ORACLE HOSPITALITY CLOUD CONSULTING

SERVICE DESCRIPTIONS
October 19, 2017

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Oracle Hospitality Food and Beverage Point of Sale Implementation Cloud Service– per Hour
Part Number: B82357, B87921 (Extended Hours), B87922 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in your order of Oracle Hospitality Food and Beverage Point of Sale Consultation (POS), Configuration and Training Service for Cloud services ("Total Hours") related to your Oracle Hospitality deployment(s), which services may include assistance with any of the following:

1. Software Installation, Configuration and Training
   a. Download a remote transfer agent (RTA) for your Oracle Hospitality Cloud POS product.
   b. Send download completion notification to the Oracle Cloud provisioning team.
   c. Review completed site survey form.
   d. Receive cloud provisioning team confirmation of successful test which serves as notification of site readiness.
   e. Review your business practices to configure your Oracle POS application real time during the training session.
   f. Train up to five (5) system administrators in a single two (2) hour session on standard product functionality, portal maintenance and overall portal organizational leading practices.
   g. Train up to fifteen (15) users in a single two (2) hour session on standard product functionality, standard report availability, standard navigation and standard analytic tools.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the services depends upon your fulfillment of the following obligations and the following assumptions:

1. Your Obligations
   a. Provide Oracle access to your food and beverage site as required for the performance of services.
   b. Obtain Cloud Services under separate contract prior to the commencement of Services under this order and maintain such Cloud Services for the duration of the Services provided under this order.
   c. Provide Oracle access to site personnel who are best able to provide information needed to perform software configuration.
   d. Schedule your staff to attend all required Oracle Hospitality training sessions.
   e. Reproduce copies of training materials solely for your staff.
   f. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your

systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:

    i.   You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.

    ii.   You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.

    iii.   You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

2. <u>Project Assumptions</u>
   a. All communications and documentation will be in a mutually agreed upon language.
   b. The services above will be performed either by onsite delivery resources or remotely.
   c. The services do not include physical hardware installation, networking or any other services not expressly identified herein.
   d. Custom report development is not included in the services.
   e. Custom interface development is not included in the services.
   f. Training is provided for Oracle Hospitality products only.
   g. If training in provided on site, you are responsible for providing a training room with internet access, access to all required Oracle Hospitality products, LCD projector, white board or flip chart, and computers for students (if required).
   h. If training is provided remotely, all attendees must have a phone and either have their own personal computers ("PC's") with internet connection or the ability to share the screen of a PC with internet connection.
   i. Configuration or training of third party applications is not included in the services.
   j. Additional training sessions to accommodate larger teams or advanced training sessions will require a change order.
   k. Project management is not included in the services.
   l. Delays caused by either you or your third party vendors not being ready at the scheduled times may result in additional charges.

Oracle Hospitality Hotel Distribution Cloud Implementation and Configuration - per Hour
Part Number: B84197, B87923 (Extended Hours), B87935 (Weekend/Holiday Hours)
Legacy Part Number: SVS-MYFIDELIO, SVS-MYFIDELIO-REMOTE, SVS-MYFIDELIO-REMOTE-2+HOURS

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Distribution Cloud Implementation and Configuration related to the installation or upgrade, configuration, connection, and/or training of the most current version of the Oracle Hospitality Product specified modules (the "Hospitality Application") in Your cloud environment. The Services may include assistance with the following:

1. Installation or Upgrade and Connection of the Hospitality Application
    a. Conduct a preliminary meeting or conference call with up to ten (10) members of Your team to discuss the following:
        i.   Your requirements for Your version of the Hospitality Application in Your environment;
        ii.   Review of the preliminary questionnaire that was completed by You prior to the commencement of Services;
        iii. Features, modules, and standard functionality available in the Hospitality Application;
        iv.   Selection of the specific modules within the Hospitality Application or connected to the Hospitality Application to be installed and/or configured;
        v.   Determine if Your Hospitality Application needs to be upgraded to the most current version;
        vi.   Identify the properties (up to three) to be connected to the Hospitality Application;
        vii. Details of the project plan;
        viii. Review the steps for the Services set forth below.
    b. Install or upgrade the Hospitality Application in Your test environment;
    c. Connect a maximum of three (3) properties to the Hospitality Application in Your test environment.

2. Training and Configuration
    a. Provide up to four (4) trainings, each for up ten (10) of Your resources on the standard functionality of the Hospitality Application in Your test environment for the number of hours purchased, but not to exceed forty (40) hours, in a workshop setting; and
    b. Configure the Hospitality Application in Your test environment for the agreed upon properties.

3. Testing, Connection, and Production Assistance
    a. Provide assistance to Your resources for user acceptance testing and/or regression testing of the Hospitality Application in Your test environment;
    b. Refresh Your production environment after You have added the test data to Your production environment;
    c. Connect the Hospitality Application to the Opera Property Management Systems application and/or to third party applications/websites;
    d. Provide assistance with connecting up to three properties in the Hospitality Application in Your production environment;
    e. Provide post-production assistance for the number of hours purchased (up to forty (40) hours) for each of the agreed upon properties (maximum of three (3)), not to exceed the total number of hours purchased (up to a total of one hundred twenty (120) hours).
    f. Provide the documentation related to the operation of the Hospitality Application in Your environment.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Obligations
   a. Complete and return the pre-sales questionnaire regarding Your requirements for the Hospitality Application to Oracle prior to commencement of Services.
   b. Validate all required data that will be loaded into Your test and production environments.
   c. Provide remote access to perform any of the Services for the duration of the Services.
   d. Maintain network connectivity between Your environment and any third party applications and/or websites.
   e. Limit Oracle's access to any production environments or shared development environments to the extent necessary for Oracle to perform the Services.
   f. Enable the appropriate network access and communications between the applicable servers and databases for Oracle to perform the Services.
   g. Provide user rights to access the cloud test environment(s) for the Services.
   h. You agree that Oracle resources may access your systems, throughout the performance of services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and your systems is required for Oracle resources to perform services under this exhibit, you will provide access to Oracle as follows:

      i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
      ii. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
      iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

   Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform services under this exhibit, you agree to pay for any increased costs resulting from your failure. Oracle will prepare an amendment to this exhibit for the change in the services and fees resulting from such failure. If you do not review and approve such amendment within five (5) days after your receipt thereof, Oracle may terminate its performance of services under this exhibit.

