day post-cutover support
- ♦ Linguistic Support for RightNow Intent Guide (only applicable if Customer has purchased Billable Sessions - Tier 2)
- ♦ Unlimited email support – agent allocation based on pool
- ♦ Phone support
 - Severity 1&2: 24x7x365
 - Severity 3&4: 5x24 Business Days
- ♦ Customer Care Service Level Objectives and Hosting Availability based on table below
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Customer Care Service Level Objectives	Premier			
	Severity Level 1	Target Response	7x24X365	15 Minutes
		Target Resolve	7x24X365	1 Hour
	Severity Level 2	Target Response	7x24X365	1 Hour
		Target Resolve	7x24X365	24 Hours
	Severity Level 3	Target Response	5x24 Business Days	24 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
	Severity Level 4	Target Response	5x24 Business Days	72 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort

Customization Support	Support of Customizations (Integrations, Extensions) written by RightNow Professional Services <ul style="list-style-type: none"> • Upgrade of Customizations (Integrations, Extensions) written by PS • Requirements Document • Test Plan Document • Migration of Customizations • QA Testing of Customizations against Test Plan
Cloud Services Service Level Objectives	Target: 99.95% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.9% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold
Hosting Availability Monitoring	Internal site monitoring at 1 minute increments

MSP Partner Customer Care Package

Applicable SKUs: MSP-CCP

Available in North America only

The MSP Partner Customer Care Package includes the following elements. This package does not include support for customizations performed by Partner or Partner's clients. Elements include:

- ♦ Access to the RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Provision of the following support for version upgrades:
 - Communication of major release changes
 - General support of upgrade process questions via incident
 - Kick off meeting to outline important upgrade topics
 - Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
 - "Like for like" functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
 - 30-Day post-cutover support
- ♦ Unlimited email support – agent allocation based on pool
- ♦ Phone support
 - Severity 1: 24x7x365
 - Severity 2,3 and 4: 8-5 Business Days
- ♦ Customer Care Service Level Objectives and Hosting Availability based on table below
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

MSP Partner Customer Care Package				
Customer Care Service Level Objectives	Severity Level 1	Target Response	7x24X365*	1 Hour
		Target Resolve	7x24X365*	4 Hours
	Severity Level 2	Target Response	7x24X365*	4 Hours
		Target Resolve	7x24X365*	72 Hours
	Severity Level 3	Target Response	5x24 Business Days	24 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort
	Severity Level 4	Target Response	5x24 Business Days	72 Hours
		Target Resolve	5x24 Business Days	Reasonable Commercial Effort

Cloud Services Service Level Objectives

Target: 99.9% (measured at the end of each calendar quarter)

Hosting Availability Monitoring

Internal site monitoring at 5 minute increments

DISA Customer Care Package

Applicable SKUs: DISA-CCP

The DISA Customer Care Package includes the following elements. This package does not include support for customizations performed by Customer. Elements include:

- ♦ Access to the RightNow knowledge base via the support portal
- ♦ Access to the RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Provision of the following support for version upgrades:
 - Communication of major release changes
 - General support of upgrade process questions via incident
 - Kick off meeting to outline important upgrade topics
 - Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
 - “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
 - 30-Day post-cutover support
- ♦ Cleared Personnel
- ♦ Unlimited email support – agent allocation based on pool
- ♦ Assigned Premium Care Account Specialist Overlay (SKU “A-PCAS”)
 - Assigned Premium Care Account Specialist (PCAS) for incident management and escalation on severity 1 and 2 incidents
 - Assigned PCAS will support up to 5 Customers
 - Support for up to eight (8) Customer contacts and six (6) Customer Instances
 - Weekly status calls
 - Annual upgrade lifecycle oversight
 - Up to bi-annual tune-ups (limit of one (1) interface per tune-up)
 - Bi-annual service reviews
 - Voice of the Customer (VOC) for product enhancements and resource requests
 - Two (2) RightNow Summit Passes
 - For Customers on the PCI Cloud:
 - Oversight of initial migration to the PCI Certified Cloud
 - Annual PCI certification audit oversight
- ♦ Phone support
 - Severity 1: 24x7x365
 - Severity 2,3 and 4: 5x24 Business Days
- ♦ Customer Care Service Level Objectives based on table below
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Severity Level 1	Target Response	7x24X365	15 Minutes		
	Target Resolve	7x24X365	1 Hour		
	Target Refer	7x24X365	1 Hour		
Severity Level 2	Target Response	7x24X365	4 Hours	Target Resolve	7x24X365
	Hours Target Refer	7x24X365	24 Hours		24
			Severity Level 3	Target Response	5x24 Business Days
				Target Resolve	5x24

		Target Refer	Business Days 5x24
	Severity Level 4	Target Response	Business Days 5x24
		Target Resolve	Business Days 5x24
		Target Refer	Business Days 5x24
		Business Days 48 Hours	

Reasonable Commercial Effort Reasonable Commercial Effort
72 Hours

Reasonable Commercial Effort Reasonable Commercial Effort

Support of Customizations (Integrations, Extensions) written by RightNow Professional Services

- Upgrade of Customizations (Integrations, Extensions) written by PS
- Requirements Document
- Test Plan Document
- Migration of Customizations
- QA Testing of Customizations against Test Plan

Product Availability Target: 99.5% (measured at the end of each calendar quarter) based on application availability. Events that impact the application's ability to provide services as a result of events within the DISA enclave that impact the hardware solution, are not eligible to be applied

Hosting Availability

toward the Product Availability Target. Coordination of application issues that are determined to be linked to events within the DISA enclave are detailed out in the communication section of the CONOPS between RNT and DISA OST.

No Service Level Credits are applicable within this contract.

Hosting availability subject to DISA deliverables around the Mission Assurance Category (MAC) level three (III) system and exclusively between the Customer and DISA.

PCI Premium Care Account Specialist Overlay

Applicable SKUs: PCI-PCAS

The PCI Premium Care Account Specialist Overlay package is only available for Customers in the PCI Cloud. It includes the following elements:

- ♦ Designated Premium Care Account Specialist (PCAS) for incident management and escalation on severity 1 and 2 incidents
- ♦ Designated PCAS will support up to 10 Customers
- ♦ Support for up to eight (8) Customer contacts and four (4) Customer Instances
- ♦ Monthly status calls
- ♦ Oversight of initial migration to the PCI Certified Cloud
- ♦ Annual upgrade lifecycle oversight
- ♦ Annual PCI certification audit oversight
- ♦ Voice of the Customer (VOC) for product enhancements and resource requests

See definitions and further details at http://www.rightnow.com/services_descriptions.php

Assigned Premium Care Account Specialist Overlay

Applicable SKUs: [A-PCAS-1201](#)

The Assigned Premium Care Account Specialist Overlay package includes the following elements:

- ◆ Assigned Premium Care Account Specialist (PCAS) for incident management and escalation on severity 1 and 2 incidents
- ◆ Assigned PCAS will support up to 5 Customers
- ◆ Support for up to eight (8) Customer contacts and six (6) Customer Instances
- ◆ Weekly status calls
- ◆ Annual upgrade lifecycle oversight
- ◆ Up to bi-annual tune-ups (limit of one (1) interface per tune-up)
- ◆ Bi-annual service reviews
- ◆ Voice of the Customer (VOC) for product enhancements and resource requests
- ◆ For Customers on the PCI Cloud:
 - Oversight of initial migration to the PCI Certified Cloud
 - Annual PCI certification audit oversight

See definitions and further details at http://www.rightnow.com/services_descriptions.php

Assigned Premium Care Account Specialist Overlay

Applicable SKUs: [A-PCAS](#)

The Assigned Premium Care Account Specialist Overlay package includes the following elements:

- ◆ Assigned Premium Care Account Specialist (PCAS) for incident management and escalation on severity 1 and 2 incidents
- ◆ Assigned PCAS will support up to 5 Customers
- ◆ Support for up to eight (8) Customer contacts and six (6) Customer Instances
- ◆ Weekly status calls
- ◆ Annual upgrade lifecycle oversight
- ◆ Up to bi-annual tune-ups (limit of one (1) interface per tune-up)
- ◆ Bi-annual service reviews
- ◆ Voice of the Customer (VOC) for product enhancements and resource requests
- ◆ Two (2) RightNow Summit Passes
- ◆ For Customers on the PCI Cloud:
 - Oversight of initial migration to the PCI Certified Cloud
 - Annual PCI certification audit oversight

See definitions and further details at http://www.rightnow.com/services_descriptions.php

Dedicated Premium Care Account Specialist Overlay – 20 Hours per Week

Applicable SKUs: [D20-PCAS-1201](#)

The Dedicated Premium Care Account Specialist Overlay – 20 Hours per Week package includes the following elements:

- ◆ Dedicated Premium Care Account Specialist (PCAS) for incident management and escalation all incidents* for up to 20 hours per week
- ◆ Half-time extension of Customer's staff - support for up to twelve (12) Customer contacts and eight (8) Customer Instances
- ◆ Dedicated PCAS will support up to 2 Customers
- ◆ Kick-off meeting at the Customer site to meet the team and review team deliverables
- ◆ Weekly status calls
- ◆ Bi-annual upgrade lifecycle oversight
- ◆ Up to quarterly tune-ups (limit of one (1) interface per tune-up)
- ◆ Quarterly service reviews
- ◆ Proactive communication regarding product, infrastructure, maintenance, and upgrades of the RightNow solution
- ◆ Delivery support
- ◆ Assistance with report development

- ◆ Voice of the Customer (VOC) for product enhancements and resource requests
- ◆ For Customers on the PCI Cloud:
 - Oversight of initial migration to the PCI Certified Cloud
 - Annual PCI Certification Audit Oversight

See definitions and further details at http://www.rightnow.com/services_descriptions.php

*Incidents submitted outside of the 20 hours will still receive the SLO associated with the purchased Customer Care Package and worked by the agent pool.

Dedicated Premium Care Account Specialist Overlay – 20 Hours per Week

Applicable SKUs: [D20-PCAS](#)

The Dedicated Premium Care Account Specialist Overlay – 20 Hours per Week package includes the following elements:

- ◆ Dedicated Premium Care Account Specialist (PCAS) for incident management and escalation all incidents* for up to 20 hours per week
- ◆ Half-time extension of Customer's staff - support for up to twelve (12) Customer contacts and eight (8) Customer Instances
- ◆ Dedicated PCAS will support up to 2 Customers
- ◆ Kick-off meeting at the Customer site to meet the team and review team deliverables
- ◆ Weekly status calls
- ◆ Bi-annual upgrade lifecycle oversight
- ◆ Up to quarterly tune-ups (limit of one (1) interface per tune-up)
- ◆ Quarterly service reviews
- ◆ Proactive communication regarding product, infrastructure, maintenance, and upgrades of the RightNow solution
- ◆ Delivery support
- ◆ Assistance with report development
- ◆ Voice of the Customer (VOC) for product enhancements and resource requests
- ◆ Five (5) RightNow Summit Passes
- ◆ For Customers on the PCI Cloud:
 - Oversight of initial migration to the PCI Certified Cloud
 - Annual PCI Certification Audit Oversight

See definitions and further details at http://www.rightnow.com/services_descriptions.php

*Incidents submitted outside of the 20 hours will still receive the SLO associated with the purchased Customer Care Package and worked by the agent pool.

Dedicated Premium Care Account Specialist Overlay – 40 Hours per Week

Applicable SKUs: [D40-PCAS-1201](#)

The Dedicated Premium Care Account Specialist Overlay – 40 Hours per Week package includes the following elements:

- ◆ Dedicated Premium Care Account Specialist (PCAS) for incident management and escalation all incidents* for up to 40 hours per week
- ◆ Full-time extension of Customer's staff - support for up to twelve (12) Customer contacts and ten (10) Customer Instances
- ◆ Dedicated PCAS will support only a single Customer
- ◆ Kick-off meeting at the Customer site to meet the team and review team deliverables
- ◆ Hosted RightNow corporate visit (Travel and Expenses are not included)
- ◆ Weekly status calls
- ◆ Unlimited upgrade lifecycle oversight
- ◆ Up to monthly tune-ups (limit of one (1) interface per tune-up)
- ◆ Quarterly service reviews (will include members of the RightNow Executive Team)
- ◆ Proactive communication regarding product, infrastructure, maintenance, and upgrades of the RightNow solution
- ◆ Product knowledge transfer
- ◆ Delivery support

- ◆ Assistance with report development
- ◆ Project coordination
- ◆ Voice of the Customer (VOC) for product enhancements and resource requests
- ◆ For Customers on the PCI Cloud:
 - Oversight of initial migration to the PCI Certified Cloud
 - Annual PCI Certification Audit Oversight

See definitions and further details at http://www.rightnow.com/services_descriptions.php

*Incidents submitted outside of the 40 hours will still receive the SLO associated with the purchased Customer Care Package and worked by the agent pool.

Dedicated Premium Care Account Specialist Overlay – 40 Hours per Week

Applicable SKUs: [D40-PCAS](#)

The Dedicated Premium Care Account Specialist Overlay – 40 Hours per Week package includes the following elements:

- ◆ Dedicated Premium Care Account Specialist (PCAS) for incident management and escalation all incidents* for up to 40 hours per week
- ◆ Full-time extension of Customer's staff - support for up to twelve (12) Customer contacts and ten (10) Customer Instances
- ◆ Dedicated PCAS will support only a single Customer
- ◆ Kick-off meeting at the Customer site to meet the team and review team deliverables
- ◆ Hosted RightNow corporate visit (Travel and Expenses are not included)
- ◆ Weekly status calls
- ◆ Unlimited upgrade lifecycle oversight
- ◆ Up to monthly tune-ups (limit of one (1) interface per tune-up)
- ◆ Quarterly service reviews (will include members of the RightNow Executive Team)
- ◆ Proactive communication regarding product, infrastructure, maintenance, and upgrades of the RightNow solution
- ◆ Product knowledge transfer
- ◆ Delivery support
- ◆ Assistance with report development
- ◆ Project coordination
- ◆ Voice of the Customer (VOC) for product enhancements and resource requests
- ◆ Ten (10) RightNow Summit Passes
- ◆ For Customers on the PCI Cloud:
 - Oversight of initial migration to the PCI Certified Cloud
 - Annual PCI Certification Audit Oversight

See definitions and further details at http://www.rightnow.com/services_descriptions.php

*Incidents submitted outside of the 40 hours will still receive the SLO associated with the purchased Customer Care Package and worked by the agent pool.

TELUS Silver Support Services

Applicable SKUs: [TELUS-SSUP](#)

Please reference the "TELUS Frontline Customer Care Guide" located at http://www.rightnow.com/services_descriptions.php.

