

# **Oracle Eloqua & Content Marketing Cloud Service - Service Descriptions**

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**Contents**

- Glossary ..... 5
- METRICS ..... 5
- ELOQUA SERVICE DESCRIPTIONS..... 6
- Oracle Eloqua Marketing Basic Cloud Service (formerly known as Eloqua Marketer)..... 6
- Oracle Eloqua Marketing Standard Cloud Service (formerly known as Eloqua Team) ..... 7
- Oracle Eloqua Marketing Enterprise Cloud Service (formerly known as Eloqua Enterprise)..... 8
- Oracle Content Marketing Lite Cloud Service ..... 10
- Oracle Content Marketing Basic Cloud Service ..... 10
- Oracle Content Marketing Standard Cloud Service..... 11
- Oracle Content Marketing Additional User Cloud Service ..... 12
- Oracle Eloqua Marketing for Entertainment Cloud Service (formerly known as Eloqua All Star) ..... 13
- Oracle Eloqua Marketing for Asset Management Cloud Service (formerly known as Eloqua Asset Management) ..... 14
- Oracle Eloqua Marketing for Insurance Cloud Service (formerly known as Eloqua Insurance)..... 15
- Oracle Eloqua Marketing for Non-Profit Cloud Service (formerly known as Eloqua Non-Profit) ..... 16
- Oracle Eloqua Marketing for Life Sciences Consumers Cloud Service ..... 17
- Oracle Eloqua Marketing for Life Sciences Professionals Cloud Service ..... 18
- Oracle Eloqua Marketing for Manufacturing Basic Cloud Service..... 20
- Oracle Eloqua Marketing for Manufacturing Standard Cloud Service ..... 21
- Oracle Eloqua Marketing for Wealth Management Cloud Service ..... 22
- Oracle Eloqua Marketing for Communications Cloud Service ..... 23
- Oracle Eloqua Marketing for Utilities Cloud Service ..... 24
- Oracle Eloqua Event Management Cloud Service (Eloqua Event Management Upgrade) ..... 26
- Oracle Eloqua Advanced Lead Scoring Cloud Service (formerly known as Eloqua Multi-Model Lead Scoring and Routing Upgrade)..... 26
- Oracle Eloqua Data Tools Cloud Service (formerly known as Eloqua Custom Data Objects & Data Tools Upgrade)..... 27
- Oracle Eloqua Security Administration Cloud Service (formerly known as Eloqua Custom Security Roles) ..... 28
- Oracle Eloqua Business Intelligence Cloud Service (formerly known as Eloqua Insight Analyzer) ..... 28
- Oracle Eloqua Engage Cloud Service (formerly known as Eloqua Engage) ..... 29

Oracle Eloqua Customer Profiler Cloud Service (formerly known as Eloqua Profiler) .....	29
Oracle Eloqua SSL Certificate Self Purchase (formerly known as Eloqua Enhanced Microsites to Support Any Verisign EV Certificates (Self Purchased) – Includes up to 3 certificates) .....	30
Oracle Eloqua Marketing Additional User Cloud Service (formerly known as Eloqua Additional Marketing Users) .....	30
Oracle Eloqua Identity Cloud Service for Salesforce.com (formerly known as Salesforce Identity Provider for Eloqua (SSO)) .....	31
Oracle Eloqua Basic Additional Test Environment Cloud Service (formerly known as Eloqua Sandbox Marketer).....	31
Oracle Eloqua Standard Additional Test Environment Cloud Service (formerly known as Eloqua Sandbox Team) .....	32
Oracle Eloqua Standard Deliverability Cloud Service (formerly known as Eloqua Branding & Deliverability Silver) .....	32
Oracle Eloqua Enterprise Deliverability Cloud Service (formerly known as Eloqua Branding & Deliverability Gold) .....	33
Oracle Eloqua Premium Deliverability Cloud Service (formerly known as Eloqua Branding & Deliverability Platinum) .....	34
Oracle Eloqua Private Storage Cloud Service (formerly known as Eloqua Premier Hosting Service) ....	34
Oracle Eloqua Advanced Data Security Cloud Service (formerly known as Eloqua Data Encryption At Rest).....	35
Oracle Eloqua HIPAA Advanced Data Privacy Cloud Service .....	35
Oracle Eloqua Advanced Data Privacy Cloud Service .....	36
Eloqua Web Based Training Subscription .....	38
<i>Retired Offerings Appendix</i> .....	38
Oracle Eloqua Advertising Cloud Service.....	39
Oracle Eloqua Priority Email Cloud Service (formerly known as Eloqua Priority Email Package) .....	39
Oracle Eloqua Additional Deliverability Tests Cloud Service (formerly known as Eloqua Additional Deliverability Tests) .....	40
Eloqua All Access Education Pass (AAEP)for Non-Eloqua Users.....	40
Oracle Eloqua Content Marketing Additional Publisher Cloud Service.....	41
Oracle Eloqua Integration API Cloud Service (formerly known as Eloqua Web Services API Development Upgrade) .....	41
Oracle Eloqua Plug-In Cloud Service for Salesforce.com (formerly known as Eloqua Discover for Salesforce.com) .....	42

Oracle Eloqua Engage, Customer Profiler and Plug-In Cloud Service for Salesforce.com (formerly known as Eloqua for Sales) .....	42
Oracle Eloqua Marketing for Partners Cloud Service (formerly known as Eloqua Agency Partner Platform).....	43
Oracle Cloud Priority Service for Oracle Eloqua Marketing Cloud Service Multi Region Support Add-on .....	48
Oracle Eloqua Marketing Approvals Cloud Service .....	49
Oracle Eloqua Basic Additional Allotments Cloud Service (formerly known as Eloqua Premier Activity Upgrade - Marketer).....	49
Oracle Eloqua Marketing Standard Additional Allotments Cloud Service (formerly known as Eloqua Premier Activity Upgrade - Team) .....	50

## *Glossary*

### **METRICS**

**\$B in Assets Under Management:** \$B in Assets Under Management: is defined as one Billion in US Dollars (1,000,000,000 Base Unit) of the total value of assets You manage, and administer for Yourself and that You manage and administer on behalf of Your customers, as disclosed in Your company's annual report and/or regulatory filings.

**Brand:** A pharmaceutical drug, biologic brand, medical device name, medical supply product or category name as defined in the [FDA database](http://www.accessdata.fda.gov/scripts/cder/drugsatfda/index.cfm) (http://www.accessdata.fda.gov/scripts/cder/drugsatfda/index.cfm) or equivalent government medical product regulatory database in countries outside the U.S.A. or as defined in your website product section.

**Contact:** is defined as a single record in the contact table of the Oracle Eloqua Cloud Service database, consisting of the identity of a lead, prospect, customer or person to whom you are directing marketing activities. The Contact band stated in the ordering document defines the maximum number of Contacts that can be in the contact table of the Oracle Eloqua Cloud Service database at any one time. Contacts may sometimes be referred to as “buyers under management”.

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

**Test:** is defined as a single test performed by You within the Test Environment of the capabilities of the Oracle Eloqua Cloud Services.

**Test Environment:** is defined as a single test environment provided to You 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 trouble shooting and facilitating incident resolution.

**Certificate:** Extended Validation SSL certificates, published and verified by Verisign, and used in the provisioning of Oracle Eloqua Cloud Service hosted secure microsites.

## **ELOQUA SERVICE DESCRIPTIONS**

### **Oracle Eloqua Marketing Basic Cloud Service (formerly known as Eloqua Marketer)**

Applicable Part #'s B74155, 40100000 Oracle Marketing Basic Cloud Service, 40100000 Eloqua Marketer

Users of Oracle Eloqua Marketing Basic Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Oracle Cloud Support
- Oracle Eloqua Marketing Users (10 Hosted Named Users)
- Oracle Eloqua Integration API Cloud Service
- Oracle Eloqua Engage Cloud Service (5 Hosted Named Users)
- Oracle Eloqua Customer Profiler Cloud Service (5 Hosted Named Users)

**Usage Limits:** The Oracle Eloqua Marketing Basic Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order.
- Oracle will provision 1 production environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.
- See table below for usage limits allocated per production instance:

	<b>Tracked Page Views Per Month</b>	<b>Email Sends Per Month</b>	<b>Email Sends Per Hour</b>	<b>Form Submissions Volume Per Month</b>	<b>Form Submissions Per Hour</b>	<b>Eloqua Reporter License</b>	<b>API Calls Per Day</b>
Per Production Environment	Up to 1,000,000	Up to 2,000,000	Up to 50,000*	Up to 100,000	Up to 1,000	Up to 20 Hosted Named Users	Up to 20,000

\*Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

**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](http://www.oracle.com/contracts).

## Oracle Eloqua Marketing Standard Cloud Service (formerly known as Eloqua Team)

Applicable Part #'s B74156, 40300000 Oracle Marketing Standard Cloud Service, 40300000 Eloqua Team

Users of Oracle Eloqua Marketing Standard Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Oracle Eloqua Standard Deliverability Cloud Service
- Oracle Eloqua Event Management Cloud Service
- Oracle Eloqua Advanced Lead Scoring Cloud Service
- Oracle Eloqua Data Tools Cloud Service
- Oracle Eloqua Security Administration Cloud Service
- Oracle Eloqua Integration API Cloud Service
- Oracle Cloud Support
- Oracle Eloqua Business Intelligence Cloud Service (1 Hosted Named User)
- Oracle Eloqua Marketing Users (50 Hosted Named Users)
- Oracle Eloqua Advertising Cloud Service
- Oracle Eloqua Identity Cloud Service for Salesforce.com
- Oracle Eloqua Marketing Approvals Cloud Service
- Oracle Eloqua Engage Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Customer Profiler Cloud Service (10 Hosted Named Users)