2. Project Assumptions
   a. All communications and documentation will be in English.
   b. The Services will be performed either by onsite delivery resources or remotely.
   c. If You wish to receive additional Services for more than three properties, You may do so by entering into a separate order for such Services.
   d. The following are not part of these Services and are considered out of scope:
      i. Configuration or training of third party applications;
      ii. Physical hardware installation;
      iii. Network troubleshooting;
      iv. Inputting of any data, branding, marketing materials, website design, or related information that is not included within the agreed upon properties (up to a maximum of three);
      v. Customizations, enhancements, modifications, localizations, or interfaces of the Hospitality Application;
      vi. Project management; or
      vii. Any other Services not expressly identified herein.

Oracle Hospitality Hotel Distribution Cloud Consulting Service - per Hour
Part Number: B84198, B87924 (Extended Hours), B87936 (Weekend/Holiday Hours)
Legacy Part Number: 980003-053

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Distribution Cloud Consulting Service ("Total Hours") related to Your Oracle Hospitality Distribution deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
    a.   Review Your environment and verify the Oracle Hotel Distribution Services that are installed as well as any required 3rd party interfaces and network connectivity.
    b. Create Oracle Hotel Distribution users and associated permissions if required.
    c. Review Oracle Hotel Distribution pre-installation requirements and mapping forms.
    d. Configure the Oracle Hotel Distribution system based on existing Oracle Hospitality Property Management System (PMS/ORS) configuration data provided by You.
    e. Synchronize packages, rate codes, inventory and restrictions between the Oracle Hotel Distribution system and Oracle Hospitality Property Management System (PMS/ORS). Test the rate, restriction and inventory updates for correct loading from the Oracle Hospitality Property Management System (PMS/ORS), and that reservations are delivered correctly to the Oracle Hospitality Property Management System (PMS/ORS).
    f. Apply branding customization on web booking engine default layout.
    g. Upload Your property images into the web layout.
    h. Monitor end to end traffic (real time and resynchronization between OPERA and Oracle Hotel Distribution products) for both data coming from OPERA and data going to OPERA.

2. Software Application Training
    a. Conduct up to up to two (2) remote web based training sessions for each module ("Oracle Hotel Distribution Training"), not to exceed two (2) hours in duration.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Obligations
    a. Provide Oracle access to Your hotel site required for the performance of Services.
    b. Provide all necessary content, as per pre-installation document, prior to configuration.
    c. Train staff who have not attended OPERA application training related to this Service.
    d. Maintain direct relation with extranet partners market managers (e.g. Expedia, Booking.com) for business decisions and requests related to hotel representation in their systems.
    e. Ensure a valid backup solution is installed and tested to the point of restoring the database.

    f. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your

systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:

    i.   You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.

    ii.   You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.

    iii.   You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

2. Project Assumptions
   a. The Services are designed to go-live in the production Services environment at one time. Multiple or staged go-lives are not included in the Services.
   b. Each module is live as soon as one (1) distribution channel is live with the module.
   c. Training is provided for Oracle Hotel Distribution products only.
   d. Oracle Hotel Distribution application training is conducted by module (e.g. OPRA Xchange interface, Central Reservation System, web booking engine, Hotel Channel Manager).
   e. Additional charges may result if You or Your third party entities have not completed the required activities defined in the Oracle Hotel Distribution Pre-installation Guide list of requirements on the day Oracle is to commence the Services.
   f. Additional training sessions or advanced training sessions will require a change order.
   g. Development of new booking engine layout is not included in the Services.
   h. Development of a new application interface is not included in the Services.
   i. Data migration from an external hotel management system is not included in the Services.
   j. The Services will be performed remotely and do not include physical hardware installation.
   k. Project Management is not included in the Services.
   l. Implementation of the Oracle Hospitality Hotel Distribution application is not included in the Services.

Oracle Hospitality Food and Beverage Project Management Cloud Service – Per Hour
Part Number: B86153

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Food and Beverage Project Management Cloud Services ("Total Hours") related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. Project Management Services
   a. Facilitate project kick-off call with Your team to review and confirm project scope.
   b. Confirm Oracle Hospitality products and Services purchased.
   c. Confirm preliminary implementation dates including go-live date.
   d. Prepare project implementation schedule.
   e. Facilitate reoccurring project status calls to track progress.
   f. Track status of hardware purchased for food and beverage implementation.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following assumptions:

1. Your Obligations
   a. You agree to designate a primary representative who will serve as Oracle's primary point of contact and have authority to make decisions with regard to the Services Oracle will be performing. This representative shall work together with Oracle's project manager to facilitate an efficient delivery of the Services.
   b. Schedule Your resources to work with or provide information to Oracle.
   c. Schedule third party vendors according to project schedule, if required.
   d. Advise Oracle of any delays or scheduling changes as soon as possible.
   e. If remote Services are required, in order for Oracle to perform Services under this order, You will provide a virtual private network ("VPN") access to Your systems through a network connection You create between Oracle and Your systems.

      i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
      ii. You are responsible for acquiring and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
      iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

      If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

2. Project Assumptions

a. All communications and documentation will be in the mutually agreed upon language.
b. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
c. Services can be either performed onsite or remotely.

Oracle Hospitality Hotel Project Management Cloud Service – per Hour
Part Number: B86154

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Project Management Cloud Services ("Total Hours") related to Your Oracle Hospitality Property Management Systems (PMS) deployment(s) and/or Point Of Sale (POS) implementation(s), which Services may include assistance with any of the following:

1. Project Management Services
   You and Oracle each agree to designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services. Provide You with the following project management related assistance, which may include the following:

   a. Facilitate a project kick-off call with Your team to review and confirm the project scope.
   b. Confirm Oracle Hospitality PMS and/or POS products and Services sold align with the effort to be performed.
   c. Confirm mutually agreed upon implementation dates, including Oracle Hospitality PMS and/or POS go-live date.
   d. Confirm with You what the necessary hardware is for Your Oracle Hospitality PMS and/or POS implementation.
   e. Track status of hardware purchased from Oracle.
   f. Prepare project implementation schedule for Oracle resources.
   g. Assign Oracle implementation resources.
   h. Provide travel information for resources traveling to Your location.
   i. Facilitate mutually agreed reoccurring project status calls to track progress.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Obligations
   a. Designate a project manager who shall work together with Oracle's project manager to facilitate an efficient delivery of the Services, including assigning, scheduling and managing Your resources.
   b. Provide Oracle access to Your hotel site required for the performance of Services.
   c. Provide completed copy of the Oracle Hospitality PMS and/or POS Pre-installation Guide.
   d. Schedule Your staff to attend required Oracle Hospitality PMS and/or POS training sessions.
   e. If remote Services are required, in order for Oracle to perform Services under this order, You will provide a virtual private network ("VPN") access to Your systems through a network connection You create between Oracle and Your systems.

      i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
      ii. You are responsible for acquiring and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
      iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

2. Project Assumptions
    a. All communications and documentation will be in mutually agreed language.
    b. The Services above will be performed either by remote or onsite resources.
    c. Oracle will send an Oracle Hospitality PMS and/or POS Pre-installation Guide list of requirements that are to be implemented by You in preparation of the installation.