TELUS Gold Support Services

Applicable SKUs: [TELUS-GSUP](#)

Please reference the "TELUS Frontline Customer Care Guide" located at http://www.rightnow.com/services_descriptions.php

RightNow Basic Support Package

Applicable SKUs: [BASIC](#)

This package does not include support for customizations performed by Customer.

Elements include:

- ◆ Questions submitted by up to two (2) designated contacts are answered by RightNow Technologies support representatives via email from 7am-6pm, MDT, Monday-Friday
- ◆ Access to site status Web page for site information and problem notification
- ◆ Free software upgrades
- ◆ Annual Tune Ups

Preferred Support Package

Applicable SKUs: PREF

This package does not include support for customizations performed by Customer.

Elements include:

- ◆ Access to the RightNow knowledge base via the support portal
- ◆ Live 24x7 phone support via toll-free number
- ◆ Incidents handled on priority basis
- ◆ Customer may assign up to a total of six (6) of its staff members for all support issue communications
- ◆ Access to site status Web page for site information and problem notification
- ◆ Free software upgrades
- ◆ Biannual Tune Ups and annual success scorecard review

Premier Support Package (PREM)

Applicable SKUs: PREM

The RightNow Premier Support includes the elements contained in the Preferred Support Package enhanced as follows. This package does not apply for RightNow Voice Software and does not include support customizations performed by Customer. The Premier Support Package is not available for Enterprise Analytics.

Elements include:

- ◆ Designated RightNow support contact and management escalation
- ◆ Customer may assign up to a total of eight (8) of its staff members for all support issue communications
- ◆ Free software upgrades
- ◆ Biannual business review of service levels, metrics results, release visibility and success criteria
- ◆ Log monitoring for hosted Customers
- ◆ Biannual Tune Ups and success scorecard review

RightNow On-Premise Support Package

Applicable SKUs: OP-SP

This package does not include support for customizations performed by Customer.

Elements include:

- ◆ Access to the RightNow knowledge base via the support portal
- ◆ Access to the RightNow Community portal
- ◆ Nov '07 on-premise release available for download from RightNow's support portal (no other on-premise release available)
- ◆ RightNow will not support old versions indefinitely.
- ◆ RightNow has policy that sets out what happens when old versions reach end-of-life to view the current policy, click on this link: <http://community.rightnow.com/customer/library/release/supportpolicy.php>.)

RightNow PCI Certified Cloud

Applicable SKUs: PCI

This offering is designed as an option for customers with enhanced security requirements. The PCI DSS (Payment Card Industry Data Security Standards), a set of comprehensive requirements for enhancing payment account data security, was developed by the founding payment brands of the PCI Security Standards Council, including American Express, Discover Financial Services, JCB International, MasterCard Worldwide and Visa Inc., to help facilitate the broad adoption of consistent data security measures on a global basis. PCI Certified Hosting meets the standards set out by PCI for Service Provider Level 1 Certification. The purchase of PCI

Premium Care Account Specialist Overlay (PCI PCAS) is required. However, the purchase of PCI PCAS may be waived if Customer is PCI certified and elects to perform the initial and annual certification audits as required by RightNow. The initial certification audit must be completed and results of such audit provided to RightNow no later than five (5) business days prior to Customer's use of the Subscription Services in the PCI Certified Cloud. Continued annual certification audits must be completed and results of such audit must be provided to RightNow no later than fifteen (15) days after Customer's subsequent Service Period begins.

Elements include:

- ♦ Customer PCI DSS Service Provider Level 1 Certified Hosting Services
- ♦ Initial migration to the PCI Certified Cloud
- ♦ Initial certification audit (*not applicable if Customer waives purchase of PCI PCAS as described above*)
- ♦ Continued annual certification audits (*not applicable if Customer waives purchase of PCI PCAS as described above*)
- ♦ Immediate notification to Customer of any known loss of Customer's cardholder data ("cardholder data" as defined by the PCI Standards)

The following terms apply:

- ♦ During the Hosting Term, Customer's use of the Hosting Services shall comply with the PCI Standards outlined in the following location: https://www.pcisecuritystandards.org/security_standards/pci_dss.shtml
- ♦ Customer shall be on version August '09, or later
- ♦ ODBC Data Export access is not available for customers with PCI Certified Hosting
- ♦ Customer shall have SSL (Secure Socket Layer) enabled for all sites hosted by RightNow
- ♦ All existing customizations shall follow PCI Standards and shall be reviewed and approved by RightNow prior to Customer's use of PCI Certified Hosting services. If customizations are not approved to be PCI compliant, the customer must re-write them or sign a statement of work with RightNow to have them re-written. This cost is not included within the scope of this package or covered by Customization Support.
- ♦ All future customizations shall follow PCI Standards and shall be reviewed and approved by RightNow prior to implementation
- ♦ All RightNow determined site security settings shall be accepted by Customer

RightNow reserves the right to immediately suspend Customer's PCI Certified Hosting services in the event of Customer's violations or alleged violations of the PCI Standards or the terms outlined in this description. Upgrade services are not included within the scope of this package.

TELUS Hosting Services for RightNow Customers

Applicable SKUs: TELUS-RC

This offering is designed as option for customers requiring hosting services in Canada.

TELUS Hosting Services for Internal TELUS Business Units

Applicable SKUs: TELUS-TB

This offering is designed as an option for customers requiring hosting services in Canada.

Custom Domain Secure Socket Layer Hosting

Applicable SKUs: SSL-CD

Offers the ability for RightNow to host a Customer's Comodo or VeriSign certificates on a custom domain in custom, wildcard or Subject Alternative Name configurations. Please note: the Customer must purchase the Secure Socket Layer Certificate from a vendor such as Comodo or VeriSign for an additional fee.

Usage Limits: Custom Domain Secure Socket Layer Hosting:

- ♦ Hosting of one (1) Certificate

Network VPN to Hosting Facility

Applicable SKUs: VPN

Provided as an added value option to our standard Application Hosting. The Network VPN solution provides for
V06092

a secure (encrypted) connection between the Customer's network and the RightNow hosting facility, LAN to LAN, not offered for PC client use. The VPN solution uses a Cisco 3000 VPN concentrator with redundant subsystem and multiple chassis with fail-over to provide for maximum uptime. The VPN uses IPSEC protocol with 3DES (168 bit) encryption with at least a 1024 bit key.

Mailboxes

Applicable SKUs: MB

Allows Customer to use RightNow servers to host email addresses. RightNow provides the infrastructure and management of mailboxes, reducing Customer's maintenance and infrastructure costs. Provided as an added value option.

Additional Bandwidth

Applicable SKUs: BW-5GB

Entitles Customer to consume five (5) GB of additional bandwidth (amount of data transferred from the client and the RightNow servers) per month through any of the following mediums:

- ◆ Web Portal
- ◆ Administrative Pages
- ◆ XML API
- ◆ RightNow Connect

Additional Storage

Applicable SKUs: DS

Entitles Customer to consume additional disk storage through any of the following:

- ◆ File Attachments
- ◆ Archived Incidents
- ◆ RightNow Product (e.g. Binaries, Programs, PHP Files, Assets, Code)
- ◆ All dynamic data (e.g. Incidents, Answers, Contacts, Rules, Reports, Customizable Menus)

Additional Database Storage

Applicable SKUs: DBDS-1GB-1103

Entitles Customer to consume 1 GB of additional disk storage through any of the following:

- ◆ All dynamic data (e.g. Incidents, Answers, Contacts, Rules, Reports, Customizable Menus)

Additional File Storage

Applicable SKUs: FDS-1GB-1103

Entitles Customer to consume 1 GB of additional disk storage above through any of the following (note – the RightNow Product (e.g. Binaries, Programs, PHP Files, Assets, Code) are not counted against File Storage allocation):

- ◆ File Attachments
- ◆ Customized Files
- ◆ Archived Data

Oracle RightNow ODBC Export

Applicable SKUs: ODBC-1203, B68256

Provides Customer with an ODBC connection to a copy of its Oracle RightNow Service database. Database replication will be setup to provide up to the second updates from Customer's production database to its ODBC copy on a separate server. The copy of the database can be used to report on information contained in the Oracle RightNow Service applications. The copy of the database is READ-ONLY; data within it may not be modified. Includes the documentation on how to connect to the database. Customer is responsible for creating the connection and the corresponding reports. A separate charge will apply for consulting work performed.

Oracle RightNow will make a best effort to keep database replication continually operating between the sites; however, there may be occasions where replication has stopped and may not be restarted for up to 72 hours.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Perpetual Maintenance & Support

Applicable SKUs: 0120

Perpetual Maintenance Support is provided for the term specified in the Order Form or Order Confirmation. This package does not apply for RightNow Voice Software and does not include support for your customizations.

Elements include:

- ◆ Access to the RightNow Knowledgebase via the support portal
- ◆ Live 24x7 phone support via toll-free number
- ◆ Incidents handled on priority basis
- ◆ You assign up to a total of six (6) of your staff members for all support issue communications
- ◆ Access to site status web page for site information and problem notification
- ◆ All upgrades are available on a hosted-only basis
- ◆ Provision of the following support for version upgrades:
 - Communication of major release changes
 - Support in the creation of upgrade test site
 - General support of upgrade process questions via incident
 - Kick off meeting to outline important upgrade topics
 - Management incidents submitted during upgrade test site stage (pre and post cutover)
- ◆ Support of Customizations (Integrations, Extensions) written by RightNow Professional Services
 - Upgrade of Customizations (Integrations, Extensions) written by PS
 - Requirements Document
 - Test Plan Document
 - Migration of Customizations
 - QA Testing of Customizations against Test Plan
- ◆ Biannual tune ups and success scorecard review
- ◆ Hosting, secured by SSL (Secure Socket Layer) is provided by RightNow Technologies (a storage limit of 5GB per Web Portal Interface applies)
- ◆ In the event Customer terminates Hosting Services, the Nov '07 on-premise release is available for download from RightNow's support portal (no other on-premise release available). RightNow will not support old versions indefinitely.

RightNow has policy that sets out what happens when old versions reach end-of-life (to view the current policy, click on this link: <http://community.rightnow.com/customer/library/release/supportpolicy.php>.)

CX Solution Implementation Services

Applicable SKUs: CXIMP, CXIMP-KMSC, CXIMP-KM, CXIMP-FINT, CXIMP-AINT, CXIMP-CP, CXIMP-TC-CP, CXIMP-CPBS1, CXIMP-CPBS2, CXIMP-FDBK, CXIMP-FDBK-INT, CXIMP-CHAT, CXIMP-CHAT-INT, CXIMP-COB, CXIMP-COB-INT, CXIMP-CM, CXIMP-CM-INT, CXIMP-DAW, CXIMP-DAW-INT, CXIMP-GA, CXIMP-GA-INT, CXIMP-AS, CXIMP-AS-INT, CXIMP-COM1, CXIMP-COM2, CXIMP-MKT, CXIMP-SALES, CXIMP-DIWC, CXIMP-CO, CXIMP-WI, CXIMP-BSP, CXIMP-TC-API, CXIMP-TC-SSO, CXIMP-CX4FB, CXIMP-CX4FB-COM, CXIMP-KS, CXIMP-IF, CXIMP-FT

Available Globally

The CX Solution Implementation Services are fully described in the Statement of Work attached to the Order Form.

Product Registration Implementation Services

Applicable SKUs: PRI

RightNow Product Registration Implementation Services will be managed remotely and configured to a single RightNow English interface. Customer is responsible for designating a project manager who will assist with

analysis, configuration and deployment activities. Services must be used within 12 months of purchase or will expire. See the RightNow Product Registration Implementation Appendix at http://www.rightnow.com/services_descriptions.php for further details.

Elements include:

- ◆ Project Management
- ◆ Nudge widget installed on home page
- ◆ Configured ability to end users to add and review existing registrations
- ◆ Configured ability for agents to add, review and delete registrations
- ◆ Implementation of campaign execution per registration (customer must have Marketing implemented prior to Product Registration configuration)
- ◆ Configured product exclusion list
- ◆ Application of customer specific product registration labels
- ◆ Product Registration Technical documentation
- ◆ Product Registration Overview upon completion of configuration

Product Registration Localization Services

Applicable SKUs: PRI-L

RightNow Product Registration Localization Services will be managed remotely and will provide the customer with translation services to translate product registration labels to a language other than English. Customer is responsible for designating a project manager who will assist with analysis, configuration and deployment activities. Services must be used within 12 months of purchase or will expire.

Elements include:

- ◆ Project Management
- ◆ Translation and application of customer defined product registration labels

Computer Telephony Integration (CTI) Discovery Services

Applicable SKUs: CTI-DSC

Computer Telephony Integration (CTI) Discovery is a two-day onsite engagement providing customers with a technical survey to determine the best integrated telephony option for their environment. This survey includes a detailed review of high-level customer requirements and the available and/or planned telephony and network infrastructures. The results of the technical survey are then mapped against the available CTI options and capabilities, resulting in a recommended solution for the customer. Customer is responsible for RightNow's travel and expenses for the onsite visit.

Elements include:

- ◆ Summary Report, including the following:
 - Business Requirements
 - Available and Planned Infrastructure (both Telephony and Network)
 - CTI Recommendation
 - Documentation and sample code (if applicable)
 - Identified software requirements
 - Scope of work and quote (if applicable)
 - Dependencies
 - Assumptions
 - Exclusions

CX Cloud Managed Services - Annual Pool with Development and T&M Overage

Applicable SKUs: [CXMS-ANPL](#)

Available Globally

CX Cloud Managed Services – Annual Pool is designed for Customers that would like to use RightNow resources to manage, monitor, administer and further develop their RightNow deployment. Named RightNow Professional Services resources will be assigned to implement functional and technical requests with the specifics to be determined based upon the Customer's business needs and best practices. In addition, the RightNow resources will proactively suggest ways to improve your RightNow deployment and customer experience. A

single unit equals 1 hour of managed services. . A minimum of 50 units must be purchased. Hours must be consumed at a minimum rate per month of 1/24th of total unit purchase. No more than 200 units per month can be utilized. All units must be utilized within a customer's then current Service Period, Hosting Term or maintenance support period (co-term) or will expire. If the Customer utilizes units beyond the allotted annual allocation, the Customer will be responsible for any overages at our then current standard consulting rates. CX Cloud Managed Services do not cover the RightNow Voice or Intent Guide applications. Each 1 hour of development services will utilize 20% Project Management and 20% Quality Assurance time from within the Managed Services block of purchased hours. Managed services are limited to the items listed in the CX Cloud Managed Services Appendix located at the following location: http://www.rightnow.com/services_descriptions.php. Customer is responsible for RightNow's travel and expenses in the event of an onsite visit.