**Usage Limits:** The Oracle Eloqua Marketing Standard Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order
- Oracle will provision 1 production environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Production Environment	Up to 5,000,000	Up to 10,000,000	Up to 250,000**	Up to 500,000	Up to 5,000	Up to 100 Hosted Named Users	Up to 100,000

\*Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

### 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](http://www.oracle.com/contracts).

## Oracle Eloqua Marketing Enterprise Cloud Service (formerly known as Eloqua Enterprise)

Applicable Part #'s B74157, 40400000 Oracle Marketing Enterprise Cloud Service, B70519, Oracle Cloud Priority Service, 40400000 Eloqua Enterprise

Users of Oracle Eloqua Marketing Enterprise Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Oracle Eloqua Enterprise Deliverability Cloud Service
- Oracle Eloqua Event Management Cloud Service
- Oracle Eloqua Advanced Lead Scoring Cloud Service
- Oracle Eloqua Data Tools Cloud Service
- Oracle Eloqua Security Administration Cloud Service
- Oracle Eloqua Integration API Cloud Service
- Oracle Eloqua Business Intelligence Cloud Service (3 Hosted Named Users)
- Oracle Eloqua Marketing Users (1000 Hosted Named Users)
- Oracle Eloqua Standard Additional Test Environment Cloud Service
- Oracle Cloud Support
- Oracle Cloud Priority Service for Oracle Marketing Cloud Service
- Oracle Eloqua Advertising Cloud Service
- Oracle Eloqua Identity Cloud Service for Salesforce.com
- Oracle Eloqua Marketing Approvals Cloud Service
- Oracle Eloqua Engage Cloud Service (20 Hosted Named Users)
- Oracle Eloqua Customer Profiler Cloud Service (20 Hosted Named Users)

**Usage Limits:** The Oracle Eloqua Marketing Enterprise Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order
- Oracle will provision up to 20 production environments for this Oracle Cloud Service where each production environment has access to all the modules and features listed as part of the Oracle Eloqua Marketing Enterprise Cloud Service (not including Oracle Cloud Priority Service). Additional production environments may be purchased subject to additional fees. See table below for usage limits allocated per licensed metric:

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Production Environment	Unlimited*	Unlimited**	Up to 1,250,000*	Unlimited**	25,000	Up to 2000 Hosted Named Users	Up to 500,000

\*Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

\*\*Subject to current platform limitations.

**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](http://www.oracle.com/contracts).

## Oracle Eloqua Enterprise Additional 5 Environments Cloud Service

Applicable Part # B76093

Users of Oracle Eloqua Enterprise Additional 5 Environments Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Oracle Eloqua Enterprise Deliverability Cloud Service
- Oracle Eloqua Event Management Cloud Service
- Oracle Eloqua Advanced Lead Scoring Cloud Service
- Oracle Eloqua Data Tools Cloud Service
- Oracle Eloqua Security Administration Cloud Service
- Oracle Eloqua Integration API Cloud Service
- Oracle Eloqua Business Intelligence Cloud Service (3 Hosted Named Users)
- Oracle Eloqua Marketing Users (1000 Hosted Named Users)
- Oracle Eloqua Standard Additional Test Environment Cloud Service
- Oracle Cloud Support
- Oracle Eloqua Advertising Cloud Service
- Oracle Eloqua Identity Cloud Service for Salesforce.com
- Oracle Eloqua Marketing Approvals Cloud Service

**Usage Limits:** The Oracle Eloqua Marketing Enterprise Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order
- Oracle will provision up to 5 production environments for this Oracle Cloud Service where each production environment has access to all the modules and features listed as part of the Oracle Eloqua Enterprise Additional 5 Environments Cloud Service. Additional production environments may be purchased subject to additional fees. See table below for usage limits allocated per licensed metric:

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Production	Unlimited**	Unlimited**	Up to 1,250,000*	Unlimited**	25,000	Up to 2000 Hosted Named Users	Up to 500,000

Environment							
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\* Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

\*\*Subject to current platform limitations.

**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](http://www.oracle.com/contracts).

**Oracle Content Marketing Lite Cloud Service**

Applicable Part # B75371

Users of Oracle Content Marketing Lite Cloud Service are authorized to access the following modules and features:

- Content Management
- Persona Management
- Publishers Management (up to 200 publishers)
- Content Calendar
- Content Analytics
- System Management
- Oracle Cloud Support
- Oracle Content Marketing Users (10 Hosted Named Users)

**Usage Limits:** The Oracle Content Marketing Lite Cloud Service is subject to usage limits based on:

- Oracle will provision 1 production environment for this Oracle Cloud Service.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud- SaaS Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Content Marketing Basic Cloud Service**

Applicable Part #'s B75372

Users of Oracle Content Marketing Basic Cloud Service are authorized to access the following modules and features:

- Content Management
- Persona Management
- Publishers Management (up to 200 publishers)
- Content Calendar
- Content Analytics
- System Management
- Integration
- Oracle Cloud Support

- Oracle Content Marketing Users (25 Hosted Named Users)
- Oracle Content Marketing Business Units Cloud Service (1 Business Unit)

**Usage Limits:** The Oracle Content Marketing Basic Cloud Service is subject to usage limits based on:

- Oracle will provision 1 production environment for this Oracle Cloud Service.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud- SaaS Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle Content Marketing Standard Cloud Service

Applicable Part #'s B75373

Users of Oracle Content Marketing Standard Cloud Service are authorized to access the following modules and features:

- Content Management
- Persona Management
- Publishers Management (up to 200 publishers)
- Content Calendar
- Content Analytics
- Translation Management
- System Management
- Integration
- Oracle Cloud Support
- Oracle Content Marketing Users (100 Hosted Named Users)
- Oracle Content Marketing Business Units Cloud Service (3 Business Units)

**Usage Limits:** The Oracle Content Marketing Standard Cloud Service is subject to usage limits based on:

- Oracle will provision up to 1 production environments for this Oracle Cloud Service.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud- SaaS Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle Eloqua Content Marketing Enterprise Cloud Service

Applicable Part #'s B79844

Users of Oracle Eloqua Content Marketing Standard Cloud Service are authorized to access the following modules and features:

- Content Management
- Persona Management
- Publishers Management (up to 200 publishers)
- Content Calendar
- Content Analytics
- Translation Management
- System Management
- Integrations
- Oracle Cloud Support
- Oracle Eloqua Content Marketing Users (1000 Hosted Named Users)
- Oracle Eloqua Content Marketing Business Units Cloud Service (50 Business Units)

**Usage Limits:** The Oracle Eloqua Content Marketing Enterprise Cloud Service is subject to usage limits based on:

- Oracle will provision 1 production environment for this Oracle Cloud Service.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud- SaaS Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle Content Marketing Additional User Cloud Service

Applicable Part #'s B75374

Users of Oracle Content Marketing Additional User Cloud Service are authorized to access the following modules:

- An Oracle Content Marketing Cloud Service production environment

**Usage Limits:** The Oracle Content Marketing Additional User Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Named Users as defined in your order.
- Individual Hosted Named Users of Oracle Content Marketing Additional User Cloud Service must be provisioned on an existing Oracle Content Marketing Cloud Service environment.
- The Oracle Content Marketing Additional User Cloud Service is subject to the usage limits of the Oracle Content Marketing Cloud Service environment.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud- SaaS Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle Eloqua Content Marketing Additional Business Unit Cloud Service

Applicable Part #'s B77361

Users of Oracle Eloqua Content Marketing Additional Business Unit Cloud Service are authorized to access the following modules:

- An Oracle Eloqua Content Marketing Cloud Service production environment

**Usage Limits:** The Oracle Eloqua Content Marketing Additional Publisher Cloud Service is subject to usage limits based on:

- A maximum number of Business Units as defined in your order.
- Individual Business Units of Oracle Eloqua Content Marketing Additional Business Unit Cloud Service must be provisioned on an existing Oracle Eloqua Content Marketing Cloud Service network.
- The Oracle Eloqua Content Marketing Additional Business Unit Cloud Service is subject to the usage limits of the Oracle Eloqua Content Marketing Cloud Service environment.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud- SaaS Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## **Oracle Eloqua Marketing for Entertainment Cloud Service (formerly known as Eloqua All Star)**

Applicable Part #'s B74158, 40501000 Oracle Eloqua Marketing for Entertainment Cloud Service, 40501000 Eloqua All Star

Users of Oracle Eloqua Marketing for Entertainment Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- eMail Revenue Calculator
- Entertainment Industry Template Gallery
- Oracle Eloqua Enterprise Deliverability Cloud Service
- Oracle Eloqua Event Management Cloud Service
- Oracle Eloqua Advanced Lead Scoring Cloud Service
- Oracle Eloqua Data Tools Cloud Service
- Oracle Eloqua Security Administration Cloud Service
- Oracle Eloqua Integration API Cloud Service
- Oracle Eloqua Business Intelligence Cloud Service (1 Hosted Named User)
- Oracle Eloqua Marketing Users (50 Hosted Named Users)
- Oracle Cloud Support
- Oracle Eloqua Advertising Cloud Service
- Oracle Eloqua Identity Cloud Service for Salesforce.com