Oracle Hospitality Hotel Project Consultant Cloud Service – per Hour
Part Number: B86155

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Project Consultant Services ("Total Hours") related to Your Oracle Hospitality Property Management Systems (PMS) deployment(s) and/or Point Of Sale (POS) implementation(s), which Services may include assistance with any of the following:

1. Project Consultancy Services
   a. Facilitate a project kick-off call with Your team to review and confirm the project scope.
      i. Confirm Oracle Hospitality PMS and/or POS products and Services purchased.
      ii. Discuss estimated implementation dates; including Oracle Hospitality PMS and/or POS go-live date.
      iii. Discuss hardware prerequisites to support Your Oracle Hospitality PMS and/or POS implementation.
   b. Track status of hardware purchased from Oracle.
   c. Prepare project implementation schedule for Oracle resources.
   d. Assign Oracle implementation resources.
   e. Provide travel information for resources traveling to Your location.
   f. Facilitate mutually agreed reoccurring project status calls to track progress.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Obligations
   a. Designate a project consultant who shall work together with Oracle's project consultant to facilitate an efficient delivery of the Services, including assigning, scheduling and managing Your resources.
   b. Provide Oracle access to Your hotel site required for the performance of Services.
   c. Provide completed copy of the Oracle Hospitality PMS and/or POS Pre-installation Guide.
   d. Schedule Your staff to attend required Oracle Hospitality PMS and/or POS training sessions.
   e. If Services are provided remotely, Oracle resources may provide Services via phone, a customer-specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this exhibit, You will provide access to Oracle as follows:

      i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
      ii. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
      iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

      Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any

other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this exhibit, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this exhibit for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this exhibit.

2. Project Assumptions
    a. All communications and documentation will be in the mutually agreed upon language.
    b. The Services above will be performed either by onsite delivery resources or remotely and do not include physical hardware installation, networking or any other Services not expressly identified herein.
    c. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
    d. Custom report development is not included in the Services.
    e. Custom interface development is not included in the Services.
    f. Third party software configuration is not included in the Services.
    g. Application training is not included in the Services.
    h. Project Management is not included in the Services.
    i. Implementation of the Oracle Hospitality PMS and/or POS application is not included in the Services.

Oracle Hospitality Hotel PMS Implementation and Configuration Cloud Service – per Hour
Part Number: B87620, B87925 (Extended Hours), B87937 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel PMS Implementation and Configuration Cloud Service ("Total Hours") related to Your Oracle Micros Property Management System ("PMS") deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
   a. Review Your PMS environment to identify, software version, hotel name, room count, and network connectivity.
   b. Assist You with creating users /granting permissions.
   c. Configure rooms, room types, rate codes, rates, transaction codes, market codes.
   d. Create and/or edit customized stationery. (e.g., folio, registration card, A/R statement, reminder letters, confirmation letters, message formats, or receipts).
   e. Apply screen modifications (e.g., changing layout of fields or adding conditions/fields).
   f. Test the configurations, review configuration reports, stationery forms and screen flow in Your hosted Cloud environment.

2. Software Application Training
   a. Conduct up to up to two (2) training sessions for each module ("Oracle Hospitality PMS Application Training"), each of which is up to four (4) hours in duration and may be attended by up to eight (8) of Your resources.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Obligations
   a. Provide Oracle access to Your Hotel applications required for the performance of Services.
   b. Complete necessary hardware (example: Interface PC, OXI PC) placement and connection to the network according to the specifications outlined in the Oracle Hospitality PMS hardware sizing guide.
   c. Complete the Oracle Hospitality PMS Pre-installation Guide prior to the commencement of Services.
   d. Schedule Your staff to attend required Oracle Hospitality PMS training sessions.
   e. Perform all data entry.
   f. Train staff who has not attended Oracle Hospitality PMS application training.
   g. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this exhibit, You will provide access to Oracle as follows:

      i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
      ii. You are responsible for acquiring and maintain any equipment and performing any labor

and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.

iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this exhibit, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this exhibit for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this exhibit.

2. Project Assumptions
   a. All communications and documentation will be in a mutually agreed upon language.
   b. The Services are designed to go-live in the hosted Cloud environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Training is provided for Oracle Hospitality PMS products only.
   d. Oracle Hospitality PMS application training is conducted by module (e.g. Profiles, Reservations, Front Desk, Cashier).
   e. Additional charges may result if You or Your third party vendors have not completed the required activities defined in the Oracle Hospitality PMS Pre-installation Guide list of requirements on the day Oracle is to commence the Services.
   f. Development of new reports is not included in the Services.
   g. Development of a new application interface is not included in the Services.
   h. Data migration from an external hotel management system is not included in the Services.
   i. Configuration or training of third party applications is not included in the Services.
   j. The Services will be performed either by onsite delivery resources or remotely and does not include physical hardware installation.
   k. Project Management is not included in the Services.

Oracle Hospitality Hotel Live Cutover Support Cloud Service –per Hour
Part Number: B87621, B87926 (Extended Hours), B87938 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Cloud Live Cutover Support Cloud Services ("Total Hours") related to Your Oracle Hospitality Property Management System (PMS) deployment(s),   which Services may include assistance with any of the following:

1. Software Configuration
    a. Review Your hosted Cloud environment (Oracle Hospitality PMS version, hotel name, room count, network connectivity).
    b. Configure rooms, room types, rate codes, rates, transaction codes, market codes.
    c. Create and/or edit customized stationery. (e.g., folio; registration card; Accounts Receivable statement; reminder letters; confirmation letters; message formats; receipts).
    d. Apply screen modifications (e.g., changing layout of fields or adding conditions/fields; customization).
    e. Test and validate software configuration, review configuration reports, stationery forms, and screen flow in Your hosted Cloud environment compared to the Pre-installation guide.