CX Cloud Managed Services – Monthly with T&M Overage

Applicable SKUs: CXMS-M16-TIER1, CXMS-M16-TIER2, CXMS-M16-TIER3, CXMS-M16-TIER4, OSAOD-TIER1, OSAOD-TIER2, OSAOD-TIER3, OSAOD-TIER4

Available Globally

CX Cloud Managed Services is designed for Customers that would like to use RightNow resources to manage, monitor, administer and further develop their RightNow deployment. Named RightNow Professional Services resources will be assigned to implement functional and technical requests with the specifics to be determined based upon the Customer's business needs and best practices. In addition, the RightNow resources will proactively suggest ways to improve your RightNow deployment and customer experience. A single unit of this package includes up to 16 hours of managed services per month for a set term. Up to 10 blocks can be purchased. All monthly hours expire at the end of given month. If the Customer utilizes hours beyond the allotted monthly allocation, the Customer will be responsible for any overages at our then current standard consulting rates. Each 1 hour of development services will utilize 20% Project Management and 20% Quality Assurance time from within the Managed Services block of purchased hours. CX Cloud Managed Services are limited to the items listed in the CX Cloud Managed Services Appendix located at the following location: http://www.rightnow.com/services_descriptions.php. Customer is responsible for RightNow's travel and expenses in the event of an onsite visit.

Oracle RightNow Cloud Managed Service 16 Hour Monthly Block

Applicable SKUs: CXMS-T1M16-1203, CXMS-T2M16-1203, CXMS-T3M16-1203, CXMS-T4M16-1203, B69003, B69004, B69005, B69006

Available Globally

The Oracle RightNow Cloud Managed Service 16 Hour Monthly Block is designed for Customers that would like to use RightNow resources to manage, monitor, administer and further develop their RightNow deployment. Named RightNow Professional Services resources will be assigned to implement functional and technical requests with the specifics to be determined based upon the Customer's business needs and best practices. In addition, the RightNow resources will proactively suggest ways to improve your RightNow deployment and customer experience. A single unit of this package includes up to 16 hours of managed services per month for a set term. Up to 10 blocks can be purchased. All monthly hours expire at the end of given month. If the Customer utilizes hours beyond the allotted monthly allocation, the Customer will be responsible for any overages at our then current standard consulting rates. Each 1 hour of development services will utilize 20% Project Management and 20% Quality Assurance time from within the Managed Services block of purchased hours. Oracle RightNow Cloud Managed Service 16 Hour Monthly Block are limited to the items listed in the Oracle RightNow Cloud Managed Services Appendix located at the following location: http://www.rightnow.com/services_descriptions.php. Customer is responsible for Oracle RightNow's travel and expenses in the event of an onsite visit.

Oracle RightNow Cloud Managed Service 4 Hour Monthly Block

Applicable SKUs: CXMS-M4-1203, B69002

Available Globally

Oracle RightNow Cloud Managed Service 4 Hour Monthly Block is designed for Customers that would like to use Oracle RightNow resources to manage, monitor and administer their Oracle RightNow deployment. Named Oracle RightNow Professional Services resources will be assigned to implement functional requests with the specifics to be determined based upon the Customer's business needs and best practices. In addition, the

Oracle RightNow resources will proactively suggest ways to improve your Oracle RightNow deployment and customer experience. A single unit of this package includes up to 4 hours of managed services per month for a set term. Up to 3 blocks can be purchased. All monthly hours expire at the end of given month. If the Customer utilizes hours beyond the allotted monthly allocation, the Customer will be responsible for any overages at our then current standard consulting rates. Oracle RightNow Cloud Managed Service 4 Hour Monthly Block is limited to the items listed in the Oracle RightNow Cloud Managed Services Appendix located at the following location: http://www.rightnow.com/services_descriptions.php. Customer is responsible for RightNow's travel and expenses in the event of an onsite visit. Development services are not included and must be purchased separately.

CX Cloud Managed Services – Monthly with T&M Overage

Applicable SKUs: CXMS-M4

Available Globally

CX Cloud Managed Services is designed for Customers that would like to use RightNow resources to manage, monitor and administer their RightNow deployment. Named RightNow Professional Services resources will be assigned to implement functional requests with the specifics to be determined based upon the Customer's business needs and best practices. In addition, the RightNow resources will proactively suggest ways to improve your RightNow deployment and customer experience. A single unit of this package includes up to 4 hours of managed services per month for a set term. Up to 3 blocks can be purchased. All monthly hours expire at the end of given month. If the Customer utilizes hours beyond the allotted monthly allocation, the Customer will be responsible for any overages at our then current standard consulting rates. CX Cloud Managed Services are limited to the items listed in the CX Cloud Managed Services Appendix located at the following location: http://www.rightnow.com/services_descriptions.php. Customer is responsible for RightNow's travel and expenses in the event of an onsite visit. Development services are not included and must be purchased separately.

Outsourced Solution Administration (OSA) – Monthly with T&M Overage

Applicable SKUs: OSAO-TIER1, OSAO-TIER2, OSAO-TIER3, OSAO-TIER4

Available in EMEA Only

Outsourced Solution Administration (OSA) is designed for Customers that would like to use a RightNow resource to outsource the administration of their RightNow deployment. A named RightNow Professional Services resource will be assigned to help administer the Customer's application with specifics to be determined based on the Customer's business needs. A single unit of this package includes up to 16 hours of OSA services per month for a set term. Up to 10 blocks can be purchased. All monthly hours expire at the end of given month. If the Customer utilizes hours beyond the allotted monthly allocation, the Customer will be responsible for any overages at our then current standard consulting rates. OSA services are limited to the configuration items listed in the Outsourced Solution Administration Appendix for EMEA located at the following location: http://www.rightnow.com/services_descriptions.php. Customer is responsible for RightNow's travel and expenses in the event of an onsite visit.

Voice Managed Services – Monthly with T&M Overage

Applicable SKUs: VMSO-TIER1, VMSO-TIER2, VMSO-TIER3, VMSO-TIER4, VMSO-TIER5

A RightNow Voice Managed Services Consultant will remotely provide service tuning (including call recording analysis, speech recognition analysis, agent transfer analysis and assessment modifications), Service Maintenance (including application changes, prompt re-wording, agent transfer numbers, business hours), Change Management (project management for projects issued out of managed services, quarterly occurring meeting to review status of change management engagements, Business Review (support of business review of voice services to discuss current and future direction). All monthly hours expire at the end of given month. If the Customer utilizes hours beyond the allotted monthly allocation, the Customer will be responsible for any overages at our then current standard consulting rates. Managed services are limited to the items listed above. Customer is responsible for RightNow's travel and expenses in the event of an onsite visit.

RightNow Voice Discovery Services

Applicable SKUs: VSS-DSC

A RightNow Professional Services Consultant will come onsite to review the high level business objectives of the customer as they apply to voice applications. They will visit the customer's call center and will listen to

actual calls, review available data, meet with the call center supervisors, review routing strategies, analyze the data collected to identify the reasons people are calling, review agent training documentation, and assess VSS KB Application capability. They will document the call center study findings and business requirements. They will also provide a go-forward plan positioning packaged and/or customized voice application service offerings to implement those requirements – including documentation any issues with using packaged RNT Voice Applications and services, customizations that may be required, assumptions and exclusions. See Voice Implementation Appendix at http://www.rightnow.com/services_descriptions.php for further details.

Elements include:

- ♦ Requirements Document
- ♦ Go-Forward Plan

Customer Service Administration Regional Training

Applicable SKUs: [CSADMIN-RT](#)

Length: 3 Days

Pre-requisites: None

Location: Regional

The Customer Service Administration course is our most popular course and covers key administration topics within the latest generally available version of RightNow CX. You will get the core knowledge you need to configure and manage RightNow CX applications including the Web Experience, Contact Center Experience and aspects of the Engage Experience such as Feedback and Analytics.

Customer is responsible for Customer's own travel and expenses to attend the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your enrollment. Course content is based upon the most current version of RightNow CX, and is subject to change at any time. Enrollment confirmation is subject to student capacity availability in regionally scheduled courses. Courses with fewer than 5 (five) students enrolled are subject to cancellation by RightNow. No refunds will be given to attendees who cancel or reschedule less than 7 (seven) business days in advance of the course start date and payment cannot be applied towards future courses. Customer's request to cancel Customer's registration in a course must be submitted via email with the word Cancellation in the subject line. Course registration cancellation requests must be sent to training@rightnow.com. Course registration cancellation requests are effective when received by RightNow. Cancellations are not accepted by telephone. RightNow is not responsible for non-refundable tickets purchased or airfare/hotel/other reservations reasonably related to attending the training made by Customer should Customer cancel registration in a course or if course is cancelled for any reason.

Deliverables Include:

- ♦ Instructor Led Training
- ♦ Student Guide

Customer Portal Designer and Contact Center Experience Designer Administration Regional Training

Applicable SKUs: [CPD-CCED-RT](#)

Length: 2 Days

Pre-requisites: RightNow Customer Service Administration Regional or Onsite Training

Location: Regional

The Contact Center Experience Designer and Customer Portal Designer Administration course covers key administration topics within the latest generally available version of RightNow CX. You will get the core knowledge you need to configure using the Contact Center Experience Designer and Customer Portal Designer. You'll learn how to utilize the Customer Portal framework to build and deliver online customer service web pages. You will leverage the reference implementation and learn how to utilize the robust library of widgets that can be used to further customize your customers' experience.

Customer is responsible for Customer's own travel and expenses to attend the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your

enrollment. Course content is based upon the most current version of RightNow CX, and is subject to change at any time. Course content is based upon the most current version of RightNow CX, and is subject to change at any time. Enrollment confirmation is subject to student capacity availability in regionally scheduled courses. Courses with fewer than 5 (five) students enrolled are subject to cancellation by RightNow. No refunds will be given to attendees who cancel or reschedule less than 7 (seven) business days in advance of the course start date and payment cannot be applied towards future courses. Customer's request to cancel Customer's registration in a course must be submitted via email with the word Cancellation in the subject line. Course registration cancellation requests must be sent to training@rightnow.com. Course registration cancellation requests are effective when received by RightNow. Cancellations are not accepted by telephone. RightNow is not responsible for non-refundable tickets purchased or airfare/hotel/other reservations reasonably related to attending the training made by Customer should Customer cancel registration in a course or if course is cancelled for any reason.

Deliverables Include:

- ♦ Instructor Led Training
- ♦ Student Guide

RightNow Analytics Regional Training

Applicable SKUs: RNANL-RT

Length: 2 Days

Pre-requisites: RightNow Customer Service Administration Regional or Onsite Training

Location: Regional

The RightNow Analytics course is designed to allow analysts to extract key information related to all CX components so that you can develop performance strategies based on collected data. It covers key analytics administration topics within the latest generally available version of RightNow CX. You will learn how to modify standard reports as well as create custom reports utilizing analytics features for creating, formatting, administering and managing reports. You will get the core knowledge you need to leverage the capabilities of RightNow Analytics.

Customer is responsible for Customer's own travel and expenses to attend the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your enrollment. Course content is based upon the most current version of RightNow CX, and is subject to change at any time. Course content is based upon the most current version of RightNow CX, and is subject to change at any time. Enrollment confirmation is subject to student capacity availability in regionally scheduled courses. Courses with fewer than 5 (five) students enrolled are subject to cancellation by RightNow. No refunds will be given to attendees who cancel or reschedule less than 7 (seven) business days in advance of the course start date and payment cannot be applied towards future courses. Customer's request to cancel Customer's registration in a course must be submitted via email with the word Cancellation in the subject line. Course registration cancellation requests must be sent to training@rightnow.com. Course registration cancellation requests are effective when received by RightNow. Cancellations are not accepted by telephone. RightNow is not responsible for non-refundable tickets purchased or airfare/hotel/other reservations reasonably related to attending the training made by Customer should Customer cancel registration in a course or if course is cancelled for any reason.

Deliverables Include:

- ♦ Instructor Led Training
- ♦ Student Guide

Customer Service Administration Onsite Training

Applicable SKUs: CSADMIN-OT

Length: 3 Days

Pre-requisites: None

Location: Onsite

Students Included: Up to 8 Students

Maximum # of Add-On Students (must be purchased separately): Up to 6 Additional Students

The Customer Service Administration course is our most popular course and covers key administration topics within the latest generally available version of RightNow CX. You will get the core knowledge you need to configure and manage RightNow CX applications including the Web Experience, Contact Center Experience and aspects of the Engage Experience such as Feedback and Analytics.

Customer is responsible for RightNow instructor travel and expenses to deliver the training. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your scheduling confirmation. Course content is based upon the most current version of RightNow CX, and is subject to change at any time. Services must be used within 12 (twelve) months of purchase or will expire. Course content is based upon the most current version of RightNow, and is subject to change at any time. No refunds will be given to the Customer who cancels or reschedules less than 14 (fourteen) business days in advance of the agreed course start date and payment cannot be applied towards future courses. Customer will also be charged for the cost of any non-refundable business expenses, including but not limited to: airline ticket, hotel room, car rental and printing costs. Customer's request to cancel or reschedule Customer's onsite course must be submitted via email with the word Cancellation or Reschedule in the subject line. Onsite course cancellation or reschedule requests must be sent to training@rightnow.com. Onsite course cancellation or reschedule requests are effective when received by RightNow. Onsite course cancellations and reschedules are not accepted by telephone. Customer is responsible for providing a training facility that meets RightNow's requirements, properly configured computers for each attending student and instructor, IT support, and any other requirements specified in RightNow's onsite client requirements specifications (available to Customer by request).

Deliverables Include:

- ♦ Instructor Led Training
- ♦ Student Handbook

Customer Portal Designer and Contact Center Experience Designer Administration Onsite Training

Applicable SKUs: CPD-CCED-OT

Length: 2 Days

Pre-requisites: RightNow Customer Service Administration Regional or Onsite Training

Location: Onsite

Students Included: Up to 8 Students

Maximum # of Add-On Students (must be purchased separately): Up to 6 Additional Students

The Contact Center Experience Designer and Customer Portal Designer Administration course covers key administration topics within the latest generally available version of RightNow CX. You will get the core knowledge you need to configure using the Contact Center Experience Designer and Customer Portal Designer. You'll learn how to utilize the Customer Portal framework to build and deliver online customer service web pages. You will leverage the reference implementation and learn how to utilize the robust library of widgets that can be used to further customize your customers' experience.