- Oracle Eloqua Engage Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Customer Profiler Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Marketing Approvals Cloud Service

**Usage Limits:** The Oracle Eloqua Marketing for Entertainment Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Named Users as defined in your order
- Oracle will provision 1 production environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric:

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Production Environment	Up to 5,000,000	Up to 10,000,000	Up to 250,000*	Up to 500,000	Up to 5,000	Up to 100 Hosted Named Users	Up to 100,000

\* Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

**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](http://www.oracle.com/contracts).

**Oracle Eloqua Marketing for Asset Management Cloud Service (formerly known as Eloqua Asset Management)**

Applicable Part #'s B74161, 41001000 Oracle Eloqua Marketing for Asset Management Cloud Service, 41001000 Eloqua Asset Management

Users of Oracle Eloqua Marketing for Asset Management Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Asset Management Industry Template Gallery
- Oracle Eloqua Premium Deliverability Cloud Service
- Oracle Eloqua Event Management Cloud Service
- Oracle Eloqua Advanced Lead Scoring Cloud Service
- Oracle Eloqua Data Tools Cloud Service
- Oracle Eloqua Security Administration Cloud Service
- Oracle Eloqua Integration API Cloud Service

- Oracle Eloqua Business Intelligence Cloud Service (1 Hosted Named User)
- Oracle Eloqua SSL Certificate Self-Purchased
- Oracle Eloqua Marketing Users (50 Hosted Named Users)
- Oracle Cloud Support
- Oracle Eloqua Advertising Cloud Service
- Oracle Eloqua Identity Cloud Service for Salesforce.com
- Oracle Eloqua Engage Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Customer Profiler Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Marketing Approvals Cloud Service

**Usage Limits:** The Oracle Eloqua Marketing for Asset Management Cloud Service is subject to usage limits based on:

- A maximum number of Assets under Management as defined in your order.
- A maximum number of 1,000,000 contacts in your production environment.
- Oracle will provision 1 production environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Production Environment	Up to 5,000,000	Up to 10,000,000	Up to 250,000*	Up to 500,000	Up to 5,000	Up to 100 Hosted Named Users	Up to 100,000

\* Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

**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](http://www.oracle.com/contracts).

**Oracle Eloqua Marketing for Insurance Cloud Service (formerly known as Eloqua Insurance)**

Applicable Part #'s B74159, 40600000 Oracle Eloqua Marketing for Insurance Cloud Service, 40600000 Eloqua Insurance

Users of Oracle Eloqua Marketing for Insurance Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Insurance Industry Template Gallery

- Oracle Eloqua Premium Deliverability Cloud Service
- Oracle Eloqua Event Management Cloud Service
- Oracle Eloqua Advanced Lead Scoring Cloud Service
- Oracle Eloqua Data Tools Cloud Service
- Oracle Eloqua Security Administration Cloud Service
- Oracle Eloqua Integration API Cloud Service
- Oracle Eloqua Business Intelligence Cloud Service (1 Hosted Named User)
- Oracle Eloqua SSL Certificate Self-Purchased
- Oracle Eloqua Marketing Users (50 Hosted Named Users)
- Oracle Cloud Support
- Oracle Eloqua Advertising Cloud Service
- Oracle Eloqua Identity Cloud Service for Salesforce.com
- Oracle Eloqua Engage Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Customer Profiler Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Marketing Approvals Cloud Service

**Usage Limits:** The Oracle Eloqua Marketing for Insurance Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order
- Oracle will provision 1 production environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Production Environment	Up to 5,000,000	Up to 10,000,000	Up to 250,000*	Up to 500,000	Up to 5,000	Up to 100 Hosted Named Users	Up to 100,000

\* Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

**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](http://www.oracle.com/contracts).

**Oracle Eloqua Marketing for Non-Profit Cloud Service (formerly known as Eloqua Non-Profit)**

Applicable Part #'s B74160, 40920000 Oracle Eloqua Marketing for Non-Profit Cloud Service, 40920000 Eloqua Non-Profit

Users of Oracle Eloqua Marketing for Non-Profit Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness

- CRM Integration
- System Management
- Non Profit Industry Template Gallery
- Oracle Eloqua Enterprise Deliverability Cloud Service
- Oracle Eloqua Event Management Cloud Service
- Oracle Eloqua Data Tools Cloud Service
- Oracle Eloqua Security Administration Cloud Service
- Oracle Eloqua Integration API Cloud Service
- Oracle Eloqua Business Intelligence Cloud Service (1 Hosted Named User)
- Oracle Eloqua SSL Certificate Self-Purchased
- Oracle Eloqua Identity Cloud Service for Salesforce.com
- Oracle Eloqua Marketing Users (50 Hosted Named Users)
- Oracle Cloud Support
- Oracle Eloqua Engage Cloud Service (5 Hosted Named Users)
- Oracle Eloqua Customer Profiler Cloud Service (5 Hosted Named Users)
- Oracle Eloqua Marketing Approvals Cloud Service

**Usage Limits:** The Oracle Eloqua Marketing for Non-Profit Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order
- Oracle will provision 1 production environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Production Environment	Up to 5,000,000	Up to 10,000,000	Up to 250,000*	Up to 500,000	Up to 5,000	Up to 100 Hosted Named Users	Up to 100,000

\* Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

**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](http://www.oracle.com/contracts).

**Oracle Eloqua Marketing for Life Sciences Consumers Cloud Service**

Applicable Part # 78447 Oracle Eloqua Marketing for Life Sciences Consumers Cloud Service

Users of Oracle Eloqua Marketing for Life Sciences Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness

- CRM Integration
- System Management
- Life Sciences Consumers Industry Template Gallery
- Life Sciences Consumers Data Model Extensions
- Oracle Eloqua Premium Deliverability Cloud Service
- Oracle Eloqua Event Management Cloud Service
- Oracle Eloqua Advanced Lead Scoring Cloud Service
- Oracle Eloqua Data Tools Cloud Service
- Oracle Eloqua Security Administration Cloud Service
- Oracle Eloqua Integration API Cloud Service
- Oracle Cloud Support
- Oracle Eloqua Business Intelligence Cloud Service (1 Hosted Named User)
- Oracle Eloqua Marketing Users (50 Hosted Named Users)
- Oracle Eloqua Advertising Cloud Service
- Oracle Eloqua Customer Profiler Cloud Service (50 Hosted Named Users)
- Oracle Eloqua Engage Cloud Service (50 Hosted Named Users)
- Oracle Eloqua Marketing Approvals Cloud Service
- Oracle Eloqua Identity Cloud Service for Salesforce.com
- Oracle Eloqua HIPAA Advanced Data Privacy Cloud Service

**Usage Limits:** The Oracle Eloqua Marketing for Life Sciences Cloud Service is subject to usage limits based on:

- A maximum number of Brands as defined in your order.
- A maximum number of 1,000,000 contacts in your production environment.
- Oracle will provision 1 production environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Production Environment	Up to 5,000,000	Up to 10,000,000	Up to 250,000*	Up to 500,000	Up to 5,000	Up to 100 Hosted Named Users	Up to 100,000

\* Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud- SaaS Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Eloqua Marketing for Life Sciences Professionals Cloud Service**

Applicable Part # B76385 Oracle Eloqua Marketing for Life Sciences Professionals Cloud Service

Users of Oracle Eloqua Marketing for Life Sciences Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Life Sciences Professionals Industry Template Gallery
- Life Sciences Professionals Data Model Extensions
- Oracle Eloqua Premium Deliverability Cloud Service
- Oracle Eloqua Event Management Cloud Service
- Oracle Eloqua Advanced Lead Scoring Cloud Service
- Oracle Eloqua Data Tools Cloud Service
- Oracle Eloqua Security Administration Cloud Service
- Oracle Eloqua Integration API Cloud Service
- Oracle Cloud Support
- Oracle Eloqua Business Intelligence Cloud Service (1 Hosted Named User)
- Oracle Eloqua SSL Certificate Self-Purchased
- Oracle Eloqua Marketing Users (50 Hosted Named Users)
- Oracle Eloqua Advertising Cloud Service
- Oracle Eloqua Customer Profiler Cloud Service (50 Hosted Named Users)
- Oracle Eloqua Engage Cloud Service (50 Hosted Named Users)
- Oracle Eloqua Marketing Approvals Cloud Service
- Oracle Eloqua Identity Cloud Service for Salesforce.com

**Usage Limits:** The Oracle Eloqua Marketing for Life Sciences Cloud Service is subject to usage limits based on:

- A maximum number of Brands as defined in your order.
- A maximum number of 1,000,000 contacts in your production environment.
- Oracle will provision 1 production environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Production Environment	Up to 5,000,000	Up to 10,000,000	Up to 250,000*	Up to 500,000	Up to 5,000	Up to 100 Hosted Named Users	Up to 100,000

\* Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud- SaaS Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle Eloqua Marketing for Manufacturing Basic Cloud Service

Applicable Part # B76388 Oracle Eloqua Marketing for Manufacturing Basic Cloud Service

Users of Oracle Eloqua Marketing for Manufacturing Basic Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Oracle Cloud Support
- Manufacturing Industry Template Gallery
- Manufacturing Industry Data Model Extensions
- Oracle Eloqua Marketing Users (10 Hosted Named Users)
- Oracle Eloqua Engage Cloud Service (5 Hosted Named Users)
- Oracle Eloqua Customer Profiler Cloud Service (5 Hosted Named Users)
- Oracle Eloqua Integration API Cloud Service