2. Live Cutover Support
    a. Provide post go-live support in Your hosted Cloud environment.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Obligations
    a. Complete the Oracle Hospitality PMS Pre-installation Guide prior to prior to the commencement of Services.
    b. Complete pre-requisite tasks provided by Oracle in preparation for the installation.
    c. Schedule Your staff to attend required Oracle Hospitality PMS training sessions.
    d. Perform all data entry.
    e. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard   virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this exhibit, You will provide access to Oracle as follows:

        i.   You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through   the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
        ii. You are responsible for acquiring and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
        iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

     Oracle is not responsible for network connections or for issues, problems or conditions arising from or

related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this exhibit, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this exhibit for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this exhibit.

2. Project Assumptions
    a. All communications and documentation will be in the mutually agreed upon language.
    b. The Services are designed to go-live in the hosted Cloud environment at one time. Multiple or staged go-lives are not included in the Services.
    c. Oracle's live support coverage hours will align to project scoping identified in the Order.
    d. Consulting assistance is only provided to Your staff that has completed the required Oracle Hospitality PMS training sessions.
    e. Development of new reports is not included in the Services.
    f. Development of a new application interface is not included in the Services.
    g. Data migration from an external hotel management system is not included in the Services.
    h. Configuration or training of third party applications is not included in the Services.
    i. The Services above will be performed remotely and do not include physical hardware installation or any other Services not expressly identified herein.
    j. Project management is not included in the Services.

Oracle Hospitality Hotel Network Interface Technical Cloud Service – per Hour
Part Number: B87622, B87927 (Extended Hours), B87939 (Weekend/Holiday Hours)

<u>Description of Services</u>

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Network Interface Technical Cloud Services ("Total Hours") related to Your Oracle Hospitality Property Management System (PMS) deployment(s), which Services may include assistance with any of the following:

1. <u>Software Installation</u>
    a. Facilitate one (1) discovery call with designated members of Your team to confirm scope of Services.
    b. Install OPERA Interface Controller on workstations, and interface PC.
    c. Verify Microsoft Internet Explorer or other Microsoft Windows based software products for supported versions.

2. <u>Software Configuration</u>
    a. Configure the OPERA Interface Controller software to enable the required protocol for each Oracle certified PMS third party interface purchased as part of Your OPERA PMS deployment.
    b. Review mapping worksheets, as applicable (e.g. point-of-sale interfaces).

<u>Your Obligations and Project Assumptions</u>

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. <u>Your Obligations</u>
    a. Provide Oracle access to Your Hotel applications required for the performance of Services.
    b. Verify interfaces are functional.
    c. Complete the applicable Oracle Hospitality PMS pre-installation mapping worksheets prior to the commencement of Services.
    d. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
    e. Complete all prerequisites as outlined in the discovery call.
    f. Complete the implementation requirements (e.g. cabling, hardware setup) defined in the Oracle Hospitality PMS pre-installation Guide list of requirements prior to the commencement of Services.
    g. Schedule Your information technology ("IT") staff to be designated to work with Oracle.
    h. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this exhibit, You will provide access to Oracle as follows:

        i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
        ii. You are responsible for acquiring and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
        iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle

team members, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this exhibit, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this exhibit for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days   after Your receipt thereof, Oracle may terminate its performance of Services under this exhibit.

2. Project Assumptions
   a. All communications and documentation will be in mutually agreed upon language.
   b. The Services are designed to go-live in the hosted Cloud environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Additional charges may result if customer or third party vendors have not completed the required activities defined in the Oracle Hospitality PMS pre-installation list of requirements on the day Oracle is to commence the Services.
   d. Development of a new application interface is not included in the Services.
   e. Configuration or training of third party applications is not included in the Services.
   f. The Services above will be performed remotely and do not include physical hardware installation or any other Services not expressly identified herein.
   g. Project management is not included in the Services.

Oracle Hospitality Hotel Food and Beverage POS Pre-Implementation Cloud Service – per Hour
Part Number: B87623, B87928 (Extended Hours), B87940 (Weekend/Holiday Hours)

<u>Description of Services</u>

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Food and Beverage POS Cloud Pre-Implementation Services ("Total Hours") related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. <u>Consulting Services</u>
   a. Conduct requirements gathering for implementing Oracle Hospitality Hotel Food and Beverage Point of Sale solutions.
   b. Provide consultation for application architecture for Oracle Hospitality Hotel Food and Beverage Point of Sale products.
   c. Provide consultation on practices regarding integration of Oracle Hospitality products including Point of Sale, iCare, MyMicros, MyInventory, and MyLabor.
   d. Define requirements for Oracle Hospitality Point of Sale application, assisting customer with identifying any custom development needs.
   e. Provide consultation on feature functionality and feature requirements gap analysis.
   f. Provide consultation and testing Services for 3rd party interfaces.
   g. Provide documentation to include diagrams of application data flow, process models, and control flow.
   h. Maintenance of installed Oracle Hospitality applications.
   i. Analyze installed Oracle Hospitality applications for maintenance and upgrade paths.

<u>Your Obligations and Project Assumptions</u>

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following assumptions:

1. <u>Your Obligations</u>
   a. Provide Oracle remote access to Your Oracle Hotel applications and infrastructure, as required for the performance of Services.
   b. Provide Oracle with full access to relevant functional, technical, and business resources with adequate skills and knowledge to support the performances of Services.
   c. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
   d. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this exhibit, You will provide access to Oracle as follows:

      i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
      ii. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
      iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle

team members, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this exhibit, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this exhibit for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this exhibit.

2. <u>Project Assumptions</u>
    a. All communications and documentation will be in a mutually agreed upon language.
    b. The Services above will be performed remotely.
    c. The Services do not include physical hardware installation, networking or any other Services not expressly identified herein.
    d. Custom report development is not included in the Services.
    e. Custom interface development for new interfaces is not included in the Services.
    f. Third party software configuration is not included in the Services.
    g. Application training is not included in the Services.
    h. Project management is not included in the Services.
    i. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.

Oracle Hospitality Hotel Food and Beverage POS Implementation Cloud Service – per Hour
Part Number: B87624, B87929 (Extended Hours), B87941 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Food and Beverage POS Cloud Implementation Services ("Total Hours") related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
   a. Install Oracle Hospitality Hotel Food and Beverage POS application.
   b. Configure menus, modifiers, page design, employee setup, time and attendance, printing, standard reports, eBusiness modules and standard interfaces to credit cards, gift cards and Property Management Systems.
   c. Test the configuration, printing, reporting and interface connectivity.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following assumptions:

1. Your Obligations
   a. Provide Oracle access to Your Hotel applications as required for the performance of Services.
   b. Provide Oracle access to personnel who are best able to provide information needed to perform software configuration.
   c. Complete necessary hardware placement and connection to the network according to the specifications outlined in the Oracle Hospitality POS hardware sizing guide.
   d. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
   e. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this exhibit, You will provide access to Oracle as follows:

      i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
      ii. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
      iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

      Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this exhibit, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this exhibit for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt

thereof, Oracle may terminate its performance of Services under this exhibit.