Customer is responsible for RightNow instructor travel and expenses to deliver the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your scheduling confirmation. Course content is based upon the most current version of RightNow, and is subject to change at any time. No refunds will be given to the Customer who cancels or reschedules less than 14 (fourteen) business days in advance of the agreed course start date and payment cannot be applied towards future courses. Customer will also be charged for the cost of any non-refundable business expenses, including but not limited to: airline ticket, hotel room, car rental and printing costs. Customer's request to cancel or reschedule Customer's onsite course must be submitted via email with the word Cancellation or Reschedule in the subject line. Onsite course cancellation or reschedule requests must be sent to training@rightnow.com. Onsite course cancellation or reschedule requests are effective when received by RightNow. Onsite course cancellations and reschedules are not accepted by telephone. Customer is responsible for providing a training facility that meets RightNow's requirements, properly configured computers for each attending student and instructor, IT support, and any other requirements specified in RightNow's onsite client requirements specifications (available to Customer by request).

Deliverables Include:

- ♦ Instructor Led Training
- ♦ Student Handbook

RightNow Analytics Onsite Training

Applicable SKUs: RNANL-OT

Length: 2 Days

Pre-requisites: RightNow Customer Service Administration Regional or Onsite Training

Location: Onsite

Students Included: Up to 8 Students

Maximum # of Add-On Students (must be purchased separately): Up to 6 Additional Students

The RightNow Analytics course is designed to allow analysts to extract key information related to all CX components so that you can develop performance strategies based on collected data. It covers key analytics administration topics within the latest generally available version of RightNow CX. You will learn how to modify standard reports as well as create custom reports utilizing analytics features for creating, formatting, administering and managing reports. You will get the core knowledge you need to leverage the capabilities of RightNow Analytics.

Customer is responsible for RightNow instructor travel and expenses to deliver the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your scheduling confirmation. Course content is based upon the most current version of RightNow, and is subject to change at any time. No refunds will be given to the Customer who cancels or reschedules less than 14 (fourteen) business days in advance of the agreed course start date and payment cannot be applied towards future courses. Customer will also be charged for the cost of any non-refundable business expenses, including but not limited to: airline ticket, hotel room, car rental and printing costs. Customer's request to cancel or reschedule Customer's onsite course must be submitted via email with the word Cancellation or Reschedule in the subject line. Onsite course cancellation or reschedule requests must be sent to training@rightnow.com. Onsite course cancellation or reschedule requests are effective when received by RightNow. Onsite course cancellations and reschedules are not accepted by telephone. Customer is responsible for providing a training facility that meets RightNow's requirements, properly configured computers for each attending student and instructor, IT support, and any other requirements specified in RightNow's onsite client requirements specifications (available to Customer by request).

Deliverables Include:

- ♦ Instructor Led Training
- ♦ Student Guide

RightNow Marketing & Feedback Regional Training

Applicable SKUs: MRW-UK

Length: 3 Days

Pre-requisites: None

Location: Regional

The RightNow Marketing & Feedback Regional Training will teach you the administration and functionality of RightNow Marketing and RightNow Feedback. You will learn how to configure target audiences, create and enable powerful personalized email campaigns in an easy to understand workflow format, and integrate campaign elements using practical business examples and evaluate results to ensure the best delivery and response rates. We will show you how to create surveys to find out what your customers really think of their experience through our powerful Feedback and Survey Tool. You will be empowered with the knowledge to begin proactively communicating with your customers!

Customer is responsible for Customer's own travel and expenses to attend the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your enrollment. Course content is based upon the most current version of RightNow CX, and is subject to change at

any time. Enrollment confirmation is subject to student capacity availability in regionally scheduled courses. Courses with fewer than 5 (five) students enrolled are subject to cancellation by RightNow. No refunds will be given to attendees who cancel or reschedule less than 7 (seven) business days in advance of the course start date and payment cannot be applied towards future courses. Customer's request to cancel Customer's registration in a course must be submitted via email with the word Cancellation in the subject line. Course registration cancellation requests must be sent to training@rightnow.com. Course registration cancellation requests are effective when received by RightNow. Cancellations are not accepted by telephone. RightNow is not responsible for non-refundable tickets purchased or airfare/hotel/other reservations reasonably related to attending the training made by Customer should Customer cancel registration in a course or if course is cancelled for any reason.

Deliverables Include:

- ♦ Instructor Led Training

RightNow Marketing & Feedback Onsite Training

Applicable SKUs: [MWOS-UK](#)

Length: 3 Days

Pre-requisites: None

Location: Onsite

Students Included: Up to 8 Students

Maximum # of Add-On Students (must be purchased separately): Up to 6 Additional Students

The RightNow Marketing & Feedback Regional Training will teach you the administration and functionality of RightNow Marketing and RightNow Feedback. You will learn how to configure target audiences, create and enable powerful personalized email campaigns in an easy to understand workflow format, and integrate campaign elements using practical business examples and evaluate results to ensure the best delivery and response rates. We will show you how to create surveys to find out what your customers really think of their experience through our powerful Feedback and Survey Tool. You will be empowered with the knowledge to begin proactively communicating with your customers!

Customer is responsible for RightNow instructor travel and expenses to deliver the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your scheduling confirmation. Course content is based upon the most current version of RightNow, and is subject to change at any time. No refunds will be given to the Customer who cancels or reschedules less than 14 (fourteen) business days in advance of the agreed course start date and payment cannot be applied towards future courses. Customer will also be charged for the cost of any non-refundable business expenses, including but not limited to: airline ticket, hotel room, car rental and printing costs. Customer's request to cancel or reschedule Customer's onsite course must be submitted via email with the word Cancellation or Reschedule in the subject line. Onsite course cancellation or reschedule requests must be sent to training@rightnow.com. Onsite course cancellation or reschedule requests are effective when received by RightNow. Onsite course cancellations and reschedules are not accepted by telephone. Customer is responsible for providing a training facility that meets RightNow's requirements, properly configured computers for each attending student and instructor, IT support, and any other requirements specified in RightNow's onsite client requirements specifications (available to Customer by request).

Deliverables Include:

- ♦ Instructor Led Training

RightNow Integration and Customization Regional Training

Applicable SKUs: [IGD-RT](#)

Length: 5 Days

Pre-requisite Knowledge / Skills:

- ♦ Required: Object-Orientated Programming, .NET Application Development
- ♦ Desirable: Relational Database Concepts, SQL

Location: Regional

RightNow Integration and Customization Regional Training is an introduction to integration and customization for developers working with RightNow CX, including the Agent Desktop and the Knowledge Base. It covers key customization topics within the latest generally available version of RightNow CX, and introduces the core knowledge which developers need to begin integrating RightNow CX with other systems. It shows students how to customize RightNow CX for particular business needs, and offers an introduction to add-in development in the RightNow Framework.

Customer is responsible for Customer's own travel and expenses to attend the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your enrollment. Course content is based upon the most current version of RightNow CX, and is subject to change at any time. Enrollment confirmation is subject to student capacity availability in regionally scheduled courses. Courses with fewer than 5 (five) students enrolled are subject to cancellation by RightNow. No refunds will be given to attendees who cancel or reschedule less than 7 (seven) business days in advance of the course start date and payment cannot be applied towards future courses. Customer's request to cancel Customer's registration in a course must be submitted via email with the word Cancellation in the subject line. Course registration cancellation requests must be sent to training@rightnow.com. Course registration cancellation requests are effective when received by RightNow. Cancellations are not accepted by telephone. RightNow is not responsible for non-refundable tickets purchased or airfare/hotel/other reservations reasonably related to attending the training made by Customer should Customer cancel registration in a course or if course is cancelled for any reason.

Deliverables Include:

- ♦ Instructor Led Training
- ♦ Student Guide

RightNow Integration and Customization Onsite Training

Applicable SKUs: IGD-OT

Length: 5 Days

Pre-requisite Knowledge / Skills:

- ♦ Required: Object-Orientated Programming, .NET Application Development
- ♦ Desirable: Relational Database Concepts, SQL

Location: Onsite

Students Included: Up to 8 Students

Maximum # of Add-On Students (must be purchased separately): Up to 6 Additional Students

RightNow Integration and Customization Onsite Training is an introduction to integration and customization for developers working with RightNow CX, including the Agent Desktop and the Knowledge Base. It covers key customization topics within the latest generally available version of RightNow CX, and introduces the core knowledge which developers need to begin integrating RightNow CX with other systems. It shows students how to customize RightNow CX for particular business needs, and offers an introduction to add-in development in the RightNow Framework.

Customer is responsible for RightNow instructor travel and expenses to deliver the training. Services must be used within 12 (twelve) months of purchase or will expire. Services can be only used in the country of your order. Pricing for services is subject to change and you will be charged the list price at the time of your scheduling confirmation. Course content is based upon the most current version of RightNow, and is subject to change at any time. No refunds will be given to the Customer who cancels or reschedules less than 14 (fourteen) business days in advance of the agreed course start date and payment cannot be applied towards future courses. Customer will also be charged for the cost of any non-refundable business expenses, including but not limited to: airline ticket, hotel room, car rental and printing costs. Customer's request to cancel or reschedule Customer's onsite course must be submitted via email with the word Cancellation or Reschedule in the subject line. Onsite course cancellation or reschedule requests must be sent to training@rightnow.com. Onsite course cancellation or reschedule requests are effective when received by RightNow. Onsite course cancellations and reschedules are not accepted by telephone. Customer is responsible for providing a training facility that meets RightNow's requirements, properly configured computers for each attending student and instructor, IT support, and any other requirements specified in RightNow's onsite client requirements

specifications (available to Customer by request).

Deliverables Include:

- ♦ Instructor Led Training
- ♦ Student Guide

Database Export Services

Applicable SKUs: DE-OTE, DE-Q, DE-Q, DE-M, DE-W

RightNow will work with hosted customers interested in storing or using their data outside of the RightNow hosting environment. Data will be exported using the products 'kexport' format, which includes a CSV file for each table within the RightNow database instance, as well as an 'IMP' file for each table, specifying the column information. Data can be retrieved by the Customer in two ways (numbered below) – one of the following methods must be selected before implementation. Each export will be provided in the 'tarball' format (tar/gzip), with a naming convention of [databasename]_ymmdd. Files that RightNow are storing are removed after three (3) weeks.

1. FTP – Data will be transmitted to the client using FTP. Client must provide FTP location, as well as username & password for RightNow authentication to the FTP server. Alternatively, RightNow can place in an open directory on our FTP server for the client to retrieve. RightNow recommends the client provide a public GPG key so RightNow can encrypt the file before placing it on the FTP server.
2. WebDAV – Data will be accessible to the client via the WebDAV protocol. A username & password will be provided to the client for access to their data. RightNow recommends the client communicate over SSL using this method.

Customer is responsible for data cleansing, file formatting or data transformation. For FTP option, SFTP is not available. Services must be used within 12 months of purchase or will expire. Renewals are invoiced on an annual basis for quarterly, monthly, and weekly exports.

Knowledge Base Optimization Engagement – Option 1

Applicable SKUs: KB-1

A RightNow consultant will work with the customer's Knowledge Base Manager to evaluate the customer's Knowledge Base for one (1) interface; perform an analysis of the Knowledge Base content and configurations; provide the customer a Knowledge Base Assessment Report; review recommendations for configuration updates; and apply agreed-to configuration changes to the Knowledge Base. Customer is responsible for designating a project manager who will assist with analysis, configuration and deployment activities. This service is sold per interface. Services must be used within 12 months of purchase or will expire.

Elements include:

- ♦ Knowledge Base Optimization Report (per interface).
- ♦ Updates to Knowledge Base configuration
- ♦ Remote post-configuration 30 day Knowledge Base follow up

Knowledge Base Optimization Engagement – Option 2

Applicable SKUs: KB-2

A RightNow consultant will work with the customer's Knowledge Base Manager to evaluate the current site content and settings of the customer's Knowledge Base for up to five (5) interfaces; The consultant will perform an analysis of the Knowledge Base content and configurations; provide the customer a Knowledge Base Assessment Report; provide cross-interface answer analysis; provide recommendations for configuration updates; and apply agreed-to configuration changes to the Knowledge Base. Customer is responsible for designating a project manager who will assist with analysis, configuration and deployment activities and will provide a plan for ongoing management of Knowledge Base. Services must be used within 12 months of purchase or will expire.

Elements include:

- ♦ Knowledge Base Optimization Report (per interface)
- ♦ Cross Interface Analysis
- ♦ Updates to Knowledge Base configuration
- ♦ Knowledge Base Management Plan

- ♦ Remote post-configuration 30 day Knowledge Base follow up

Optimization Engagement – Remote

Applicable SKUs: OE1

Through remote consulting, RightNow will review Customer's initial implementation project goals, evaluate current and future goals, and determine if the Customer is in line with RightNow Best practices. RightNow will take into consideration the following areas to ensure Customer is using RightNow in the most efficient and effective way possible: technology, business process, user adoption & effectiveness and provide suggestions to optimize the capabilities of Customer's implementation. RightNow will review Customer's original implementation goals and objectives, solution effectiveness, the system environment (hosted), configuration variables, knowledge base status, site performance, reporting interpretation and approach, and best practice scores with actionable recommendations. RightNow will also evaluate business processes and associated workflow to identify inefficiencies and misalignments between the solution and processes and observe agents in action to assess their current skill with the solution and suggest methods for increasing their effectiveness. This engagement is limited to the optimization of one RightNow module. Customer is responsible for RightNow's travel and expenses in the event of an onsite visit. Services must be used within 12 months of purchase or will expire.

Elements include:

- ♦ Optimization Report, including documentation of initial interview with Customer Administrator to compare installation settings with current settings to determine a real, current state of the system – document differences, possible inefficiencies and recommendations for improvement; and observation of appropriate users (by product) in their work state, to determine work-flow efficiencies – make note of inefficiencies and make recommendations for improvement.

Optimization Engagement – Onsite

Applicable SKUs: OE2

Through onsite consulting, RightNow will review Customer's initial implementation project goals, evaluate current and future goals, and determine if the Customer is in line with RightNow Best practices. RightNow will take into consideration the following areas to ensure Customer is using RightNow in the most efficient and effective way possible: technology, business process, user adoption & effectiveness and provide suggestions to optimize the capabilities of Customer's implementation. RightNow will review Customer's original implementation goals and objectives, solution effectiveness, the system environment (hosted), configuration variables, knowledge base status, site performance, reporting interpretation and approach, and best practice scores with actionable recommendations. RightNow will also evaluate business processes and associated workflow to identify inefficiencies and misalignments between the solution and processes and observe agents in action to assess their current skill with the solution and suggest methods for increasing their effectiveness. This engagement is limited to the optimization of one RightNow module. Customer is responsible for RightNow's travel and expenses for the onsite visit. Services must be used within 12 months of purchase or will expire.

Elements include:

- ♦ Optimization Report, including documentation of initial interview with Customer Administrator to compare installation settings with current settings to determine a real, current state of the system – document differences, possible inefficiencies and recommendations for improvement; and observation of appropriate users (by product) in their work state, to determine work-flow efficiencies – make note of inefficiencies and make recommendations for improvement.