**Usage Limits:** The Oracle Eloqua Marketing for Manufacturing Basic Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order
- Oracle will provision 1 production environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Production Environment	Up to 1,000,000	Up to 2,000,000	Up to 50,000*	Up to 100,000	Up to 1,000	Up to 20 Hosted Named Users	Up to 20,000

\* Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

### Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud- SaaS Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

## Oracle Eloqua Marketing for Manufacturing Standard Cloud Service

Applicable Part # B76390 Oracle Eloqua Marketing for Manufacturing Standard Cloud Service

Users of Oracle Eloqua Marketing for Manufacturing Standard Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Manufacturing Industry Template Gallery
- Manufacturing Industry Data Model Extensions
- Oracle Eloqua Standard Deliverability Cloud Service
- Oracle Eloqua Event Management Cloud Service
- Oracle Eloqua Advanced Lead Scoring Cloud Service
- Oracle Eloqua Data Tools Cloud Service
- Oracle Eloqua Security Administration Cloud Service
- Oracle Eloqua Integration API Cloud Service
- Oracle Cloud Support
- Oracle Eloqua Business Intelligence Cloud Service (1 Hosted Named User)
- Oracle Eloqua Marketing Users (50 Hosted Named Users)
- Oracle Eloqua Advertising Cloud Service
- Oracle Eloqua Engage Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Customer Profiler Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Marketing Approvals Cloud Service
- Oracle Eloqua Identity Cloud Service for Salesforce.com

**Usage Limits:** The Oracle Eloqua Marketing for Manufacturing Basic Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order
- Oracle will provision 1 production environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Production Environment	Up to 5,000,000	Up to 10,000,000	Up to 250,000*	Up to 500,000	Up to 5,000	Up to 100 Hosted Named Users	Up to 100,000

\* Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud- SaaS Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Eloqua Marketing for Wealth Management Cloud Service**

Applicable Part # B76387 Oracle Eloqua Marketing for Wealth Management Cloud Service

Users of Oracle Eloqua Marketing for Wealth Management Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Wealth Management Industry Template Gallery
- Wealth Management Data Model Extensions
- Oracle Eloqua Premium Deliverability Cloud Service
- Oracle Eloqua Event Management Cloud Service
- Oracle Eloqua Advanced Lead Scoring Cloud Service
- Oracle Eloqua Data Tools Cloud Service
- Oracle Eloqua Security Administration Cloud Service
- Oracle Eloqua Integration API Cloud Service
- Oracle Cloud Support
- Oracle Eloqua Business Intelligence Cloud Service (1 Hosted Named User)
- Oracle Eloqua SSL Certificate Self-Purchased
- Oracle Eloqua Marketing Users (50 Hosted Named Users)
- Oracle Eloqua Advertising Cloud Service
- Oracle Eloqua Customer Profiler Cloud Service (30 Hosted Named Users)
- Oracle Eloqua Engage Cloud Service (30 Hosted Named Users)
- Oracle Eloqua Marketing Approvals Cloud Service
- Oracle Eloqua Identity Cloud Service for Salesforce.com

**Usage Limits:** The Oracle Eloqua Marketing for Wealth Management Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order
- Oracle will provision 1 production environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Production Environment	Up to 5,000,000	Up to 10,000,000	Up to 250,000*	Up to 500,000	Up to 5,000	Up to 100 Hosted Named Users	Up to 100,000

\* Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

**Oracle Cloud Policies:**

Your order for this Oracle Cloud Service is subject to the Oracle Cloud- SaaS Hosting and Delivery Policies, which may be viewed at [www.oracle.com/contracts](http://www.oracle.com/contracts).

**Oracle Eloqua Marketing for Communications Cloud Service**

Applicable Part # B77359 Oracle Eloqua Marketing for Utilities Standard Cloud Service

Users of Oracle Eloqua Marketing for Communications Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Communications Industry Template Gallery
- Communications Industry Data Model Extensions
- Oracle Eloqua Standard Deliverability Cloud Service
- Oracle Eloqua Event Management Cloud Service
- Oracle Eloqua Advanced Lead Scoring Cloud Service
- Oracle Eloqua Data Tools Cloud Service
- Oracle Eloqua Security Administration Cloud Service
- Oracle Eloqua Integration API Cloud Service
- Oracle Cloud Support
- Oracle Eloqua Business Intelligence Cloud Service (1 Hosted Named User)
- Oracle Eloqua Marketing Users (50 Hosted Named Users)
- Oracle Eloqua Advertising Cloud Service
- Oracle Eloqua Identity Cloud Service for Salesforce.com
- Oracle Eloqua Engage Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Customer Profiler Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Marketing Approvals Cloud Service

**Usage Limits:** The Oracle Eloqua Marketing for Communications Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order
- Oracle will provision 1 production environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Production Environment	Up to 5,000,000	Up to 10,000,000	Up to 250,000*	Up to 500,000	Up to 5,000	Up to 100 Hosted Named Users	Up to 100,000

\* Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

## Oracle Eloqua Marketing for Utilities Cloud Service

Applicable Part # B77360 Oracle Eloqua Marketing for Utilities Standard Cloud Service

Users of Oracle Eloqua Marketing for Utilities Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Utilities Industry Template Gallery
- Utilities Industry Data Model Extensions
- Oracle Eloqua Standard Deliverability Cloud Service
- Oracle Eloqua Event Management Cloud Service
- Oracle Eloqua Advanced Lead Scoring Cloud Service
- Oracle Eloqua Data Tools Cloud Service
- Oracle Eloqua Security Administration Cloud Service
- Oracle Eloqua Integration API Cloud Service
- Oracle Cloud Support
- Oracle Eloqua Business Intelligence Cloud Service (1 Hosted Named User)
- Oracle Eloqua Marketing Users (50 Hosted Named Users)
- Oracle Eloqua Advertising Cloud Service
- Oracle Eloqua Identity Cloud Service for Salesforce.com
- Oracle Eloqua Engage Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Customer Profiler Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Marketing Approvals Cloud Service

**Usage Limits:** The Oracle Eloqua Marketing for Communications Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order

- Oracle will provision 1 production environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Production Environment	Up to 5,000,000	Up to 10,000,000	Up to 250,000*	Up to 500,000	Up to 5,000	Up to 100 Hosted Named Users	Up to 100,000

\* Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

## Oracle Eloqua Marketing for Higher Education Cloud Service

Applicable Part # [B79843](#) Oracle Eloqua Marketing for Higher Education Standard Cloud Service

Users of Oracle Eloqua Marketing for Higher Education Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- Integration
- System Management
- Higher Education Industry Template Gallery
- Higher Education Industry Data Model Extensions
- Oracle Eloqua Standard Deliverability Cloud Service
- Oracle Eloqua Event Management Cloud Service
- Oracle Eloqua Advanced Lead Scoring Cloud Service
- Oracle Eloqua Data Tools Cloud Service
- Oracle Eloqua Security Administration Cloud Service
- Oracle Eloqua Integration API Cloud Service
- Oracle Cloud Support
- Oracle Eloqua Business Intelligence Cloud Service (1 Hosted Named User)
- Oracle Eloqua Marketing Users (50 Hosted Named Users)
- Oracle Eloqua Advertising Cloud Service
- Oracle Eloqua Identity Cloud Service for Salesforce.com
- Oracle Eloqua SSL Certificate Self-Purchased
- Oracle Eloqua Engage Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Customer Profiler Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Marketing Approvals Cloud Service

**Usage Limits:** The Oracle Eloqua Marketing for Higher Education Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order
- Oracle will provision 1 production environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.

- See table below for usage limits allocated per licensed metric

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Production Environment	Up to 5,000,000	Up to 10,000,000	Up to 250,000*	Up to 500,000	Up to 5,000	Up to 100 Hosted Named Users	Up to 100,000

\* Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

## Oracle Eloqua Event Management Cloud Service (Eloqua Event Management Upgrade)

Applicable Part# B74165, 17600000 Oracle Eloqua Event Management Cloud Service, 17600000 Eloqua event Management Upgrade

Users of Oracle Eloqua Event Management Cloud Service are authorized to access the following module and features:

- Oracle Eloqua Event Management Cloud Service

**Usage Limits:** The Oracle Eloqua Event Management Cloud Service is subject to the following usage limits:

- A maximum number of Contacts as defined in your order
- Oracle will provision the Oracle Eloqua Event Management Cloud Service for one production environment of Oracle Eloqua Marketing Basic Cloud Service. Additional environments may be purchased subject to additional fees.
- The Oracle Eloqua Event Management Oracle Cloud Service is subject to the usage limits specified for the Oracle Eloqua Marketing Basic Cloud Service for which it is provisioned. Additional storage capacity may be purchased for 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](http://www.oracle.com/contracts).

## Oracle Eloqua Advanced Lead Scoring Cloud Service (formerly known as Eloqua Multi-Model Lead Scoring and Routing Upgrade)

Applicable Part #'s B74163, 30700000 Oracle Eloqua Advanced Lead Scoring Cloud Service, 30700000 Eloqua Multi-Model Lead Scoring and Routing Upgrade

Users of Oracle Eloqua Advanced Lead Scoring Cloud Service are authorized to access the following module and features:

- Multiple Model Lead Scoring

**Usage Limits:** The Oracle Eloqua Advanced Lead Scoring Cloud Service is subject to the following usage limits:

- A maximum number of Contacts as defined in your order
- Oracle will provision Oracle Eloqua Advanced Lead Scoring Cloud Service for one production environment of Oracle Eloqua Marketing Basic Cloud Service. Additional environments may be purchased subject to additional fees.
- The Oracle Eloqua Advanced Lead Scoring Cloud Service is subject to usage limits specified for the Oracle Eloqua Marketing Basic Cloud Service for which it is provisioned. Additional storage capacity may be purchased for 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](http://www.oracle.com/contracts).