2. <u>Project Assumptions</u>
   a. All communications and documentation will be in a mutually agreed upon language.
   b. The Services above will be performed remotely.
   c. The Services do not include physical hardware installation, networking or any other Services not expressly identified herein.
   d. Custom report development is not included in the Services.
   e. Custom interface development is not included in the Services.
   f. Third party software configuration is not included in the Services.
   g. Application training is not included in the Services.
   h. Project management is not included in the Services.
   i. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.

Oracle Hospitality Hotel Food and Beverage Live Support Cloud Service –per Hour
Part Number: B87625, B87930 (Extended Hours), B87942 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Food and Beverage Live Support Cloud Services ("Total Hours") related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. Go Live Support Services
   a. Provide post go-live support in Your hosted Cloud environment, primarily focused on supporting Your management staff during the transition to the new application.
   b. Answer operational questions and consult on the application.
   c. Assist You with basic configurations change requests identified during go live.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following assumptions:

1. Your Obligations
   a. Provide Oracle access to Your Hotel applications as required for the performance of Services.
   b. Complete necessary hardware placement and connection to the network according to the specifications outlined in the Oracle Hospitality POS hardware sizing guide.
   c. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
   d. Schedule the appropriate resources to work with Oracle to ensure a smooth transition to the new application.
   e. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this exhibit, You will provide access to Oracle as follows:

      i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
      ii. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
      iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

      Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this exhibit, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this exhibit for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this exhibit.

2. Project Assumptions
    a. All communications and documentation will be in a mutually agreed upon language.
    b. The Services above will be performed remotely and do not include physical hardware installation or any other Services not expressly identified herein.
    c. Configuration or training of third party applications is not included in the Services.
    d. Configuration of custom reporting is not included in the Services.
    e. Configuration of custom interfaces is not included in the Services.
    f. Full menu entry or additional revenue center creation is not included in the Services.
    g. Project management is not included in the Services.
    h. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.

Oracle Hospitality Hotel Food and Beverage System Administrator Training Cloud Service – per Hour
Part Number: B87626, B87931 (Extended Hours), B87943 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Food and Beverage System Administrator Training Cloud Services ("Total Hours") related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. Software Application Training
   a. Train Your staff on standard product functionality and can include menu configuration, revenue center configuration, employee setup, timekeeping and scheduling, reporting, inventory management, and loyalty and gift card program management.
   b. Provide available training material electronically.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following assumptions:

1. Your Obligations
   a. Provide Oracle access to Your Hotel applications as required for the performance of Services.
   b. Schedule Your staff to attend all required Oracle Hospitality training sessions.
   c. Reproduce copies of training materials solely for Your staff.
   d. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this exhibit, You will provide access to Oracle as follows:

      i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
      ii. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
      iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

   Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this exhibit, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this exhibit for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days   after Your receipt thereof, Oracle may terminate its performance of Services under this exhibit.

2. Project Assumptions
   a. All communications and documentation will be in a mutually agreed upon language.
   b. The Services above will be performed remotely.

c. Training is provided for Oracle Hospitality products only.
d. You are responsible for providing a training room with internet access, access to all required Oracle Hospitality products, LCD projector, white board or flip chart, and computers for students (if required).
e. All attendees must have a phone and either have their own PC's with internet connection or the ability to share the screen of a personal computer ("PC") with internet connection.
f. Training of third party applications is not included in the Services.
g. Project management is not included in the Services.

Oracle Hospitality Hotel Food and Beverage End User Training Cloud Service – per Hour
Part Number: B87627, B87932 (Extended Hours), B87944 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Food and Beverage Cloud End User Training Services ("Total Hours") related to Your Oracle Hospitality deployment(s), which Services may include   assistance with any of the following:

1. Software Application Training
   a. Provide training on end user interaction with Oracle's Hospitality products, as currently configured. This can include entering, editing, and tendering checks, timekeeping, reporting, manager functions.
   b. Provide available training material electronically.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following assumptions:

1. Your Obligations
   a. Provide Oracle access to Your Hotel applications as required for the performance of Services.
   b. Schedule Your staff to attend all required Oracle Hospitality training sessions.
   c. Reproduce copies of training materials solely for Your staff.
   d. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this exhibit, You will provide access to Oracle as follows:

      i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
      ii. You are responsible for acquiring and maintaining any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
      iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

      Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this exhibit, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this exhibit for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days   after Your receipt thereof, Oracle may terminate its performance of Services under this exhibit.

2. Project Assumptions
   a. All communications and documentation will be in a mutually agreed upon language.
   b. The Services above will be performed remotely.
   c. Training is provided for Oracle Hospitality products only.
   d. You are responsible for providing a training room with internet access, access to all required Oracle

Hospitality products, LCD projector, white board or flip chart, and computers for students (if required).

e. All attendees must have a phone and either have their own personal computers ("PC's") with internet connection or the ability to share the screen of a PC with internet connection.

f. Configuration or training of third party applications is not included in the Services.

g. Project management is not included in the Services.

Oracle Hospitality Hotel Sales and Catering Implementation and Configuration Cloud Service - per Hour
Part Number: B87628, B87933 (Extended Hours), B87945 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Implementation Cloud Services ("Total Hours") related to Your Oracle Hospitality Sales and Catering deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
    a. Review Your environment hosted Cloud Oracle Hospitality system.
    b. Review pre-installation guide for applying software requirements.
    c. Assist You with creating users /granting permissions.
    d. Configure system variables e.g., banquet and catering rooms, banquet equipment, catering menus and resources.
    e. Create and/or edit customized stationery.
    f. Apply screen modifications e.g., changing layout of fields or adding conditions/fields.
    g. Test the configurations, review configuration reports, stationery forms, screen flow in Your production environment.