Analytics Optimization Engagement – Remote

Applicable SKUs: OE-AN

A RightNow Analytics Expert will work with the client's Administrator and business sponsor to review and understand current business processes and primary reporting goals. Based on this review RightNow and the client will define reporting gaps and define the new criteria to develop and build new analytics reports to provide the data required by the client. RightNow will work with the customer to review existing reports and ensure the customer understands what reports best pertain to their business and how the numbers to those reports are defined. RightNow will work with the client to review and clean up the analytics console to ensure any previously created custom reports and standard reports are providing the information the customer is expecting. For any existing custom reports not being utilized or that are not providing expected results can be removed to

ensure the best analytics are being utilized while also improving ease of use for upgrades and analytics management. Customer is responsible for RightNow's travel and expenses in the event of an onsite visit. Services must be used within 12 months of purchase or will expire.

Elements include:

- ♦ Review of current business processes to determine in-depth reporting requirements
- ♦ Review of existing standard reports specific to your business process, creation of new custom analytics reports to provide further business insight (top 5 used)
- ♦ Analytics review and clean up of unused reports
- ♦ Coaching session on advanced analytics- how did we create the new reports in your system

Remote Product Coaching

Applicable SKUs: [RPC](#)

RightNow will provide a consultant to deliver eight (8) hours of remote product coaching focusing on understanding or optimizing a specific product feature (new or existing) or to solve a specific business problem or need. Two (2) hours of project management time are also included. The RightNow resource will work with the customer to create a detailed agenda, schedule and deliver coaching based on the agenda, and schedule a follow up Q&A session with documented results, recommendations and next steps within the time block purchased. The method which the coaching hours are to be consumed will be determined based on customer need. Hours must be consumed within one (1) month or will expire. Maximum of eight (8) units can be purchased.

Elements include:

- ♦ Detailed agenda
- ♦ Product coaching
- ♦ Engagement summary document with recommendations/next steps

RightNow Community Discovery Services

Applicable SKUs: [COM-DSC](#)

RightNow Professional Services will go onsite to engage in a customer community discovery session to define business goals, member goals and key interactions. Deliverables for this engagement will include a community schematic as well as a project timeline and estimate (Statement of Work). Customer is responsible for RightNow's travel and expenses in the event of an onsite visit.

Universal Credits (UNCR)

Applicable SKUs: [UNCR-E1-1201](#)

The purchase of Universal Credits allows Customers the flexibility to pre-pay an amount to be applied toward future purchases of RightNow Professional Services. Customers can subsequently determine the type of Professional Services that will be most useful to them. Customers can apply Universal Credits toward the purchase of packaged Professional Services offerings, custom Fixed Fee or Time and Material engagements and can be used to fund RightNow's travel and related expenses in conjunction with the delivery of the Professional Services. At the point of consumption, each Universal Credit purchased will be discounted 10%. The discount will be deducted from the price of the packaged Professional Services offerings, Fixed Fee or Time and Material engagements. The 10% discount is not applicable: (i) If Customer has negotiated Professional Services rates; and (ii) does not apply to RightNow travel and expenses. Universal Credits must be used within 12 months of purchase or will expire.

Universal Service Credits

Applicable SKUs: [USC](#)

The purchase of Universal Service Credits allows the Customer the flexibility to pre-pay an amount to be applied toward RightNow Technologies' Professional Services based on the hourly rate specified in this Order Form. The Customer can then determine the type of consulting, training, or technical services (i.e., customization/integration/data imports) that will be of most use to them at a future date. USCs may also be applied toward education services (i.e., workshops, onsite training) at the list price at the time such education services are used. Universal Service Credits must be used within 12 months of purchase or will expire. The following highlights the number of USCs required for some of our service offerings:

- ♦ One Hour of Consulting – 1 USC

- ♦ One Regional Workshop Day for one person* - 2.5
- ♦ One day Onsite Training for up to five people – 12.5
- ♦ One Day Custom Training for up to five people – 12.5
- ♦ Each person above five for onsite/custom training – 2.5
- ♦ => Note: As an example, if a regional workshop is four days long, the Customer can use 10 USCs to attend

Travel & Expense Estimate (Available for US Public Sector Only)

Applicable SKUs: [GOV-TE](#)

Available North America only

The Travel & Expense Estimate provides our public sector Customers and resellers the ability to include an estimated budget amount to fund travel and related expenses associated with RightNow's delivery of services. RightNow will invoice actual travel and expenses on a monthly basis. If Customer is a United States Federal Government agency, RightNow will invoice travel and expenses according to the Federal Travel Regulation ("FTR") for Federal Civilian agencies and the Joint Federal Travel Regulation ("JFTR") for Department of Defense organizations. If RightNow's actual travel and related expenses exceed the Travel & Expense Estimate, RightNow will secure approval from Customer or reseller prior to incurring additional expenses.

Additional 20 GB Peak Total Storage

Applicable SKUs: [DS-1203](#), [B58547](#)

A block of Additional Peak Storage consists of 20 GB. Each block of additional peak storage purchased under the ordering document applies for the duration of the Service Period of the Oracle RightNow Service under the ordering document. Entitles Customer to consume twenty (20) GB of additional total storage through any of the following:

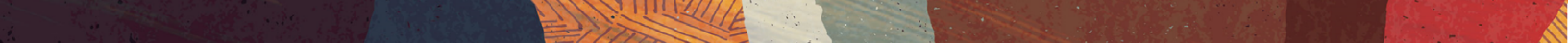
- ♦ File Attachments
- ♦ Archived Incidents
- ♦ Oracle RightNow product (e.g. Binaries, Programs, PHP Files, Assets, Code)
- ♦ All dynamic data (e.g. Incidents, Answers, Contacts, Rules, Reports, Customizable Menus)

Oracle RightNow Preferred Customer Care Package

Applicable SKUs: [PREF-CCP-1203](#), [B69324](#)

The Oracle RightNow Preferred Customer Care Package includes the following elements (this package does not include support for customizations performed by Customer):

- ♦ Access to the Oracle RightNow knowledgebase via the support portal
- ♦ Access to the Oracle RightNow Community portal (<http://communities.rightnow.com>)
- ♦ Access to the Oracle RightNow Virtual CIO Cloud Service (<https://csp.rightnow.com/vcio/>)
- ♦ Provision of the following support for version upgrades:
 - Communication of major release changes
 - General support of upgrade process questions via incident
 - Kick off meeting to outline important upgrade topics
 - Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
 - "Like for like" functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
 - 30-Day post-cutover support
- ♦ Linguistic Support for Oracle RightNow Intent Guide Cloud Service (only applicable if Customer has purchased Tier 2 Sessions)
- ♦ Unlimited email support – agent allocation based on pool
- ♦ Phone support
 - Severity 1&2: 24x7x365
 - Severity 3&4: 5x24 Business Days
- ♦ Customer Care Service Level Objectives and Hosting Availability based on table below
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>



Severity Level 1	Target Response	7x24X365*	1 Hour		
	Target Resolve	7x24X365*	4 Hours		
Severity Level 2	Target Response	7x24X365*	4 Hours		
	Target Resolve	7x24X365*	72 Hours		
		Severity Level 3		Target Response	5x24 Business Days
				Target Resolve	5x24 Business Days
		Severity Level 4		Target Response	5x24 Business Days
				Target Resolve	5x24 Business Days

24 Hours

Reasonable Commercial Effort
72 Hours

Reasonable Commercial Effort

- Support of Customizations (Integrations, Extensions) written by RightNow Professional Services
- Upgrade of Customizations (Integrations, Extensions) written by PS
 - Requirements Document
 - Test Plan Document
 - Migration of Customizations
 - QA Testing of Customizations against Test Plan

Target: 99.9% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.5% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold

Internal site monitoring at 5 minute increments

Oracle RightNow Premier Customer Care Package

Applicable SKUs: PREM-CCP-1203, B69325

The Oracle RightNow Premier Customer Care Package includes the following elements (this package does not include support for customizations performed by Customer):

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the Oracle RightNow Community portal (<http://communities.rightnow.com>)
- ◆ Access to the Oracle RightNow Virtual CIO Cloud Service (<https://csp.rightnow.com/vcio/>)
- ◆ Provision of the following support for version upgrades:
 - Communication of major release changes
 - General support of upgrade process questions via incident
 - Kick off meeting to outline important upgrade topics
 - Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
 - “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
 - 30-Day post-cutover support
- ◆ Linguistic Support for Oracle RightNow Intent Guide Cloud Service (only applicable if Customer has purchased Tier 2 Sessions)
- ◆ Unlimited email support – agent allocation based on pool
- ◆ Phone support
 - Severity 1&2: 24x7x365
 - Severity 3&4: 5x24 Business Days
- ◆ Customer Care Service Level Objectives and Hosting Availability based on table below
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Premier	
Customer Care Service Level Objectives	

Severity Level 1	Target Response	7x24X365	15 Minutes		
	Target Resolve	7x24X365	1 Hour		
Severity Level 2	Target Response	7x24X365	1 Hour		
	Target Resolve	7x24X365	24 Hours		
		Severity Level 3		Target Response	5x24 Business Days
				Target Resolve	5x24 Business Days
		Severity Level 4		Target Response	5x24 Business Days
				Target Resolve	5x24 Business Days

24 Hours

Reasonable Commercial Effort
72 Hours

Reasonable Commercial Effort
Customization Support

- Support of Customizations (Integrations, Extensions) written by RightNow Professional Services
- Upgrade of Customizations (Integrations, Extensions) written by PS
 - Requirements Document
 - Test Plan Document
 - Migration of Customizations
 - QA Testing of Customizations against Test Plan

Cloud Services Service Level Objectives

Target: 99.95% (measured at the end of each calendar quarter) Service Level Credit Threshold: 99.9% (measured at the end of each calendar quarter). Service Level Credit paid if Availability below Service Level Credit Threshold

Hosting Availability Monitoring Internal site monitoring at 1 minute increments

Oracle RightNow Defense Information Systems Agency Customer Care Package

Applicable SKUs: DISA-CCP-1203, B69326

The Oracle RightNow Defense Information Systems Agency Customer Care Package includes the following elements (this package does not include support for customizations performed by Customer):

- ◆ Access to the Oracle RightNow knowledge base via the support portal
- ◆ Access to the Oracle RightNow Community portal
- ◆ (<http://communities.rightnow.com>) Provision of the following support for version upgrades:
 - Communication of major release changes
 - General support of upgrade process questions via incident
 - Kick off meeting to outline important upgrade topics
 - Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
 - “Like for like” functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
 - 30-Day post-cutover support
- ◆ Cleared personnel
- ◆ Unlimited email support – agent allocation based on pool
- ◆ One (1) unit of the Oracle RightNow Premium Care Account Specialist Overlay (SKU: PCAS-1203) Phone support
 - Severity 1: 24x7x365
 - Severity 2,3 and 4: 5x24 Business Days
- ◆ Customer Care Service Level Objectives based on table below
- ◆ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Oracle RightNow Defense Information Systems Agency Customer Care Package

Severity Level 1	Target Response	7x24X365	15 Minutes			
	Target Resolve	7x24X365	1 Hour			
Severity Level 2	Target Refer	7x24X365	1 Hour			
	Target Response	7x24X365	4 Hours Target Resolve	7x24X365	24	
	Hours Target Refer	7x24X365	24 Hours			
			Severity Level 3	Target Response	5x24	
					Business Days	
				Target Resolve	5x24	
					Business Days	
				Target Refer	5x24	
					Business Days	
			Severity Level 4	Target Response	5x24	
					Business Days	
				Target Resolve	5x24	
					Business Days	
				Target Refer	5x24	
					Business Days	

Reasonable Commercial Effort Reasonable Commercial Effort
72 Hours

Reasonable Commercial Effort Reasonable Commercial Effort

Support of Customizations (Integrations, Extensions) written by RightNow Professional Services

- Upgrade of Customizations (Integrations, Extensions) written by PS

Product Availability

- Requirements Document
- Test Plan Document
- Migration of Customizations
- QA Testing of Customizations against Test Plan

Product Availability Target: 99.5% (measured at the end of each calendar quarter) based on application availability. Events that impact the application's ability to provide services as a result of events within the DISA enclave that impact the hardware solution, are not eligible to be applied toward the Product Availability Target. Coordination of application issues that are determined to be linked to events within the DISA enclave are detailed out in the communication section of the CONOPS between RNT and DISA OST.

Hosting Availability

No Service Level Credits are applicable within this contract.

Hosting availability subject to DISA deliverables around the Mission Assurance Category (MAC) level three (III) system and exclusively between the Customer and DISA.

Oracle RightNow Managed Service Provider Customer Care Package

Applicable SKUs: [MSP-CCP-1203, B69327](#)

Available in North America only

The Oracle RightNow Managed Service Provider Customer Care Package includes the following elements (this package does not include support for customizations performed by Partner or Partner's clients):

- ♦ Access to the Oracle RightNow knowledge base via the support portal
- ♦ Access to the Oracle RightNow Community portal
- ♦ (<http://communities.rightnow.com>) Provision of the following support for version upgrades:
 - Communication of major release changes
 - General support of upgrade process questions via incident
 - Kick off meeting to outline important upgrade topics
 - Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering
 - "Like for like" functionality migration and/or testing. This may include migrating customizations written by RightNow Professional Services from unmanaged to managed frameworks
 - 30-Day post-cutover support
- ♦ Unlimited email support – agent allocation based on pool
- ♦ Phone support
 - Severity 1: 24x7x365
 - Severity 2,3 and 4: 8-5 Business Days
- ♦ Customer Care Service Level Objectives and Hosting Availability based on table below
- ♦ See definitions and further details at <http://www.oracle.com/us/corporate/acquisitions/rightnow/services-descriptions-1637437.html>

Oracle RightNow PCI Premium Account Specialist Overlay

Applicable SKUs: [PCI-PCAS-1203, B69330](#)

The Oracle RightNow PCI Premium Account Specialist Overlay is only available for Customers in the PCI Cloud. It includes the following elements:

- ♦ Designated Premium Care Account Specialist (PCAS) for incident management and escalation on severity 1 and 2 incidents
- ♦ Designated PCAS will support up to 10 Customers
- ♦ Support for up to eight (8) Customer contacts and four (4) Customer Instances
- ♦ Monthly status calls
- ♦ Oversight of initial migration to the PCI Certified Cloud
- ♦ Annual upgrade lifecycle oversight
- ♦ Annual PCI certification audit oversight
- ♦ Voice of the Customer (VOC) for product enhancements and resource requests

See definitions and further details at http://www.rightnow.com/services_descriptions.php

Oracle RightNow Premium Care Account Specialist Overlay

Applicable SKUs: [PCAS-1203, B69331](#)

If a single (1) unit of the Oracle RightNow Premium Care Account Specialist (PCAS) Overlay package is purchased, the following deliverables are provided:

- ♦ Assigned Premium Care Account Specialist (PCAS) for incident management and escalation on severity 1 and 2 incidents
- ♦ PCAS will support up to 5 Customers
- ♦ Support for up to eight (8) Customer contacts and six (6) Customer Instances
- ♦ Weekly status calls
- ♦ Annual upgrade lifecycle oversight
- ♦ Up to bi-annual (calendar year) tune-ups (limit of one (1) interface per tune-up)
- ♦ Bi-annual (calendar year) service reviews
- ♦ Voice of the Customer (VOC) for product enhancements and resource requests
- ♦ For Customers on the PCI Cloud:
 - Oversight of initial migration to the PCI Certified Cloud
 - Annual PCI certification audit oversight

If two (2) units of the Oracle RightNow Premium Care Account Specialist Overlay package are purchased, the following deliverables are provided:

- ♦ Dedicated Premium Care Account Specialist (PCAS) for incident management and escalation on all incidents*
- ♦ Dedicated PCAS will support up to 2 Customers
- ♦ Half-time extension of Customer's staff - support for up to twelve (12) Customer contacts and eight (8) Customer Instances
- ♦ Kick-off meeting at the Customer site to meet the team and review team deliverables
- ♦ Weekly status calls
- ♦ Bi-annual upgrade lifecycle oversight
- ♦ Up to quarterly (calendar year) tune-ups (limit of one (1) interface per tune-up)
- ♦ Quarterly (calendar year) service reviews
- ♦ Proactive communication regarding product, infrastructure, maintenance, and upgrades of the RightNow solution
- ♦ Delivery support
- ♦ Assistance with report development
- ♦ Voice of the Customer (VOC) for product enhancements and resource requests
- ♦ For Customers on the PCI Cloud:
 - Oversight of initial migration to the PCI Certified Cloud
 - Annual PCI Certification Audit Oversight

If three (3) units of the Oracle RightNow Premium Care Account Specialist Overlay package are purchased, the following deliverables are provided:

- ◆ Dedicated Premium Care Account Specialist (PCAS) for incident management and escalation on all incidents*
- ◆ Dedicated PCAS will support only a single Customer
- ◆ Full-time extension of Customer's staff - support for up to twelve (12) Customer contacts and ten (10) Customer Instances
- ◆ Kick-off meeting at the Customer site to meet the team and review team deliverables
- ◆ Hosted RightNow corporate visit (Travel and Expenses are not included)
- ◆ Weekly status calls
- ◆ Unlimited upgrade lifecycle oversight
- ◆ Up to monthly tune-ups (limit of one (1) interface per tune-up)
- ◆ Quarterly (calendar year) service reviews (will include members of the RightNow Executive Team)
- ◆ Proactive communication regarding product, infrastructure, maintenance, and upgrades of the RightNow solution
- ◆ Product knowledge transfer
- ◆ Delivery support
- ◆ Assistance with report development
- ◆ Project coordination
- ◆ Voice of the Customer (VOC) for product enhancements and resource requests
- ◆ For Customers on the PCI Cloud:
 - Oversight of initial migration to the PCI Certified Cloud
 - Annual PCI Certification Audit Oversight

See definitions and further details at http://www.rightnow.com/services_descriptions.php

*Incidents submitted outside of the Business Day (8-5) for the region in which the PCAS works will still receive the SLA associated with the purchased Customer Care Package and worked by the agent pool.

Oracle RightNow Cobrowse Remote Support Cloud Service

Applicable SKUs: [COB-RS-NU-1203](#), [COB-RS-SM-1203](#), [B68544](#), [B68545](#)

Oracle RightNow Cobrowse Remote Support Cloud Service enables a consumer to share his or her browser, or other application, while engaging in a live chat or phone conversation with a contact center agent, helping to facilitate the transition from self-service to assisted-service seamlessly by establishing a virtual connection between agents and consumers. Oracle RightNow Cobrowse Remote Support Cloud Service also allows the agent to remotely reboot and reconnect to a consumer's computer and for the consumer and agent to transfer files during a co-browse session.

Usage Limits Oracle RightNow Cobrowse Remote Support Cloud Service is subject to usage limits based upon:

- ◆ a maximum number of Authorized Users (Hosted Named Users or Hosted Seat Months)

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle RightNow Universal Tier 2 Sessions Service Period Pool

Applicable SKUs: [B72232](#)

Oracle RightNow Universal Tier 2 Sessions Service Period Pool allows Users to access applications classified as "Universal Tier 2", which includes: Oracle RightNow Virtual Assistant Cloud Service delivered through a web page. Oracle RightNow Virtual Assistant Cloud Service enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes advanced natural language question and answer matching, form fill completion and contextual offers, and deliver online experiences that have the characteristics of chat (dialog, dialog threads, need expansion and elaboration) but with the cost profile of self-service.

Oracle RightNow Universal Tier 2 Sessions Service Period Pool is available as a standalone purchase or as an add-on purchase. However, if only Oracle RightNow Universal Tier 2 Sessions Service Period Pool is purchased, functionality bundled into Oracle RightNow Universal Tier 1 Sessions and/or Oracle RightNow Universal Tier 3 Sessions are not included, and must be purchased separately.

Usage Limits: Oracle RightNow Universal Tier 2 Sessions Service Period Pool is subject to usage limits based upon:

- ♦ A maximum number of Oracle RightNow Universal Tier 2 Sessions per service period (starting on first day of the term) per Instance.
- ♦ One (1) Oracle RightNow Intent Guide Cloud Service Instance will be allocated to the customer with the first purchase of Oracle RightNow Universal Tier 2 Sessions Service Period Pool, but will not be provisioned until professional services are purchased to implement.
- ♦ One (1) Oracle RightNow Virtual Assistance Cloud Service Instance will be allocated to the customer with the first purchase of Oracle RightNow Universal Tier 2 Sessions Service Period Pool, but will not be provisioned until professional services are purchased to implement.
- ♦ One database per language on their Intent Guide Instance.

Compliance Implications:

- ♦ Consumption of Oracle RightNow Universal Tier 2 Sessions is based upon the consumer's utilization of the applications classified as "Universal Tier 2" as outlined above.
- ♦ If during a particular session, the consumer utilizes applications classified as "Universal Tier 2", then the session will count as a "Universal Tier 2 Session" for compliance purposes. If other tiers are purchased, and applications classified in higher tiers are utilized during a particular session, the session will default to the highest tier value.

Upgrade Support:

This Oracle RightNow Universal Tier 2 Sessions Service Period Pool offering includes 'like for like upgrade support' for the full subscription. Code written by Oracle on the production site will be applied to the upgrade site in order to achieve functional parity, although the code itself may be modified in order to be compliant with specific version requirements and available managed frameworks. A managed framework is a software interface that supports a customer-specific configuration or customization, such as user interface development and system integration.

Oracle RightNow Universal Tier 2 Sessions Monthly

Applicable SKUs: B72231

Oracle RightNow Universal Tier 2 Sessions Monthly allows consumers to access applications classified as "Universal Tier 2", which includes: Oracle RightNow Virtual Assistant Cloud Service delivered through a web page. Oracle RightNow Virtual Assistant Cloud Service enables organizations to engage with consumers online, to understand their intent and guide them to high value interactions, and includes advanced natural language question and answer matching, form fill completion and contextual offers, and deliver online experiences that have the characteristics of chat (dialog, dialog threads, need expansion and elaboration) but with the cost profile of self-service.

Oracle RightNow Universal Tier 2 Sessions Service Monthly is available as a standalone purchase or as an add-on purchase. However, if only Oracle RightNow Universal Tier 2 Monthly is purchased, functionality bundled into Oracle RightNow Universal Tier 1 Sessions and/or Oracle RightNow Universal Tier 3 Sessions are not included, and must be purchased separately.

Usage Limits: Oracle RightNow Universal Tier 2 Sessions Monthly is subject to usage limits based upon:

- ♦ A maximum number of Oracle RightNow Universal Tier 2 Sessions per month (starting on first day of the term) per Instance.
- ♦ One (1) Oracle RightNow Intent Guide Cloud Service Instance will be allocated to the customer with the first purchase of Oracle RightNow Universal Tier 2 Sessions Service Period Pool, but will not be provisioned until professional services are purchased to implement.
- ♦ One (1) Oracle RightNow Virtual Assistance Cloud Service Instance will be allocated to the customer with the first purchase of Oracle RightNow Universal Tier 2 Sessions Service Period Pool, but will not be provisioned until professional services are purchased to implement.

- ♦ One database per language on their Intent Guide Instance.

Compliance Implications:

- ♦ Consumption of Oracle RightNow Universal Tier 2 Sessions is based upon the consumer's utilization of the applications classified as "Universal Tier 2" as outlined above.
- ♦ If during a particular session, the consumer utilizes applications classified as "Universal Tier 2", then the session will count as a "Universal Tier 2 Session" for compliance purposes. If other tiers are purchased, and applications classified in higher tiers are utilized during a particular session, the session will default to the highest tier value.

Upgrade Support:

This Oracle RightNow Universal Tier 2 Sessions Monthly offering includes 'like for like upgrade support' for the full subscription. Code written by Oracle on the production site will be applied to the upgrade site in order to achieve functional parity, although the code itself may be modified in order to be compliant with specific version requirements and available managed frameworks. A managed framework is a software interface that supports a customer-specific configuration or customization, such as user interface development and system integration.

Oracle TOA Cloud Services

SmartForecasting

Applicable Parts: TBD

Users of the SmartForecasting are authorized to access the following module:

- SmartForecasting

Usage Limits: SmartForecasting is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named User) or Appointments/Events as defined in your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

SmartCapacity

Applicable Parts: TBD

Users of the SmartCapacity are authorized to access the following module:

- SmartCapacity

Usage Limits: SmartCapacity is subject to usage limits based upon:

- A maximum number of Authorized Users (User) or Appointments/Events as defined in your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

SmartManage

Applicable Parts: TBD

Users of the SmartManage are authorized to access the following module:

- SmartManage
- ETAdirect Smart Reporting
- ETAdirect Data Extract
- Supporting mapping technology.

Usage Limits: SmartManage is subject to usage limits based upon:

- A maximum number of Authorized Users (User) or Appointments/Events as defined in your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

SmartRouting

Applicable Parts: TBD

Users of the SmartRouting are authorized to access the following module:

- SmartRouting

Usage Limits: SmartRouting is subject to usage limits based upon:

- A maximum number of Authorized Users (User) or Appointments/Events as defined in your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

SmartMobility

Applicable Parts: TBD

Users of the SmartMobility are authorized to access the following module:

- SmartMobility
- Supporting mapping technology

Usage Limits: SmartMobility is subject to usage limits based upon:

- A maximum number of Authorized Users (User) or Appointments/Events as defined in your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

SmartCollaboration

Applicable Parts: TBD

Users of the SmartCollaboration are authorized to access the following module:

- SmartCollaboration

Usage Limits: SmartCollaboration is subject to usage limits based upon:

- A maximum number of Authorized Users (User) or Appointments/Events as defined in your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

SmartLocation

Applicable Parts: TBD

Users of the SmartLocation are authorized to access the following module:

- SmartLocation
- Supporting mapping technology

Usage Limits: SmartLocation is subject to usage limits based upon:

- A maximum number of Authorized Users (User) or Appointments/Events as defined in your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

SmartCommunication

Applicable Parts: TBD

Users of the SmartCommunication are authorized to access the following module:

- SmartCommunication

Usage Limits: SmartCommunication is subject to usage limits based upon:

- A maximum number of Authorized Users (User) or Appointments/Events as defined in your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

ETAdirect Enterprise

Applicable Parts: TBD

Users of ETAdirect Enterprise are authorized to access the following:

- One (1) production instance hosted in a single tenant environment.
- Two (2) non-production instances.
- ETAdirect Enterprise customers can choose their upgrade sequence.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

ETAdirect Professional

Applicable Parts: TBD

Users of ETAdirect Professional are authorized to access the following:

- One (1) production instance.
- Two (2) non-production instances.
- Upgrades for all ETAdirect Professional Customers happen simultaneously.
- Product Extensions will not be performed or supported by Oracle for ETAdirect Professional customers.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

ETWorkforce for Field Technician

Applicable Parts: TBD

Users of the ETWorkforce for Field Technician are authorized to access the following module:

- ETWorkforce for Field Technician

Usage Limits: ETWorkforce for Field Technician is subject to usage limits based upon:

- A maximum number of Authorized Users (User) as defined in your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the operational practices specified in the applicable order.

ETWorkforce for Call Center

Applicable Parts: TBD

Users of the ETWorkforce for Call Center are authorized to access the following module:

- ETWorkforce for Call Center

Usage Limits: ETWorkforce for Call Center is subject to usage limits based upon:

- A maximum number of Authorized Users (User) as defined in your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the operational practices specified in the applicable order.