## **Oracle Eloqua Data Tools Cloud Service (formerly known as Eloqua Custom Data Objects & Data Tools Upgrade)**

Applicable Part #'s B76464, B74164, 17700000 Oracle Eloqua Data Tools Cloud Service, 17700000 Eloqua Custom Data Tools Upgrade

Users of Oracle Eloqua Data Tools Cloud Service are authorized to access the following modules and features:

- Custom Data Objects
- Data Tools

**Usage Limits:** The Oracle Eloqua Data Tools Cloud Service is subject to the following usage limits:

- A maximum number of Contacts as defined in your order
- Oracle will provision Oracle Eloqua Data Tools Cloud Service for one production environment of Oracle Eloqua Marketing Basic Cloud Service. Additional environments may be purchased subject to additional fees.
- The Oracle Eloqua Data Tools Cloud Service is subject to usage limits specified for the Oracle Eloqua Marketing Basic Cloud Service for which it is provisioned. Additional storage capacity may be purchased for 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](http://www.oracle.com/contracts).

## **Oracle Eloqua Security Administration Cloud Service (formerly known as Eloqua Custom Security Roles)**

Applicable Part #'s B74167, 17800000 Oracle Eloqua Security Administration Cloud Service, 17800000 Eloqua Custom Security Roles

Users of Oracle Eloqua Security Administration Cloud Service are authorized to access the following modules:

- Custom Security Groups
- Label-Based Access Control Management

**Usage Limits:** The Oracle Eloqua Security Administration Cloud Service is subject to the following usage limits:

- A maximum number of Contacts as defined in your order
- Oracle will provision Oracle Eloqua Security Administration Cloud Service for one production environment of Oracle Eloqua Marketing Basic Cloud Service. Additional environments may be purchased subject to additional fees.
- The Oracle Eloqua Security Administration Cloud Service is subject to usage specified for the Oracle Eloqua Marketing Basic Cloud Service for which it is provisioned. Additional storage capacity may be purchased for 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](http://www.oracle.com/contracts).

## **Oracle Eloqua Business Intelligence Cloud Service (formerly known as Eloqua Insight Analyzer)**

Applicable Part #'s B74168, 17300000 Oracle Eloqua Business Intelligence Cloud Service, 17300000 Eloqua Insight Analyzer User License

Users of Oracle Eloqua Business Intelligence Cloud Service are authorized to access the following modules:

- Custom Reports
- Custom Dashboards

**Usage Limits:** The Oracle Eloqua Business Intelligence Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order
- Oracle will provision Oracle Eloqua Business Intelligence Cloud Service for one production environment of Oracle Eloqua Marketing Basic Cloud Service or Oracle Eloqua Marketing Standard Cloud Service. Additional environments may be purchased subject to additional fees.

- The Oracle Eloqua Business Intelligence Cloud Service is subject to the usage limits of the service (Oracle Eloqua Marketing Basic Cloud Service or Oracle Eloqua Marketing Standard Cloud Service, as applicable) for which it is provisioned. Additional storage capacity may be purchased for 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](http://www.oracle.com/contracts).

**Oracle Eloqua Engage Cloud Service (formerly known as Eloqua Engage)**

Applicable Part #'s B74169, 16200000 Oracle Eloqua Engage Cloud Service, 16200000 Eloqua Engage

Users of Oracle Eloqua Engage Cloud Service are authorized to access the following modules:

- Oracle Eloqua Engage

**Usage Limits:** The Oracle Eloqua Engage Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Named Users as defined in your order
- Individual Hosted Named Users of Oracle Eloqua Engage Cloud Service must be provisioned on an existing Oracle Eloqua Marketing Cloud Service environment.
- The Oracle Eloqua Engage Cloud Service is subject to the usage limits of the Oracle Eloqua Marketing Cloud Service 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](http://www.oracle.com/contracts).

**Oracle Eloqua Customer Profiler Cloud Service (formerly known as Eloqua Profiler)**

Applicable Part #'s B74170, 16100000 Oracle Eloqua Customer Profiler Cloud Service, 16100000 Eloqua Profiler

Users of Oracle Eloqua Customer Profiler Cloud Service are authorized to access the following modules:

- Oracle Eloqua Customer Profiler

**Usage Limits:** The Oracle Eloqua Customer Profiler Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Named Users as defined in your order
- Individual Hosted Named Users of Oracle Eloqua Customer Profiler Cloud Service must be provisioned on an existing Oracle Eloqua Marketing Cloud Service environment.
- The Oracle Eloqua Customer Profiler Cloud Service is subject to usage limits of the Oracle Eloqua Marketing Cloud Service 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](http://www.oracle.com/contracts).

## **Oracle Eloqua SSL Certificate Self Purchase (formerly known as Eloqua Enhanced Microsites to Support Any Verisign EV Certificates (Self Purchased) – Includes up to 3 certificates)**

Applicable Part #'s B74178, 15500000 Oracle Eloqua SSL Certificate Self Purchase, 15500000 Eloqua Enhanced Microsites to Support Any Verisign EV Certification (Self Purchased) – Includes up to 3 certificates

Users of Oracle Eloqua SSL Certificate for Self Purchase are authorized to access the following modules:

- Secure Microsites Setup

**Usage Limits:** The Oracle Eloqua SSL Certificate Self Purchase is subject to usage limits based on:

- A maximum number of Verisign EV SSL Certificates as defined in your order.
- Oracle will configure customer provided Verisign EV SSL certificates for up to three certificates in an Oracle Eloqua Marketing Cloud Service production environment.
- The Oracle Eloqua SSL Certificate Self Purchase is subject to the usage limits based upon the association of the certificate with a specific domain.

### **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](http://www.oracle.com/contracts).

## **Oracle Eloqua Marketing Additional User Cloud Service (formerly known as Eloqua Additional Marketing Users)**

Applicable Part #'s B74173, 15200000 Oracle Eloqua Marketing Additional User Cloud Service, 15200000 Eloqua Additional Marketing Users

Users of Oracle Eloqua Marketing Additional User Cloud Service are authorized to access the following modules:

- An Oracle Eloqua Platform Marketing Cloud Service production environment

**Usage Limits:** The Oracle Eloqua Marketing Additional User Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Named Users as defined in your order.
- Individual Hosted Named Users of Oracle Eloqua Marketing Additional User Cloud Service must be provisioned on an existing Oracle Eloqua Platform Marketing Cloud Service environment.
- The Oracle Eloqua Marketing Additional User Cloud Service is subject to the usage limits of the Oracle Eloqua Platform Marketing Cloud Service 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](http://www.oracle.com/contracts).

**Oracle Eloqua Identity Cloud Service for Salesforce.com (formerly known as Salesforce Identity Provider for Eloqua (SSO))**

Applicable Part #'s B74174, 17100000 Oracle Eloqua Identity Cloud Service for Salesforce.com, Oracle Eloqua Marketing Additional User Cloud Service Salesforce Identity Provider for Eloqua (SSO)

Users of Oracle Eloqua Identity Cloud Service for Salesforce.com are authorized to access the following modules:

- Single Sign-On Management

**Usage Limits:** The Oracle Eloqua Identity Cloud Service for Salesforce.com is subject to usage limits based on:

- A maximum number of Hosted Named User connections via Salesforce IDP 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](http://www.oracle.com/contracts).

**Oracle Eloqua Basic Additional Test Environment Cloud Service (formerly known as Eloqua Sandbox Marketer)**

Applicable Part #'s B76746, B74175, 10290000 Oracle Eloqua Basic Additional Test Environment Cloud Service, 10290000 Eloqua Sandbox Marketer

Users of Oracle Eloqua Basic Additional Test Environment Cloud Service are authorized to access the following modules:

- Sandbox Administration

**Usage Limits:** The Oracle Eloqua Basic Additional Test Environment Cloud Service is subject to usage limits based on:

- Oracle will provision 1 test environment for this Oracle Cloud Service
- Emails sent from the test environment will only be delivered to a specific list of users.
- The test environment has the following usage limits:
  - 5,000 prospect records, contact records, and account records
  - 2,000 e-mail sends per month
  - 5,000 form submits per month

- 20,000 page views per month

**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](http://www.oracle.com/contracts).

**Oracle Eloqua Standard Additional Test Environment Cloud Service (formerly known as Eloqua Sandbox Team)**

Applicable Part #'s B76747, B74176, 10390000 Oracle Eloqua Standard Additional Test Environment Cloud Service, 10390000 Eloqua Sandbox Team

Users of Oracle Eloqua Standard Additional Test Environment Cloud Service are authorized to access the following modules:

- Sandbox Administration

**Usage Limits:** The Oracle Eloqua Standard Additional Test Environment Cloud Service is subject to usage limits based on:

- Oracle will provision 1 test environment for this Oracle Cloud Service
- Emails sent from the test environment will only be delivered to a specific list of users.
- The test environment has the following usage limits:
  - 10,000 prospect records, contact records and account records
  - 25,000 Custom Data Objects
  - 2,000 e-mail sends per month
  - 5,000 form submits per month
  - 20,000 page views per month

**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](http://www.oracle.com/contracts).

**Oracle Eloqua Standard Deliverability Cloud Service (formerly known as Eloqua Branding & Deliverability Silver)**

Applicable Part #'s B74184, 15000000 Oracle Eloqua Standard Deliverability Cloud Service, 15000000 Eloqua Branding & Deliverability Silver

Users of Oracle Eloqua Standard Deliverability Cloud Service are authorized to access the following modules:

- Oracle Eloqua Standard Deliverability Configuration for one Oracle Eloqua Marketing Cloud Service Production Environment
- 1 dedicated IP Address
- 3 Branded Bounceback Domains
- Branded Reverse DNS
- 
- Domain Keys/DKIM Support (up to 3 addresses)
- Branded Domain Masking for Images and Email Links

**Usage Limits:** The Oracle Eloqua Standard Deliverability Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Named Users as defined in your order
- Oracle will provision Oracle Eloqua Standard Deliverability Cloud Service for one production environment of Oracle Eloqua Marketing Cloud Service. Additional environments may be purchased subject to additional fees.
- The Oracle Eloqua Standard Deliverability Cloud Service is subject to the usage limits of the Oracle Eloqua Marketing Cloud Service 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](http://www.oracle.com/contracts).