2. Software Application Training
    a. Conduct training sessions for Oracle Hospitality Sales and Catering modules to be implemented, each of which is up to four (4) hours in duration and may be attended by up to ten (10) of Your resources.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Obligations
    a. Provide Oracle access to Your Hotel applications required for the performance of Services.
    b. Complete necessary hardware (example: Interface PC, OXI PC) placement and connection to the network according to the specifications outlined in the Oracle Hospitality hardware sizing guide.
    c. Complete the Oracle Hospitality Pre-installation Guide prior to the commencement of Services.
    d. Maintain annual technical support for the Oracle software and hardware under separate contract throughout the term of the Services.
    e. Schedule Your staff to attend required Oracle Hospitality training sessions.
    f. Perform all data entry.
    g. Train staff who has not attended Oracle Hospitality application training.
    h. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this exhibit, You will provide access to Oracle as follows:

        i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
        ii. You are responsible for acquiring and maintain any equipment and performing any labor

and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.

    iii.   You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this exhibit, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this exhibit for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this exhibit.

2. Project Assumptions
   a. All communications and documentation will be in a mutually agreed upon language.
   b. The Services are designed to go-live in hosted Cloud environment at one time. Multiple or staged go-lives are not included in the Services.
   c. Training is provided for Oracle Hospitality products only.
   d. Oracle Hospitality application training is conducted by module.
   e. Additional charges may result if You or Your third party vendors have not completed the required activities defined in the Oracle Hospitality Pre-installation Guide list of requirements on the day Oracle is to commence the Services.
   f. Development of new reports is not included in the Services.
   g. Development of a new application interface is not included in the Services.
   h. Configuration or training of third party applications is not included in the Services.
   i. The Services will be performed remotely and does not include physical hardware installation.
   j. Project Management is not included in the Services.

Oracle Hospitality Hotel Property Management System Training Cloud Service - Per Hour
Part Number: B87629, B87934 (Extended Hours), B87946 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Hotel Property Management System Cloud Training Services ("Total Hours") related to Your Oracle Hospitality Property Management Systems ("PMS")   deployment(s), which Services may include assistance with any of the following:

1. Software Application Training
   a. Conduct training sessions for any module of Your Oracle Hospitality PMS Deployment. Depending on the hours purchased each training session may be up to four (4) hours in duration and may be attended by up to twelve (12) of your end users.
      i. Oracle Hospitality application training is conducted by module (e.g. Reservations, Rate Management, Profiles, Front Desk, Cashiering etc).
   b. Provide training on end user interaction with Oracle Hospitality PMS products, as currently configured. This may include making profiles or reservations, rate management, housekeeping, accounts receivable, reporting or any other standard PMS product functionality.
   c. Provide training on standard PMS product administration which may include room configuration, transaction code setup, rate and package setup, user management, housekeeping functionality, scheduled reporting and inventory management.
   d. Provide available training materials electronically.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following assumptions:

1. Your Obligations
   a. Provide Oracle access to Your Hotel applications as required for the performance of Services.
   b. Schedule Your end users to attend the Oracle Hospitality Hotel Property Management System Training Services sessions.
   c. Reproduce copies of training materials solely for Your end users.
   d. You are responsible for providing a training room with internet access, access to all required Oracle Hospitality products, LCD projector, white board or flip chart, and computers for students (if required).
   e. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this exhibit, You will provide access to Oracle as follows:

      i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
      ii. You are responsible for acquiring and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
      iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this exhibit, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this exhibit for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this exhibit.

2. Project Assumptions
   a. All communications and documentation will be in a mutually agreed upon language.
   b. The Services above will be performed remotely.
   c. Training is provided for Oracle Hospitality products only.
   d. Configuration or training of third party applications/interfaces is not included in the Services.
   e. Project management is not included in the Services.
   f. Service will be provided on consecutive days, during mutually agreeable times, excluding holidays, unless parties agree otherwise.

Oracle Hospitality Food and Beverage POS Implementation Consultation and Configuration Cloud Service - Per Hour

Part Number: B88107, B88676 (Extended Hours), B88677 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Food and Beverage POS Implementation Consultation and Configuration Cloud Service ("Total Hours") related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. Software Configuration
   a. Review Your hosted Cloud environment to confirm the following items: Point of Sale ("POS") software version, eBusiness modules, revenue centers, and interfaces.
   b. Conduct Site Survey to gather configuration information including, but not limited to: menus, modifiers, tenders, discounts, Service charges, table numbers, room numbers, remote printing, employee privileges, time and attendance, credit card processing, gift card processing, third party interfaces, and interfaces to other Oracle Hospitality products Configuration of menus, modifiers, page design, employee setup, time and attendance, printing, standard reports, eBusiness modules and standard interfaces to credit cards, gift cards and PMS's.
   c. Test the configuration.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following assumptions:

1. Your Obligations
   a. Provide Oracle access to Your Food and Beverage application if required for the performance of Services.
   b. Provide Oracle access to site personnel who are best able to provide information needed to perform the Site Survey.
   c. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:

      i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
      ii. You are responsible for acquiring and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
      iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

   Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will

prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

2. Project Assumptions
    a. All communications and documentation will be in the mutually agreed upon language.
    b. The Services above will be performed either by onsite delivery resources or remotely and do not include physical hardware installation, networking or any other Services not expressly identified herein.
    c. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.
    d. Custom report development is not included in the Services.
    e. Custom interface development is not included in the Services.
    f. Third party software configuration is not included in the Services.
    g. Application training is not included in the Services.
    h. Project management is not included in the Services.

Oracle Hospitality Food and Beverage Live Support Cloud Service – Per Hour
Part Number: B88108, B88678 (Extended Hours), B88679 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Food and Beverage Live Support Cloud Service ("Total Hours") related to Your Oracle Hospitality deployment(s), which Services may include   assistance with any of the following:

1. Go Live Support Services
   a. Provide post go-live support in Your hosted Cloud environment, primarily focused on supporting Your   management staff during the transition to the new application.
   b. Answer operational questions and consult on the application.
   c. Assist You with basic configurations change requests identified during go live.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following assumptions:

1. Your Obligations
   a. Provide Oracle access to Your Food and Beverage application if required for the performance of Services.
   b. Schedule the appropriate resources to work with Oracle to ensure a smooth transition to the new application.
   c. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources   may access Your systems, throughout the performance of Services, using an Oracle defined standard   virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:

      i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through   the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
      ii. You are responsible for acquiring and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
      iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

   Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network   connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees   resulting from such failure. If You do not review and approve such amendment within five (5) days   after Your receipt thereof, Oracle may terminate its performance of Services under this order.