Additional Non-Production Test Environments

Applicable Parts: TBD

An Additional Non-Production Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

Usage Limits: The Oracle Additional Test Environment for Oracle Field Service Cloud Services defined above are subject to usage limits based upon:

- a maximum number of two hundred and fifty (250) Authorized Users with no more than twenty (20) concurrent users accessing the system at any one time
- Future expansions of Your Oracle Cloud Services may be subject to additional fees.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Field Service Dedicated Hosting Environment Cloud Service

Applicable SKUs: B79904

Oracle Field Service Dedicated Hosting Environment Cloud Service can provide the customer with a fully dedicated database server solution. The dedicated physical database servers are replicated for high availability. The customer will be completely isolated on their own set of database servers to ensure high performance and increased data isolation. There may be lead time to implement this feature due to hardware availability

Users of Oracle Field Service Dedicated Hosting Environment Cloud Service are authorized to access the following module(s):

- ♦ Oracle Field Service Dedicated Hosting Environment Cloud Service

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Cloud Priority Service

Applicable Part # B70519, B77074

Oracle Cloud Priority Service consists of the following:

1. Support Delivery Management: An Oracle Technical Account Manager ("TAM") ([B76702](#), [B76703](#)) will be assigned to you for the duration of the service period set forth in the ordering document. 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).
 - a. Your TAM shall provide the following support services:
 1. Prepare and maintain quarterly service delivery progress reports;
 2. Document the contact details for key Oracle and your appropriate technical contacts ("Customer Contacts") and Oracle's escalation procedures ("Joint Contacts and Escalation Guide"); and Provide access to a customer-specific web portal.
 - b. Your TAM will also assist with the following:
 1. Conduct an orientation for your Customer Contacts;

2. Conduct a delivery planning session;
 3. Maintain the service delivery plan;
 4. Perform quarterly service delivery plan reviews;
 5. Maintain the Joint Contacts and Escalation Guide;
 6. 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;
 7. Serve as your designated point of contact for Severity 1 and mutually agreed upon Severity 2 SR (collectively, "Critical SRs") and Oracle Cloud services incidents ("Incidents"). The TAM will provide assistance in managing Critical SRs and Incidents as follows:
 - i. SR and Incident management, prioritization and escalation;
 - ii. Communicate the status of your priority SRs and Incidents to your Customer Contact(s); and
 - iii. Facilitate communications between Oracle and your Customer Contacts.
 8. Facilitate your access to monthly web conference sessions delivered in English featuring Oracle products.
2. Prioritization
- a. Oracle will give you priority access to change windows related to your Oracle Cloud services;
 - b. Oracle will prioritize your SRs and Incidents above SRs and Incidents of the same severity level submitted by other Oracle Cloud services customers. Oracle will respond to your SRs and Incidents per the following guidelines ("Service Request Response Guidelines"):
 1. 90% of Severity 1 SRs and Incidents within one (1) hour (24x7);
 2. 90% of Severity 2 SRs and Incidents within two and one half (2.5) local business hours;
 3. 90% of Severity 3 SRs and Incidents within the next local business day; and
 4. 90% of Severity 4 SRs and Incidents within the next local business day
 - c. Oracle will initiate internal escalations for Severity 1 and Severity 2 SRs and Severity 1 and Severity 2 Incidents according to the Service Request Response Guidelines; and
 - d. Oracle will communicate SRs and Incidents to Oracle Product Development, as appropriate
3. Other
- a. For those customers who are subscribed to Oracle RightNow PCI Certified Cloud Platform Cloud Service ([B69332](#)) or Oracle RightNow Cloud Platform for United States Government Cloud Service ([B69333](#)), the following enhancements will be provided as part of the support for PCI Certification services:
 1. PCI Migration Planning Process
 2. Pre-Migration, Security plan & Test migration
 3. Support and Annual Audits
 - b. If you renew Oracle Cloud Priority Service, your renewal fee for such services will be based on the Oracle Cloud Priority Service pricing policies in effect at the time of renewal
 - c. Oracle Cloud Priority Service may not be available for all programs

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Standard Dynamic Agent Desktop Cloud Service

Applicable Part: [ST-NU-1203](#), [ST-CU-1203](#), [ST-SM-1203](#), [ST-CSM-1203](#), [B68652](#), [B68560](#), [B68565](#), [B68559](#)

Users of Oracle RightNow Standard Dynamic Agent Desktop Cloud Service are authorized to access the

following module(s):

- ◆ Oracle RightNow Standard Dynamic Agent Desktop Cloud Service
- ◆ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

Oracle RightNow Web Customer Service

- ◆ Oracle RightNow Email Management Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
 - Customer Portal Studio

Oracle RightNow Cross Channel Contact Center

- ◆ Case Management
 - Core Agent Desktop
 - Incident (Case) and SLA Management
 - Business Rules, Escalations and Routing
- ◆ Interaction Management
 - Oracle RightNow Basic Screen Pop Cloud Service
 - Oracle RightNow Offer Advisor Cloud Service
- ◆ Oracle RightNow Mobile Agent App Cloud Service
- ◆ Oracle RightNow Asset Management and Product Tracking Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
 - Configuration Capabilities
 - Oracle RightNow Contextual Workspaces Cloud Service ([B68469](#), [B68468](#), [B68470](#), [B68467](#))
 - Oracle RightNow Opportunity Tracking Cloud Service
- ◆ Oracle RightNow Analytics Cloud Service
- ◆ One (1) Oracle RightNow Instance Cloud Service
- ◆ ([B68550](#)) Oracle RightNow Connect Cloud Service
 - Oracle RightNow Connect Web Service API Operations
 - Oracle RightNow App Builder Custom Objects Cloud Service
- ◆ Oracle RightNow Mission Critical Cloud Service
 - Oracle RightNow Cloud Platform Cloud Service

Oracle RightNow Knowledge Management

- ◆ Oracle RightNow Foundation Agent Knowledgebase Cloud Service

Usage Limits: Oracle RightNow Standard Dynamic Agent Desktop Cloud Service is subject to usage limits based

- ◆ on: A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) with the first purchase of an Authorized User
- ◆ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
Peak Database Storage	24 MB per User ¹	72 MB per User ¹	2 MB per User ¹	6 MB per User ¹
Peak File Storage	120 MB per User ¹	360 MB per User ¹	10 MB per User ¹	30 MB per User ¹
Monthly Bandwidth	120 MB per User ¹	360 MB per User ¹	10 MB per User ¹	30 MB per User ¹
Oracle RightNow Emails Sent Cloud Service	1,000 Emails Sent per Month ²	1,000 Emails Sent per Month ²	1,000 * # of Months in the Committed Service Period Emails Sent for Service Period ³	1,000 * # of Months in the Committed Service Period Emails Sent for Service Period ³

Oracle RightNow Connect Cloud Service	15,000 API Operations per User per Month ⁴	45,000 API Operations per User per Month ⁴	15,000 API Operations per User per Service Period ⁵	45,000 API Operations per User per Service Period ⁵
	Absolute Limit of 7,500,000 per day (regardless of the number of Authorized Users purchased).			
Oracle RightNow App Builder Custom Objects Cloud Service	Maximum of 5 Custom Objects per Instance. Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200 per instance.			
Incident Archiving (Default)	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days ^{6,7} .			

¹Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

²Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

³Allocated per Organization, does not scale with the number of users purchased. Allocation is multiplied by the number of committed months of the Service Period. Transactions are pooled to be used over the committed Service Period.

⁴Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

⁵Allocated per Seat Month purchased, to be added together into a pool of available transactions to be used over the committed Service Period.

⁶Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

⁷Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service

Applicable SKUs: [ENT-NU-1203](#), [ENT-CU-1203](#), [ENT-SM-1203](#), [ENT-CSM-1203](#), [B68242](#), [B68243](#), [B68314](#), [B68275](#)

Users of Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service
- ◆ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

Oracle RightNow Web Customer Service

- ◆ Oracle RightNow Email Management Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
 - Customer Portal Studio

Oracle RightNow Cross Channel Contact Center

- ◆ Case Management
 - Core Agent Desktop
 - Incident (Case) and SLA Management
 - Business Rules, Escalations and Routing
- ◆ Interaction Management
 - Oracle RightNow Basic Screen Pop Cloud Service

- Oracle RightNow Offer Advisor Cloud Service
- ◆ Oracle RightNow Incident Collaboration Cloud Service (for customers NOT in the PCI Certified Cloud, Department of Defense Cloud or Government Cloud in the United Kingdom or North America)
- ◆ Oracle RightNow Mobile Agent App Cloud Service
- ◆ Oracle RightNow Asset Management and Product Tracking Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
 - Configuration Capabilities
 - Oracle RightNow Contextual Workspaces Cloud Service ([B68469](#), [B68468](#), [B68470](#), [B68467](#))
 - Oracle RightNow Guided Assistance Cloud Service
 - Oracle RightNow Opportunity Tracking Cloud Service
- ◆ Oracle RightNow Outreach Cloud
- ◆ Service Oracle RightNow Feedback
- ◆ Cloud Service Oracle RightNow Analytics Cloud Service
- ◆ Oracle RightNow Social Monitor Cloud Service ([B68247](#), [B68248](#), [B68279](#), [B68280](#))
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#))
- ◆ Oracle RightNow Connect Cloud Service
 - Oracle RightNow Connect Web Service API Operations
 - Oracle RightNow Desktop App Builder Add-Ins Cloud Service
 - Oracle RightNow App Builder Custom Objects Cloud Service
- ◆ Oracle RightNow Mission Critical Cloud Service
 - Oracle RightNow Cloud Platform Cloud Service
- ◆ Oracle RightNow Incident Thread Masking Cloud Service

Oracle RightNow Knowledge Management

- ◆ Oracle RightNow Foundation Agent Knowledgebase Cloud Service

Usage Limits: Oracle RightNow Enterprise Dynamic Agent Desktop Cloud Service is subject to usage limits based

- ◆ on: A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) with the first purchase of an Authorized User
- ◆ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
Peak Database Storage	72 MB per User ¹	216 MB per User ¹	6 MB per User ¹	18 MB per User ¹
Peak File Storage	360 MB per User ¹	1080 MB per User ¹	30 MB per User ¹	90 MB per User ¹
Monthly Bandwidth	360 MB per User ¹	1080 MB per User ¹	30 MB per User ¹	90 MB per User ¹
Oracle RightNow Emails Sent Cloud Service	6,000 Emails Sent per Month	6,000 Emails Sent per Month	6,000 * # of Months in the Committed Service Period Emails Sent for Service Period ³	6,000 * # of Months in the Committed Service Period Emails Sent for Service Period ³

Oracle RightNow Connect Cloud Service	50,000 API Operations per User per Month ⁴	150,000 API Operations per User per Month ⁴	50,000 API Operations per User per Service Period ⁵	50,000 API Operations per User per Service Period ⁵
	Absolute Limit of 7,500,000 per day (regardless of the number of Authorized Users purchased).			
Oracle RightNow App Builder Custom Objects Cloud Service	Maximum of 50 Custom Objects per Instance. Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200 per instance.			
Oracle RightNow Additional Mailbox	One (1) Oracle RightNow Additional Mailboxes (B68311) with the first purchase of an Authorized User. This mailbox will be provided for use with Oracle RightNow Outreach Cloud Service and/or Oracle RightNow Feedback Cloud Service.			
Incident Archiving (Default)	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days ^{6,7} .			

¹Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

²Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

³Allocated per Organization, does not scale with the number of users purchased. Allocation is multiplied by the number of committed months of the Service Period. Transactions are pooled to be used over the committed Service Period.

⁴Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

⁵Allocated per Seat Month purchased, to be added together into a pool of available transactions to be used over the committed Service Period.

⁶Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

⁷Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service

Applicable SKUs: B76485, B76486, B76487, B76488

Users of Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service are authorized to access the following module(s):

- ◆ Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service
- ◆ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

Oracle RightNow Web Customer Service

- ◆ Oracle RightNow Chat Cloud Service ([B68258](#), [B68259](#), [B68281](#), [B68262](#))
- ◆ Oracle RightNow Co-browse Cloud Service ([B68246](#), [B78656](#), [B68278](#),
- ◆

[B78657](#)) Oracle RightNow Email Management Cloud Service

- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
 - Customer Portal Studio

Oracle RightNow Cross Channel Contact Center

- ◆ Case Management
 - Core Agent Desktop
 - Incident (Case) and SLA Management
 - Business Rules, Escalations and Routing
- ◆ Interaction Management
 - Oracle RightNow Basic Screen Pop Cloud Service
 - Oracle RightNow Offer Advisor Cloud Service
- ◆ Oracle RightNow Incident Collaboration Cloud Service (for customers NOT in the PCI Certified Cloud, Department of Defense Cloud or Government Cloud in the United Kingdom or North America)
- ◆ Oracle RightNow Mobile Agent App Cloud Service
- ◆ Oracle RightNow Asset Management and Product Tracking Cloud Service
- ◆ Oracle RightNow App Builder Experience Designer Cloud Service
 - Configuration Capabilities
 - Oracle RightNow Contextual Workspaces Cloud Service ([B68469](#), [B68468](#), [B68470](#), [B68467](#))
 - Oracle RightNow Guided Assistance Cloud Service ([B68300](#), [B68301](#), [B68283](#), [B68284](#))
 - Oracle RightNow Agent Scripting Cloud Service ([B68302](#), [B68303](#), [B68285](#), [B68286](#))
 - Oracle RightNow Desktop Workflow Cloud Service ([B68304](#), [B68305](#), [B68287](#), [B68288](#))
 - Oracle RightNow Opportunity Tracking Cloud Service
- ◆ Oracle RightNow Outreach Cloud
- ◆ Service Oracle RightNow Feedback
- ◆ Cloud Service Oracle RightNow Analytics Cloud Service
- ◆ Oracle RightNow Social Monitor Cloud Service ([B68247](#), [B68248](#), [B68279](#), [B68280](#))
- ◆ One (1) Oracle RightNow Instance Cloud Service ([B68550](#))
- ◆ Oracle RightNow Connect Cloud Service
 - Oracle RightNow Connect Web Service API Operations
 - Oracle RightNow Desktop App Builder Add-Ins Cloud Service
 - Oracle RightNow App Builder Custom Objects Cloud Service
- ◆ Oracle RightNow Mission Critical Cloud Service
 - Oracle RightNow Cloud Platform Cloud Service
 - One (1) Oracle Additional Test Environment for Oracle RightNow Cloud Service ([B70790](#))
 - Oracle RightNow Single Sign-On Cloud Service ([B68558](#))
 - Oracle Virtual Private Network for Oracle RightNow Cloud Service ([B70797](#))
 - Oracle RightNow Dedicated Outbound IP Address Cloud Service ([B68551](#))
 - Oracle RightNow Custom Domain SSL Application Hosting
- ◆ ([B68310](#)) Oracle RightNow Incident Thread Masking Cloud Service

Oracle RightNow Knowledge Management

- ◆ Oracle RightNow Foundation Agent Knowledgebase Cloud Service

Usage Limits: Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service is subject to usage limits based on:

- ◆ A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named

Seat

Month or Hosted Connected Seat Month) as defined in your order

- ♦ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) with the first purchase of an Authorized User
- ♦ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
Peak Database Storage	216 MB per User ¹	648 MB per User ¹	18 MB per User ¹	54 MB per User ¹
Peak File Storage	1080 MB per User ¹	3240 MB per User ¹	90 MB per User ¹	270 MB per User ¹
Monthly Bandwidth	1080 MB per User ¹	3240 MB per User ¹	90 MB per User ¹	270 MB per User ¹
Oracle RightNow Emails Sent Cloud Service	6,000 Emails Sent per Month	6,000 Emails Sent per Month	6,000 * # of Months in the Committed Service Period Emails Sent for Service Period ³	6,000 * # of Months in the Committed Service Period Emails Sent for Service Period ³
Oracle RightNow Connect Cloud Service	250,000 API Operations per User per Month ⁴	750,000 API Operations per User per Month ⁴	250,000 API Operations per User per Service Period ⁵	750,000 API Operations per User per Service Period ⁵
	Absolute Limit of 7,500,000 per day (regardless of the number of Authorized Users purchased).			
Oracle RightNow App Builder Custom Objects Cloud Service	Maximum of 200 Custom Objects per Instance.			
Oracle RightNow Additional Mailbox	Six (6) Oracle RightNow Additional Mailboxes (B68311) with the first purchase of an Authorized User. One (1) mailbox will be for use with Oracle RightNow Outreach Cloud Service and/or Oracle RightNow Feedback Cloud Service and five (5) additional mailboxes will be for general use.			
Incident Archiving (Default)	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days ^{6,7} .			