## **Oracle Eloqua Enterprise Deliverability Cloud Service (formerly known as Eloqua Branding & Deliverability Gold)**

Applicable Part #'s B74185, 15100000 Oracle Eloqua Enterprise Deliverability Cloud Service, 15100000 Eloqua Branding & Deliverability Gold

Users of Oracle Eloqua Enterprise Deliverability Cloud Service are authorized to access the following modules:

- Oracle Eloqua Enterprise Deliverability Configuration for one Oracle Eloqua Marketing Cloud Service Production Environment
- 3 dedicated IP Addresses
- 20 Branded Bounceback Domains
- Branded Reverse DNS
- Domain Keys/DKIM Support (up to 20 addresses)

**Usage Limits:** The Oracle Eloqua Enterprise Deliverability Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Named Users as defined in your order.
- Oracle will provision Oracle Eloqua Enterprise Deliverability Cloud Service for one production environment of Oracle Eloqua Marketing Cloud Service. Additional environments may be purchased subject to additional fees.
- The Oracle Eloqua Enterprise Deliverability Cloud Service is subject to the usage limits of the Oracle Eloqua Marketing Cloud Service 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](http://www.oracle.com/contracts).

**Oracle Eloqua Premium Deliverability Cloud Service (formerly known as Eloqua Branding & Deliverability Platinum)**

Applicable Part #'s B74186, 15120000 Oracle Eloqua Premium Deliverability Cloud Service, 15120000 Eloqua Branding & Deliverability Platinum

Users of Oracle Eloqua Premium Deliverability Cloud Service are authorized to access the following modules:

- Oracle Eloqua Enterprise Deliverability Cloud Service
- Extended security & archiving compliance
- Custom IP Routing

**Usage Limits:** The Oracle Eloqua Premium Deliverability Cloud Service is subject to usage limits based on:

- A maximum number of Hosted Named Users as defined in your order
- Oracle will provision Oracle Eloqua Premium Deliverability Cloud Service for one production environment of Oracle Eloqua Marketing Cloud Service. Additional environments may be purchased subject to additional fees.
- The Oracle Eloqua Premium Deliverability Cloud Service is subject to the usage limits of the Oracle Eloqua Marketing Cloud Service 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](http://www.oracle.com/contracts).

**Oracle Eloqua Private Storage Cloud Service (formerly known as Eloqua Premier Hosting Service)**

Applicable Part #'s B74781, 17400000 Oracle Eloqua Private Storage Cloud Service, 17400000 Eloqua Premier Hosting Service

Users of Oracle Eloqua Private Storage Cloud Service are authorized to access the following modules:

- Configuration of Oracle Eloqua Private Storage Cloud Service for one Oracle Eloqua Platform Marketing Cloud Service production environment

**Usage Limits:** The Oracle Eloqua Private Storage Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order

- Oracle will provision Oracle Eloqua Private Storage Cloud Service for one production environment of Oracle Eloqua Platform Marketing Cloud Service. Additional environments may be purchased subject to additional fees.
- The Oracle Eloqua Private Storage Cloud Service is subject to the usage limits of the Oracle Eloqua Platform Marketing 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](http://www.oracle.com/contracts).

## **Oracle Eloqua Advanced Data Security Cloud Service (formerly known as Eloqua Data Encryption At Rest)**

Applicable Part #'s B74179, 17200000 Oracle Eloqua Advanced Data Security Cloud Service, 17200000 Eloqua Data Encryption at Rest

Users of Oracle Eloqua Advanced Data Security Cloud Service are authorized to access the following modules:

- Configuration of Oracle Eloqua Advanced Data Security Cloud Service for one Oracle Eloqua Marketing Platform Cloud Service production environment
- Encryption of data at rest.
- Encryption of data files during import and export (Bulk API and SFTP).
- Site-to-site VPN data transmission.

**Usage Limits:** The Oracle Eloqua Advanced Security Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your Order
- Oracle will provision Oracle Eloqua Advanced Security Cloud Service for one production environment of Oracle Eloqua Platform Marketing Cloud Service. Additional environments may be purchased subject to additional fees.
- The Oracle Eloqua Advanced Security Cloud Service is subject to the usage limits of the Oracle Eloqua Platform Marketing 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](http://www.oracle.com/contracts).

## **Oracle Eloqua HIPAA Advanced Data Privacy Cloud Service**

Applicable Part # B78446 Oracle Eloqua HIPAA Advanced Data Privacy Cloud Service

Users of Oracle Eloqua Advanced Data Privacy Cloud Service are authorized to access the following modules:

- Oracle Eloqua Advanced Data Security Cloud Service
- Oracle Eloqua SSL Certificate Self Purchase
- HIPAA Contact Security preventing access to ePHI data
- HIPAA Secure Communication Application for delivery and viewing of emails through secure authenticated channels

**Usage Limits:** The Oracle Eloqua Advanced Security Cloud Service is subject to usage limits based on:

- A maximum number of Brands as defined in your Order
- Oracle will provision this Oracle Eloqua Cloud Service for one production environment of Oracle Eloqua Platform Marketing Cloud Service. Additional environments may be purchased subject to additional fees.
- The Oracle Eloqua HIPAA Advanced Data Privacy Cloud Service is subject to the usage limits of the Oracle Eloqua Platform Marketing 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](http://www.oracle.com/contracts).

## Oracle Eloqua Advanced Data Privacy Cloud Service

Applicable Part # B82783 Oracle Eloqua Advanced Data Privacy Cloud Service

Users of Oracle Eloqua Advanced Data Privacy Cloud Service are authorized to access the following modules:

- Oracle Eloqua Advanced Data Security Cloud Service
- Oracle Eloqua SSL Certificate Self Purchase
- Contact Security preventing access to Protected Private Information (PPI) data
- Secure Communication Application for delivery and viewing of emails through secure authenticated channels

**Usage Limits:** The Oracle Eloqua Advanced Security Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order
- Oracle will provision this Oracle Eloqua Cloud Service for one production environment of Oracle Eloqua Platform Marketing Cloud Service. Additional environments may be purchased subject to additional fees.
- The Oracle Eloqua Advanced Data Privacy Cloud Service is subject to the usage limits of the Oracle Eloqua Platform Marketing 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](http://www.oracle.com/contracts).

## Oracle Match Multiplier Cloud Service

Applicable Part # B79671

Users of the Oracle Match Multiplier Cloud Service are authorized to access the following module and features in the platform:

- Oracle Match Multiplier Cloud Service

**Usage Limits:** The Oracle Match Multiplier Cloud Service is subject to the following usage limits:

- Oracle will enable and configure the Oracle Match Multiplier Cloud Service as part of the Oracle Marketing Cloud Service[s] You subscribe to
- Use of the Oracle Match Multiplier Cloud Service requires an Oracle Marketing Cloud Service licensee

The Oracle Match Multiplier Cloud Service enables you to:

- Generate oHashes
- Make Your oHash data available in the Match Multiplier oHash Pool
- Access oHash linkage Data in the Match Multiplier oHash Pool
- Link Anonymous user IDs with Unique User IDs for marketing purposes, including transferring Unique User IDs to external platforms or between Oracle Cloud Services, cross-device targeting, and matching offline or hashed PI data to online IDs

**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](http://www.oracle.com/contracts).

## Advanced Support Assistance for Oracle Eloqua Marketing Cloud Service

Applicable Part #B85325

Advanced Support Assistance consists of:

1. Advanced Technical Guidance and Assistance. One Advanced Support Engineer (“ASE”) will be assigned to you for the duration of the service period set forth in the ordering document. The ASE will serve as your primary contact for the delivery and administration of the services and will communicate with you in English (except where a local language is available).
  - a. Your ASE shall provide the following support services during core hours of operations within contracted region, 9:00 AM – 6:00 PM:
    1. Support Request (“SR”) analysis;
    2. Functionality guidance; and
    3. Operational workarounds for SRs;
    4. Emergency technical advice and guidance for system outages;
    5. Document the contact details for key Oracle contacts and up to 5 (five) technical and/or end user contacts (“Customer Contacts”) and Oracle’s escalation procedures (“Joint Contacts and Escalation Guide”);
  - b. Your ASE will also assist with the following:
    1. Conduct an orientation for your Customer Contacts;
    2. Maintain the Joint Contacts and Escalation Guide;
    3. Review all Oracle Support Services activity, including 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;

4. 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 ASE 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.
2. Other.
  - a. Advanced Support Assistance If you renew Advanced Support Assistance, your renewal fee for such services will be based on the Advanced Support Assistance pricing policies in effect at the time of renewal.
  - b. Advanced Support Assistance 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](http://www.oracle.com/contracts).