2. Project Assumptions
   a. All communications and documentation will be in a mutually agreed upon language.

b. The Services above will be performed either onsite delivery resources or remotely and do not include physical hardware installation or any other Services not expressly identified herein.
c. Configuration or training of third party applications is not included in the Services.
d. Configuration of custom reporting is not included in the Services.
e. Configuration of custom interfaces is not included in the Services.
f. Full menu entry or additional revenue center creation is not included in the Services.
g. Project management is not included in the Services.
h. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.

Oracle Hospitality Food and Beverage System Administrator Training Cloud Service – Per Hour
Part Number: B88109, B88680 (Extended Hours), B88681 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Food and Beverage System Administrator Training Cloud Service ("Total Hours") related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. Software Application Training
    a. Train Your staff on standard product functionality and can include menu configuration, revenue center configuration, employee setup, timekeeping and scheduling, reporting, inventory management, and loyalty and gift card program management.
    b. Provide available training material electronically.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following assumptions:

1. Your Obligations
    a. Provide Oracle access to Your Food and Beverage applications if required for the performance of Services.
    b. Schedule Your staff to attend all required Oracle Hospitality training sessions.
    c. Reproduce copies of training materials solely for Your staff.
    d. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:

        i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
        ii. You are responsible for acquiring and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
        iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

    Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

2. Project Assumptions

a. All Communications and documentation will be in a mutually agreed up on language.
b. The Services above will be performed by onsite or remotely.
c. Training is provided for Oracle Hospitality products only.
d. You are responsible for providing a training room with internet access, access to all required Oracle Hospitality products, LCD projector, white board or flip chart, and computers for students (if required).
e. All attendees must have a phone and either have their own PC's with internet connection or the ability to share the screen of a personal computer ("PC") with internet connection.
f. Training of third party applications is not included in the Services.
g. Project management is not included in the Services.

Oracle Hospitality Food and Beverage End User Training Cloud Service – Per Hour
Part Number: B88110, B88682 (Extended Hours), B88683 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Food and Beverage End User Training Cloud Service ("Total Hours") related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. Software Application Training
    a. Provide training on end user interaction with Oracle's Hospitality products, as currently configured. This can include entering, editing, and tendering checks, timekeeping, reporting, manager functions.
    b. Provide available training material electronically.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following assumptions:

1. Your Obligations
    a. Provide Oracle access to Your Food and Beverage applications if required for the performance of Services.
    b. Schedule Your staff to attend all required Oracle Hospitality training sessions.
    c. Reproduce copies of training materials solely for Your staff.
    d. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:

        i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
        ii. You are responsible for acquiring and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
        iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

    Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt thereof, Oracle may terminate its performance of Services under this order.

2. Project Assumptions
    a. All communications and documentation will be in a mutually agreed upon language.
    b. The Services above will be performed either by onsite or remotely.
    c. Training is provided for Oracle Hospitality products only.

d. You are responsible for providing a training room with internet access, access to all required Oracle Hospitality products, LCD projector, white board or flip chart, and computers for students (if required).
e. All attendees must have a phone and either have their own personal computers ("PC's") with internet connection or the ability to share the screen of a PC with internet connection.
f. Configuration or training of third party applications is not included in the Services.
g. Project management is not included in the Services.

Oracle Hospitality Food and Beverage Pre-Implementation Consulting Cloud Service – Per Hour
Part Number: B88111, B88684 (Extended Hours), B88685 (Weekend/Holiday Hours)

<u>Description of Services</u>

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Food and Beverage Point of Sale Pre-Implementation Consulting Cloud Service ("Total Hours") related to Your Oracle Hospitality deployment(s), which Services may include assistance with any of the following:

1. <u>Consulting Services</u>
   a. Conduct requirements gathering for implementing Oracle Hospitality Food and Beverage Point of Sale solutions.
   b. Provide consultation for application architecture for Oracle Hospitality Food and Beverage Point of Sale products.
   c. Provide consultation on practices regarding integration of Oracle Hospitality Point of Sale products.
   d. Define requirements for Oracle Hospitality Point of Sale application, assisting customer with identifying any custom development needs.
   e. Provide consultation on feature functionality and feature requirements gap analysis.
   f. Provide consultation and testing Services for 3rd party interfaces.
   g. Provide documentation to include diagrams of application data flow, process models, and control flow.
   h. Analyze installed Oracle Hospitality applications for maintenance and upgrade paths.

<u>Your Obligations and Project Assumptions</u>

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following assumptions:

1. <u>Your Obligations</u>
   a. Provide Oracle access to Your Food and Beverage applications, including remote access to Your Oracle   Hospitality applications and infrastructure, if required for the performance of Services.
   b. Provide Oracle with full access to relevant functional, technical, and business resources with adequate skills and knowledge to support the performances of Services.
   c. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:

      i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through   the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
      ii. You are responsible for acquiring and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
      iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle

team members, including but not limited to, Oracle's onsite remote and offshore resources.

Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network   connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your   failure. Oracle will prepare an amendment to this order for the change in the Services and fees   resulting from such failure. If You do not review and approve such amendment within five (5) days   after Your receipt thereof, Oracle may terminate its performance of Services under this order.

2. Project Assumptions
   a. All communications and documentation will be in a mutually agreed upon language.
   b. The Services above will be performed either by onsite delivery resources or remotely.
   c. The Services do not include physical hardware installation, networking or any other Services not expressly identified herein.
   d. Custom report development is not included in the Services.
   e. Custom interface development for new interfaces is not included in the Services.
   f. Third party software configuration is not included in the Services
   g. Application training is not included in the Services.
   h. Project management is not included in the Services.
   i. Delays caused by either You or Your third party vendors not being ready at the scheduled times may result in additional charges.