¹Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

²Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

³Allocated per Organization, does not scale with the number of users purchased. Allocation is multiplied by the number of committed months of the Service Period. Transactions are pooled to be used over the committed Service Period.

⁴Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

⁵Allocated per Seat Month purchased, to be added together into a pool of available transactions to be used over the committed Service Period.

⁶Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

⁷Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service

Applicable SKUs: SACHAT-NU-1203, SACHAT-CU-1203, SACHAT-SM-1203, SACHAT-CSM-1203, B68553, B68554, B68555,

B68556

Users of Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service
- ♦ Oracle RightNow Upgrade Support; as described in ([Appendix 1](#))

Oracle RightNow Web Customer Service

- ♦ Oracle RightNow Chat Cloud Service ([B68258](#), [B68259](#), [B68281](#), [B68262](#))
- ♦ Oracle RightNow App Builder Experience Designer Cloud Service
 - Customer Portal Studio

Oracle RightNow Cross Channel Contact Center

- ♦ Case Management
 - Core Agent Desktop
 - Incident (Case) and SLA Management (Limited)
 - Business Rules, Escalations and Routing (Limited)
- ♦ Interaction Management
 - Oracle RightNow Basic Screen Pop Cloud Service
 - Oracle RightNow Offer Advisor Cloud Service
- ♦ Oracle RightNow Asset Management and Product Tracking Cloud Service
- ♦ Oracle RightNow App Builder Experience Designer Cloud Service
 - Configuration Capabilities
- ♦ Oracle RightNow Feedback Cloud Service (Chat Surveys
- ♦ Only) Oracle RightNow Analytics Cloud Service
- ♦ One (1) Oracle RightNow Instance Cloud Service
- ♦ ([B68550](#)) Oracle RightNow Connect Cloud Service
 - Oracle RightNow Connect Web Service API Operations
 - Oracle RightNow App Builder Custom Objects Cloud Service
- ♦ Oracle RightNow Mission Critical Cloud Service
 - Oracle RightNow Cloud Platform Cloud Service

Oracle RightNow Knowledge Management

- ♦ Oracle RightNow Foundation Agent Knowledgebase Cloud Service

Usage Limits: Oracle RightNow Standalone Chat Dynamic Agent Desktop Cloud Service is subject to usage limits based

- ♦ on: A maximum number of Authorized Users (Hosted Named User, Hosted Connected User, Hosted Named Seat Month or Hosted Connected Seat Month) as defined in your order
- ♦ One (1) Oracle RightNow Instance Cloud Service ([B68550](#)) with the first purchase of an Authorized User
- ♦ The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
Peak Database Storage	24 MB per User ¹	72 MB per User ¹	2 MB per User ¹	6 MB per User ¹
Peak File Storage	120 MB per User ¹	360 MB per User ¹	10 MB per User ¹	30 MB per User ¹
Monthly Bandwidth	120 MB per User ¹	360 MB per User ¹	10 MB per User ¹	30 MB per User ¹
Oracle RightNow Emails Sent Cloud Service	1,500 per Month ²	1,500 per Month ²	1,500 *# of Months in the Committed Service Period Emails Sent for Service Period ³	1,500 *# of Months in the Committed Service Period Emails Sent for Service Period ³

Oracle RightNow Connect Cloud Service	10,000 API Operations per User per Month ⁴	30,000 API Operations per User per Month ⁴	10,000 API Operations per User per Service Period ⁴	30,000 API Operations per User per Service Period ⁴
	Absolute limit of 7,500,000 Operations per day (regardless of the number of Authorized Users purchased).			
Oracle RightNow App Builder Custom Objects Cloud Service	Maximum of 5 Custom Objects per Instance. Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200 per instance.			
Incident Archiving (Default)	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days ^{6,7} .			

¹Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

²Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

³Allocated per Organization, does not scale with the number of users purchased. Allocation is multiplied by the number of committed months of the Service Period. Transactions are pooled to be used over the committed Service Period.

⁴Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

⁵Allocated per Seat Month purchased, to be added together into a pool of available transactions to be used over the committed Service Period.

⁶Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

⁷Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Social Monitor Cloud Service

Applicable SKUs: CM-NU-1203, CM-CU-1203, CM-SM-1203, CM-CS-1203, B68247, B68248, B68279, B68280

Users of Oracle RightNow Social Monitor Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Social Monitor Cloud Service

Usage Limits: Oracle RightNow Social Monitor Cloud Service is subject to usage limits based on:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle RightNow Foundation Website Search Cloud Service

Applicable SKUs: WP-WS-1203, B68254

Users of Oracle RightNow Foundation Website Search Cloud Service are authorized to access the following module(s):

- ♦ Oracle RightNow Foundation Website Search Cloud Service

Usage Limits: Oracle RightNow Foundation Website Search Cloud Service is subject to usage limits based upon:

- ♦ 20,000 Documents Indexed

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Field Service Core Manage Cloud Service

Applicable Parts: B79885, B88496

Users of the Oracle Field Service Core Manage Cloud Service are authorized to access the following module(s):

- Oracle Field Service Core Manage Cloud Service
- The following features are associated with this Oracle Cloud Service:
 - Suite configuration
 - Interactive viewing
 - Reporting
 - Activity status management
 - Inventory management
 - Work activity support
 - Teamwork support
 - Integrated mapping
 - Multi language support

Usage Limits: Oracle Field Service Core Manage Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users), Appointments (100 Appointments – Pooled Capacity) or Hosted Named Seat Months as defined in your order
- One (1) production instance with the first purchase of this Oracle Cloud Service
- Two (2) test environments with the first purchase of this Oracle Cloud Service
 - Test environments are limited to a maximum number of 250 Authorized Users with no more than 20 users concurrently accessing the system at any one time

Data Retention:

Activity, inventory and daily extract file data will not be stored, managed or maintained beyond the initial ninety (90) day retention period from an activity completion date

Oracle Cloud Policies:

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Oracle Field Service Mobility Cloud Service

Applicable Parts: B79887, B88497

Users of the Oracle Field Service Mobility Cloud Service are authorized to access the following module(s):

- Oracle Field Service Mobility Cloud Service
- The following features are associated with this Oracle Cloud Service:
 - Dynamic user interface
 - Offline support
 - Activity status management
 - Inventory management
 - Work activity support

- Integrated mapping
- Multi language support
- Signature capture

Usage Limits: Oracle Field Service Mobility Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users), Appointments (100 Appointments – Pooled Capacity) or Hosted Named Seat Months as defined in your order

Oracle Cloud Policies:

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Oracle Field Service Routing Cloud Service

Applicable Parts: B79889, B88498

Users of the Oracle Field Service Routing Cloud Service are authorized to access the following module(s):

- Oracle Field Service Routing Cloud Service
- The following features are associated with this Oracle Cloud Service:
 - Assignment Configuration
 - Configurable Run Intervals and Route Plans

Usage Limits: Oracle Field Service Routing Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users), Appointments (100 Appointments – Pooled Capacity) or Hosted Named Seat Months as defined in your order

Oracle Cloud Policies:

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Oracle Field Service Capacity Cloud Service

Applicable Parts: B79891, B88499

Users of the Oracle Field Service Capacity Cloud Service are authorized to access the following module(s):

- Oracle Field Service Capacity Cloud Service
- The following features are associated with this Oracle Cloud Service:
 - Capacity and Quota Management
 - Automatic or Manual Quota Closing

Usage Limits: Oracle Field Service Capacity Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users), Appointments (100 Appointments – Pooled Capacity) or Hosted Named Seat Months as defined in your order

Oracle Cloud Policies:

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Oracle Field Service Communication Cloud Service

Applicable Parts: B79893, B88500

Users of the Oracle Field Service Communication Cloud Service are authorized to access the following module(s):

- Oracle Field Service Communication Cloud Service

Usage Limits: Oracle Field Service Communication Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users), Appointments (100 Appointments – Pooled Capacity) or Hosted Named Seat Months as defined in your order

Oracle Cloud Policies:

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Oracle Field Service Collaboration Cloud Service

Applicable Parts: B79895, B88501

Users of the Oracle Field Service Collaboration Cloud Service are authorized to access the following module(s):

- Oracle Field Service Collaboration Cloud Service
- The following features are associated with this Oracle Cloud Service:
 - Individual and Group Collaboration
 - Activity and Inventory Sharing and Reassignment
 - Resource Location
 - Truck Stock Inventory Exchange

Usage Limits: Oracle Field Service Collaboration Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users), Appointments (100 Appointments – Pooled Capacity) or Hosted Named Seat Months as defined in your order
- Data Retention: Collaboration data will not be stored, managed or maintained beyond the initial ninety (90) day retention period from the time the message was created.

Oracle Cloud Policies:

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Oracle Field Service Location Cloud Service

Applicable Parts: B79897, B88502

Users of the Oracle Field Service Location Cloud Service are authorized to access the following module(s):

- Oracle Field Service Location Cloud Service
- The following features are associated with this Oracle Cloud Service:
 - Individual and Group Collaboration
 - Resource Location Mapping
 - Resource and Activity Location
 - Historic GPS Location
 - Resource Proximity and Idle Time Alerts

Usage Limits: Oracle Field Service Location Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users), Appointments (100 Appointments – Pooled Capacity) or Hosted Named Seat Months as defined in your order
- Data Retention: Collaboration data will not be stored, managed or maintained beyond the initial ninety (90) day retention period from the time the message was created.

Oracle Cloud Policies:

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Oracle Field Service Forecasting Cloud Service

Applicable Parts: B79899, B88503

Users of the Oracle Field Service Forecasting Cloud Service are authorized to access the following module(s):

- Oracle Field Service Forecasting Cloud Service
- The following features are associated with this Oracle Cloud Service:
 - Data Import/Export
 - Graphical and Tabular Viewing
 - Planning Mode Variation

Usage Limits: Oracle Field Service Forecasting Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users), Appointments (100 Appointments – Pooled Capacity) or Hosted Named Seat Months as defined in your order

Oracle Cloud Policies:

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Oracle Field Service Video Chat Cloud Service

Applicable Parts: B89670, B89671

Users of the Oracle Field Service Video Chat Cloud Service are authorized to access the following module(s):

- Oracle Field Service Video Chat Cloud Service
- The following features are associated with this Oracle Cloud Service:
 - Initiate and communicate with another Oracle Field Service Cloud Collaboration user (e.g. technician, engineer, supervisor, help desk operator) using video.
 - Accept, Reject or Cancel the video call

Usage Limits: Oracle Field Service Video Chat Cloud Service is subject to usage limits based upon:

- A maximum number of Authorized Users (Hosted Named Users) or Hosted Named Seat Months as defined in your order

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

TELUS Silver Support Service for Oracle RightNow Customers

Applicable SKUs: TELUS-SSUP-1203, B69328

Please reference the “TELUS Frontline Customer Care Guide” located at http://www.rightnow.com/services_descriptions.php

TELUS Gold Support Service for Oracle RightNow Customers

Applicable SKUs: TELUS-GSUP-1203, B69329

Please reference the “TELUS Frontline Customer Care Guide” located at http://www.rightnow.com/services_descriptions.php

TELUS Hosting Service for Oracle RightNow Customers

Applicable SKUs: TELUS-RC-1203, B69335

This offering is designed as an option for customers requiring hosting services in Canada

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

TELUS Hosting Service for Internal TELUS Business Units

Applicable SKUs: TELUS-TB-1203, B69336

This offering is designed as an option for customers requiring hosting services in Canada

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Policy Automation Embeddable Models Cloud Service

Applicable SKUs: B89462

Users of Oracle Policy Automation Embeddable Models Cloud Service are authorized to access the following modules:

- Oracle Policy Automation Embeddable Models Cloud Service

Usage Limits: Oracle Policy Automation Embeddable Models Cloud Service is subject to usage limits based upon:

- Execution of a maximum number of Hosted Embeddable Models, as defined in your order, on any number of devices
- One (1) Oracle RightNow Instance Cloud Service (B68550), for Oracle Policy Automation only, with the first purchase of Oracle Policy Automation Embeddable Models Cloud Service
- An additional 1024 MB of monthly bandwidth per purchased embeddable model

Embeddable Model Support: The Oracle Policy Automation Embeddable Models Cloud Service includes the right to distribute Oracle Policy Automation software, provided it is unmodified from the executable JavaScript form obtained from Oracle Policy Automation Embeddable Models Cloud Service and is executed via a supported JavaScript engine. This right ceases when the subscription terminates for Oracle Policy Automation Embeddable Models Cloud Service. Updates to policies in this form can only be made via and obtained from Oracle Policy Automation Embeddable Models Cloud Service. Updates to Oracle Policy Automation Embeddable Models Cloud Service may include changes to the executable JavaScript form it provides. The Customer is solely responsible for managing and distributing the executable JavaScript model, including the implementation, operation, security and maintenance outside the Services Environment.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Policy Automation Mobile Cloud Service

Applicable SKUs: B81060, B81061, B81062, B81063

Users of Oracle Policy Automation Mobile Cloud Service are authorized to access the following
♦ module(s): Oracle Policy Automation Mobile Cloud Service

Usage Limits: Oracle Policy Automation Mobile Cloud Service is subject to usage limits based upon:

- ♦ A maximum number of Authorized Users (Hosted Named, Hosted Connected, Hosted Seat Months or Hosted Connected Seat Months)
- ♦ One (1) Oracle RightNow Instance Cloud Service (B68550) (Oracle Policy Automation Agent Cloud Service or Oracle RightNow Universal Tier 3 Sessions

only) The following usage limits apply:

	Hosted Named User	Hosted Connected User	Hosted Named Seat Month	Hosted Connected Seat Month
Monthly Bandwidth	120 MB per User ¹	360 MB per User ¹	120 MB per User ¹	360 MB per User ¹

¹Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon the total number allocated across all users.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

ORACLE AMENDMENT THREE

Agreement Information

This Amendment amends the Oracle Cloud Services Agreement US-CSA-CPQ-83604, dated 08-NOV-2016, and all amendments and addenda thereto (the "Agreement") between You and Oracle America, Inc. ("Oracle").



The parties agree to amend the Agreement as follows:

1. Section 9. TERM AND TERMINATION

In the first sentence of Section 9.1, replace "six" with "ten".

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

The Effective Date of this amendment is 30-Nov-2022. (to be completed by Oracle)

City of San Jose		Oracle America, Inc.	
Name	<u>Garrett Dowgiallo</u>	Name	<u>Michael Estrada</u>
Title		Title	
Signature	 Email: garrett.dowgiallo@sanjoseca.gov Date: 10/27/2022 GMT	Signature	 Email: michael.e.estrada@oracle.com Date: 10/27/2022 GMT

APPROVED AS TO FORM:



Email: diana.yuan@sanjoseca.gov
Date: 10/27/2022 GMT

Diana Yuan, Deputy City Attorney