## Eloqua Web Based Training Subscription

Part # B74267, 3706003

- Provides an unlimited user license to self-paced eLearning titles including:
  - RPM Introduction (WBT)
  - RPM Basics (WBT) or
  - Eloqua Foundation (WBT)
- The Web Based Training (WBT) is provided in digital format to the customer for hosting. Customer is responsible for loading the digital files provided to their LMS and verifying compatibility using the Oracle WBT Test module prior to purchase.
- The license provides unlimited use of the content
- The customer may not , repurpose or provide the content to any 3<sup>rd</sup> party without the prior written consent of Oracle, which may be withheld at Oracle's sole discretion
- Upon expiration of the subscription term, the content is to be deleted and/or removed from the customer's systems. The customer will certify as to such deletion and/or removal upon written request from Oracle
- If Oracle updates licensed content during the subscription term, Oracle will provide the customer any updates to the underlying content that might have been made by Oracle during the term
- Initial license per title must be purchased for a minimum of 12 months.

***Retired Offerings Appendix***

## Oracle Eloqua Advertising Cloud Service

Applicable Part# B75403, 19000000

Users of Oracle Eloqua Advertising Cloud Service are authorized to access the following module and features:

- ☐ Oracle Eloqua Advertising Cloud Service

**Usage Limits:** The Oracle Eloqua Advertising Cloud Service is subject to the following usage limits:

- ☐ A maximum number of Contacts as defined in your order
- ☐ Oracle will provision the Oracle Eloqua Advertising Cloud Service for one production environment of Oracle Eloqua Marketing Basic Cloud Service. Additional environments may be purchased subject to additional fees.
- ☐ The Oracle Eloqua Advertising Oracle Cloud Service is subject to the usage limits specified for the Oracle Eloqua Marketing Basic Cloud Service for which it is provisioned. Additional storage capacity may be purchased for 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](http://www.oracle.com/contracts).

## Oracle Eloqua Priority Email Cloud Service (formerly known as Eloqua Priority Email Package)

Applicable Part #'s B74180, 17500000 Oracle Eloqua Priority Email Cloud Service, 17500000 Eloqua Priority Email Package

Users of Oracle Eloqua Priority Email Cloud Service are authorized to access the following modules:

- Configuration of Oracle Eloqua Priority Email Cloud Service for one Oracle Eloqua Marketing Cloud Service production environment

**Usage Limits:** The Oracle Eloqua Priority Email Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order
- Oracle will provision the Oracle Eloqua Priority Email Cloud Service for one production environment of Oracle Eloqua Marketing Cloud Service. Additional environments may be purchased subject to additional fees.
- The Oracle Eloqua Priority Email Cloud Service is subject to the usage limits of the Oracle Eloqua Marketing Cloud Service
- In addition to the above limits, the Oracle Eloqua Priority Email Cloud Service has the following usage limits:
- up to a total of 500,000 Emails per hour

- up to a total of 10,000,000 emails sends per month.

**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](http://www.oracle.com/contracts).

## **Oracle Eloqua Additional Deliverability Tests Cloud Service (formerly known as Eloqua Additional Deliverability Tests)**

Applicable Part #'s B74187, 16500000 Oracle Eloqua Additional Deliverability Tests Cloud Service, 16500000 Eloqua Additional Deliverability Tests

Users of Oracle Eloqua Additional Deliverability Tests Cloud Service are authorized to access the following modules:

- 1 additional Deliverability Test per month

**Usage Limits:** The Oracle Eloqua Additional Deliverability Tests Cloud Service is subject to usage limits based on:

- A maximum number of Deliverability Tests as defined in your order
- Oracle will provision Oracle Eloqua Additional Deliverability Tests Cloud Service for one production environment of Oracle Eloqua Marketing Cloud Service. Additional environments may be purchased subject to additional fees.
- The Oracle Eloqua Additional Deliverability Tests Cloud Service is subject to the usage limits of the Oracle Eloqua Marketing Cloud Service 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](http://www.oracle.com/contracts).

## **Eloqua All Access Education Pass (AAEP)for Non-Eloqua Users**

Part # B74266, 37052002

- Entitles a Hosted Named User to attend publicly scheduled Eloqua classes for the term of the license.
- Hosted Named User must enroll in training sessions via the Eloqua Training Portal ([www.eloqua.com/education](http://www.eloqua.com/education)).
- Classes are offered as Instructor Led Online (ILO) training via web-cast technology or as Web Based Training (WBT) modules.
- Classes will be scheduled based on overall demand. Training schedules can be viewed on the Eloqua Training Portal ([www.eloqua.com/education](http://www.eloqua.com/education)).
- Classes must be registered for and attended within the terms of the AAEP license.
- Classes cannot be recorded or shared in any fashion.

- Subscription AAEP license can only be re-assigned if original Hosted Named User has permanently left the organization o the renewal date of the AAEP.
- The pass cannot be shared or distributed to others.

## **Oracle Eloqua Content Marketing Additional Publisher Cloud Service**

Applicable Part #'s B75375

Users of Oracle Content Marketing Additional Publisher Cloud Service are authorized to access the following modules:

- An Oracle Content Marketing Cloud Service production environment

**Usage Limits:** The Oracle Content Marketing Additional Publisher Cloud Service is subject to usage limits based on:

- A maximum number of Publishers as defined in your order.
- Individual Hubs of Oracle Content Marketing Additional Hub Cloud Service must be provisioned on an existing Oracle Content Marketing Cloud Service environment.
- The Oracle Content Marketing Additional Publisher Cloud Service is subject to the usage limits of the Oracle Content Marketing Cloud Service 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](http://www.oracle.com/contracts).

## **Oracle Eloqua Integration API Cloud Service (formerly known as Eloqua Web Services API Development Upgrade)**

Applicable Part #'s B74166, 17900000 Oracle Eloqua Integration API Cloud Service, 17900000 Eloqua Web Services API Development Upgrade

Users of Oracle Eloqua Integration API Cloud Service are authorized to access the following modules:

- Oracle Eloqua Marketing BULK API

**Usage Limits:** The Oracle Eloqua Integration API Cloud Service is subject to the following usage limits:

- A maximum number of Contacts as defined in your order
- Oracle will provision Oracle Eloqua Integration API Cloud Service for one production environment of Oracle Eloqua Marketing Basic Cloud Service. Additional environments may be purchased subject to additional fees.

The Oracle Eloqua Integration API Cloud Service is subject to the usage limits specified for the Oracle Eloqua Marketing Basic Cloud Service for which it is provisioned. Additional storage capacity may be purchased for 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](http://www.oracle.com/contracts).

**Oracle Eloqua Plug-In Cloud Service for Salesforce.com (formerly known as Eloqua Discover for Salesforce.com)**

Applicable Part #'s B74171, 16300000 Oracle Eloqua Plug-In Cloud Service for Salesforce.com, 16300000 Eloqua Discover for Salesforce.com

Users of Oracle Eloqua Plug-In Cloud Service for Salesforce.com are authorized to access the following modules:

- Oracle Eloqua Plug-In Cloud Service for Salesforce.com

**Usage Limits:** The Oracle Eloqua Plug-In Cloud Service for Salesforce.com is subject to usage limits based on:

- A maximum number of Hosted Named Users as defined in your order
- Individual Hosted Named Users of Oracle Eloqua Plug-In Cloud Service for Salesforce.com must be provisioned on an existing Oracle Eloqua Marketing Cloud Service environment.
- The Oracle Eloqua Plug-In Cloud Service for Salesforce.com is subject to the usage limits of the Oracle Eloqua Marketing Cloud Service 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](http://www.oracle.com/contracts).

**Oracle Eloqua Engage, Customer Profiler and Plug-In Cloud Service for Salesforce.com (formerly known as Eloqua for Sales)**

Applicable Part #'s B74172, 16400000 Oracle Eloqua Engage and Plug-In Cloud Service for Salesforce.com, 16400000 Eloqua For Sales

Users of Oracle Eloqua Engage and Plug-In Cloud Service for Salesforce.com are authorized to access the following modules:

- Oracle Eloqua Plug-In Cloud Service for Salesforce.com
- Oracle Eloqua Customer Profiler Cloud Service
- Oracle Eloqua Engage Cloud Service

**Usage Limits:** The Oracle Eloqua Engage and Plug-In Cloud Service for Salesforce.com is subject to usage limits based on:

- A maximum number of Hosted Named Users as defined in your order
- Individual Hosted Named Users of Oracle Eloqua Engage and Plug-In Cloud Service for Salesforce.com must be provisioned on an existing Oracle Eloqua Marketing Cloud Service environment.
- The Oracle Eloqua Engage and Plug-In Cloud Service for Salesforce.com is subject to the usage limits of the Oracle Eloqua Marketing Cloud Service 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](http://www.oracle.com/contracts).