Oracle Hospitality Food and Beverage Implementation Site Inspection Cloud Service - Per Hour
Part Number: B88112

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Food and Beverage Implementation Site Inspection Cloud Service ("Total Hours") related to Your Oracle Hospitality Food and Beverage deployment(s), which Services may include assistance with any of the following:

1. Consulting Services
   a. Review with You the alternating current ("AC") power requirements for implementing Oracle Hospitality Food and Beverage Point of Sale ("POS") applications.
   b. Confirm network cables have been installed and terminated near hardware placement for Oracle Hospitality Food and Beverage POS products.
   c. Test Your network connectivity and validate ports and Oracle URL is accessible for Oracle Hospitality Food and Beverage POS products.
   d. Review whether Your device locations are ready for hardware placement, such as brackets, mounts, holes for cables and power cords, for Oracle Hospitality Food and Beverage Point of Sale products.
   e. Review whether site contains shelving and rack systems to accommodate back office server(s) if included in configuration.
   f. Provide to You a Report-of-Findings checklist, describing Your site's deficiencies, as identified by Oracle.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following project assumptions:

1. Your Obligations
   a. Review and prepare Your environment per Oracle's Site Preparation Guidelines available at the following link:
      https://mosemp.us.oracle.com/epmos/main/downloadattachmentprocessor?attachid=2067935.1%3A SITE_INSPECTION_FORM&docType=HOWTO&action=download
      Site Preparation Guidelines will also be emailed to Your primary implementation contact.
   b. Provide a device location map showing planned site layout.
   c. The installation, termination, and certification of network cabling and/or wireless local area network ("LAN") are Your responsibility and/or Your contractor.
   d. Provide any notices and obtain any consent required for Oracle to perform Services.
   e. Provide complete and accurate information to Oracle regarding the hardware, including, without limitation, the serial number for the hardware, where applicable.
   f. Prior to the commencement of Services, inform Oracle of any equipment or environment modifications that may affect Oracle's performance of the Services.
   g. Confirm that Your power supply is in accordance with industry standards, using industry standard electrical/receptacle connectors power supply(ies) as required by Oracle.
   h. Install cables in a manner which does not pose potential safety hazards, and confirm that all cable connections are located within a reasonable proximity of the hardware to be connected.
   i. Upon Oracle's request, schedule Your information technology resource to be onsite to work with the on-site Oracle resource.
   j. At Oracle's request, provide to Oracle Your in-house cable labeling guide for the hardware to be installed.
   k. All required Oracle approved cables must be provided and placed by You prior to the site inspection.

2. Project Assumptions
    a. All communications and documentation will be in a mutually agreed upon language.
    b. The Services cover a single site inspection walk through. In no event is staged, hardware placement or managed roll-out installation included in the Services.
    c. Network, domain name system ("DNS") or wireless changes are not included in the Services.
    d. Troubleshooting of deficiencies found is not included in the Services.

Oracle Hospitality Food and Beverage Consulting Professional Cloud Services - Per Hour
Part Number: B88113, B88686 (Extended Hours), B88687 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Food and Beverage Consulting Professional Cloud Services ("Total Hours") related to Your Oracle Hospitality Food and Beverage deployment(s), which   Services may include assistance with any of the following:

1. Software Application Configuration and Operational Review
   a. Review and configure Your business rules and operational standards.
   b. Review and configure application parameters.
   c. Review and configure users/granting permissions.
   d. Review and configure screen designs.
   e. Enable or modify features.
   f. Review and configure Your needs and advise on a deployment path.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following engagement assumptions:

1. Your Obligations
   a. Provide Oracle access to Your Food and Beverage applications if required for the performance of Services.
   b. Provide Oracle access to Your test environment required for the performance of Services.
   c. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources   may access Your systems, throughout the performance of Services, using an Oracle defined standard   virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:

      i. You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through   the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
      ii. You are responsible for acquiring and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
      iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

      Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network   connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your   failure. Oracle will prepare an amendment to this order for the change in the Services and fees   resulting from such failure. If You do not review and approve such amendment within five (5) days   after Your receipt thereof, Oracle may terminate its performance of Services under this order.

2. Project Assumptions
    a. All communications and documentation will be in mutually agreed upon language.
    b. Configuration or training of third party applications is not included in the Services.
    c. The Services above will be performed either by onsite delivery or remotely and do not include physical hardware installation.
    d. Project management is not included in the Services.

Oracle Hospitality Food and Beverage Professional Services and Consulting Cloud Service- Per Hour
Part Number: B88114, B88678 (Extended Hours), B88689 (Weekend/Holiday Hours)

Description of Services

You have ordered the quantity of hours identified in Your order of Oracle Hospitality Food and Beverage Professional and Consulting Cloud Service ("Total Hours") related to Your Oracle Hospitality Food and Beverage deployment(s), which Services may include assistance with any of the following:

1. Software Application Configuration and Operational Review
    a. Review and configure Your business rules and operational standards.
    b. Review and configure application parameters.
    c. Review and configure users/granting permissions.
    d. Review and configure screen designs.
    e. Enable or modify features.
    f. Review and configure Your needs and advise on a deployment path.
    g. Assess and make recommendations on system optimization and architectural structure/deployment.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in Your order, You acknowledge that Oracle's ability to perform the Services depends upon Your fulfillment of the following obligations and the following engagement assumptions:

1. Your Obligations
    a. Provide Oracle access to Your Food and Beverage application if required for the performance of Services.
    b. Provide Oracle access to Your test environment required for the performance of Services.
    c. Perform all data entry.
    d. Oracle resources may provide Services via phone, a customer- specific web portal (if ordered), and/or electronic communication. You agree that Oracle resources may access Your systems, throughout the performance of Services, using an Oracle defined standard virtual private network (VPN) or Oracle Web Conference (OWC). If a network connection between Oracle and Your systems is required for Oracle resources to perform Services under this order, You will provide access to Oracle as follows:

        i.   You are responsible for ensuring that (i) Your network and systems comply with specifications Oracle provides, (ii) all components of Your Oracle software environment are accessible through the VPN, and (iii) the VPN is installed in a timely manner for Oracle to perform the Services.
        ii. You are responsible for acquiring and maintain any equipment and performing any labor and/or activities necessary to set-up and maintain network connectivity at and to Your Oracle environment.
        iii. You will provide and maintain user accounts for, and access to, the VPN for the Oracle team members, including but not limited to, Oracle's onsite remote and offshore resources.

        Oracle is not responsible for network connections or for issues, problems or conditions arising from or related to network connections, such as bandwidth issues, excessive latency, network outages, and/or any other conditions that are caused by an internet service provider, or the network connection. If Your VPN client software and/or VPN infrastructure fails to allow Oracle access to perform Services under this order, You agree to pay for any increased costs resulting from Your failure. Oracle will prepare an amendment to this order for the change in the Services and fees resulting from such failure. If You do not review and approve such amendment within five (5) days after Your receipt

thereof, Oracle may terminate its performance of Services under this order.

2. Project Assumptions
    a. All communications and documentation will be in mutually agreed upon language.
    b. Oracle will provide a list of requirements that must be implemented by You in preparation of the project.
    c. Data migration from an external Food and Beverage management system is not included in the Services.
    d. Configuration, review or training on third party applications is not included in the Services.
    e. The Services above will be performed by either onsite delivery resources or remotely and do not include physical hardware installation.
    f. Project management is not included in the Services.