**Oracle Eloqua Marketing for Partners Cloud Service (formerly known as Eloqua Agency Partner Platform)**

Applicable Part #'s B74162, 10700000 Oracle Eloqua Marketing for Partners Cloud Service, 10700000 Eloqua Agency Partner Platform

Users of Oracle Eloqua Marketing for Partners Cloud Service are authorized to access the following modules and features:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Oracle Eloqua Event Management Cloud Service
- Oracle Eloqua Advanced Lead Scoring Cloud Service
- Oracle Eloqua Data Tools Cloud Service
- Oracle Eloqua Security Administration Cloud Service
- Oracle Eloqua Integration API Cloud Service
- Oracle Eloqua Business Intelligence Cloud Service (1 Hosted Named User)
- Oracle Eloqua Marketing Users (50 Hosted Named Users)
- Oracle Cloud Support
- Oracle Eloqua Advertising Cloud Service
- Oracle Eloqua Identity Cloud Service for Salesforce.com
- Oracle Eloqua Engage Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Customer Profiler Cloud Service (10 Hosted Named Users)
- Oracle Eloqua Marketing Approvals Cloud Service

**Usage Limits:** The Oracle Eloqua Marketing for Partners Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order
- Oracle will provision 1 production environment for this Oracle Cloud Service. Additional environments may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	Eloqua Reporter License	API Calls Per Day
Per Production Environment	Up to 5,000,000	Up to 10,000,000	Up to 250,000*	Up to 500,000	Up to 5,000	Up to 100 Hosted Named Users	Up to 100,000

\* Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

**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](http://www.oracle.com/contracts).

**Oracle Cloud Priority Service for Oracle Marketing Cloud Service**

Applicable Part # B74256, B77075

Oracle Cloud Priority Service consists of:

1. Support Delivery Management. One Oracle Technical Account Manager (“TAM”) 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 contacts and up to 5 (five) technical and/or end user contacts (“Customer Contacts”) and Oracle’s escalation procedures (“Joint Contacts and Escalation Guide”);
    3. 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. 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.
  - b. Oracle Cloud Priority Service may not be available for all programs.
  - c. TAM is available 1 day a week over a 12-month period.

**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](http://www.oracle.com/contracts).

## **Oracle Cloud Priority Service for Oracle Eloqua Marketing Cloud Service – Enterprise TAM**

Applicable Part #B85323

Oracle Cloud Priority Service consists of:

1. Support Delivery Management. One Oracle Technical Account Manager (“TAM”) 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 English (except where a local language is available).
  - 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 contacts and up to 5 (five) technical and/or end user contacts (“Customer Contacts”) and Oracle’s escalation procedures (“Joint Contacts and Escalation Guide”);
    3. Provide access to a customer-specific web portal.
  - e. 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. Advice and Guidance.
  - a. User adoption strategy;
  - b. Guidance for operational and supportability requirements;
  - c. Coordination with your systems integrator(s);
  - d. Find any chronic issues and develop a “get-well” roadmap.
4. Governance Assistance.
  - a. Participate in your program management office (“PMO”) and steering committees;
  - b. Ensure customer understands how to work with Oracle Support;
  - c. Enterprise Solution support planning.
5. Other.
  - a. 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.
  - b. Oracle Cloud Priority Service may not be available for all programs.
  - c. TAM is available 2 ½ days a week over a 12-month period.

**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](http://www.oracle.com/contracts).

## **Oracle Cloud Priority Service for Oracle Eloqua Marketing Cloud Service – Dedicated Enterprise TAM**

Applicable Part #B85324

Oracle Cloud Priority Service consists of:

1. Support Delivery Management. One Oracle Technical Account Manager (“TAM”) 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 English (except where a local language is available).
  - 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 contacts and up to 5 (five) technical and/or end user contacts (“Customer Contacts”) and Oracle’s escalation procedures (“Joint Contacts and Escalation Guide”);
  3. 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:
    - iv. SR and Incident management, prioritization and escalation;
    - v. Communicate the status of your priority SRs and Incidents to your Customer Contact(s); and
    - vi. 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.
  - e. 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
  - f. Oracle will communicate SRs and Incidents to Oracle Product Development, as appropriate.
3. Advice and Guidance.
- a. User adoption strategy;
  - b. Guidance for operational and supportability requirements;
  - c. Coordination with your systems integrator(s);
  - d. Find any chronic issues and develop a “get-well” roadmap.
4. Governance Assistance.
- a. Participate in your program management office (“PMO”) and steering committees;
  - b. Ensure customer understands how to work with Oracle Support;
  - c. Enterprise Solution support planning.
5. Other.
- a. 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.
  - b. Oracle Cloud Priority Service may not be available for all programs.
  - c. TAM is available 5 days a week over a 12-month period.

**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](http://www.oracle.com/contracts).

## Oracle Cloud Priority Service for Oracle Eloqua Marketing Cloud Service Multi Region Support Add-on

Applicable Part #'s B74255, 20202000, B77076

Oracle Eloqua Marketing Multi-Region Add-on to Cloud Priority Service consists of:

1. Support Delivery Management. Two additional Technical Account Managers ("TAM") will be assigned to you for the duration of the service period set forth in the ordering document. The additional TAMs will be assigned in two geographic regions in addition to the TAM provided in the region for Cloud Priority Service.
2.
  - b. Your TAMs shall provide the following support services for each region:
    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
    3. Provide access to a customer-specific web portal.
  
  - b. Your TAM will also assist with the following for each region:
    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:
      - SR and Incident management, prioritization and escalation;
      - Communicate the status of your priority SRs and Incidents to your Customer Contact(s); and
      - Facilitate communications between Oracle and your Customer Contacts.
    8. Facilitate your access to monthly web conference sessions delivered in English featuring Oracle products.
4. Prioritization.
  - a. Oracle will give you priority access to change windows related to your Oracle Cloud Priority 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"):
    - 90% of Severity 1 SRs and Incidents within one (1) hour (24x7);
    - 90% of Severity 2 SRs and Incidents within two and one half (2.5) local business hours;
    - 90% of Severity 3 SRs and Incidents within the next local business day; and
    - 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.

5. Other.
  - a. If you renew Oracle Eloqua Marketing Multi-Region Add-on to Cloud Priority Service, your renewal fee for such services will be based on the Oracle Eloqua Marketing Multi-Region Add-on to Cloud Priority Service pricing policies in effect at the time of renewal.
  - b. Oracle Eloqua Marketing Multi-Region Add-on to 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](http://www.oracle.com/contracts).

## **Oracle Eloqua Marketing Approvals Cloud Service**

Applicable Part #'s B78509

Users of Oracle Eloqua Marketing Approvals Cloud Service are authorized to access the following module:

- Marketing Approvals

**Usage Limits:** The Oracle Eloqua Marketing Approvals Cloud Service is subject to the following usage limits:

- A maximum number of Contacts as defined in your order
- Oracle will provision Oracle Eloqua Marketing Approvals Cloud Service for one production environment of Oracle Eloqua Marketing Basic Cloud Service. Additional environments may be purchased subject to additional fees.
- The Oracle Eloqua Marketing Approvals Cloud Service is subject to usage specified for the Oracle Eloqua Marketing Basic Cloud Service for which it is provisioned. Additional storage capacity may be purchased for 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](http://www.oracle.com/contracts).

## **Oracle Eloqua Basic Additional Allotments Cloud Service (formerly known as Eloqua Premier Activity Upgrade - Marketer)**

Applicable Part #'s B76465, B74182, 18200000 Oracle Eloqua Basic Additional Allotments Cloud Service, 18200000 Eloqua Premier Activity Upgrade - Marketer

Users of Oracle Eloqua Basic Additional Allotments Cloud Service are authorized to access the following modules:

- Configuration of Additional Allotments for one Oracle Eloqua Marketing Platform Cloud Service production environment.

**Usage Limits:** The Oracle Eloqua Basic Additional Allotments Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order
- See table below for usage limits allocated per licensed metric

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	API Calls Per Day
Per Production Environment	Up to 5,000,000	Up to 10,000,000	Up to 250,000*	Up to 500,000	Up to 5,000	Up to 100,000

\* Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

**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](http://www.oracle.com/contracts).

**Oracle Eloqua Marketing Standard Additional Allotments Cloud Service (formerly known as Eloqua Premier Activity Upgrade - Team)**

Applicable Part #'s B76466, B74183, 18300000 Oracle Eloqua Marketing Standard Additional Allotments Cloud Service, 18300000 Eloqua Premier Activity Upgrade - Team

Users of Oracle Eloqua Marketing Standard Additional Allotment Cloud Service are authorized to access the following modules:

- Configuration of Additional Allotments for one Oracle Eloqua Marketing Cloud Service production environment.

**Usage Limits:** The Oracle Eloqua Additional Allotment Cloud Service is subject to usage limits based on:

- A maximum number of Contacts as defined in your order
- See table below for usage limits allocated per licensed metric

Licensed Metric	Tracked Page Views Per Month	Email Sends Per Month	Email Sends Per Hour	Form Submissions Volume Per Month	Form Submissions Per Hour	API Calls Per Day
Per Production Environment	Up to 25,000,000	Up to 50,000,000	Up to 1,250,000	Up to 2,500,000	Up to 25,000	Up to 500,000

\* Email throughput may vary with overall system load, complexity of email content and number of concurrent sending activities.

**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](http://www.oracle.com/contracts).